



Minority AIDS Initiative (MAI) Clinical Quality Management Team FY 2022 Mid-Year Evaluation Results



Responsibilities of the MAI CQM Team

Develop

Develop targeted innovations to reduce disparities in care for MAI populations.

Improve

Improve service delivery for MAI clients.

Improve

Improve client health outcomes for MAI clients.

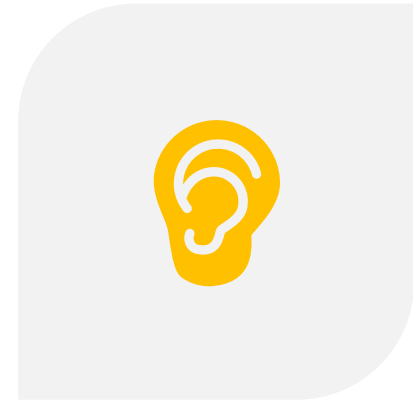
Why Evaluate?



STANDARDIZED WAY TO ASSESS THE
PROGRESS OF THE TEAMS ACTIVITIES.



DETERMINE CURRENT AND FUTURE
NEEDS OF THE TEAM.



ACKNOWLEDGES THE VOICE OF THE
TEAM IN PLANNING AND PROVIDING
MAI SERVICES.

Minority AIDS Initiative (MAI) Clinical Quality Management Team FY 2022 Mid-Year Evaluation Results

This was the first MAI CQM Team evaluation completed!

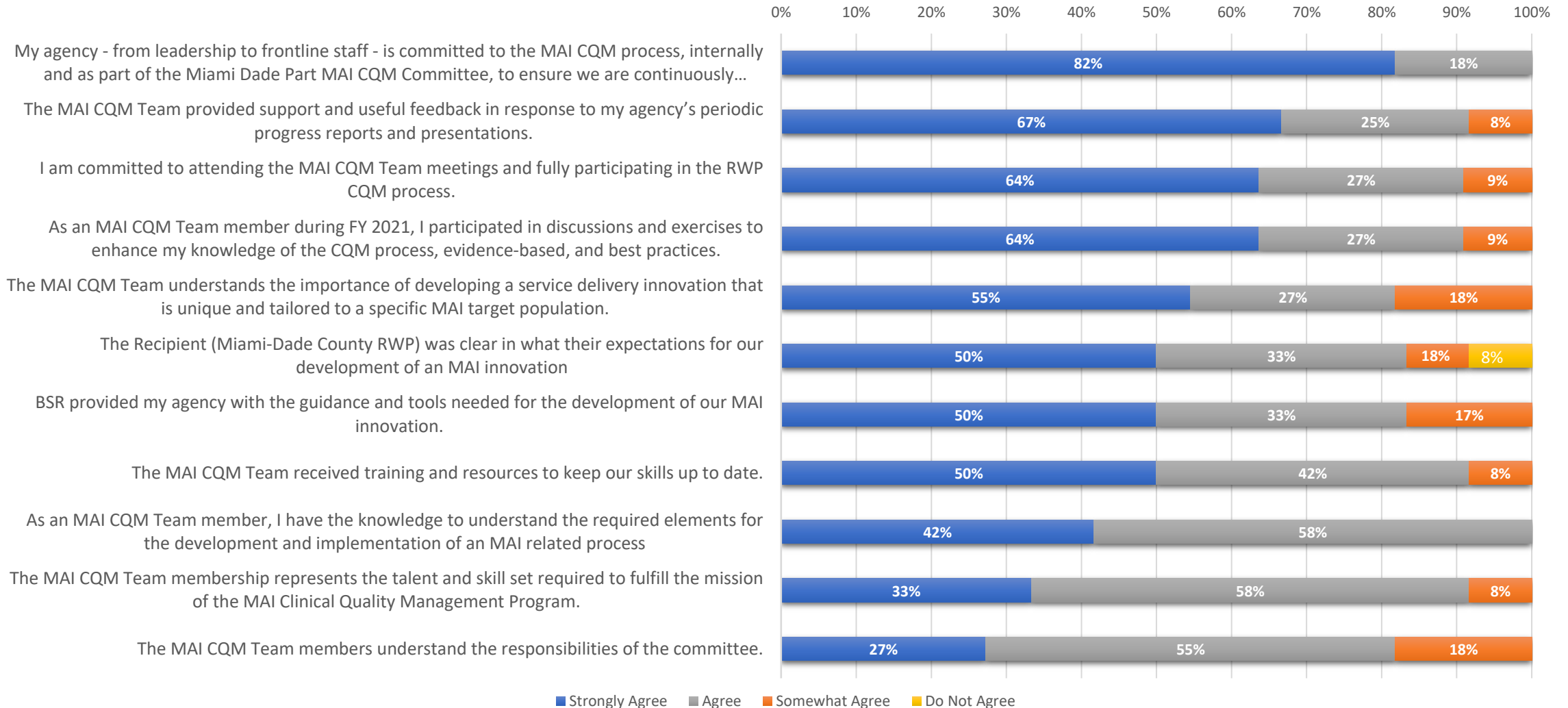
The Evaluation was completed “live” during the August 30, 2022, MAI CQM Team meeting using the Zoom poll feature.

Open ended questions were submitted via the Zoom chat feature.

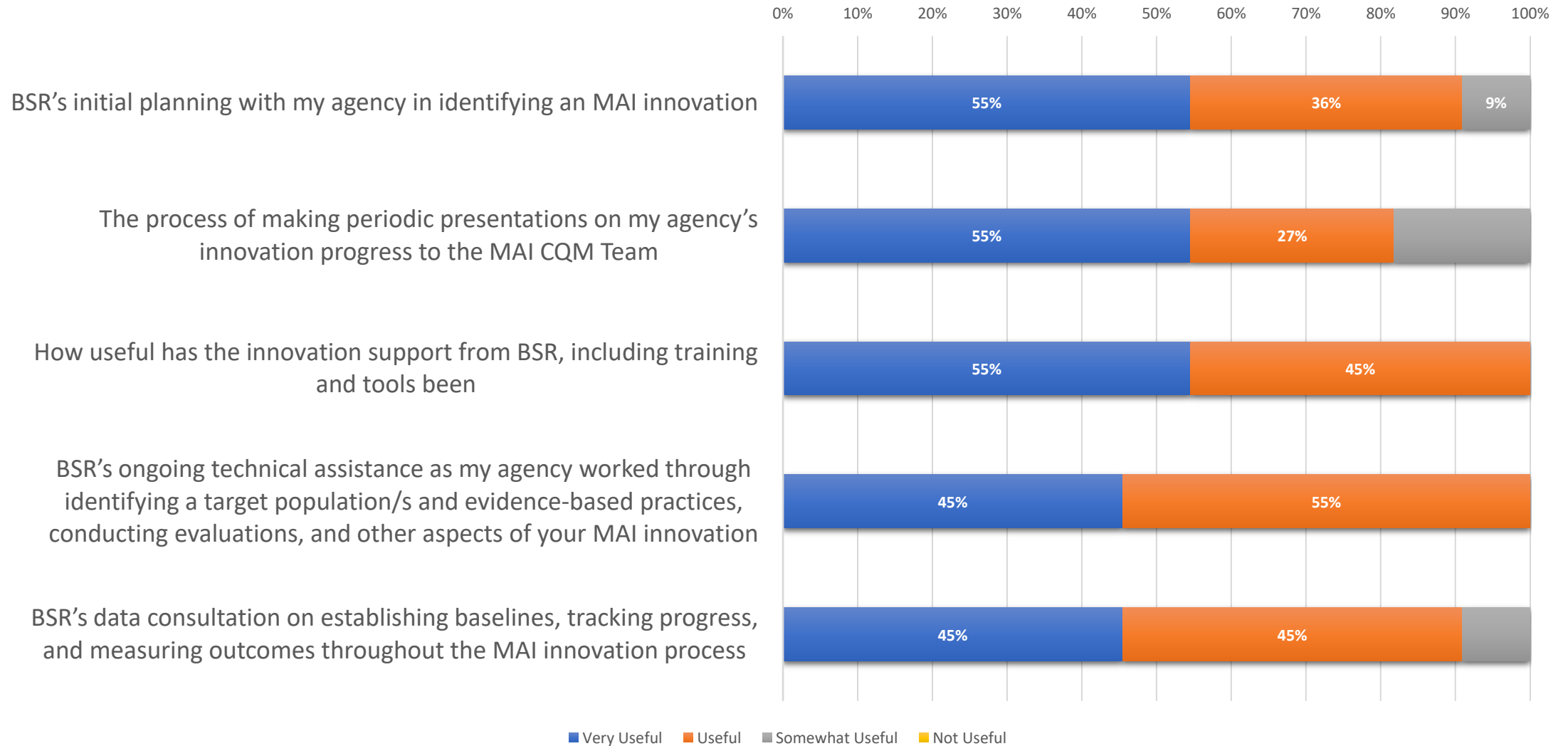
There were four sections (Responsibilities of the MAI CQM Team, Subrecipient & Staff Commitment to MAI CQM Process, and Quality Improvement Culture) included in the evaluation.

Eleven (11) evaluations were completed during the meeting and five out of six MAI Subrecipients were represented.

Agreement Poll Results



Usefulness Poll Results



What suggestions can you offer BSR to improve technical assistance with your agency regarding the development, monitoring, and sustaining of your MAI innovation?



Have at least one on site visit



Suggest where we need to improve.



More help on translating the data to graphs, charts, etc.



Collaboration with other agencies



Training on how to drive a culture of innovation, sharing of innovation platforms, and tools



Help reviewing/monitoring the data long term vs month-to-month

List the top three topics you would like guidance on to improve your development or evaluation of an MAI innovation

- Data analytics for decision making
- Monitoring progress
- Identification of opportunities for improvement
- Making the project specific to a small group and adding more patients after seeing improvement
- Barriers in systems of care
- Different ways to measure progress other than VL suppression
- Calculating the % of a measure
- Help on reporting the narrative experiences in quantitative terms

What was the greatest satisfaction you experienced over the past 12 months in undertaking an MAI innovation?



The innovation gave me the opportunity to learn more about my clients



Dedication to improve the health of our clients and meeting monthly to achieve goals



Improvement in retention in care post covid



Watching clients make progress in life areas that cannot be captured in numbers



The progress of the population assigned to the MAI innovation, and how the MCMs engaged with clients to improve their progress

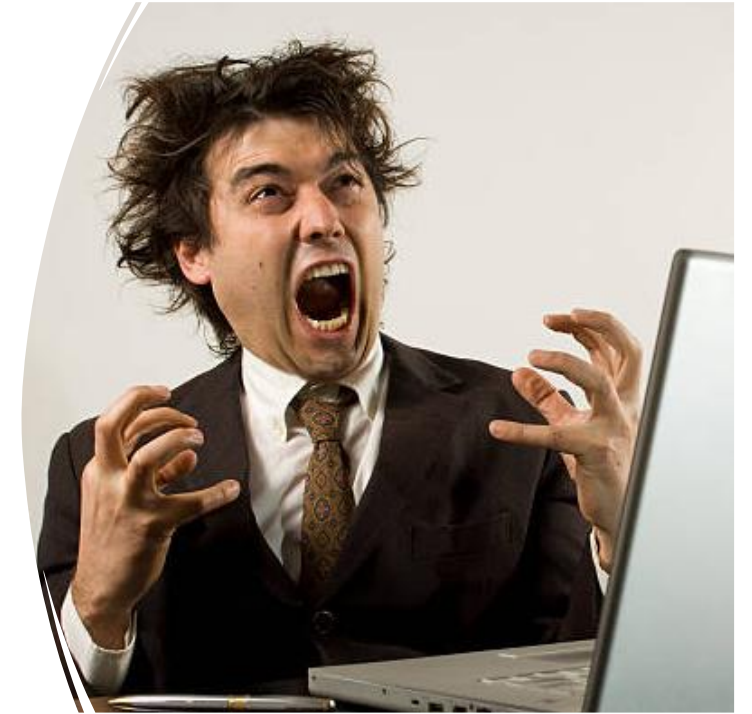


We realized that overall, we are doing pretty good



What was the greatest frustration you experienced over the past 12 months in undertaking an MAI innovation?

- The number of meetings (TA, MAI CQM Team and CQMC) takes a lot of time away from the actual work to be done.
- Realized that WE as agencies create barriers to care.
- Jumping over hurdles to assist clients is exhausting!
- Having to make corrections.
- Provide data not matching agency internal reports.
- Trying to decide about which specific population to work with.
- Once we got any sort of traction, we would deal with employee turnover.



Can you describe Continuous Quality Improvement (CQI)?



This means that the project never ends because there will always be new findings as we adjust what we are doing.



Improving on data.



Incremental improvement of processes, operations, and outcomes guided by continuous monitoring of measurable metrics including patient satisfaction, outcomes, and financial data



The process of identifying, addressing, reassessing and readdressing targets to improve the quality-of-service delivery.



Understanding there is always room to improve and constantly working to enhance services



The ongoing process of improving quality of care.



Ongoing process to identify problems and to improve measures and patient care.

Take Aways



Staff turnover
creates
barriers



Success
takes time



Conflict
between EMR
data and
Provide Data



Want help with
interpreting
data



Quality
Improvement
never ends

Questions



Thank you!