

Data-Supported Program Development & Quality Management Workshop QED-862



Lynn Hough, MBA – Program Manager
 Anthony E. Stamper, MPA – Contract Administrator
 Denver Mayor's Office of HIV Resources
 Part A TGA Grantee




Workshop QED-862

Workshop Objectives

- Use client-level data to design improved service delivery programs
- Understand the role of data in measuring the quality of HIV/AIDS service delivery
- Integrate client-level data with GIS mapping to better understand the service delivery needs of sub-populations

Workshop QED-862

Use of CAREWare to Gather Client-Level Data and Enhance Quality Service Delivery

- Denver TGA
 - ◆ Colorado a names-based reporting state since 1985
 - ◆ Comprehensive CAREWare database—all Part A clients and beyond







Workshop QED-862

History of CAREWare in Denver TGA


- Implemented in 2000
- Full data sets in 2001
- Centralized data collection system
- Ease of producing reports
- Mid-year and end-year snapshots only
 - ◆ Strictly a reporting tool




Workshop QED-862
4




The Goal: Data Informs Service Provision



- Process
 - ◆ Revised Standards of Care & Site Visit criteria
 - ◆ For each standard, developed:
 - Quantifiable measures
 - Quality measures




Workshop QED-862
5




Consistency: Needed for Programmatic Tool

- Standardization
 - ◆ How should data be entered? Identification standard
 - ◆ How should client be defined? Unique record number
 - ◆ What defines a unit of service? System criteria



Workshop QED-862
6



Contractual Link to Services Provided

Expectations → Implementation → Verification







Workshop QED-862
7



Expectations

- Standards of Care
- Units of Service
- Quality Management Indicators





Workshop QED-862
8



Implementation



- Trainings
 - ◆ Innovative approaches
 - ◆ Relevant topics:
 - Record keeping and retention
 - Cultural competency
 - Working with difficult clients
- Technical assistance
 - ◆ Programmatic/Administrative/IT



Workshop QED-862
9



Verification

- Site visits
 - ◆ Fiscal monitoring
 - ◆ Chart reviews
- Allows for individual progress checks
 - ◆ Quantity and quality measures from Standards of Care
 - ◆ Verifying against CAREWare data

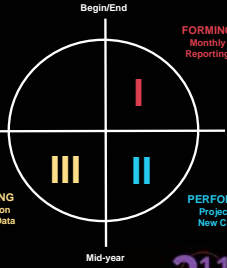




Workshop QED-862
10
311

for City Services
Denver gets it done!

Monitoring: Link to CAREWare Annual Cycle

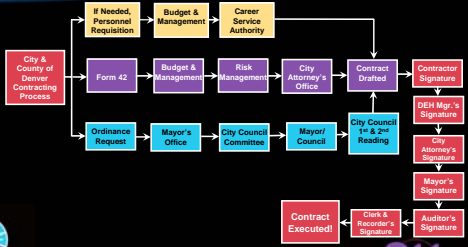
- Monthly reporting
- Number of clients served
- Dollars expended





Workshop QED-862
11
311

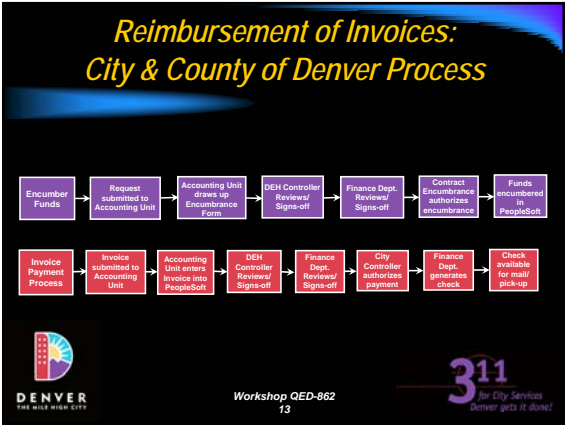
for City Services
Denver gets it done!

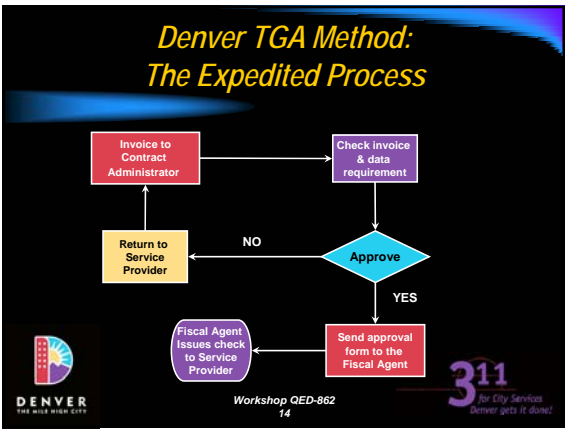
Reallocation: City & County of Denver Process

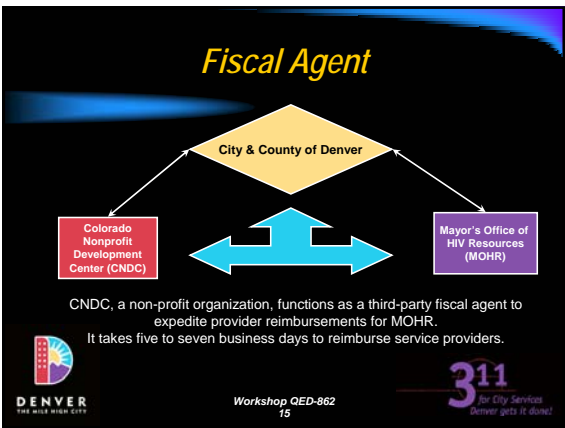


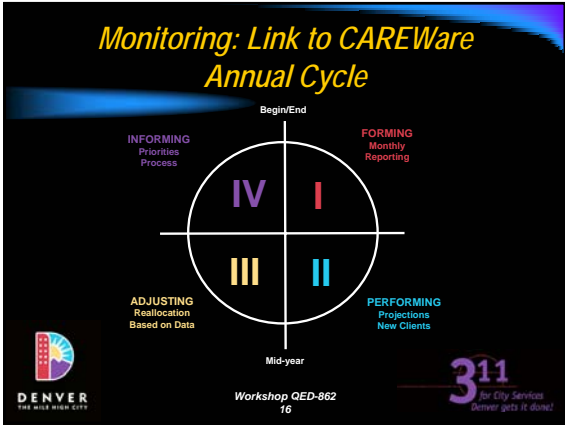

Workshop QED-862
12
311

for City Services
Denver gets it done!









Improved Monitoring Capacity

- Monthly breakdowns
- By service category and demographics/risk exposure
- Immediate access to program-specific information

Additional text on the slide includes: "DENVER THE MILE HIGH CITY" logo, "Workshop QED-862 17", and the "311 for City Services Denver gets it done!" logo.

The End = The Future

- Decisions based on:
 - ◆ What data tells us
 - ◆ What data *doesn't* tell us
 - ◆ For example, low service numbers → Questioning why?

Additional text on the slide includes: "DENVER THE MILE HIGH CITY" logo, "Workshop QED-862 18", and the "311 for City Services Denver gets it done!" logo.

GIS Mapping Capacity

- Data presented in geographical format
- Map shows location of target populations

DENVER THE MILE HIGH CITY

Workshop QED-862
19

311
for City Services
Denver gets it done!

Future Goal = More Data Sources

- Why aren't people in care? What are their unique needs?
- How can we address unmet need?

DENVER THE MILE HIGH CITY

Workshop QED-862
20

311
for City Services
Denver gets it done!

Questions/Comments

Lynn Hough –
Programmatic/Data

Anthony Stamper –
Fiscal Processes

DENVER THE MILE HIGH CITY

Workshop QED-862
21

311
for City Services
Denver gets it done!
