

QUALITY IMPROVEMENT STORYBOARD

Division/ Program:	Division of HIV and STD Programs (DHSP)
Project Title:	Clinical Quality Management Plan – Improving agency submission rate
Project Timeline:	Jan. 1, 2019 – June 30, 2019
QI Specialists:	Marcy Fenton, Dolores Chuck, Alyson Del Poso & Lisa Klein

1. Getting Started

As the recipient of Ryan White HIV/AIDS Program federal grant funds, DHSP is charged with ensuring grant sub-recipients (contracted HIV providers) are actively engaged in QI to improve the health outcomes of persons living with HIV (PLWH). The Health Resources and Services Administration (HRSA) administers the RWHAP grant and requires all recipients to maintain a clinical quality management (CQM) program, including a written CQM plan. To fulfil this charge, DHSP included these and other quality-related requirements in the executed HIV service contracts in 2012 requiring all contracted HIV service providers to submit their CQM plan within 60 days of contact execution. These providers have been invited and are expected to attend quarterly 'Los Angeles Regional Quality Group' (RQG) meetings, hosted by DHSP and focusing on CQM Plans has been a focus.

2. Assemble the Team

The QI Specialists assigned to the Quality Improvement and Program Support unit (listed above) were brought together to work on the project.

3. Define the Problem / Aim Statement

In Jan. 2019, a review of the overall CQM plan submission rate identified only 18 of the 35 (51.4%) required agencies had submitted their agency's CQM plan to DHSP. This project aimed to increase the number of agencies with a submitted CQM plan to at least 29 (>80%) by June 30, 2019.

4. Examine the Current Approach

Other than as a brief mention in the contract, no structures, policies or procedures have been in place for many years to ensure agency CQM plans were submitted. There was evidence to support that many agencies did not understand the purpose or content requirements of an effective CQM plan.

5. Identify Potential Solutions

The Team reviewed HRSA's CQM expectations and DHSP's CQM contract requirements to establish group understanding and develop an Aim Statement. The Team used brainstorming, cause and effect diagrams, and the 5 whys technique to find root causes and identify potential solutions, which included:

- Communication of HRSA/DHSP requirements;
- Development of a technical assistance plan; and
- Provision of technical assistance and training.

6. PLAN

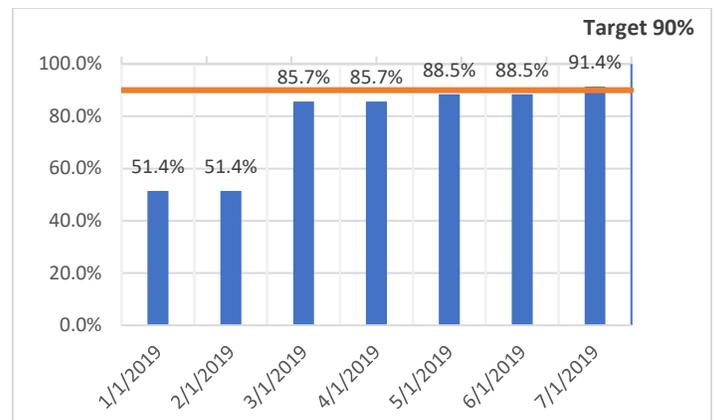
Initial plans to implement the first PDSA cycle included

1. Assign 1 QI Specialist to each contracted agency;
2. Determine each agency's CQM contact person;
3. Communicate CQM plan submission requirement to the CQM contact person for the 17 agencies out of compliance, and
4. Provide technical assistance for CQM plan development (individual and group).

7. DO

PDSA #1: In Feb. 2019, QI Specialists phoned and verbally informed the 17 agencies' the CQM contacts of the DHSP CQM plan submission requirement. The list of agencies' CQM contacts was updated. PDSA #1 identified that agencies needed information about CQM expectations and TA to develop a CQM plan. A written script to deliver the verbal and written request along with TA and resources from HRSA's Center for Quality Improvement and Innovation was developed and implemented in PDSA #2.

8. STUDY



PDSA #1 increased CQM Plans submitted from 51.4% to 85.7% (30), so the initial target of 80% was increased to 90%. PDSA #2 further increased CQM Plan submissions to 32 (91.4%) and met the Team's goal. Needed TA to develop a CQM Plan and increase comfort in QI was identified for contracted HIV providers and interfacing DHSP staff.

9. Act / Next Steps

The Team agreed to ADOPT these tested and related strategies to communicate HRSA/DHSP CQM requirements, and to develop and provide CQM TA plans and training.

1. Basics of QI curriculum development was initiated to train:
 - a. External stakeholders: agency CQM contacts. A CQM plan training module has been developed to be presented at the next RQG meeting
 - b. Internal stakeholders: DHSP Contract Program Managers. Annual CQM training to relevant interfacing DHSP staff.
2. Agency specific technical assistance and training;
3. HRSA/DHSP CQM requirements, presented at the AOM/MCC Successful Bidders conference (May 2019), will continue to be presented in future successful bidders' conferences;
4. Official DHSP CQM program guidance documents are being developed.