Clinical Quality Management (CQM) Committee
Summary
(March 1, 2020- February 28, 2021)

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CQM Program
Ryan White Part A/MAI
Miami-Dade County

MIAMI-DADE COUNTY

Objectives

List	HRSA's expectation of a CQM Program
Review	the roles and responsibilities of the CQM Committee, BSR, and the RWP.
Describe	the importance of members involvement in CQM planning, implementation, and evaluation
Review	completed activities from March 1, 2020-February 28, 2021

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Clinical Quality Management (CQM) Program

Policy Clarification Notice (PCN) #15-02A clarifies HRSA's Ryan White Program expectations for the CQM program and requires that an effective CQM plan has the following:

• Specific aims based on health outcomes;

• Support by identified leadership;

• Accountability for CQM activities;

• Dedicated resources; and

• Use of data and measurable outcomes to determine progress and make improvements to achieve the aims cited above.
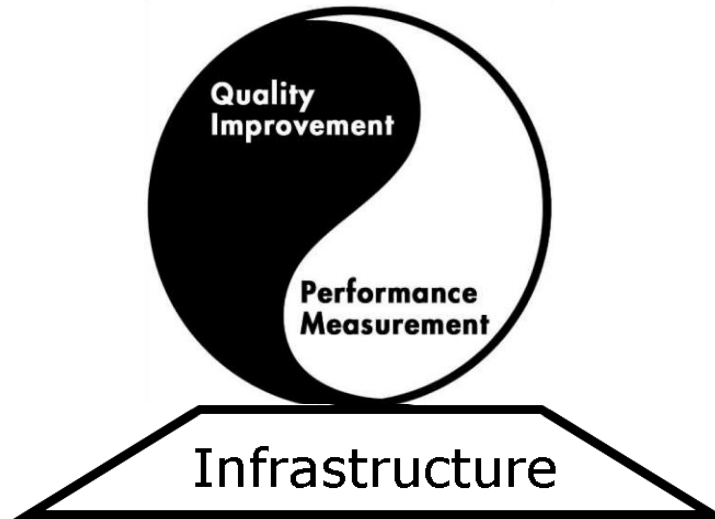
What is Quality Improvement

- **As defined by HRSA Policy Clarification Notice PCN #15-02:** Quality improvement entails the development and implementation of activities to make changes to the program in response to the performance data results. To do this, recipients are required to implement quality improvement activities aimed at improving patient care, health outcomes, and patient satisfaction.

- Recipients are expected to implement quality improvement activities using a defined approach or methodology (e.g., model for improvement, Lean). All quality improvement activities should be documented. Recipients should conduct quality improvement activities within at least one funded service category at any given time.

Quality Assurance vs. Quality Improvement

	*Quality Assurance	Quality Improvement
Motivation	Measuring compliance with standards	Continuously improving processes
Attitude	Required, defensive	Chosen, proactive
Focus	Outliers, "bad apples," noncompliant Individuals	Organizational processes, Organizational systems
Responsibility	Few	All

*National Quality Center/CQII

The Important Role of the CQM Committee

- The CQM Committee develops the CQM program and corresponding activities

Responsibilities of the CQM Committee

Oversee the CQM Plan

Evaluate performance data from Ryan White Program subrecipients

Identify quality improvement (QI) opportunities

Prioritize (or re-prioritize) QI projects

Evaluate the impact of QI initiatives on client health outcomes

Evaluate the progress of CQM activities

BSR's Role in the CQM Program (PCN #15-02A)

Develop strategies to ensure improvements in client access to service	Assess the extent RWP services are consistent with Public Health Services Guidelines (PHHS)	Focus on enhancing retention in care, reduced viral loads and increased client satisfaction	Capacity Building (problem identification, baseline data measurement, Pre and post QI intervention oversight on execution and evaluation)
Data collection and analysis	Facilitate training and technical assistance (TA) for RWP subrecipients	Administration and evaluation of the Client Satisfaction Survey	Facilitate CQM Committee meetings and MAI CQM Team meetings

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Recipient's Role in the CQM Program (PCN #15-02A)

Development of Service Standards

Chart reviews and audits

Monitoring site visits

Extracting data for reporting to internal and external stakeholders

Contract management

A Year in Review
March 1, 2020 – February 28, 2021
Oh, What a Year!

March 1, 2020 – February 28, 2021 Activities

Activities Included:

Evaluation of the CQM Committee's progress

CQM Performance Report Card Revisions

Prioritization of six Part A subrecipients whose client outcomes fell below the RWP Average

March 1, 2020 – February 28, 2021 Activities

Presentations from prioritized subrecipients on the status of their QI initiatives

Review of outcome measures

- 6-month Retention
- OHC Care
- Persistently Unsuppressed VL

Reviewed Integrated Plan Data

We Continue Making Progress

CQM Performance Report Card Revisions

Wrapping up QI Projects for FY 2020-2021

Prioritization for the next round of QI projects based on the FY 2020-2021 CQM Performance Report Card Cycle 4

End of Year Evaluation

CQM Plan

Some Inspiration…

"A goal without a method is nonsense."
– W. Edwards Deming

Quality is everyone's responsibility.
W. Edwards Deming

"Insanity is doing the same thing over and over again and expecting different results."

Albert Einstein