Developing and Revising a Clinical Quality Management (CQM) Plan
December 13, 2018

Clinical and Quality Branch

Division of Policy and Data

HIV/AIDS Bureau (HAB)

Health Resources and Services Administration (HRSA)

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 living with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care

HIV/AIDS Bureau 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 living with HIV/AIDS and their families.

Ryan White HIV/AIDS Program

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV
  - More than half of people living with diagnosed HIV in the United States – more than 550,000 people – receive care through the Ryan White HIV/AIDS Program
- 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
- 84.9% of Ryan White HIV/AIDS Program clients were virally suppressed in 2016, exceeding national average of 55%

Introductions and Greetings

- Welcome
- Clinical and Quality Branch (CQB)
- Identify workshop participants

Learning Objectives

- Identify the key components of a clinical quality management (CQM) plan

- Explain the steps in developing and revising a CQM plan

- Demonstrate understanding and appropriate use of the CQM plan checklist

Clinical Quality Management (CQM) Plan

- What is a CQM Plan?

- What is its purpose and value?

- How is it different from the CQM Program?

Components of a CQM Plan

- ➤ Quality statement
- ➤ Annual quality goals
- ➤ Infrastructure
- ➤ Performance measurement
- ➤ Quality improvement
- ➤ CQM program evaluation
- ➤ Work plan

Questions

Activity: Revising a CQM Plan Using the Checklist

Tips for developing a CQM Plan

- Identify roles and responsibilities of the CQM manager, CQM team, leadership, stakeholders and consumers

- Schedule a planning meeting

- Create actionable items to address main components

- Use available resources

- Allow for flexibility

Revising/Updating an Existing CQM Plan

Assemble a review team to determine:
- What are the results of our last CQM plan evaluation?
    - What new activities should be added?
    - What activities should be deleted?
    - What activities do we continue?
- Are the objectives still relevant? Actionable?
- Is the work plan being implemented?
- Is program progress being tracked?
- Does program progress correlate to the work plan action items?
- How and when to amend, document and implement?
- How to use a CQM plan checklist?

Questions

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