Clinical Quality Management Infrastructure 101
2020 National Ryan White Conference

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HIV/AIDS Bureau (HAB)

Vision: Healthy Communities, Healthy People

Health Resources and Services Administration (HRSA) Overview

- Supports more than 90 programs that provide health care to people who are geographically isolated, economically or medically vulnerable through grants and cooperative agreements to more than 3,000 awardees, including community and faith-based organizations, colleges and universities, hospitals, state, local, and tribal governments, and private entities

- Every year, HRSA programs serve tens of millions of people, including people with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care

HRSA's HIV/AIDS Bureau (HAB) Vision and Mission

Vision

Optimal HIV/AIDS care and treatment for all.

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care, and treatment services for vulnerable people with HIV/AIDS and their families.

HRSA's Ryan White HIV/AIDS Program

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV
  - More than half of people with diagnosed HIV in the United States – nearly 519,000 people – receive care through the Ryan White HIV/AIDS Program (RWHAP)
- Funds grants to states, cities/counties, and local community based organizations
  - Recipients determine service delivery and funding priorities based on local needs and planning process
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another state or federal payer is available
- 87.1% of Ryan White HIV/AIDS Program clients were virally suppressed in 2018, exceeding national average of 62.7%

Learning Objectives

By the end of this session, participants will be able to:

1. Describe the components of clinical quality management (CQM) program infrastructure

2. Explain the purpose and utility of a work plan for your CQM program

3. Identify steps for establishing and implementing a CQM committee

4. List resources for developing your CQM program infrastructure

Commonly Used Acronyms In CQM

ADAP – AIDS Drug Assistance Program

CQM – clinical quality management

CQII – Center for Quality Improvement and Innovation

EHE – Ending the HIV Epidemic: A Plan for America

HAB – HRSA HIV/AIDS Bureau

HHS – (Department) of Health and Human Services

HRSA – Health Resources and Services Administration

PDSA – plan do study act

PM – performance measure

RWHAP – Ryan White HIV/AIDS Program

TA – technical assistance

QI – quality improvement

VL – viral load

WP – work plan

Clinical and Quality Branch (CQB) Staff

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Who Are You?

Please enter your name, organization, and Ryan White HIV/AIDS Program Part in the chat pod.

Clinical Quality Management
Policy Clarification Notice 15-02

https://hab.hrsa.gov/sites/default/files/hab/Global/CQM-PCN-15-02.pdf

Ryan White HIV/AIDS Program Treatment Modernization Act of 2006

Title XXVI of the Public Health Service (PHS) Act (Public Law 109-415, December 19, 2006)

All Ryan White HIV/AIDS Program recipients are required "to establish clinical quality management programs to:

Measure

Assess the extent to which HIV health services are <u>consistent with the most recent Public Health Service guidelines</u> for the treatment of HIV disease and related opportunistic infections;

Improvement

<u>Develop strategies for ensuring that such services are consistent with the guidelines</u> for improvement in the access to and quality of HIV services"

See §§ 2604(h)(5), 2618(b)(3)(E), 2664(g)(5), and 2671(f)(2) of the PHS Act.

Clinical Quality Management (CQM) Policy Clarification Notice 15-02

Purpose:

This policy clarification notice (PCN) is to clarify the Health Resources and Services Administration Ryan White HIV/AIDS Program expectations for clinical quality management programs.

Originally released in September 2015 and revised/re-released in November 2018

Scope of Coverage:

RWHAP Parts A, B, C, and D
Recipients and Subrecipients

https://hab.hrsa.gov/sites/default/files/hab/Global/CQM-PCN-15-02.pdf

Components of a CQM Program

A CQM program is the coordination of activities aimed at improving patient care, health outcomes, and patient satisfaction.

CQM activities should be continuous and fit within and support the framework of grant administration functions.

Components of a CQM Program

1. Infrastructure
2. Performance measurement
3. Quality improvement
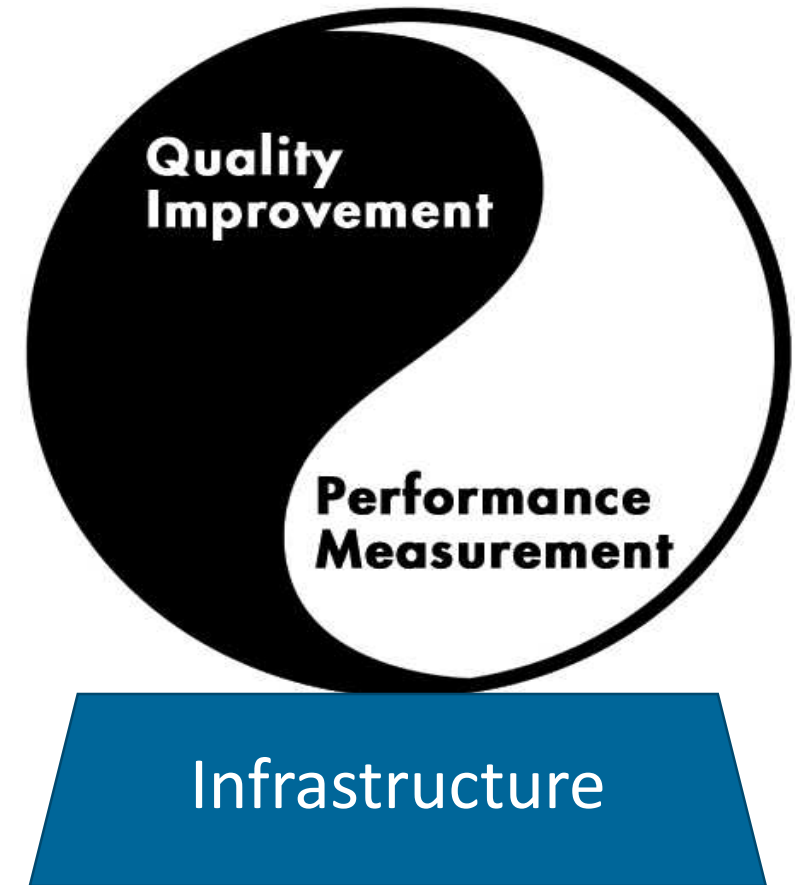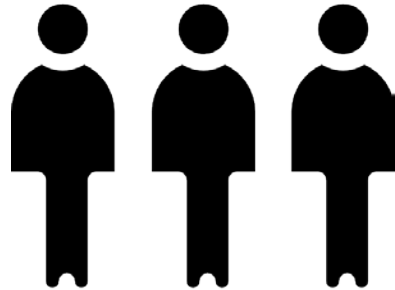
Components of CQM Infrastructure

- Leadership
- Dedicated Staffing
- CQM Committee
- Involvement of People with HIV
- Involvement of Stakeholders
- Dedicated Resources
- Financial Resources
- CQM Plan
- Evaluation of CQM Program
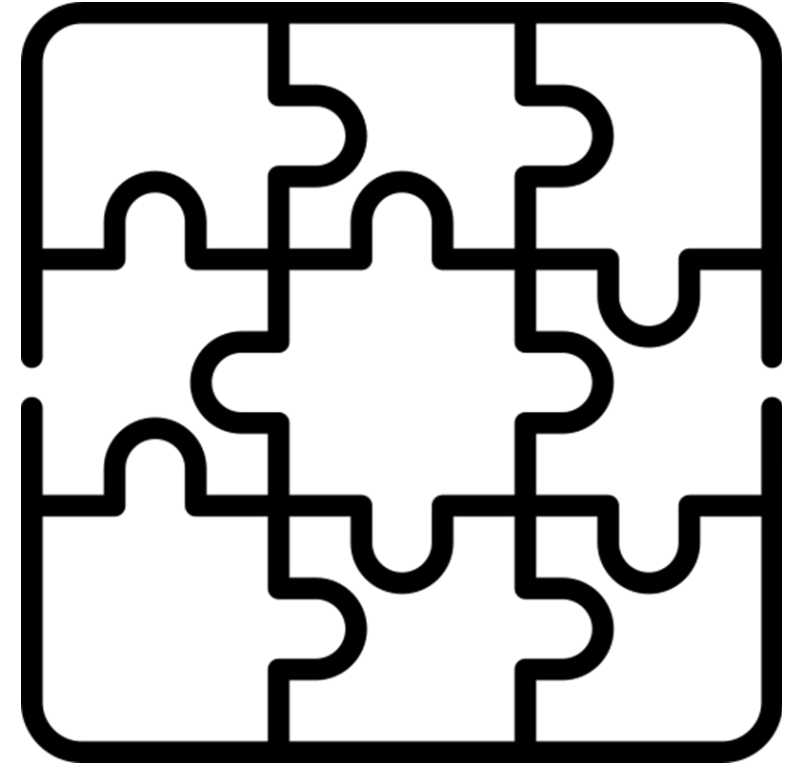
CQM Infrastructure: The Four Ps

People:
- Leadership
- Dedicated staffing
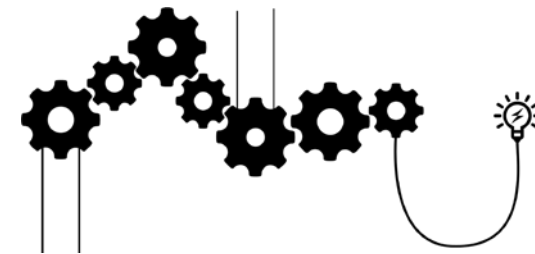- CQM committee
- Dedicated resource
- People with HIV
- Stakeholders

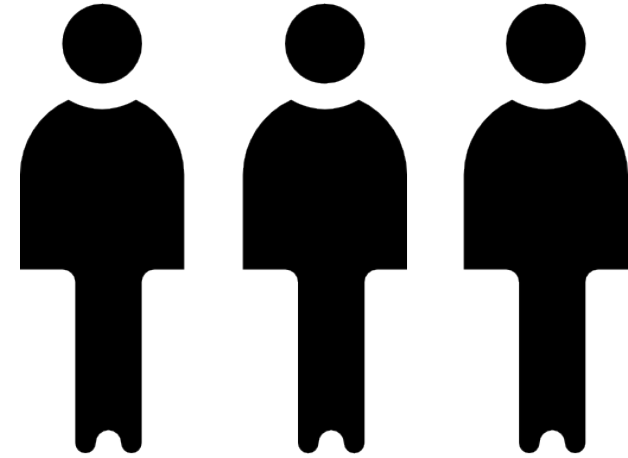Plan:
- CQM plan

Paper:
- Financial resources for staffing

Process:
- Evaluation of the CQM program

CQM Infrastructure: People

- Leadership
- Dedicated staffing
- CQM Committee
- Dedicated Resource
- Involvement of People with HIV
- Involvement of Stakeholders

Leadership Roles and Responsibilities

- Guiding CQM program develop
- Providing information to incorporate into the CQM program
- Endorsing CQM program activities
- Championing or promoting CQM program
- Raising the visibility of the CQM program and activities

Who Could Provide Leadership to Your CQM Program?

People who are:

- Internal and external to your CQM program
- In receipt of information about your overall RWHAP
- Trusted and respected
- Decision making authority in your organization
- Visible by staff and subrecipients
- Others?

Polling Question

Which of the following people would provide leadership for your CQM program?

A. Program director or administrator

B. Chief elected official

C. Subrecipient's medical director who is respected by the community

D. None of the above

Dedicated Staffing

- Person(s) who are responsible for the day-to-day implementation of the CQM program
  - Development and implementation of CQM program
  - Knowledge and skills in CQM methodologies
  - Often referred to as the Quality Manager or CQM Coordinator
- May be one or more people depending on the size of the RWHAP grant
  - May be a full time equivalent or a portion of a full time equivalent
- May consist of recipient staff or contractors

Polling Question

Which of the following are roles and responsibilities of a Quality Manager?

A. Coordinate the CQM committee and facilitate the CQM committee meetings

B. Provide training and TA to subrecipients on CQM activities such as QI

C. Stratify the viral suppression data by race/ethnicity, gender, and age

D. Update the written CQM plan

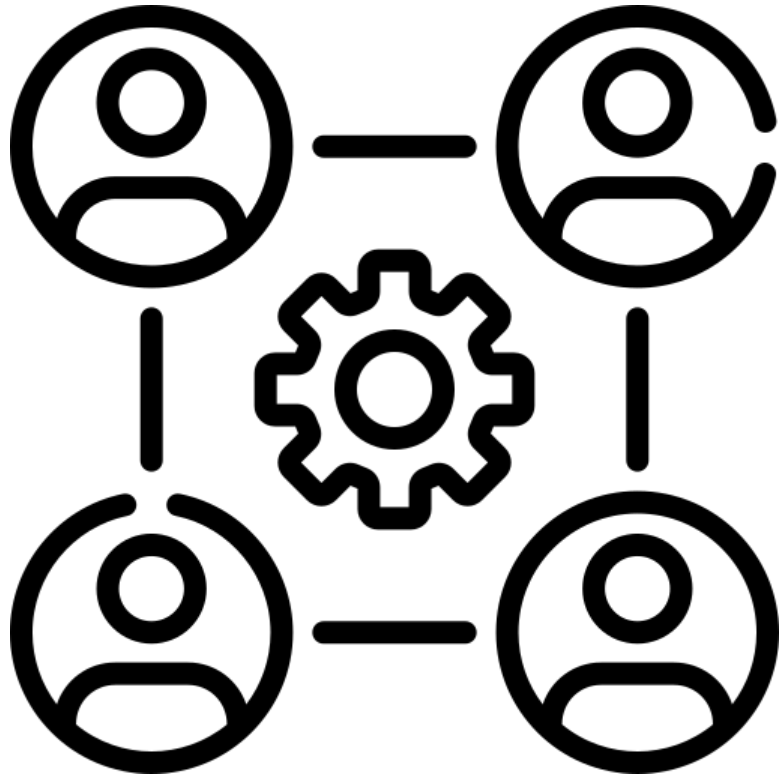E. One of the above

F. All of the above

CQM Committee's Purpose

The CQM committee develops the CQM program and corresponding activities

- Strategic planning for the CQM program
- Oversee the CQM program implementation
- Provides guidance and reassurances

CQM Committee's Activities

CQM committee activities include:
- Advise on the direction of the CQM program
  - new and recurring CQM program activities
- Discuss CQM program process and help resolve barriers
- Provide feedback on the CQM plan
- Review, discuss, and plan for use of PM data

CQM Committee's Membership

- Recipient's Quality Manager
- Recipient leadership
- Recipient staff involved with data management and analysis
- ADAP director (if a Part B program)
- Recipient staff overseeing RWHAP services
- People with HIV
- Subrecipients
- RWHAP leaders from other Parts
- Others

CQM Committee Models

- One CQM committee with recipient staff only
- One CQM committee with recipient staff and external stakeholders
- Two CQM committee
  - One CQM committee with recipient staff only
  - One CQM committee with recipient staff and external stakeholders
- Two CQM committee
  - RWHAP specific CQM committee
  - Organization wide CQM committee
- Other blended models
  - As long as recipient has a CQM committee for the RWHAP

Resource Alert: Building Capacity of Statewide Quality Management Programs
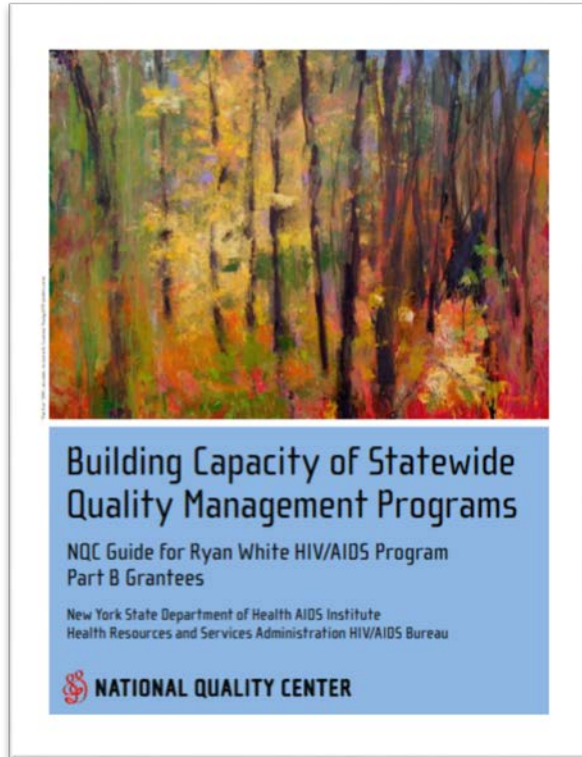
Section 2: Establishing a Statewide HIV Quality Management Committee

- Sample meeting agenda and meeting minutes
- Getting the CQM committee started and sustaining the CQM committee

https://targethiv.org/sites/default/files/file-upload/resources/Building-Capacity-of-Statewide-Quality-Management-Programs_2008.pdf

Dedicated Resources

Dedicated resources is funding for building capacity in order to carry out CQM activities

Technical assistance and capacity development to subrecipients
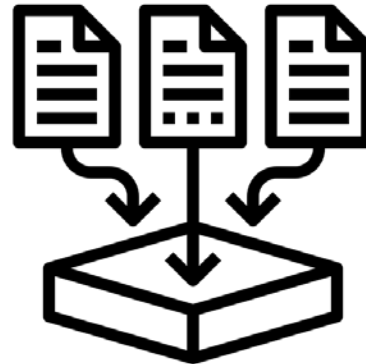
Collecting performance measure data

CQM Training for dedicated staff, CQM committee, people with HIV, and stakeholders

Why Involve People with HIV in the CQM Program?

People with HIV involvement ensures:

- CQM program activities reflect the population being served and services provided

  <u>Example</u>: Stratify performance measure data based on the subpopulations served by the recipient

- The needs of people with HIV are being addressed by CQM program

  <u>Example</u>: Incorporate needs of people with HIV in the development of QI projects

How to Involve People with HIV in the CQM Program?

Comment Box

Survey

Focus Group or Key Informant Interview

Present to Consumer Advisor Board

Member of CQM Committee

Intensity and Involvement
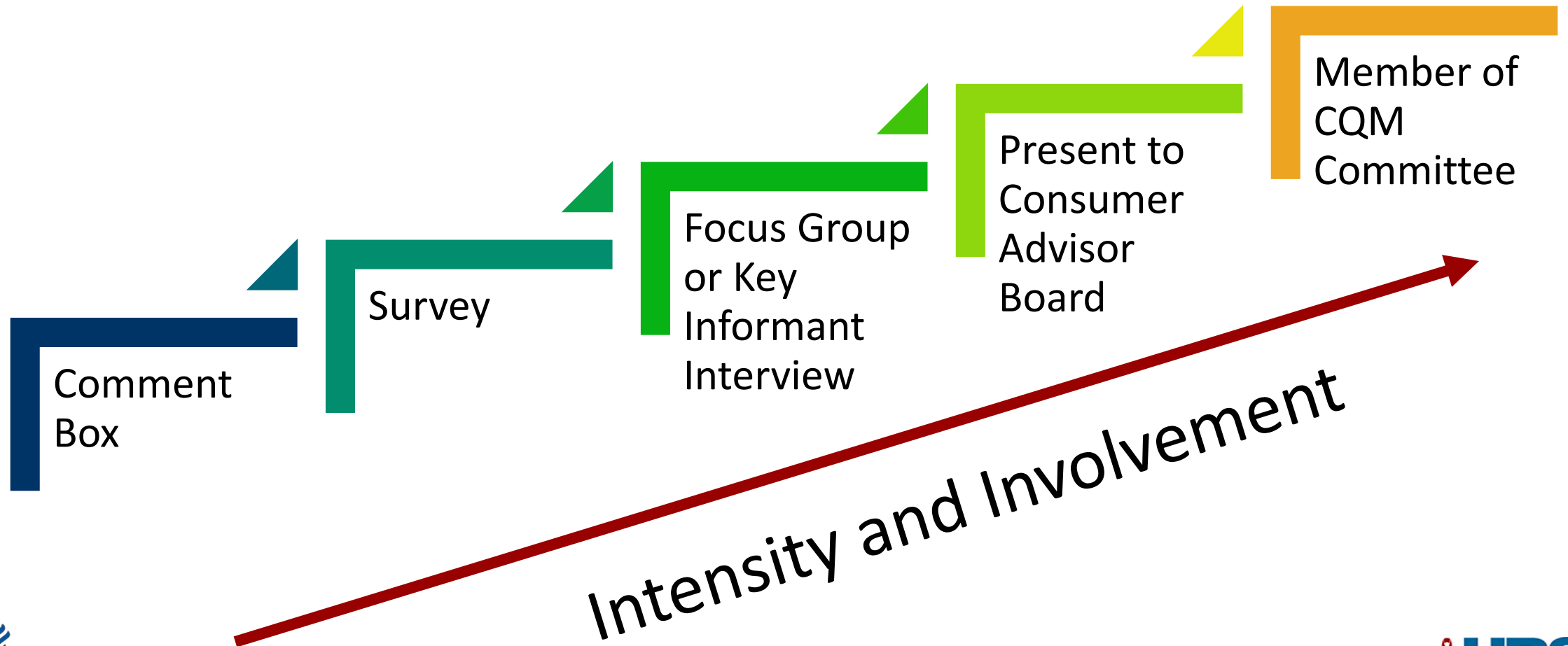
Polling Question

Who would be considered a stakeholder of the CQM program?

1. Subrecipients
2. Other RWHAP Recipients in your service area
3. HIV planning council
4. None of the above
5. 1 and 3
6. All of the above

Involvement of Stakeholders

People who provide input on CQM activities to be undertaken, could coordinate CQM activities, and share information about the CQM program

- People who will implement CQM activities
- People who manage CQM programs in the service area
- People who are experts in a particular field and could advise on a particular CQM activity (e.g., dentist who could advise on a PM)

Stakeholders could be members of the CQM committee or provide ad hoc input

Plan

- CQM Plan
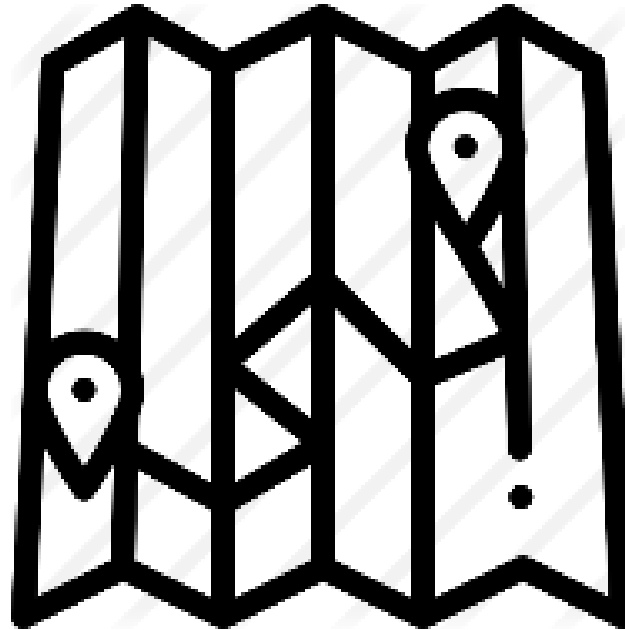
CQM Plan Purpose and Components

Describes all aspects of the CQM program including:

- Priorities and goals
- Infrastructure
- Performance measures
- QI activities
- Action plan or work plan with a timeline and responsible parties
- Evaluation of the CQM program

CQM plan is a written document and is reviewed and revised annual

Polling Questions

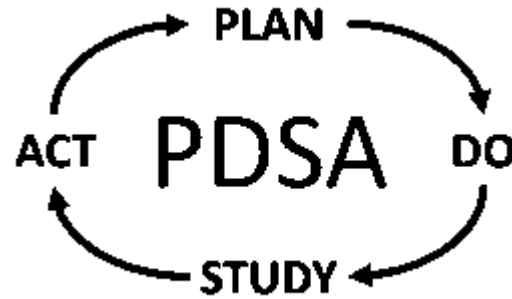The CQM plan is the same thing as the CQM program.

T – True

F - False

Clinical Quality Management Program ≠ Clinical Quality Management Plan

CQM Plan 2020
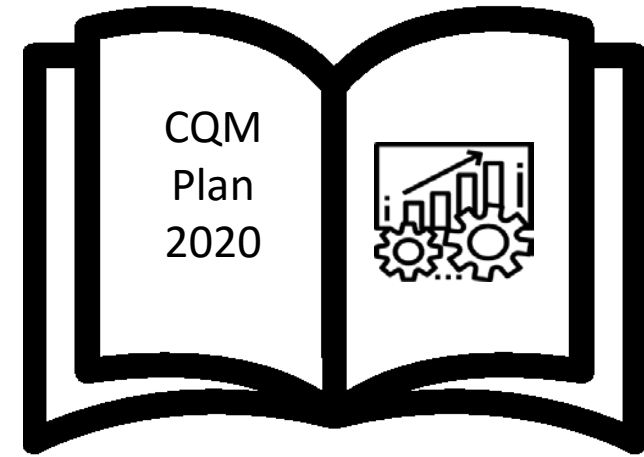
Clinical Quality Management Program ≠ Clinical Quality Management Plan

CQM program consists of people <u>carrying out the activities</u> outlined in the CQM plan.

≠

CQM plan is a <u>written document</u> that outlines the activities for the CQM program.

Resource Alert: CQM Plan Checklist

Document used to assess your CQM plan against the CQM policy clarification notice 15-02

Available for download in the file share section

Paper:

- Funds for staffing and dedicated resources

RWHAP Legislative Language for CQM Budgeting

Part	Legislation	Budget Amount
A	Sec. 2604.(h)(5)	Not to exceed the lesser of 5% of amounts received under the grant or $3,000,000
B	Sec. 2618.(b)(3)(E)	Not to exceed the lesser of 5% of amounts received under the grant or $3,000,000
C	Sec. 2664.(g)(5)	Reasonable amount
D	Sec. 2671.(f)(2)	Reasonable amount

EHE Language for CQM Budgeting

Ending the HIV Epidemic: A Plan for America (EHE) — Ryan White HIV/AIDS Program Parts A and B Notice of Funding Opportunity (HRSA 20-078) states
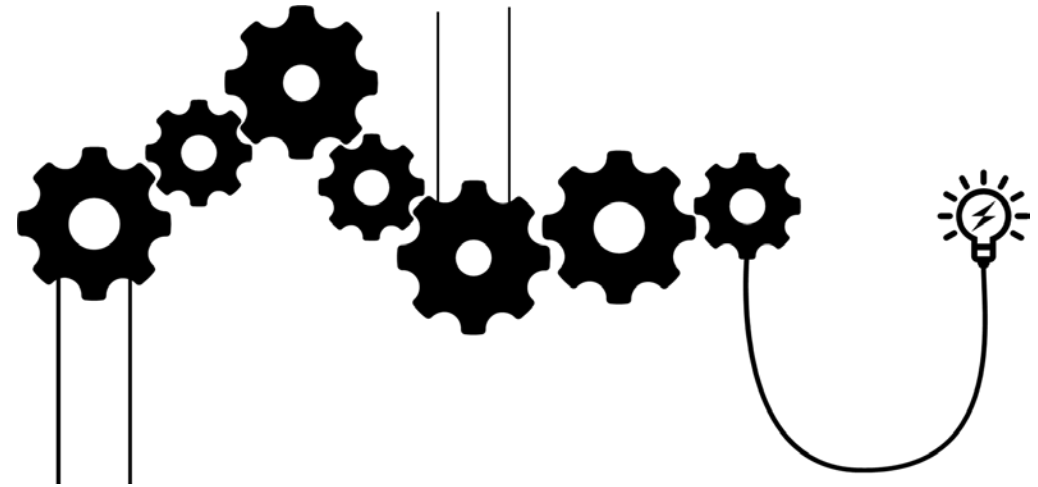
- HRSA expects that the recipient will coordinate initiative CQM activities with their existing RWHAP CQM Program
- Recipients may, but are not required to allocate up to 5% of the total grant award for CQM

Process:

- Evaluation of the CQM program

Evaluation of CQM Program: Overview

- Evaluation includes assessing whether CQM program activities have been implemented as prescribed by the CQM plan (including the action plan)
- Recipients should include regular evaluation of their CQM activities in order to maximize the impact of the program
- Part of the evaluation should include:
  - Identifying CQM program components to sustain, change, remove, and adopt
  - Assessing the effectiveness of the team
    - The teams ability to meet timelines and deliverables as described in the action plan in order to determine the success of the planned process

How to Evaluate the CQM Program?

- Assess each goal, objective, and action step in the work plan
  - Were the goals, objectives, and action steps completed? What are the reasons it was not completed?
  - What was the effect of completing?
  - Should we add the activity to next year's CQM plan?
  - What new activities should be add to next year's CQM plan based on the current activities?
  - Which activities should be scaled up or spread?
- Facilitate a discussion with the CQM committee to ask the above questions
  - Use the last CQM committee meeting of the year before you revised the CQM plan

Resources

Ryan White HIV/AIDS Program Treatment Modernization Act of 2006

Clinical Quality Management Policy Clarification Notice 15-02
- https://hab.hrsa.gov/sites/default/files/hab/Global/CQM-PCN-15-02.pdf

HIV/AIDS Bureau Performance Measure Portfolio
- https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio

Building Capacity of Statewide Quality Management Programs
- https://targethiv.org/sites/default/files/file-upload/resources/Building-Capacity-of-Statewide-Quality-Management-Programs_2008.pdf

Related CQM Sessions

- **Selecting Performance Measures for Ryan White HIV/AIDS Program Service Categories** Tuesday, August 11th, 5:00 pm – 6:30 pm

- **HIVQM Module: Tools to Support Quality Management Programs** Wednesday, August 12th, 10:00 am – 10:50 am

- **Clinical Quality Management Infrastructure** Wednesday, August 12th, 12:45 pm – 2:15 pm

- **QI 101 Institute–Clinical Quality Management** Thursday, August 13th, 4:30 pm – 5:30 pm

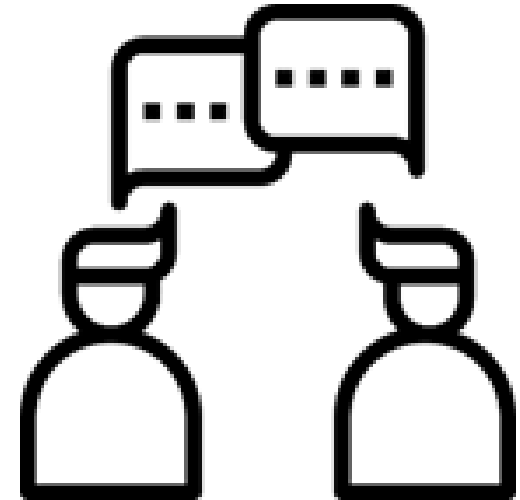- **Developing and Revising Your Clinical Quality Management Plan** Friday, August 14th, 12:45 pm – 2:15 pm

CQM Technical Assistance

Requesting CQM technical assistance:

Complete a technical assistance request form located at:

https://www.targethiv.org/

Got Questions and Need Answers?

Clinical Quality Management Questions???

- RWHAPQuality@hrsa.gov

HIV/AIDS Bureau Performance Measure Questions???

- HIVmeasures@hrsa.gov

Clinical and Quality Branch Staff Portfolios

Legend:
- Katrina Jackson (red)
- Amelia Khalil (green)
- Chep Maritim (orange)
- Chris Redwood (blue)

Puerto Rico

Ryan White HIV/AIDS Program
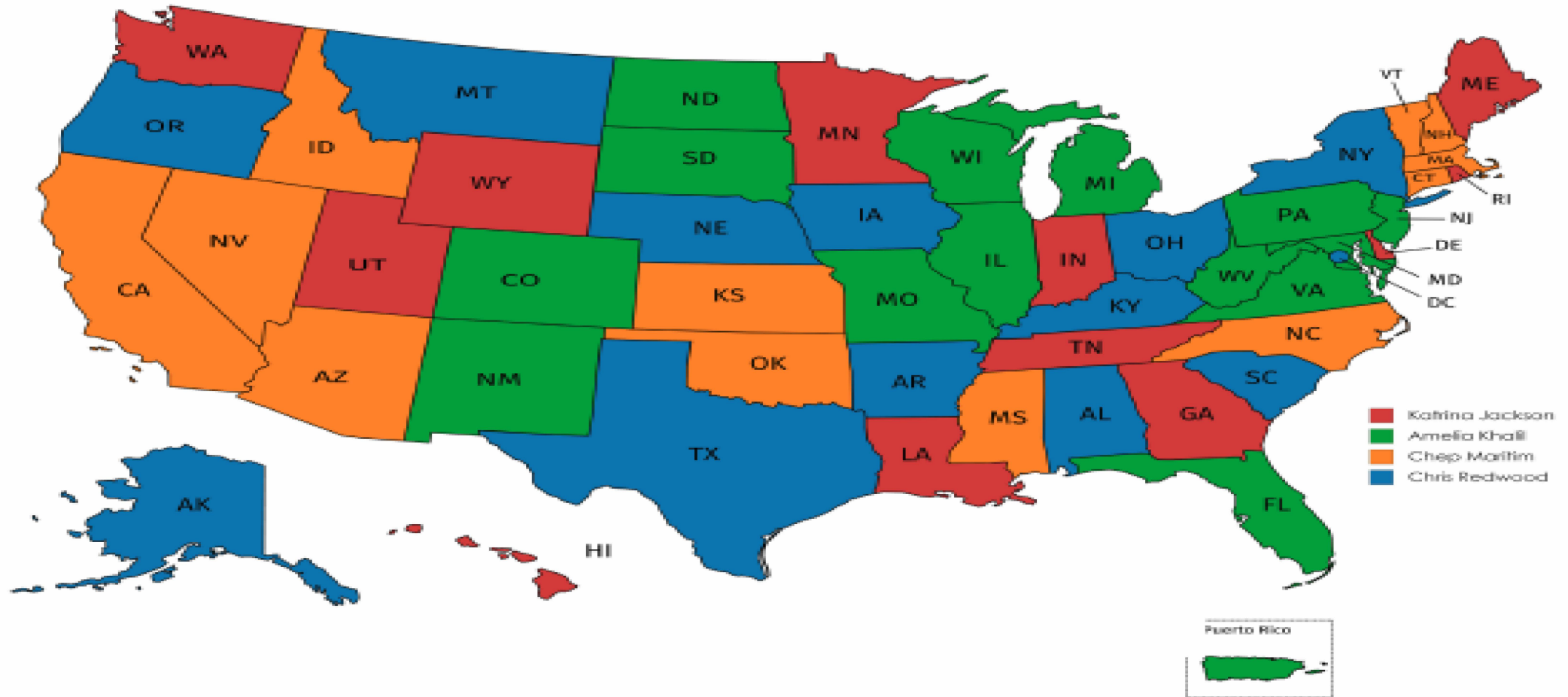
Questions

Contact Information

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HIV/AIDS Bureau (HAB)

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www.HRSA.gov

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