



NATIONAL QUALITY CENTER



Making TA and Training Work for You:
*Meeting the Needs of the Grantees
and the Project Officers*

National Quality Center (NQC)

Clemens Steinbock
Director for National Quality Center
December 8, 2009

 STATE OF NEW YORK
DEPARTMENT OF HEALTH

National Quality Center (NQC)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Health Resources and Services Administration

AIDS Bureau
Center for Quality

National Quality
Improvement/Management Center
(NQC)

New Cooperative Agreement
Catalog of Federal Domestic Assistance
(CFDA) No. 93.145
HHS-04-079

PROGRAM GUIDANCE

Fiscal Year 2009

Letter of Intent Due Date: June 1, 2009

Application Due Date: June 30, 2009

Release Date: April 30, 2009

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Miguel Barrera-Garcia, MD
Special Medical Advisor
AIDS Bureau for Quality, HHS/ASDHS Bureau
Health Resources and Services Administration
1500 P Street, Room 7-106
Rockville, MD 20857
Phone: (301)416-6486
Email: MBG@hhs.gov

The NQC is expected to serve as the primary resource for CARE Act grantees on issues related to quality improvement and quality management. IIAB has six (6) main expectations for the NQC. The NQC will:

1. Establish a formal system to triage and field all requests for technical assistance (TA) and consultation. As part of this formal triage service, the goals and desired outcomes must be clearly articulated and end results documented in summary reports for each TA activity. The type of consultation provided will be based on the level of complexity of the technical assistance (TA) request as determined during the triage process.
2. Offer three levels of consultation/TA to meet the varied quality improvement/management needs of the CARE Act grantees: Level 1) information dissemination, Level 2) training and educational forums, and Level 3) intensive consultation on/off-site. Additional information about the levels of consultation is presented below.
3. Measure achievement of program objectives, impact of the program, and implement an internal NQC CQI program. Additional information is presented below.
4. Actively collaborate with HAB, HAB's TA programs, grantees and subcontractors, and other identified contractors to achieve the program's expectations. Certain activities must be planned jointly and provide sufficient time to incorporate HAB's input and approval. A list of technical assistance programs offered by IIAB is included in "Other Information."
5. Within the TA strategy, incorporate responses to Congressionally-mandated reports, Department of Health and Human Services (DHHS), Health Resources and Services Administration (HRSA) and HAB performance measures and other HAB quality management initiatives.

Mission

"NQC, in conjunction with the HRSA, provides no-cost, state-of-the-art technical assistance to improve the quality of HIV care nationwide. The mission of the NQC is to build the national capacity for all Ryan White Program funded grantees in quality improvement."

Objectives

- Increasing key quality improvement competencies of RW grantees across all Parts
- Increasing knowledge on quality improvement methodologies and applications in HIV care via a variety of training modalities and learning opportunities
- Invigorating local, regional, and national improvement efforts to ultimately benefit HIV-infected individuals
- Promoting cross-agency activities to foster regional HIV providers and cross-Part collaborations
- Providing peer learning opportunities to share quality improvement accomplishments and to foster networking among Ryan White providers



National TA Calls



Training-of-Trainers Program



On-Site Technical Assistance



Collaboratives



Website



Quality Academy

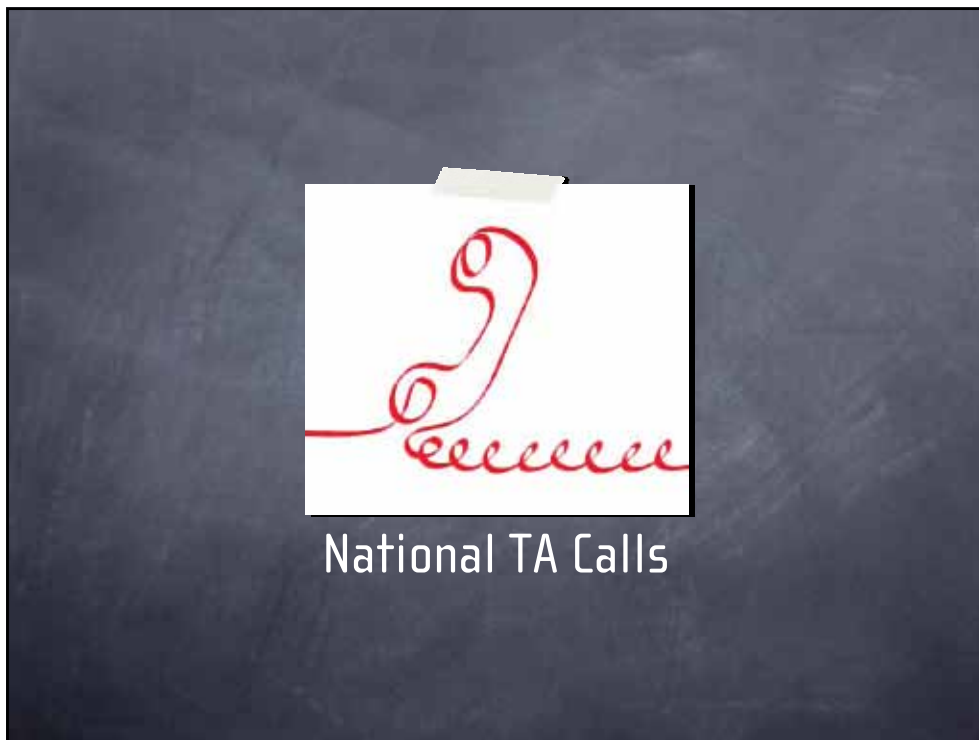
Quality Awards

Quality Link Program

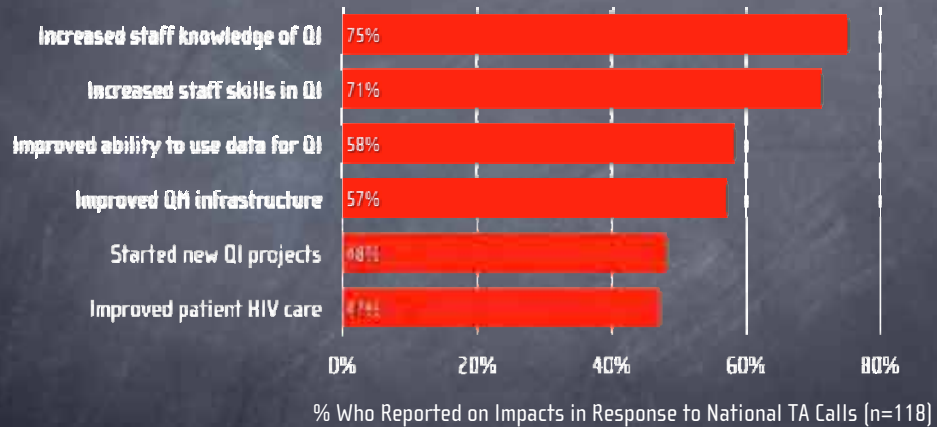
Training of Quality Leaders

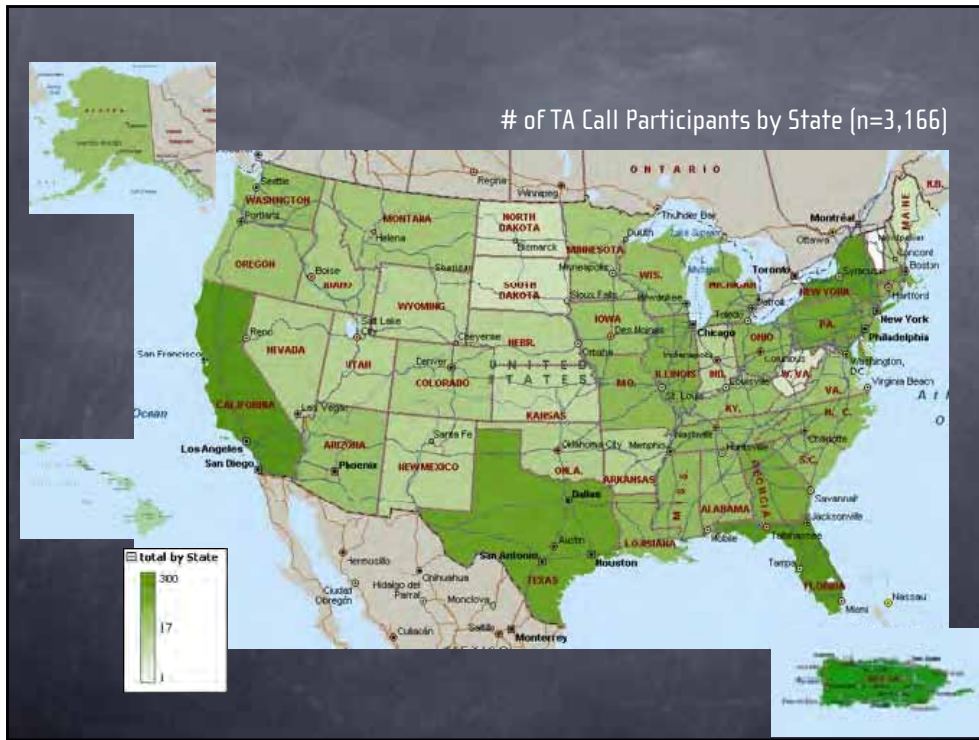
Exhibits



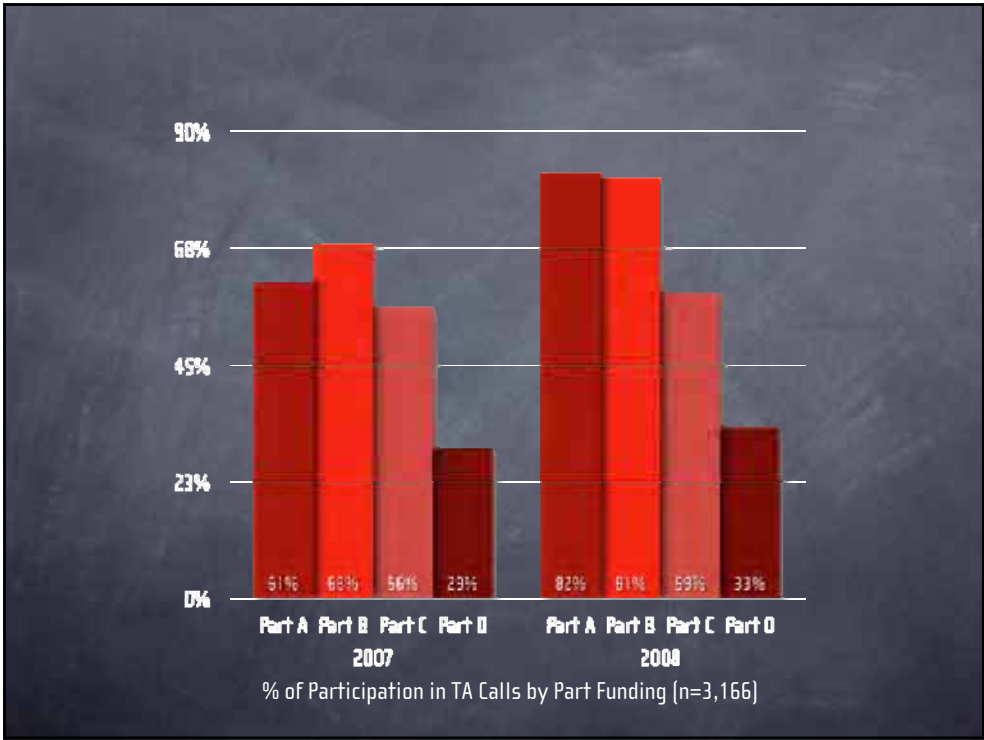


37 TA Calls = 4,175 Participants





74% of all Ryan White grantees participated in TA Calls

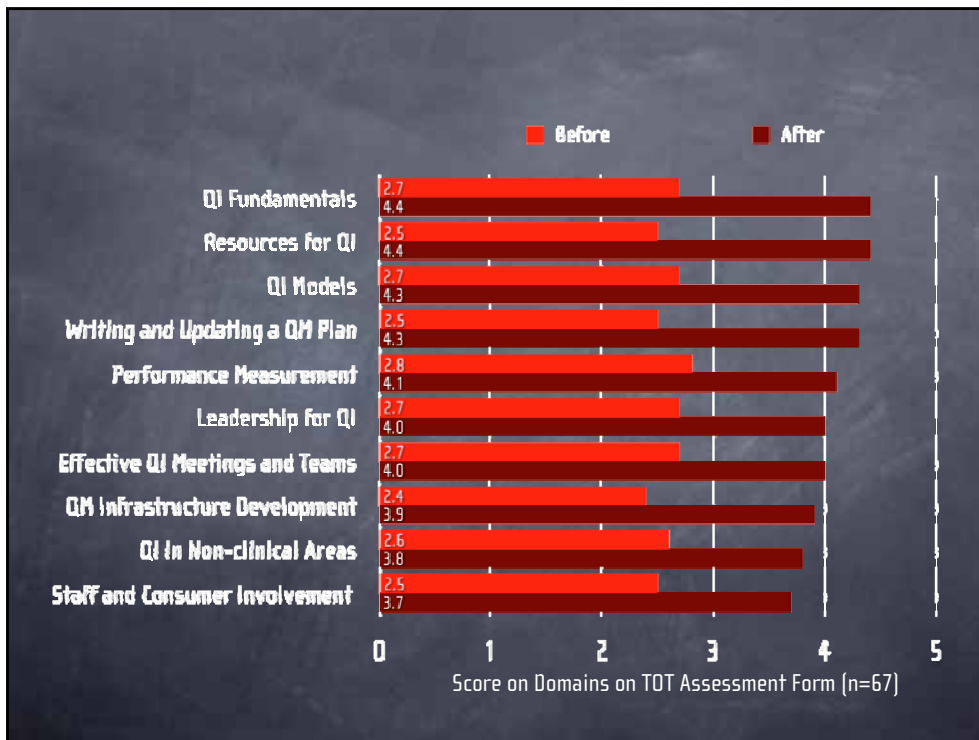
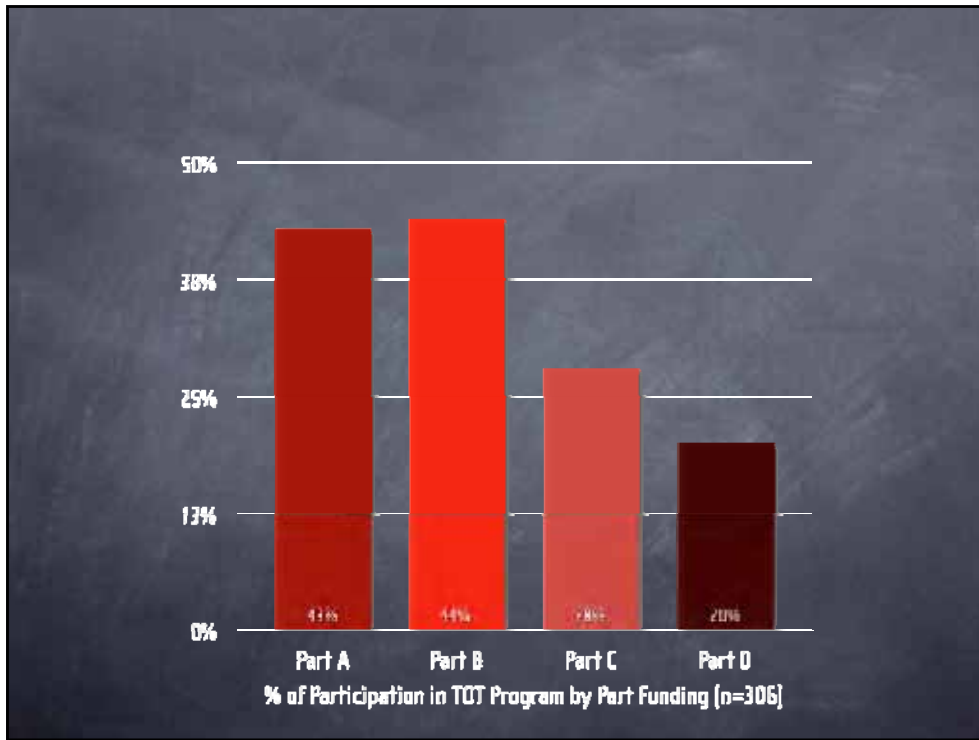


11 TOT Sessions = 375 TOT graduates

375 TOT graduates = 5,096 trainees



168 out of 561 grantees participated in the TOT Program





Quality Academy

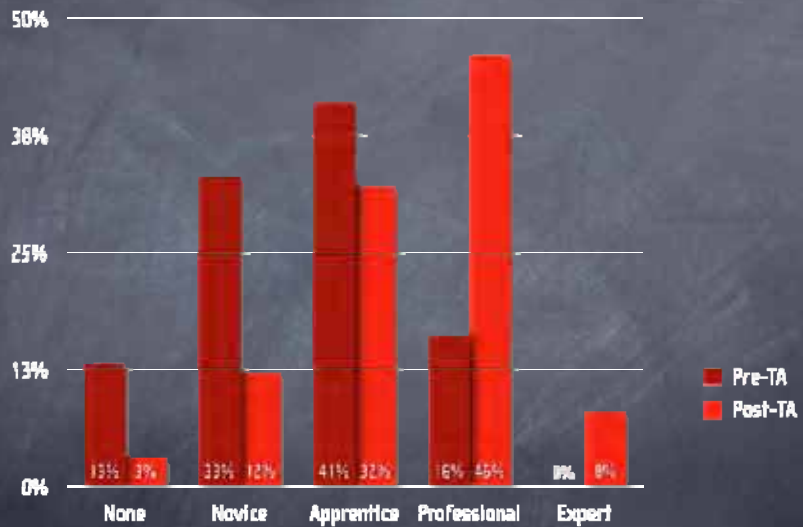
32 tutorials available = 10,076 taken



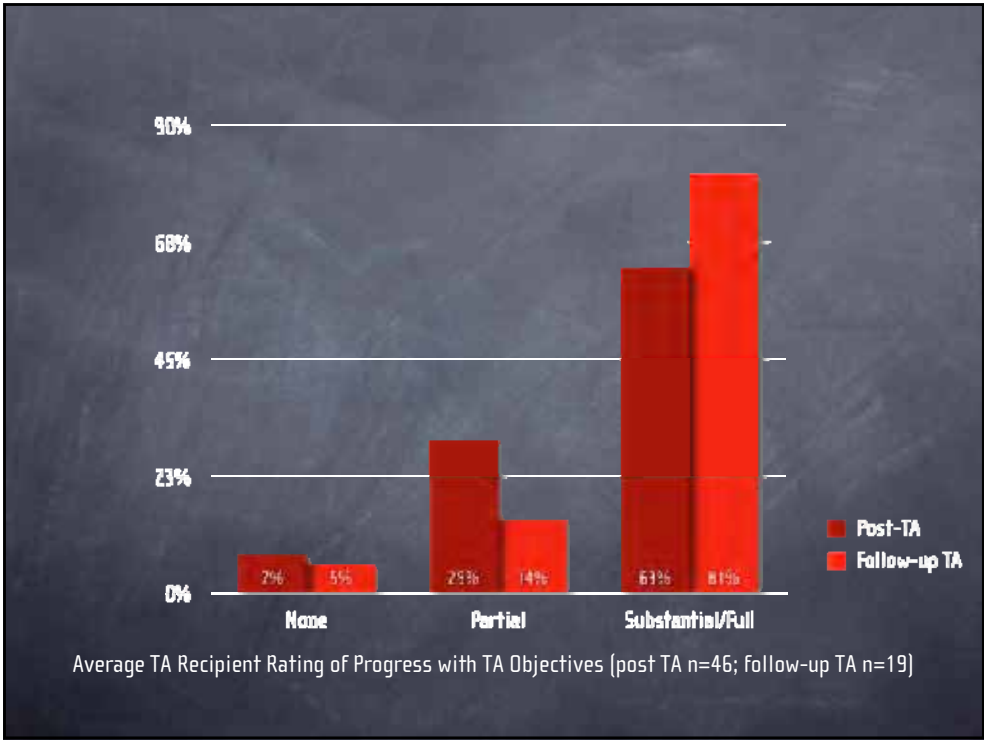
On-Site Technical Assistance

49 on-site technical assistance consultations

	San Juan Part A		Ponce Part A		Caguas Part A		Puerto Rico Part B	
	April 05	June 09	May 05	June 09	May 05	June 09	May 05	May 05
Written Quality Management Plan	-	+	-	+	-	+	-	+
QI Committee	-	+	+	+	-	+	-	+
Consumer on Committee	-	+	-	+	-	+	-	+
Quality Indicators	-	+	-	+	-	+	-	+
QM Required in Subcontracts	-	+	-	+	-	+	-	-
Organizational Assessments Conducted	-	+	-	+	-	+	-	+
Participation in QM Workshops	-	+	-	+	-	+	-	+
QM Trainings for Subcontractors	-	+	-	+	-	+	-	+
Participation in NQC TOT	-	+	-	+	-	+	-	+



Average TA Recipient Rating of Knowledge/Skill in Related TA Topics (pre-TA n=74; post-TA n=46)



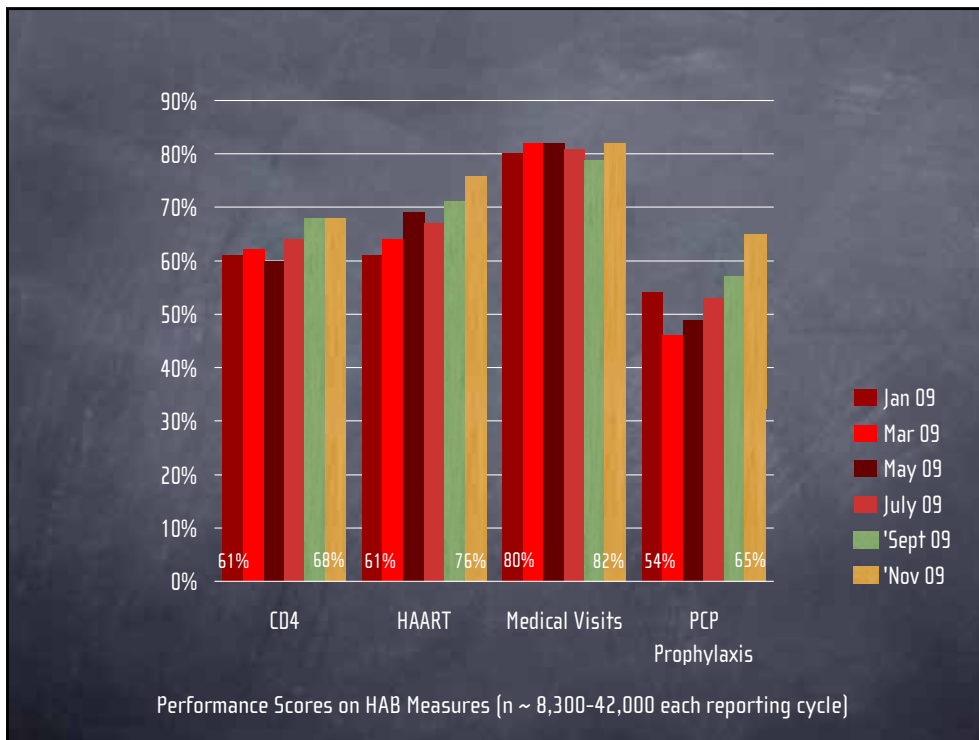
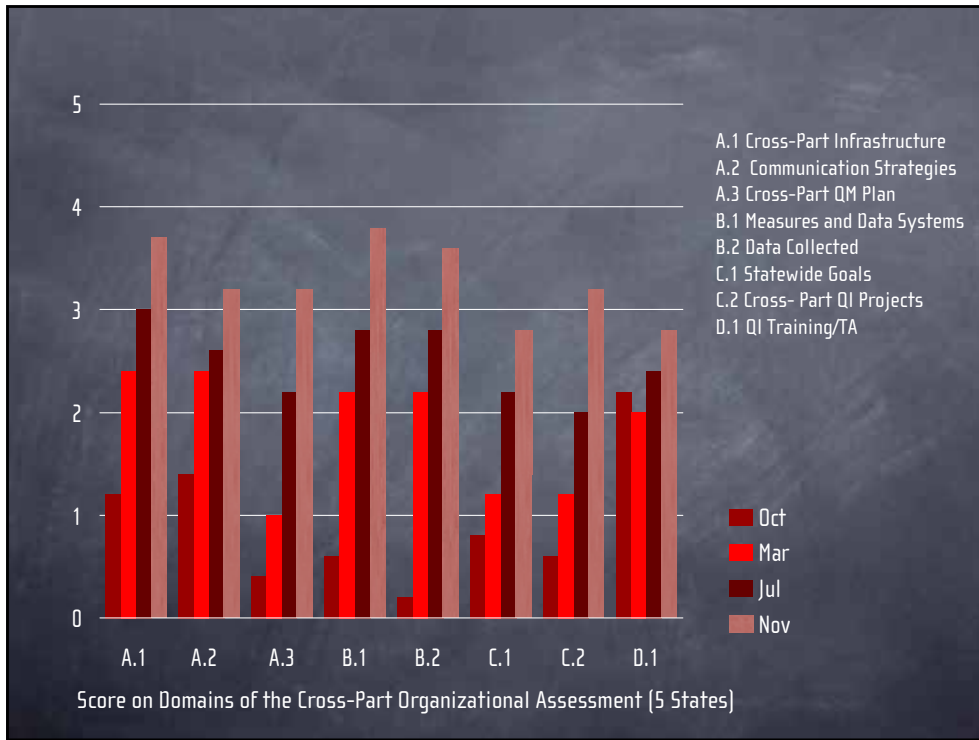
Cross-Part Collaborative

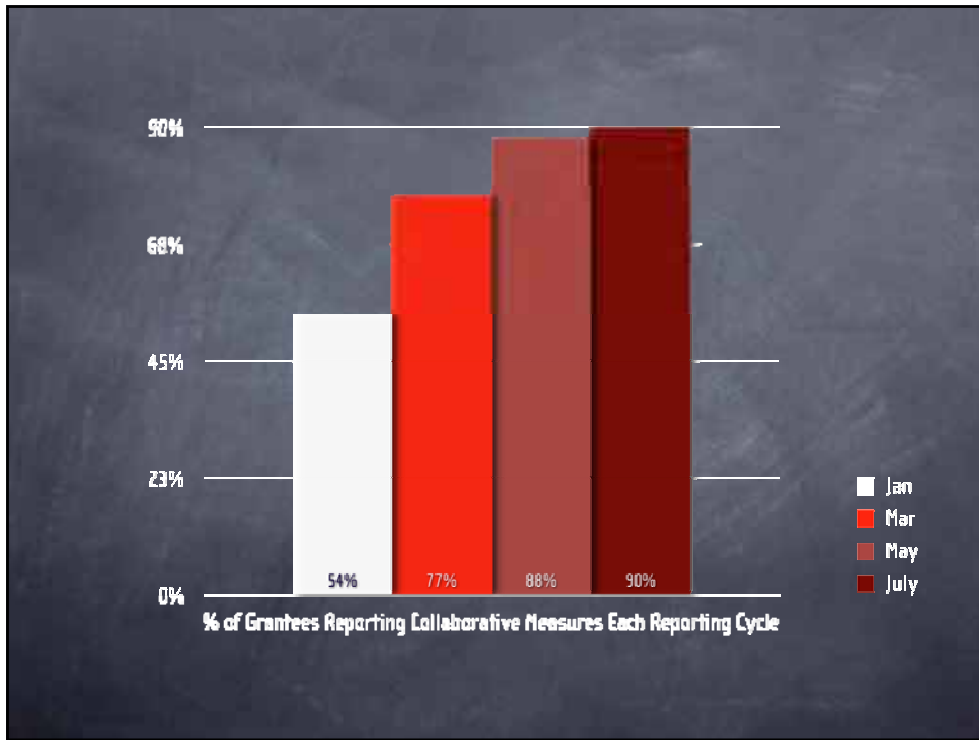
- 5 State Teams: CT, NJ, PA, TX, & VA with with representation from every Part
- 96 Part A, B, C, D & F grantees from the 5 States
- 18 Months: initiated Oct 08 and will run through Apr 10
- 4 Learning Sessions: Oct 08, Apr 09, Oct 09, [Apr 10]

Cross-Part Collaborative

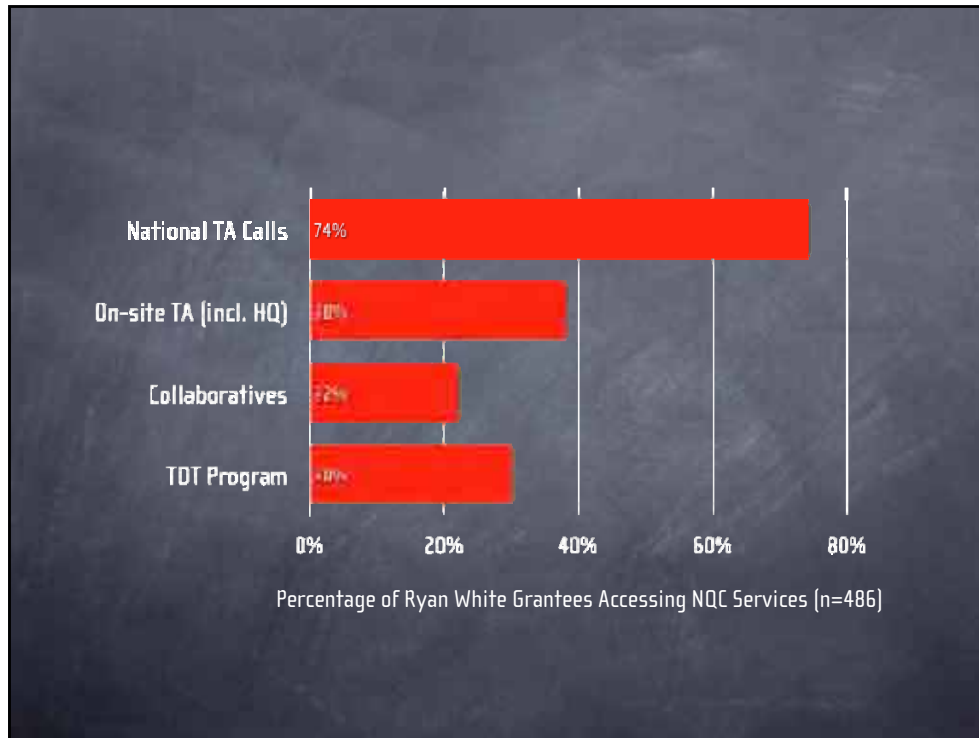
The HAB/NQC Cross-Part Collaborative aspires to advance the quality of care for people with HIV living within a state:

- Alignment - Strengthening statewide collaboration across Ryan White HIV/AIDS Program Parts
- Priority Setting - Developing shared quality improvement goals
- Data Collection - Developing a standard data collection, reporting, and monitoring process
- QI Projects - Implementing statewide improvement project
- Capacity Building - Building capacity for quality improvement statewide





Have Ryan White Program-funded grantees accessed NQC services?



Year 5

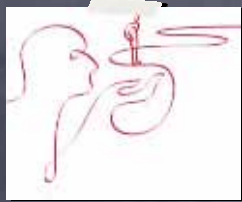
- Launch of Spanish Tutorials
- Development of Fellowship Program
- First Part D Quality Conference
- Launch of Training of Quality Leader Program
- Launch of Quality Link Program

Challenges

- A Shifting HIV Epidemic Requires a Changing QI Focus.
- QM Is Not Always an Organizational Priority.
- Uniform Quality Measures Are Not Commonly Used.
- RWP Grantees can Better Utilize Client-level Data to Improve HIV Care.
- Grantee Staff Turnover Prevents Further QI Advancement.

Challenges

- QI Trainings Needs Are Changing from Beginner to Intermediate.
- Stronger Emphasis on Cross-Agency QI Advancements.
- Part D Grantees Have Specific TA Needs.



Thank You!

Bruce Agins, MD
Kevin Garrett, Senior Manager
Meera Vohra, Manager
Ayndrea Greenfield, Project Administrator
Gabby Hurst, Assistant

Consultants: Barbara Boushon, Barbara Rosa, Kathleen Clanon, Nanette Brey Magnani, Onelia Crespo, Virginia Crowe, Roger Chaufourmier, Donna Yutzy, Julia Hidalgo, Barbara Boshard, Anne McAfee, Paula Jones, Nancy Showers

Fellows: Frederica Stahl, Amadi Anene, Maria May, Graciela Carrasco
Interns: Kris Trujillo, Abby Wright, Anne Conlin, Aria Laskin, Candi Senior, Emily Robinson, John Grammer, Phoebe Black-Johnson

Clemens Steinbock

212-417-4730

NationalQualityCenter.org

Clemens@NationalQualityCenter.org