



Quality Management Plan Work Plan Discussion

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City of
Philadelphia



Agenda

- Quick overview of QM Plan
 - Presentation of QM Plan Work Plan
 - Discussion questions and feedback
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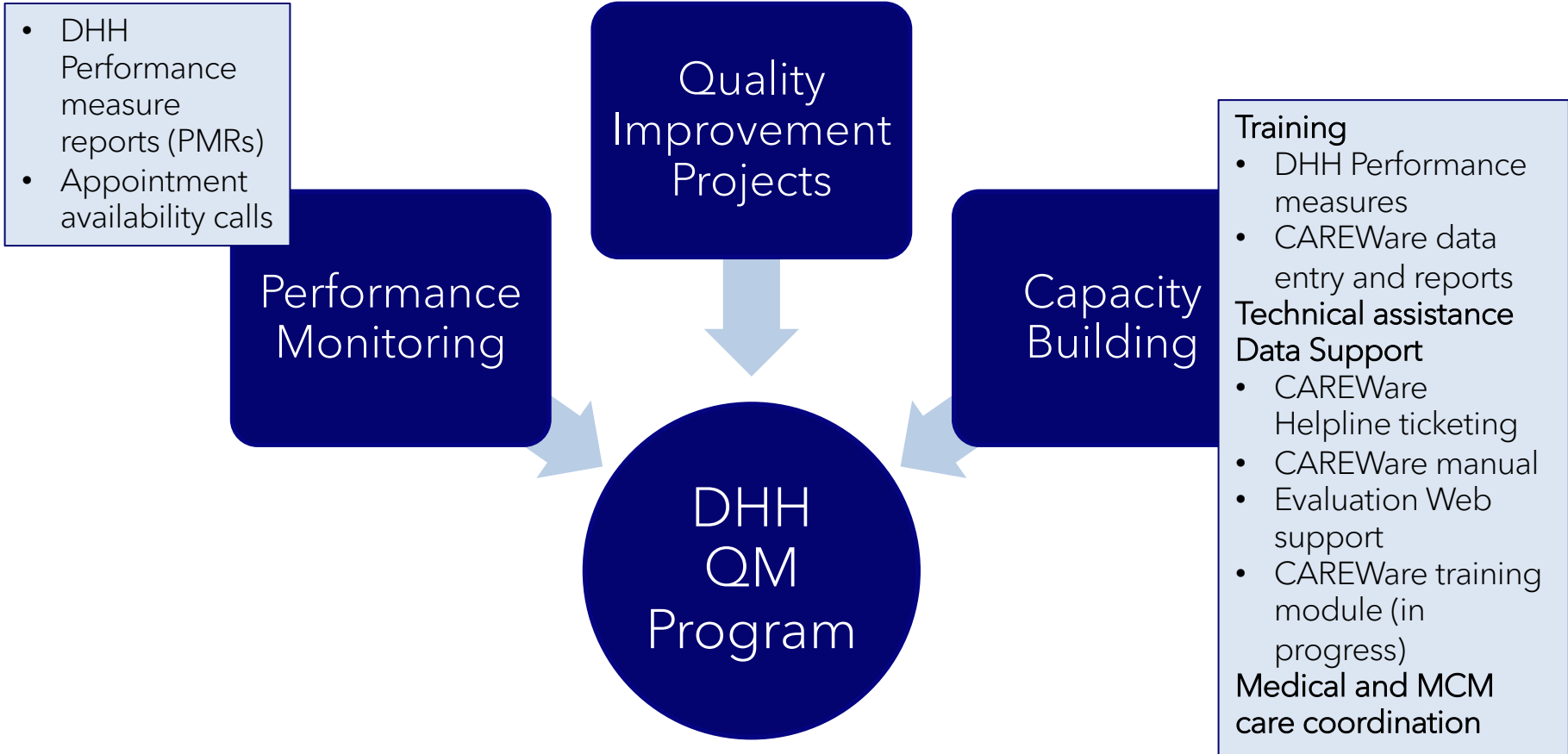
Quality Management (QM)

The goal of the EMA's QM program is to use high quality data to continually improve access to high quality clinical HIV care

DHH's QM program has activities that span all aspects of the HIV care continuum




What does Quality Management look like at DHH?






Consumers and QI

- QI principle: quality is defined by the consumer!
 - RW System built on consumer contribution, participation, feedback, and advocacy
 - DHH emphasizes consumers in the QI process
 - Increasing consumer input is DHH priority for coming year
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Quality Management Plan

- Required component of QM program
 - Overview of QM program including priorities and activities
 - Updated annually at DHH with midyear updates as needed
 - Written by QM Advisor and QM Coordinator with input and review by other DHH Units as necessary
 - Priority in 2023 to create a more streamlined plan for release to external stakeholders
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Components of QM Plan

- Organizational Summary
 - Quality Statement
 - Quality Infrastructure
 - Annual Goals and Objectives
 - Participation of Stakeholders
 - Performance Measurement
 - Capacity Building
 - Evaluation of QM Program
 - Work Plan
 - Process to Update QM Plan
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QM Plan Work Plan

Work Plan includes the following:

Goals

Objectives


Action Steps for each objective

- Specific activities
- Responsible staff
- Timeline
- Outcome





Questions to Consider

1. Are there gaps in our plan?
 2. What are some of the most important concerns of our consumers from a quality point of view that we should be measuring?
 3. Are there aspects of quality we should be looking at but aren't?
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2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

1. Monitor and evaluate improvements in access to and initiation of status neutral HIV treatment and care

Action Steps:

Gather, monitor and analyze data collected from low-threshold sexual health HIV treatment site visits using new CAREWare 6 provider domain

Monitor programmatic activities by collecting and evaluating regularly scheduled provider reports to ensure implementation supports local EHE goals





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

1. Monitor and evaluate improvements in access to and initiation of status neutral HIV treatment and care

Action Steps:

Employ an outcome measure for Immediate ART (iART) at all DHH funded O/AHS programs

Identify EMA-wide disparities in RW Database by race, ethnicity, age, risk and insurance status





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.


Objectives

1. Monitor and evaluate improvements in access to and initiation of status neutral HIV treatment and care

Action Steps:

Present disparities at annual QM meeting

Modify the public facing EHE dashboard to present unblinded provider specific information on viral load suppression and retention in medical care





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.


Objectives

2. Apply a QI perspective to review and provide feedback on Corrective Action Plans (CAPs) submitted from providers with identified issues during bi-annual DHH appointment availability calls.

Action Steps

Conduct O/AHS appointment availability calls twice a year in English and Spanish

Analyze call outcomes and provide feedback reports to programs and relevant DHH staff





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.


Objectives

2. Apply a QI perspective to review and provide feedback on Corrective Action Plans (CAPs) submitted from providers with identified issues during bi-annual DHH appointment availability calls.

Action Steps

Receive CAP from Program Analysts for programs with issues and complete CAP Review Form

Quality Specialists (coaches) will communicate with programs and Program Analysts regarding CAP and offer suggestions for resources, metrics to monitor or action step modifications as needed





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

3. Re-evaluate barriers reported by patients who have been reengaged in care through Field Services and incorporate results into CQM program, including provider QI projects

Action Steps

Collect information on barriers to care experienced by patients

Develop DTC Feedback reports and disseminate to participating O/AHS providers biannually





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

3. Re-evaluate barriers reported by patients who have been reengaged in care through Field Services and incorporate results into CQM program, including provider QI projects

Action Steps

Provide monthly lists of those who are not in care and/or not virally suppressed to HIV providers where the client last had an appointment.





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

4. Initiate QIPs with DHH funded Prevention and MCM programs using coaching model in order to improve performance across identified areas

Action Steps

Learn about Prevention initiatives by completing Prevention trainings, and reviewing Prevention program reports and procedures

Meet with Prevention providers to learn about programs and any implementation issues





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

4. Initiate QIPs with DHH funded Prevention and MCM programs using coaching model in order to improve performance across identified areas

Action Steps

Provide training and technical assistance to Prevention programs while conducting QIPs

Evaluate 2023 Prevention QIP Outcomes

Provide introductory training to MCM providers on DHH QM, QIP process and new coaching model





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

4. Initiate QIPs with DHH funded Prevention and MCM programs using coaching model in order to improve performance across identified areas

Action Steps

Meet with MCM providers to learn about programs and any implementation issues

Provide training and technical assistance to MCM programs while conducting QIPs

Evaluate 2023 MCM QIP Outcomes





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives

4. Initiate QIPs with DHH funded Prevention and MCM programs using coaching model in order to improve performance across identified areas

Action Steps

Disseminate 2023 QIP outcomes to providers, regional CQM committee, DHH staff and relevant stakeholders





2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.


Objectives

5. Continue collaboration between DHH ISU and EHE team around aligning CQM activities including updating EHE outcome measures for EHE reengagement activities

Action Steps

Meet with EHE team on a regular basis to stay updated on activities and opportunities for QIPs through ISU

Participate in Implementation Science training to enhance coordination for EHE activities and explore ways to address provider barriers





2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care


Objectives

1. Continue to update and share O/AHS program contact information with MCM providers biannually in order to support monitoring of treatment adherence and to improve health outcomes

Action Steps

Email O/AHS providers with contact form to complete

Compile and distribute twice a year primary and secondary O/AHS contacts for MCM providers





2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objectives

2. Establish and complete a process to update and share MCM provider contact information with O/AHS programs biannually in order to support linkage and retention in care

Action Steps

Email MCM providers with contact form to complete

Compile and distribute twice a year primary and secondary MCM contacts for O/AHS providers





2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objectives

3. Develop an evaluation process to measure referral of unsuppressed O/AHS clients to MCM services

Action Steps

Continue to evaluate feasibility of PHL25 performance measure





2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objectives

4. At co-located sites, integrate O/AHS and MCM QIPs as much as possible to foster more collaboration

Action Steps

Communicate and involve both O/AHS and MCM staff during QIP training and discussion

Begin to develop an evaluation process for new co-located QIPs





2023 Goals and Objectives

Goal 3: Create an inclusive and streamlined QM plan to guide QM activities

Objectives

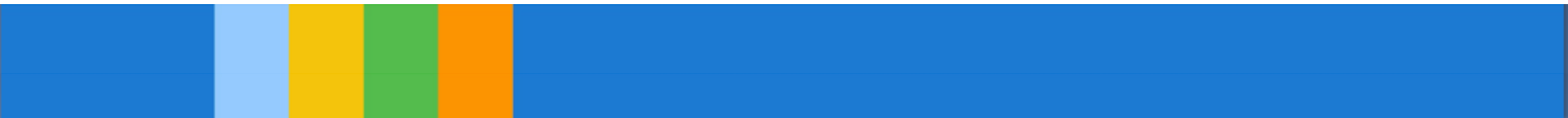
1. Develop a process to obtain and incorporate consumer feedback into DHH QM plan on a regularly scheduled basis.

Action Steps

Present the QM plan to the HIV Planning Council to obtain input and feedback

Present the QM plan to the Positive Committee to obtain input and feedback

Explore feasibility of biannual check-in with Positive Committee to receive input on QM plan





2023 Goals and Objectives

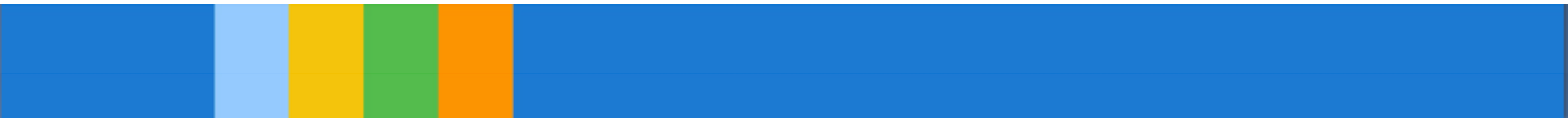
Goal 3: Create an inclusive and streamlined QM plan to guide QM activities

Objectives

1. Develop a process to obtain and incorporate consumer feedback into DHH QM plan on a regularly scheduled basis.

Action Steps

Coordinate with DHH Engagement Coordinator to obtain community input and feedback on QM program and to align efforts with other DHH units





2023 Goals and Objectives

Goal 3: Create an inclusive and streamlined QM plan to guide QM activities

Objectives

2. Work with regional CQM committee comprised of sub-recipients to obtain feedback on DHH QM plan and amend as needed.

Action Steps

Hold quarterly meetings with regional CQM Committee to obtain input on a variety of QM topics including QM plan





2023 Goals and Objectives

Goal 3: Create an inclusive and streamlined QM plan to guide QM activities

Objectives

3. Share and review QM plan, including workplan, with all DHH departments and incorporate their feedback into QM plan

Action Steps

QM plan including work plan will be reviewed and updated quarterly at ISU QM team meeting

QM plan including work plan will be reviewed and discussed with the Leadership team for input and feedback

Explore an opportunity to present QM plan including work plan at DHH All Staff meeting to get input and feedback





2023 Goals and Objectives

Goal 4: Increase capacity building among programs to support quality management activities

Objectives


1. Create and offer innovative trainings for providers to enhance their quality management skills

Action Steps

Develop online CAREWare 6 training modules for providers

Continue discussions regarding CAREWare centralization on State server with relevant stakeholders

Develop new trainings and provide technical assistance resources for subrecipients on QI coaching model, Lean Six Sigma, and other relevant QI methodologies





2023 Goals and Objectives

Goal 4: Increase capacity building among programs to support quality management activities

Objectives

1. Create and offer innovative trainings for providers to enhance their quality management skills

Action Steps

Explore feasibility of offering Lunch and Learn type trainings to subrecipients on variety of QM topics





2023 Goals and Objectives

Goal 4: Increase capacity building among programs to support quality management activities

Objectives

2. Establish and help organize a peer sharing network for programs where they can learn from each other's QI work

Action Steps


Compile and confirm list of programs interested in participation in network

Distribute contact information and QIP topics to interested participants





Questions to Consider

1. Are there gaps in our plan?
 2. What are some of the most important concerns of our consumers from a quality point of view that we should be measuring?
 3. Are there aspects of quality we should be looking at but aren't?
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Questions or Comments



Please email
AACOISU@phila.gov
with any additional input.


Thank you for your time
today.



2023 Goals and Objectives

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Objectives


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2023 Goals and Objectives

Goal 1: Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.

Objectives


3. Re-evaluate barriers reported by patients who have been reengaged in care through Field Services and incorporate results into CQM program, including provider QI projects
 4. Initiate QIPs with DHH funded Prevention and MCM programs using coaching model in order to improve performance across identified areas
 5. Continue collaboration between DHH ISU and EHE team around aligning CQM activities including updating EHE outcome measures for EHE reengagement activities
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2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objectives


1. Continue to update and share O/AHS program contact information with MCM providers biannually in order to support monitoring of treatment adherence and to improve health outcomes
 2. Establish and complete a process to update and share MCM provider contact information with O/AHS programs biannually in order to support linkage and retention in care
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2023 Goals and Objectives

Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objectives

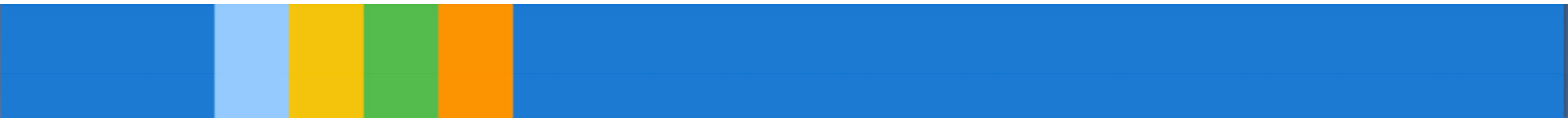
3. Develop an evaluation process to measure referral of unsuppressed O/AHS clients to MCM services
 4. At co-located sites, integrate O/AHS and MCM QIPs as much as possible to foster more collaboration
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2023 Goals and Objectives

Goal 3: Create an inclusive and streamlined QM plan to guide QM activities

Objectives


1. Develop a process to obtain and incorporate consumer feedback into DHH QM plan on a regularly scheduled basis.
 2. Work with regional CQM committee comprised of sub-recipients to obtain feedback on DHH QM plan and amend as needed.
 3. Share and review QM plan, including workplan, with all DHH departments and incorporate their feedback into QM plan
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2023 Goals and Objectives

Goal 4: Increase capacity building among programs to support quality management activities

Objectives


1. Create and offer innovative trainings for providers to enhance their quality management skills
 2. Establish and help organize a peer sharing network for programs where they can learn from each other's QI work
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Question 1

In terms of our services and performance, are there aspects of quality we should be looking at, but aren't?

Overview of Goals


1. Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.
 2. Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care
 3. Create an inclusive and streamlined QM plan to guide QM activities.
 4. Increase capacity building at programs to support quality management activities.
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Question 2

Are there gaps in our plan?

Overview of Goals

1. Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.
 2. Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care
 3. Create an inclusive and streamlined QM plan to guide QM activities.
 4. Increase capacity building at programs to support quality management activities.
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Question 3

What are some of the most important concerns of our consumers from a quality point of view that we should be measuring?

Overview of Goals

1. Evaluate, build upon and expand CQM infrastructure and activities supporting EHE goals.
 2. Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care
 3. Create an inclusive and streamlined QM plan to guide QM activities.
 4. Increase capacity building at programs to support quality management activities.
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