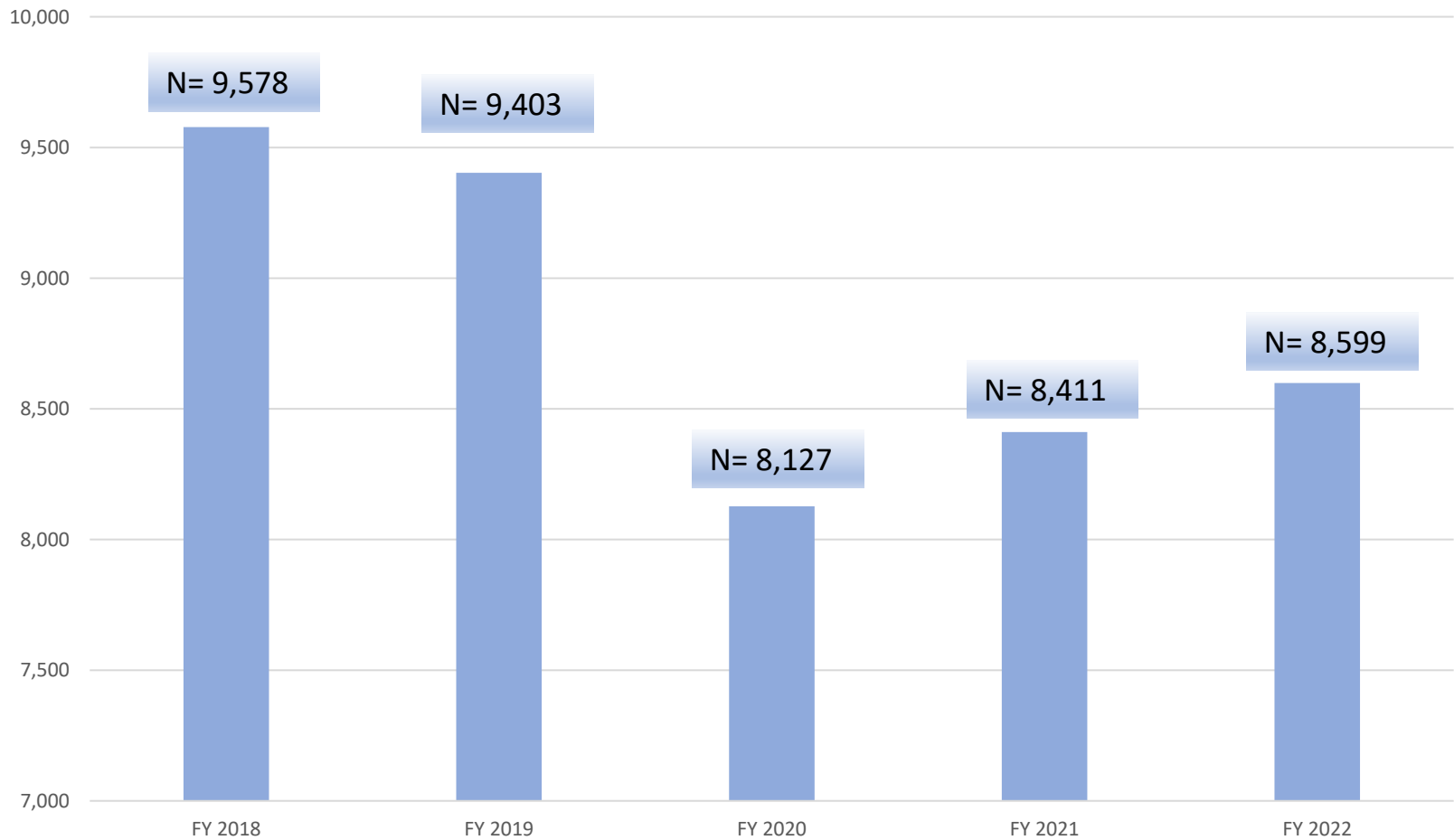
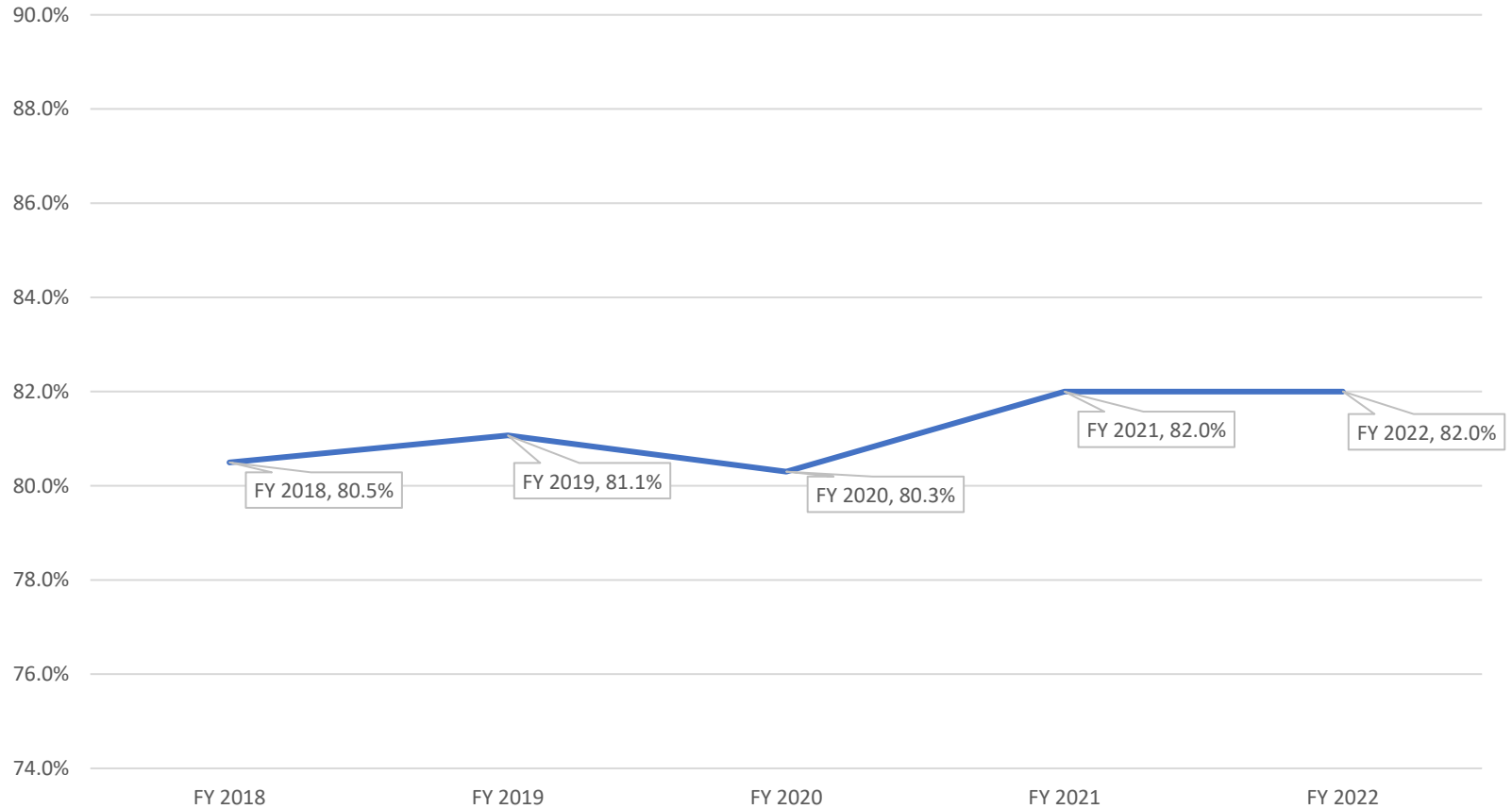


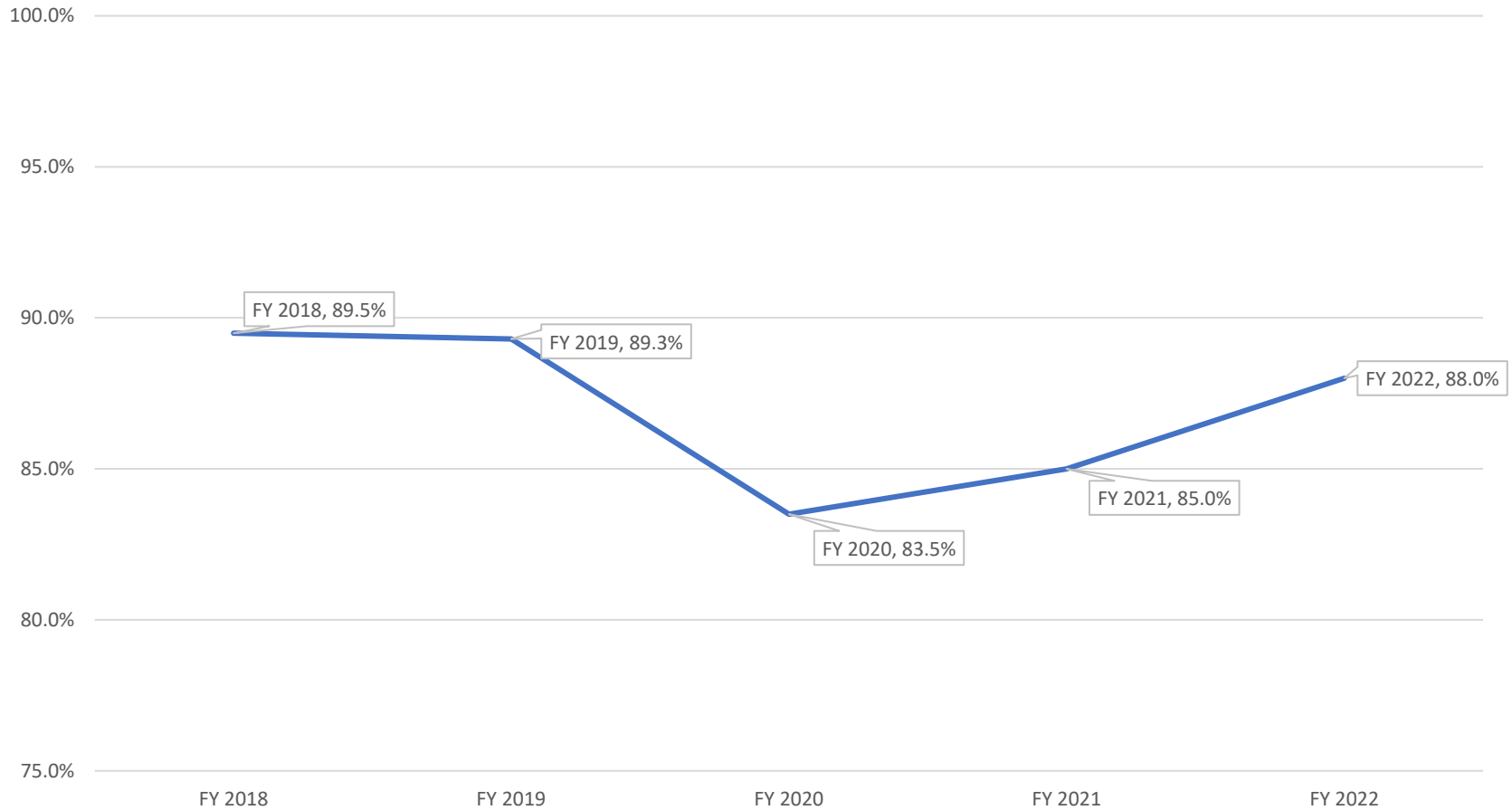
Total RWP Clients In Care FY 2018 – FY 2022 (Report Card Indicator C1)



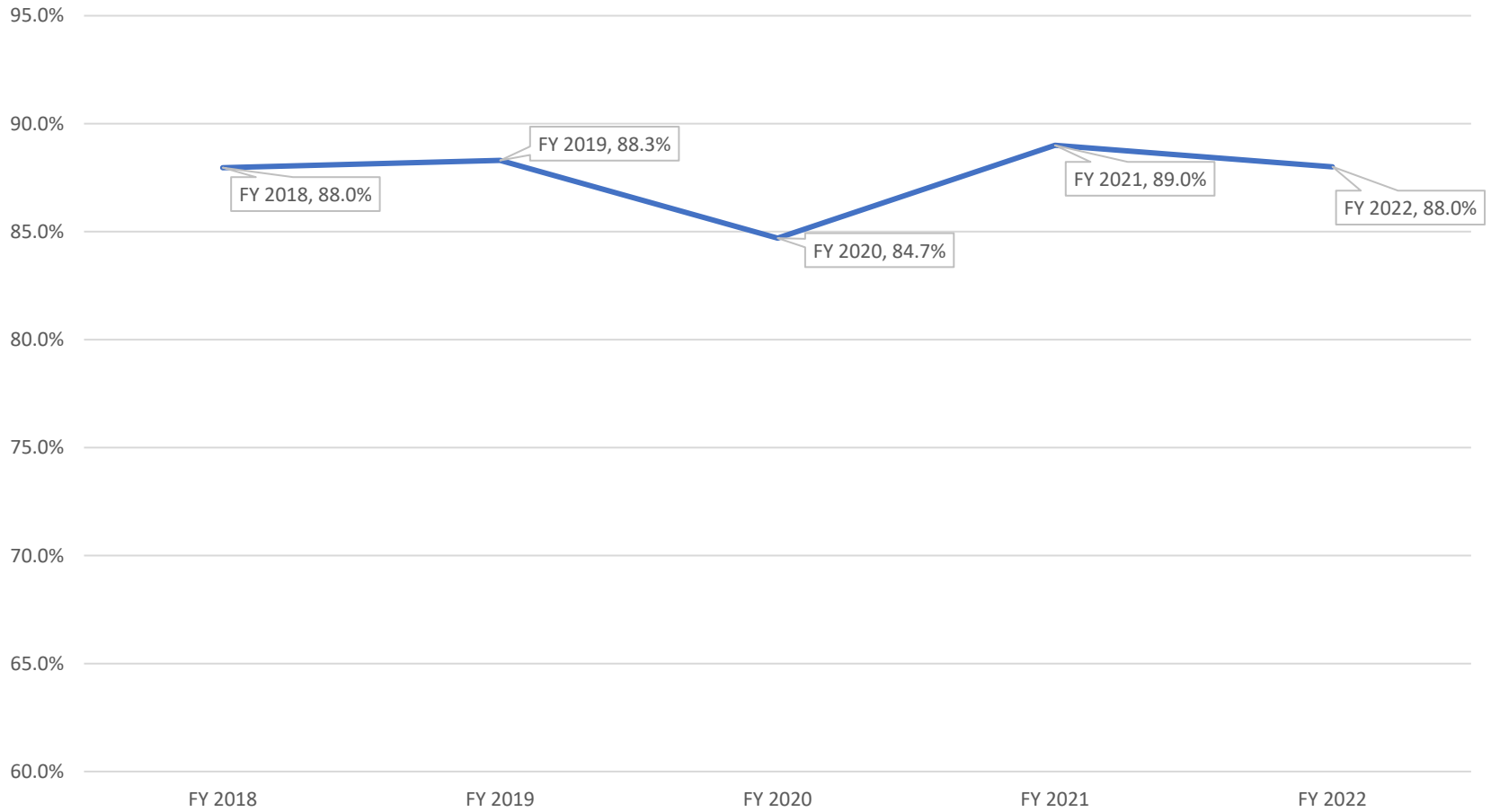
Total RWP Clients In Care VL Suppression FY 2018 – FY 2022 (Report Card Indicator C4/C1)



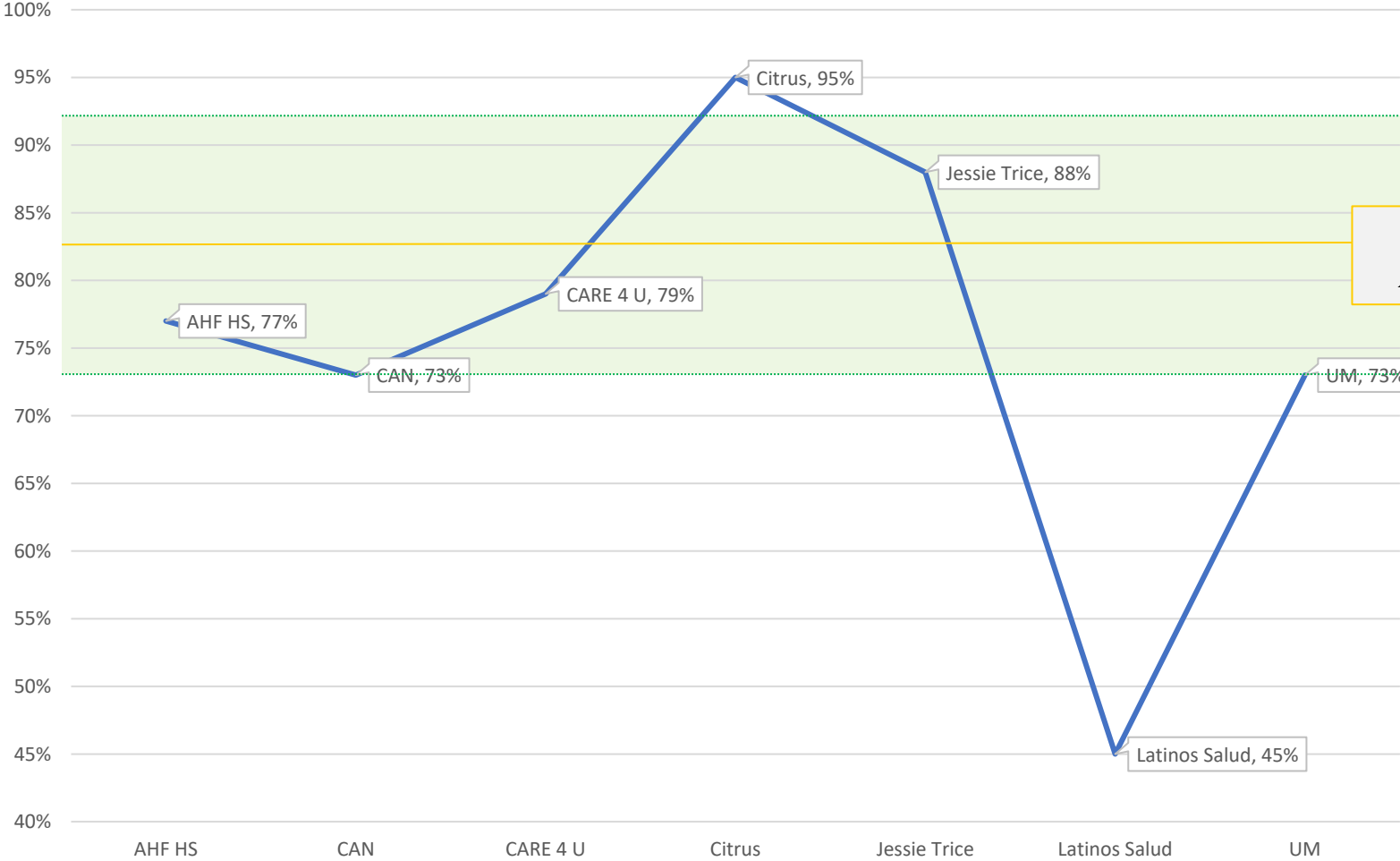
MCM Client VL Suppression FY 2018 – FY 2022 (Report Card Indicator M4/M1)



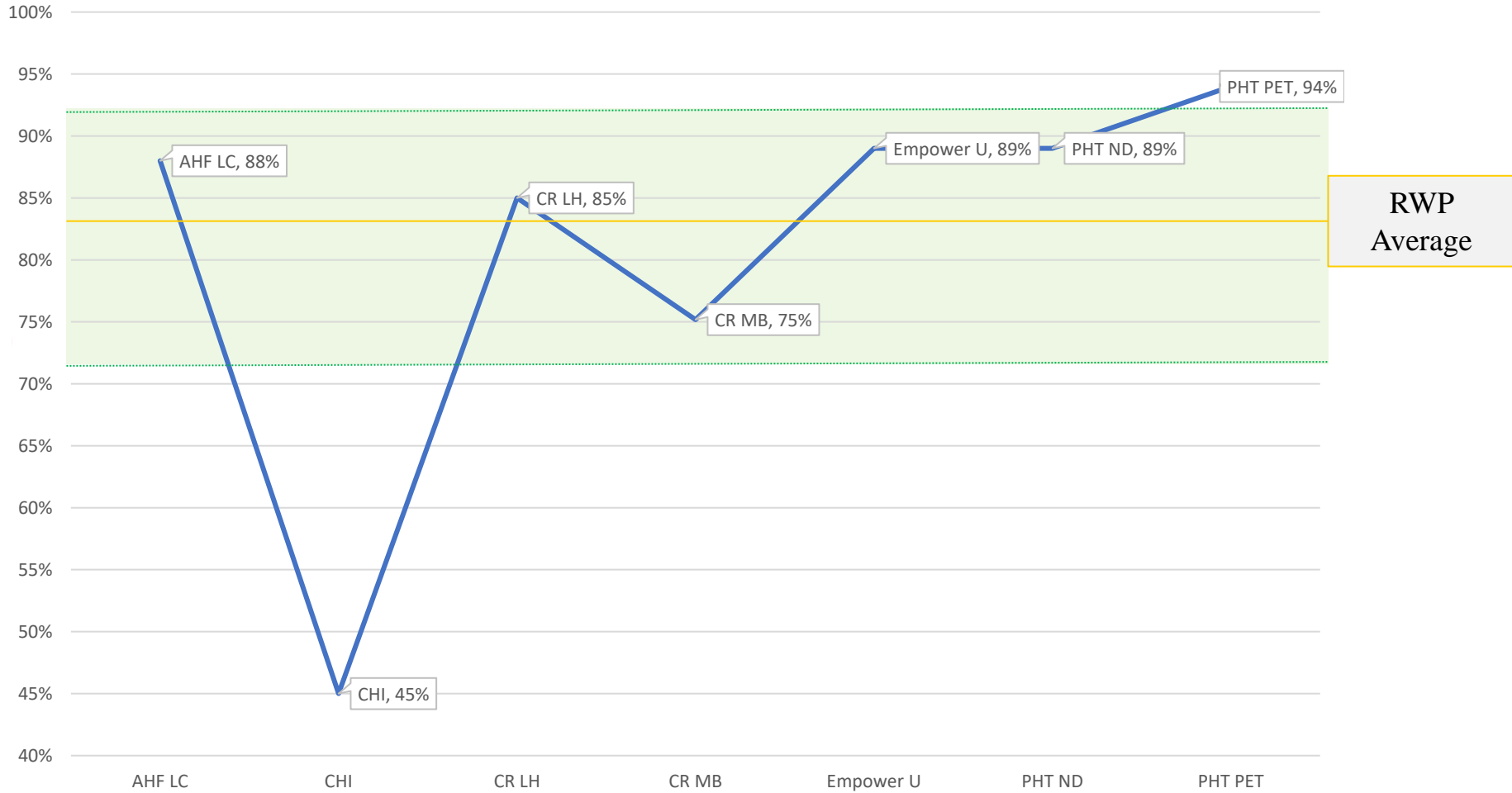
OAHS Client VL Suppression FY 2018 – FY 2022 (Report Card Indicator N4/N1)



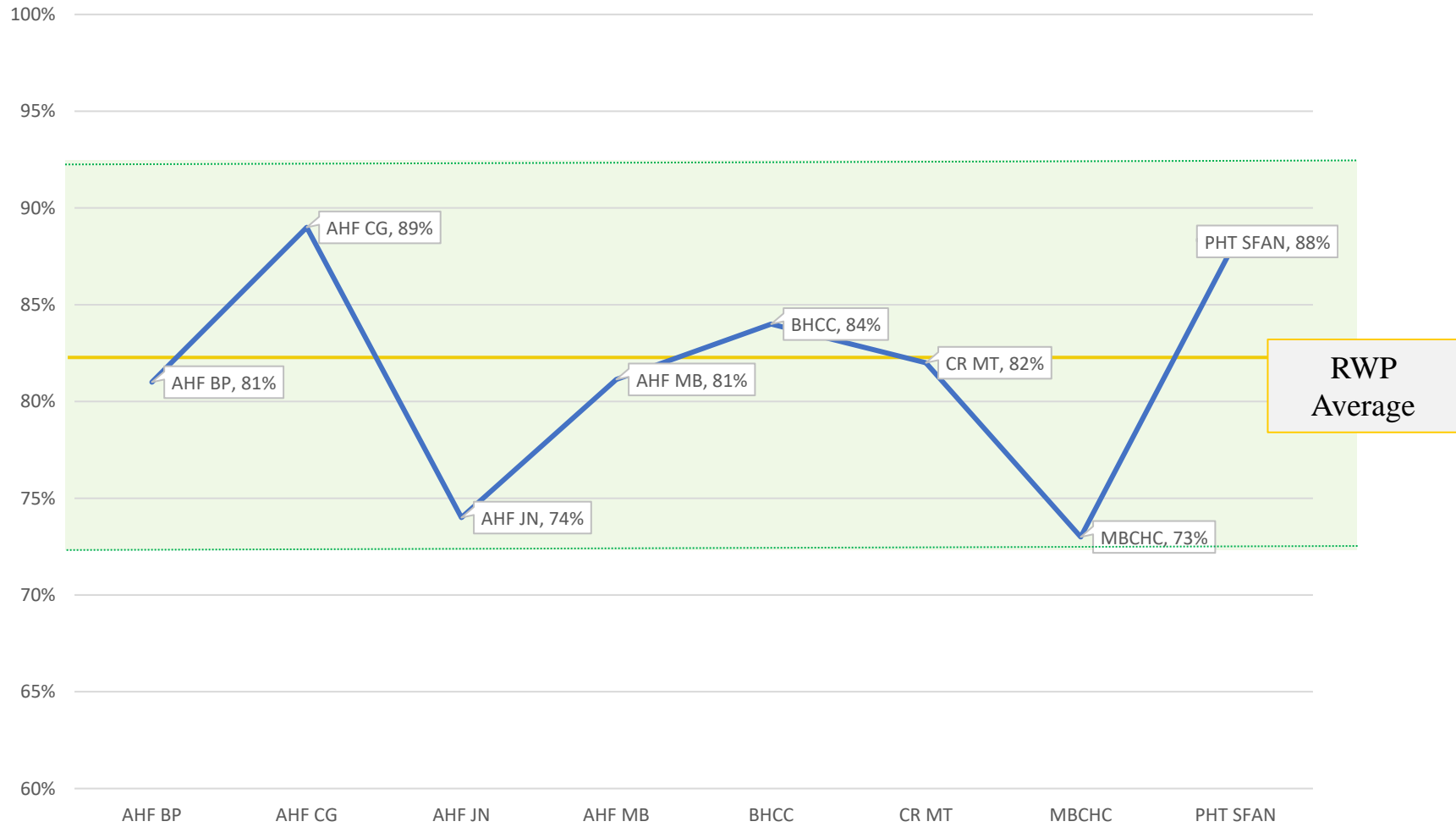
M3 Retention in Medical Care % in Agencies with <125 Clients



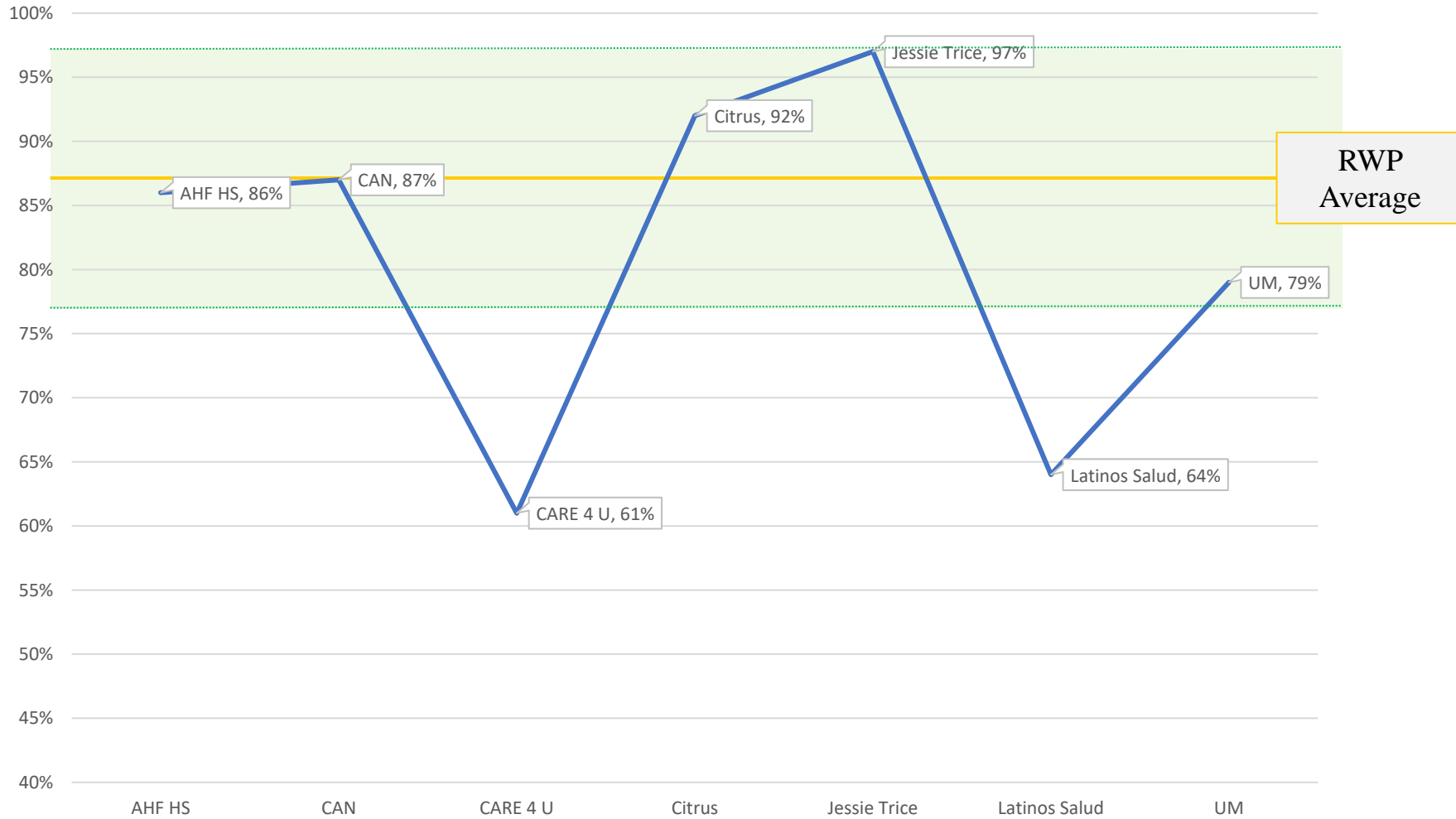
M3 Retention in Medical Care % in Agencies with >125<250 Clients



M3 Retention in Medical Care % in Agencies with >250 Clients



M4 VL Suppression % in Agencies with <125 Clients



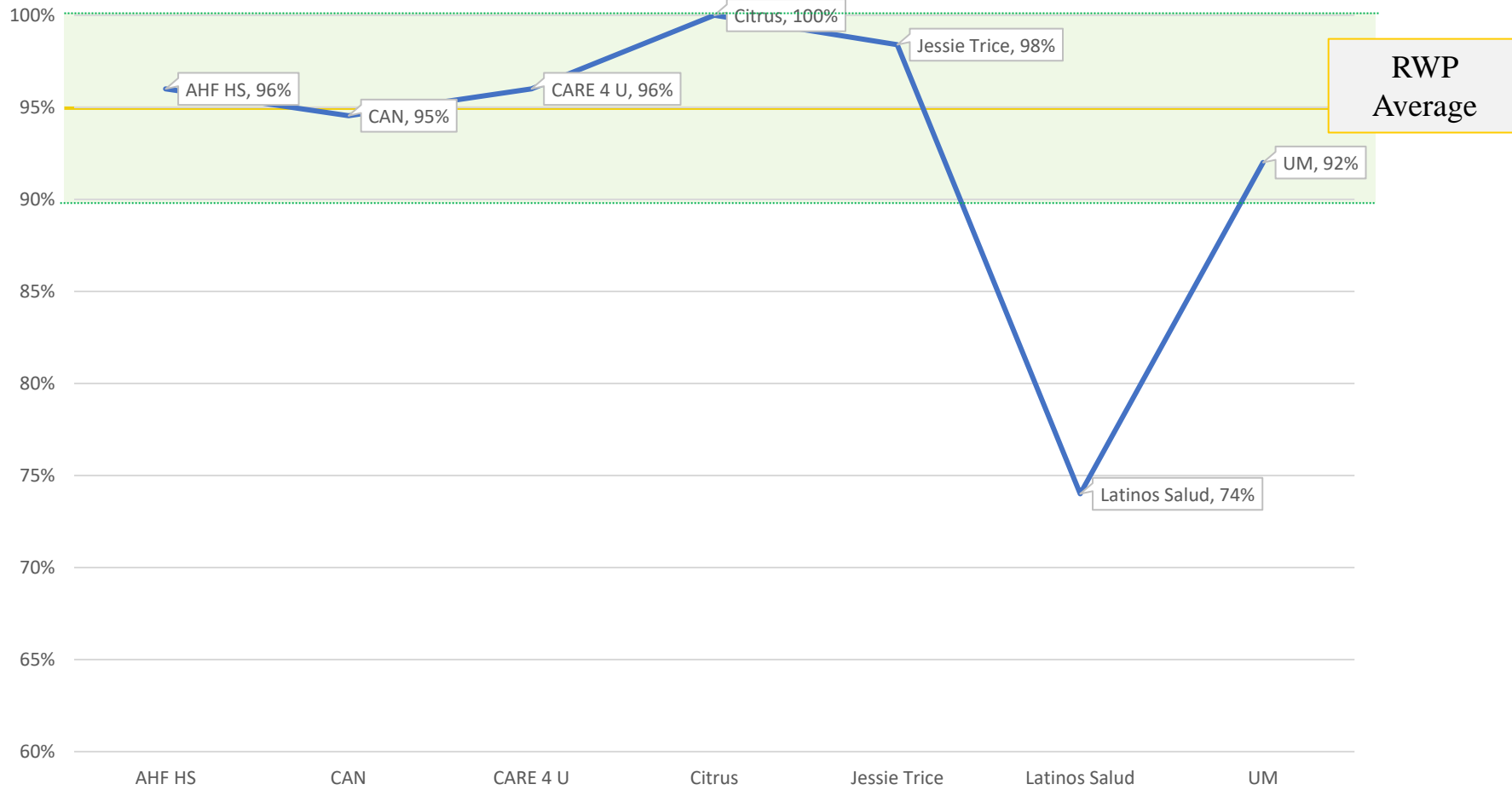
M4 VL Suppression % in Agencies with >125<250 Clients



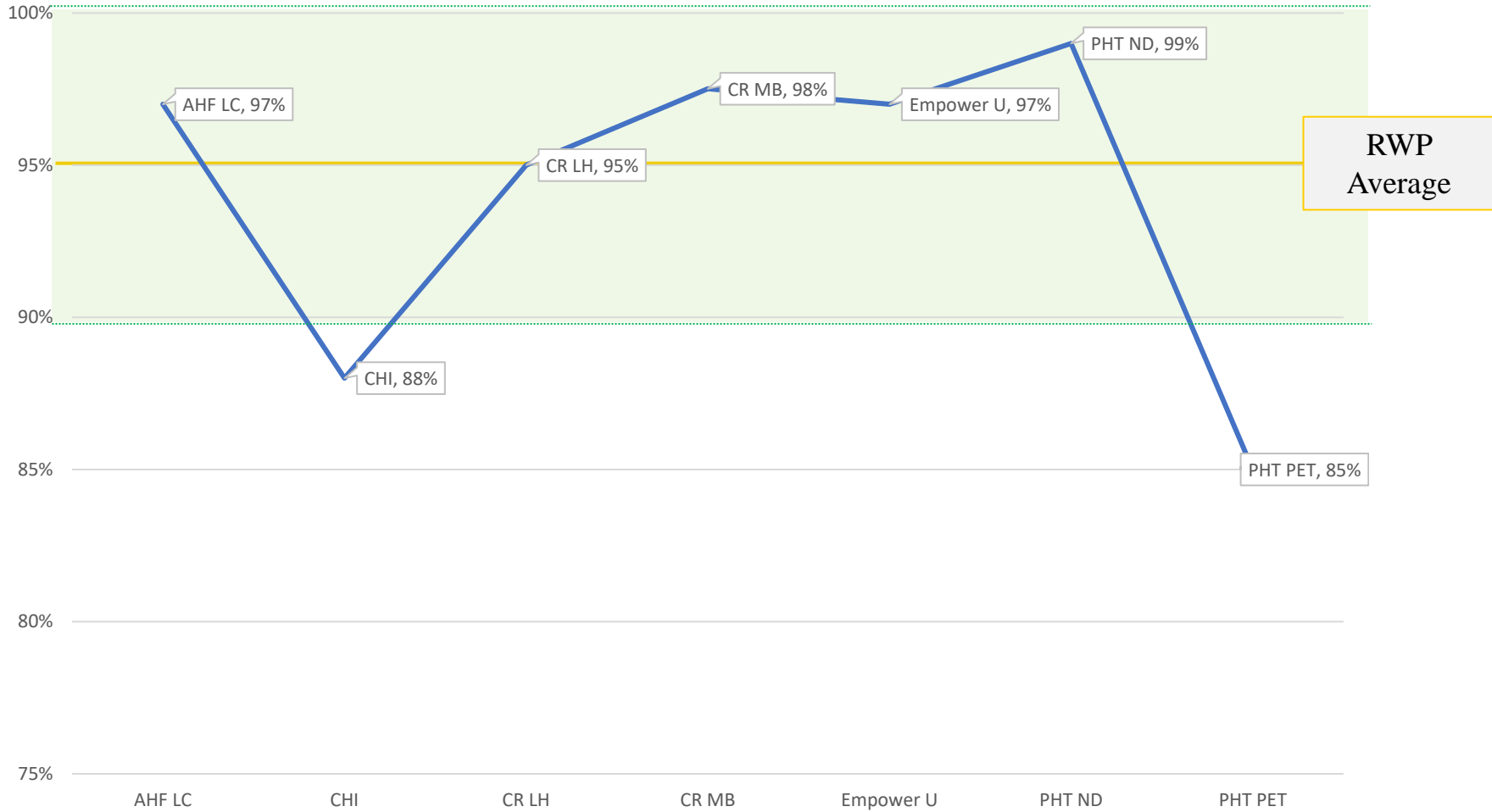
M4 VL Suppression% in Agencies with >250 Clients



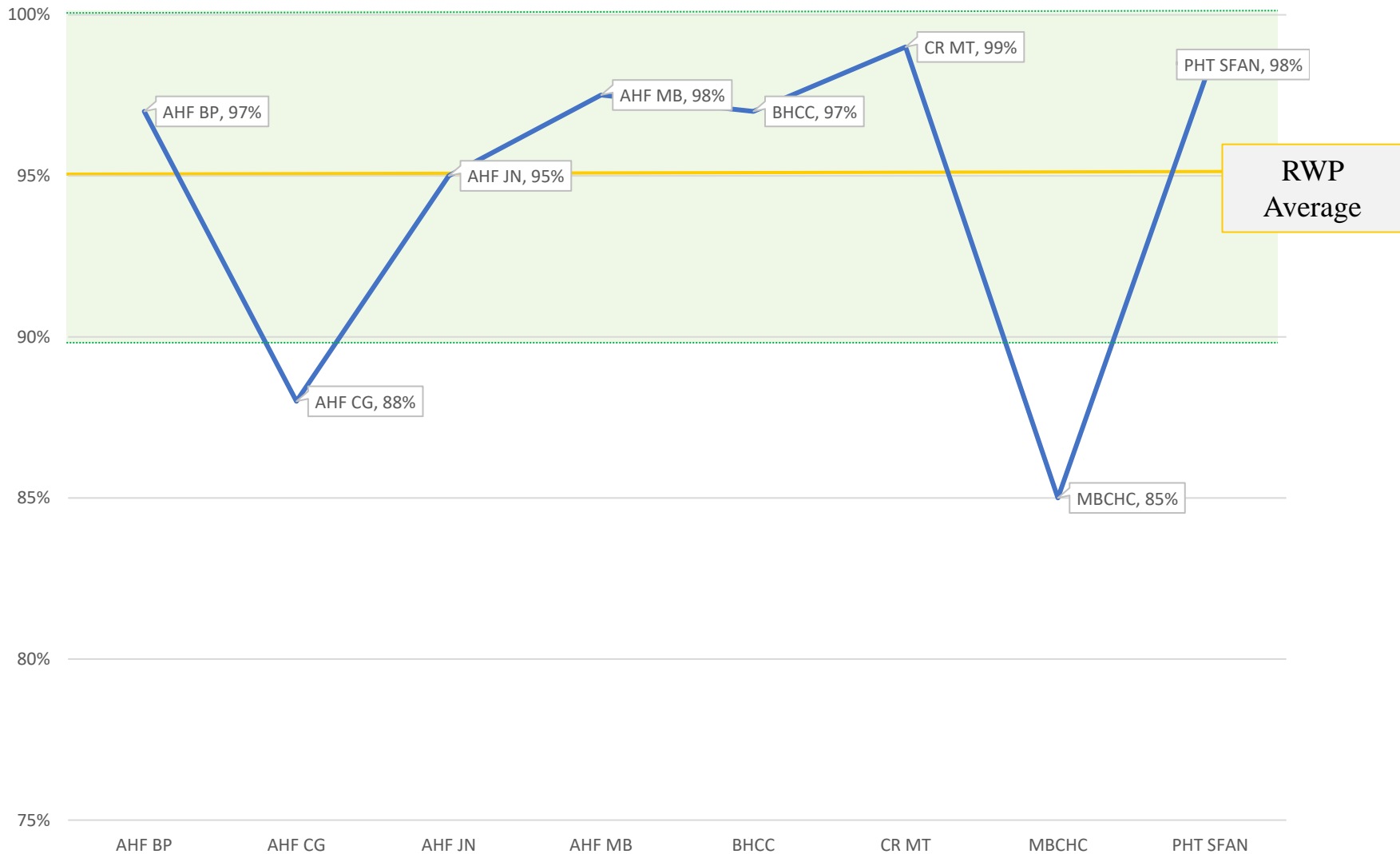
M5 Non-Missing VL % in Agencies with <125 Clients



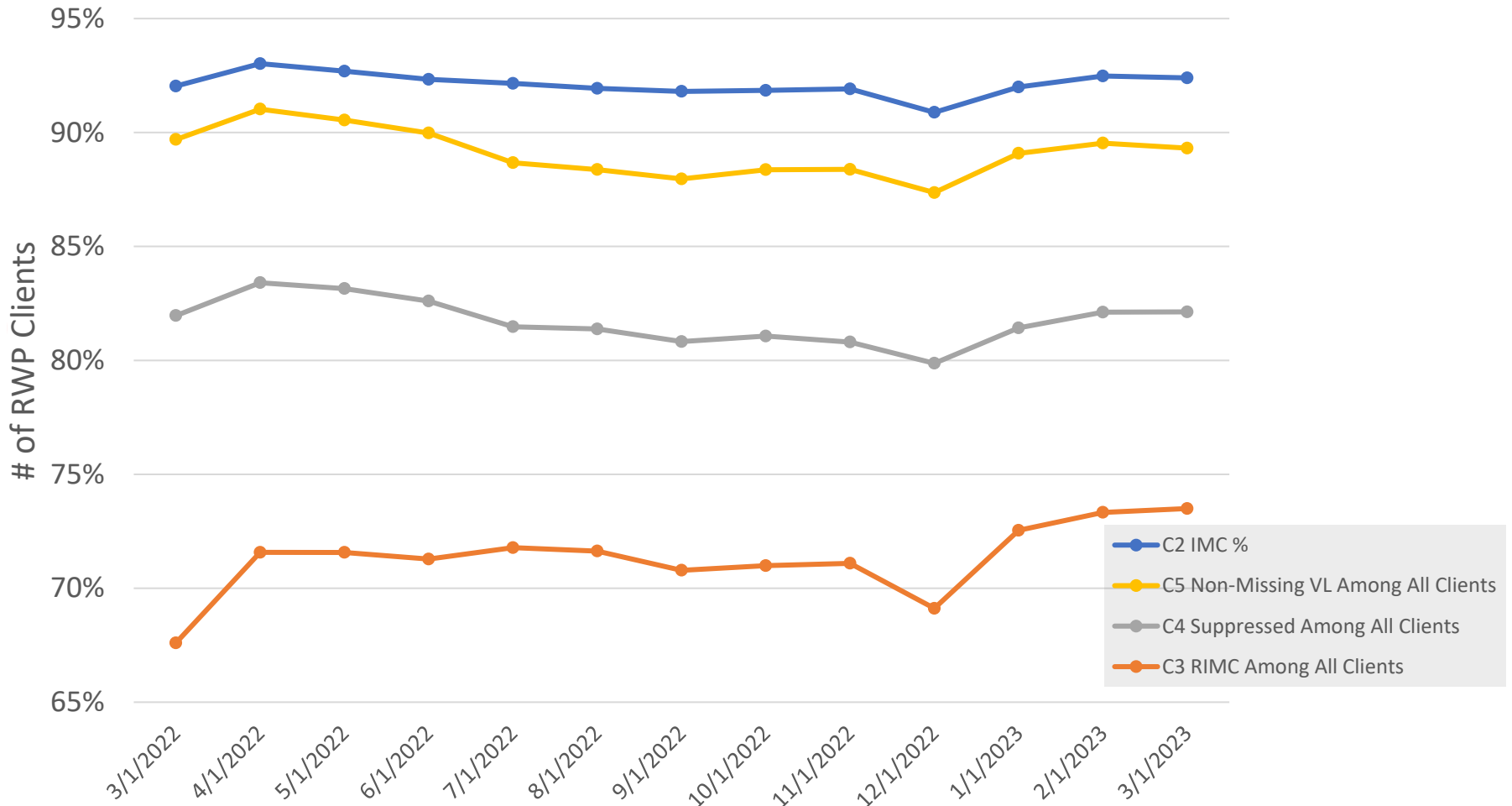
M5 Non-Missing VL % in Agencies with >125<250 Clients



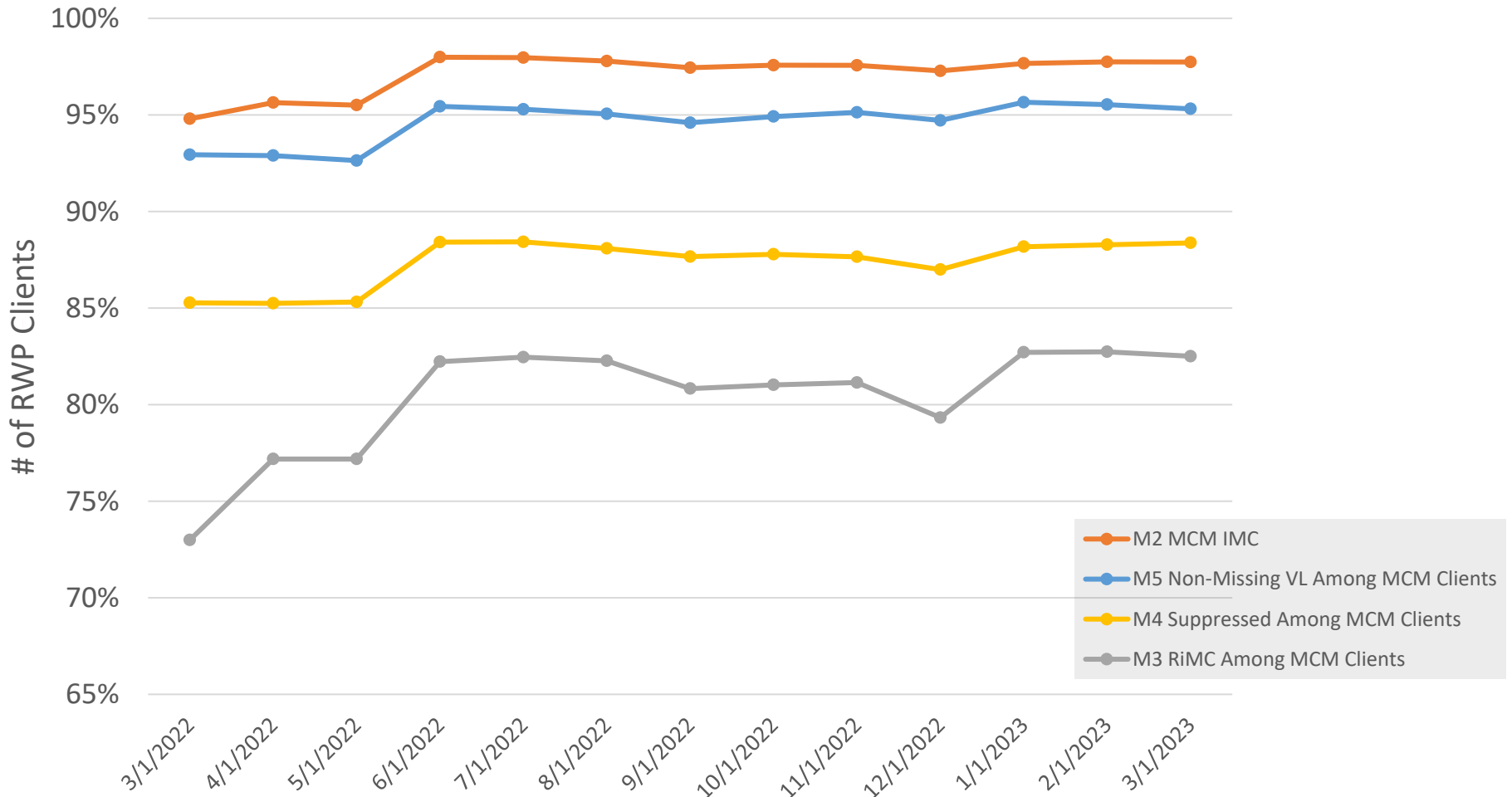
M5 Non-Missing VL% in Agencies with >250 Clients



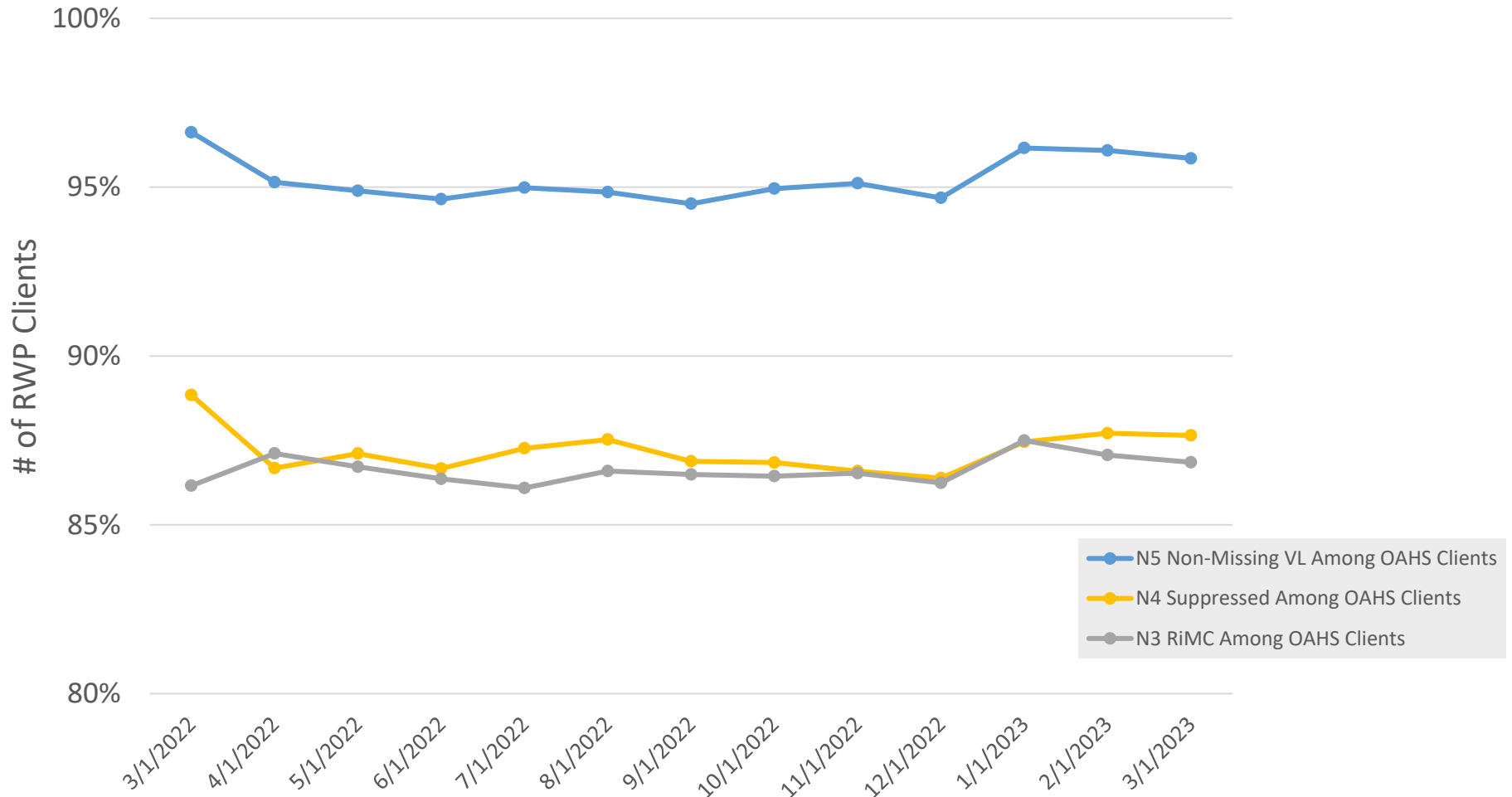
RWP Care Continuum Variables as a Percent



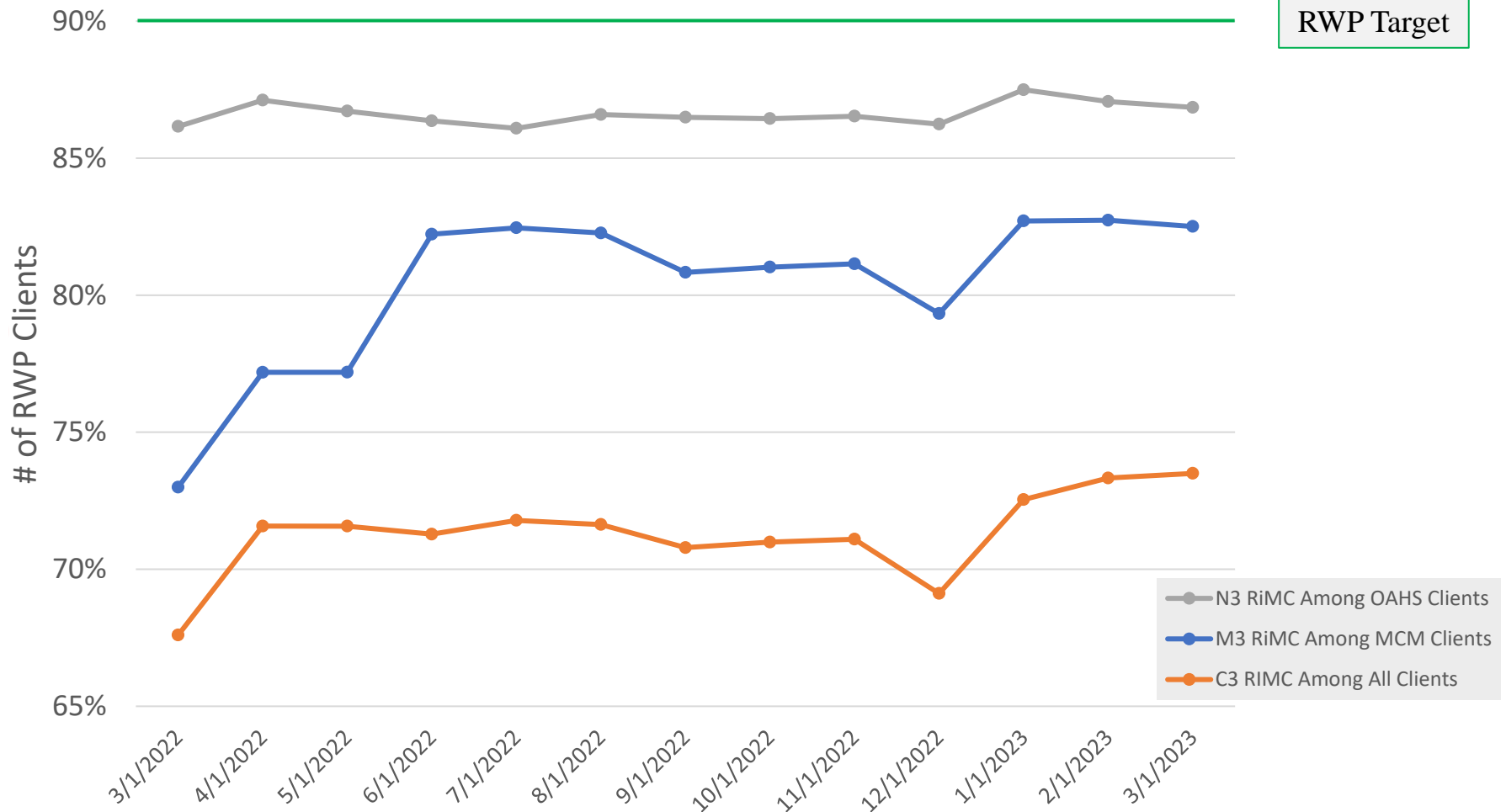
RWP MCM Variables as a Percent



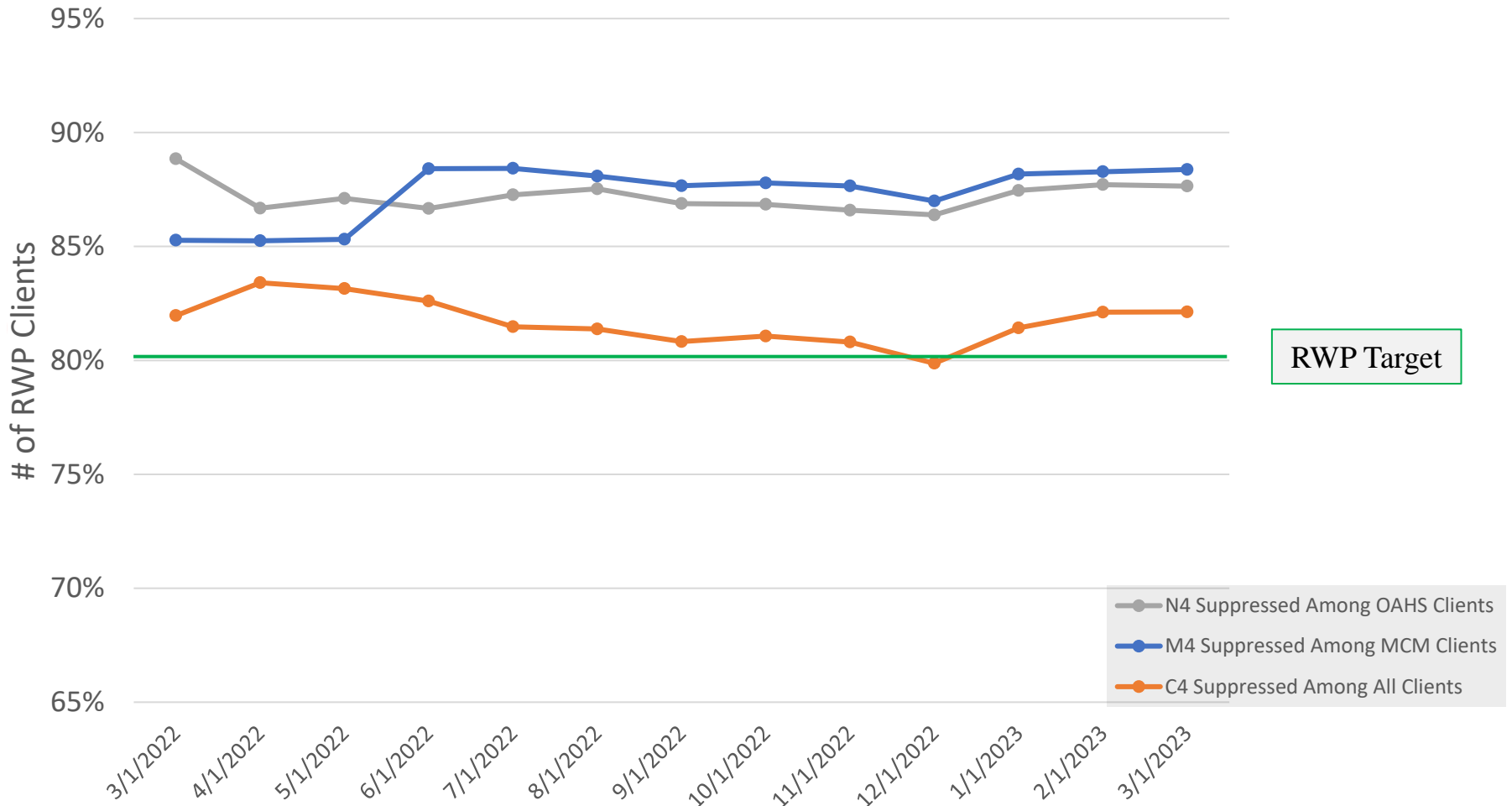
RWP OAHS Variables as a Percent



RWP RiMC by Category as a Percent

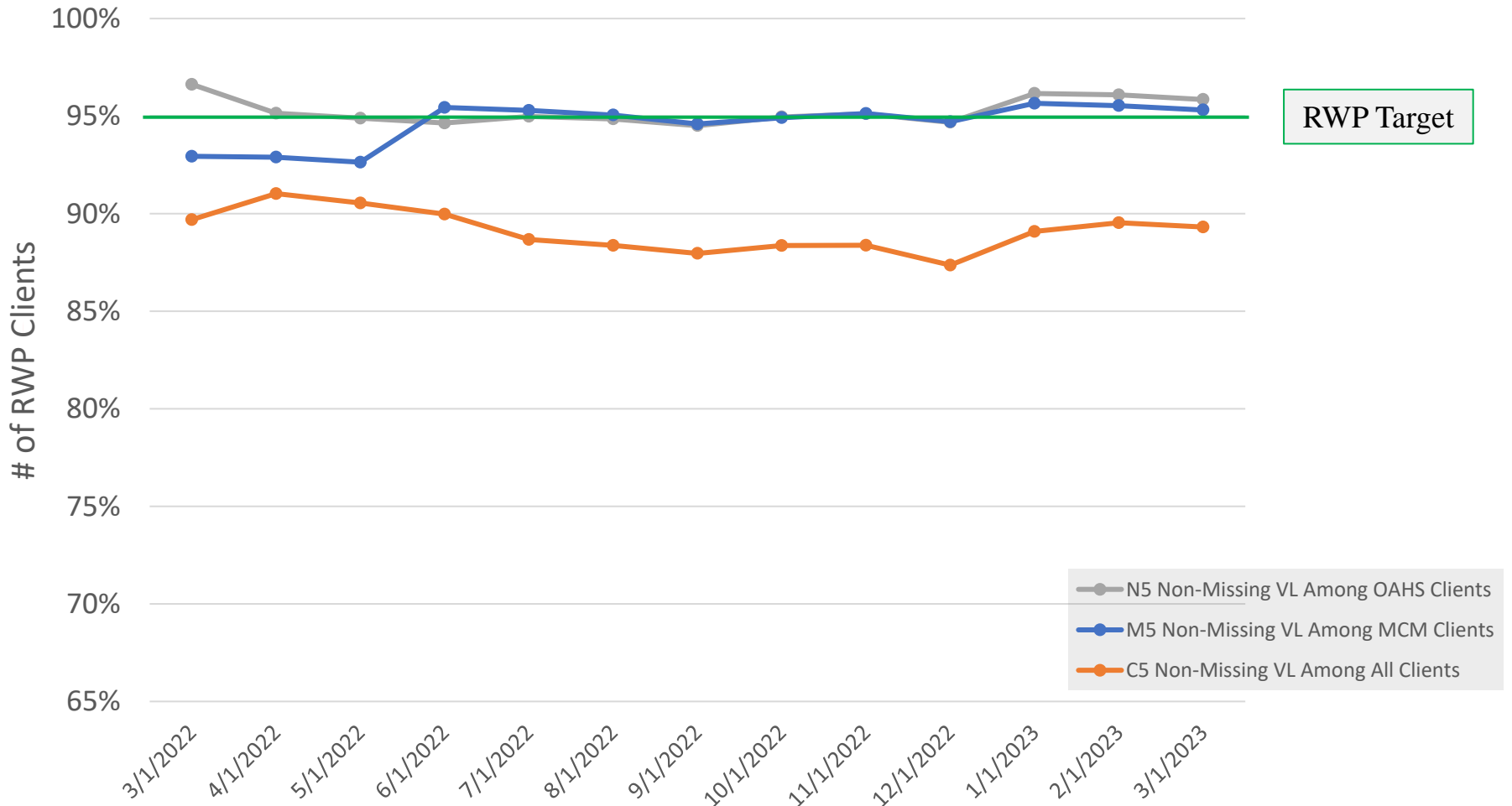


RWP Suppressed VL by Category as a Percent



RWP Target

RWP Clients with Non-Missing VL by Category as a Percent



RWP Target

- N5 Non-Missing VL Among OAHS Clients
- M5 Non-Missing VL Among MCM Clients
- C5 Non-Missing VL Among All Clients



Clinical Quality Management Committee (CQM) Meeting Evaluation Feedback Update

Prepared by Behavioral Science Research
April 21, 2023





CARE QUALITY DIMENSIONS



HOW

QUALITY OF

HIV/AIDS CARE

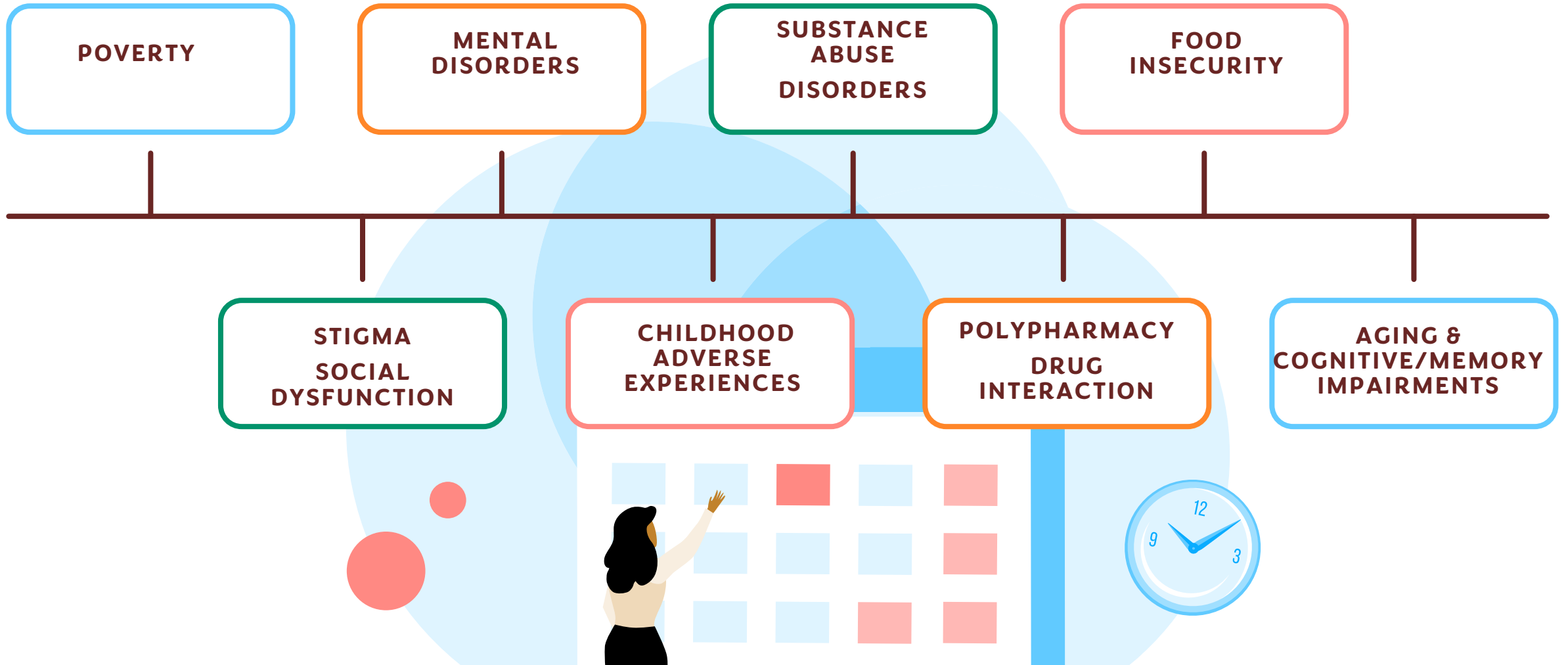
MATTERS



- **PEOPLE-CENTERED CARE**
Providing care that responds to individual preferences, needs and values. Adopting the care to specific situation of the client mainly affected by race, ethnicity, education, and income.
- **POSITIVE EXPERIENCES AND HEARD VOICES**
The human perception of health-care services; sum of all interactions, shaped by provider team behaviors, that influence patient experiences, across the continuum of care.
- **COORDINATED AND INTEGRATED**
Providing care that is coordinated across levels and providers and makes available the full range of health services.
- **EFFECTIVE AND EFFICIENT**
Providing appropriate health-care services and expected outcomes to those who need them, according to care standards without waste of time and resources.
- **INFORMED AND ENGAGED CLIENTS**
Improving clients' HIV literacy, enabling them to make health decisions and enhance personal and social responsibility for their actions.
- **EQUITABLE AND STIGMA-FREE**
Embedding cultural competency and ethics among care team members reducing experienced stigma and eliminating discrimination in service provision.

Quality Issues/Problems

- Ignoring clients' cultural and social differences;
- Negative perceptions and mistrust toward the treatment team;
- Focusing only on tests and medication, leaving other needs of clients unmet (including mental health, substance abuse, aging, stigma, and poverty);
- Shortcomings in clinical team training to manage the care integration;
- Expecting clients to accept all our prescriptions and recommendations without empowering them.



Holistic Approach Enhances Quality



QI THINKING

TAKEAWAYS

DISCUSS QUALITY ISSUES

INTERACTIVE DIALOGUE
AMONG THE TEAM

UTILIZE AVAILABLE DATA

QI DASHBOARDS,
SATISFACTION SURVEY

ANALYZE THE PROBLEM

ADDRESS SYSTEMIC CAUSES AS
WELL AS CLIENT-LEVEL ONES

ENGAGE WHOLE TREATMENT TEAM

BUILD A TEAM TO MAKE
THE CHANGE HAPPEN

ENGAGE CLIENTS

VALUE THE EXPERIENTIAL
KNOWLEDGE OF CLIENTS

ASSESS ALTERNATIVE SOLUTIONS

USE EVIDENCE AND BEST
PRACTICES



Thanks!



Clinical Quality Management Committee (CQM) Meeting Evaluation Feedback Update

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Why did we evaluate?

- To assess the progress of CQM activities.
- Determine the current and future needs of the committee.
- Acknowledge the voice of the committee members.





What THREE TOPICS would you like to know more about, to improve your QI knowledge?

Training in monitoring tools and charts

Defining and understanding targets, percentages, baselines, and goals

Help with data analysis

Deeper knowledge of Excel

Determining the client's level of need

Mapping the QI process

Buy-in from the staff providing the services

Data integrity

Time management template for a QI project

Defining and understanding numerators and denominators in QI

Highlighted items are underway

-
- More Training
 - QI Refreshers
 - Advance QI topics
 - Learning labs and workshops
 - The CQM Committee Evaluation in August 2023





Put Quality Improvement Into Practice

<https://youtu.be/b6kHVZwQpVg>