



# Quality Management Plan Review Tool

**How To Use This Checklist:**

A quality management (QM) plan defines a quality program's strategic direction and provides a blueprint for upcoming improvement activities for the HIV program. While there is no universal "how-to" template for creating a quality management plan, this document outlines the basic domains that should be covered in each plan; quality statement, quality improvement infrastructure, quality plan implementation, performance measurement, annual quality goals, participation of stakeholders, evaluation, capacity building, process to update the plan, and communication. This checklist has been created, from a model by the NQC, to assist those who are: 1) working to develop an HIV-specific quality management plan; and/or 2) reviewing a quality management plan for completeness. This checklist should be used as a reference and assessment tool, the most important step is to get started. A review of each sub-grantees quality management plan will be conducted twice per year by the Quality Management Coordinator. Once at the beginning of the new grant year utilizing this format and once as a site visit to evaluate the progress of the quality management plan. Feedback from these evaluations should be utilized as guidance for future improvements.

**Definition of terms:**

The term Quality Management Program encompasses all systematic and continuous quality processes, including the formal organizational quality infrastructure and quality improvement related activities, consistent with other quality improvement and quality assurance programs with identified leadership, accountability and resources to develop a strategy for using and measuring data to determine progress toward evidence-based benchmarks with a focus on linkages and provider and client expectations using data collection practices to ensure that goals are accomplished and result in improved outcomes.

A Quality Management Plan is a written document that outlines how the quality management program will be implemented, including a clear indication of responsibilities and accountability, performance measurement strategies and goals, and elaboration of processes for ongoing evaluation and assessment of the program. All Ryan White Part A sub-grantee's in the Las Vegas TGA are contractually required to establish a quality management plan.

<b>Date/Fiscal Year:</b>	
<b>Agency:</b>	
<b>Address/Suite #:</b>	
<b>City/State/Zip:</b>	
<b>Contact:</b>	
<b>Contact Info:</b>	

<b>QUALITY STATEMENT</b>	
	Quality Statement: Provides a brief purpose describing the end goal of the HIV quality plan and a shared vision to which all other activities are directed.
Comments:	
<b>QUALITY INFRASTRUCTURE</b>	
	Leadership: Identifies who is responsible for the quality management initiatives.
	Quality Committee(s) Structure: Documents who serves on the quality committee, who chairs the committee, and who coordinates the quality management activities.
	Roles and Responsibilities: Defines all key persons, organizations, and major stakeholders and clarifies their expectations for the quality management program.
	Resources: Identifies the resources for the quality management program.
Comments:	

<b>PERFORMANCE MEASUREMENT</b>	
	Indicators: Identifies indicators to determine the progress of the quality management plan.
	Data Collection Strategies: Identifies who will collect and analyze data. Review: Indicates who is accountable for collecting, analyzing, and reviewing performance data results and for articulation of findings.
	Reporting: Includes strategies on how to report and disseminate results and findings, as well as communicate information about quality improvement activities.
	Data Usage: Includes the process that is in place to utilize data to develop new quality improvement activities to address identified gaps.
Comments:	
<b>ANNUAL QUALITY GOALS</b>	
	Goals: Selects only a few measurable and realistic goals annually and uses a broad range of goals.
	Established Priorities: Indicates that those annual goals are established priorities for the quality management plan.
	Benchmarks: Establishes benchmarks for a minimum acceptance level of meeting quality goals.
Comments:	
<b>PARTICIPATION OF STAKEHOLDERS</b>	
	Stakeholders: Lists internal and external stakeholders and specifies their engagements in the quality management plan.
	Education: Provides opportunities for learning about the quality management plan and process for staff.
	Representation: Includes community representatives, as appropriate.
	Feedback: Specifies the process for gathering feedback from key stakeholders.
Comments:	
<b>EVALUATION</b>	
	Evaluation: Evaluates the effectiveness of the quality management/quality improvement infrastructure to determine if processes are effective and efficient.
	QI Activities: Evaluates quality improvement activities to determine whether the annual quality goals for quality improvement activities are met.
	Performance Measures: Reviews performance measures to document whether the measures are appropriate to assess the clinical and non-clinical HIV care.
Comments:	
<b>CAPACITY BUILDING</b>	
	Training: Identifies methods for quality improvement training opportunities.
	Technical Assistance: Provides technical assistance on quality improvement and support for quality improvement activities.
	Feedback: Indicates how data are being fed back to staff and key stakeholders.
Comments:	
<b>PROCESS TO UPDATE QUALITY MANAGEMENT PLAN</b>	
	Updates: Identifies a routine schedule to update the quality management plan (at least annually).
	Specifies Accountability: Indicates who will initiate process to update and revise the quality management

	plan.
	Indicates Sign-off Process: Indicates who will sign-off to finalize the plan; potentially include internal/external stakeholders.
Comments:	
<b>COMMUNICATION</b>	
	Sharing Information: Outlines the process to share information with all stakeholders at appropriate intervals.
	Format: Identifies format for communication.
	Intervals: Identifies communication intervals.
Comments:	
<b>QUALITY MANAGEMENT PLAN IMPLEMENTATION</b>	
	Time Lines: Specifies time lines for implementation to accomplish those goals (work plan).
	Accountability: Specifies accountability for implementation steps.
Comments:	
<b>FORMATTING</b>	
	Layout: Clear and easy to follow layout and organization of content.
	Formatting: Clear dating of document, including date of expiration and page numbers.
Comments:	
<i><b>Additional Comments:</b></i>	
Review completed by:	
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