



# Organizational Assessment

QM Committee Meeting

March 3, 2017

# Purpose

## Evaluation

- Ensure that all key organizational components are in place
- Evaluate whether the Part A Recipient is meeting Ryan White requirements and HIV/AIDS Bureau expectations
  - **How well did Part A do in overseeing the Quality Management Program in FY 16?**

## Planning

- Responsible for conducting QI activities within their organization and throughout the network of contracted subrecipients
- Ensure that QI projects are being conducted throughout the EMA and how QM data are used to change service delivery
- Guide the planning process to focus on priorities, and setting direction
  - **What areas and activities should Part A focus on next year?**



# Overview

This organizational assessment tool (OA) identifies all essential elements associated with a sustainable QM program :

- Quality Management
- Workforce Engagement
- Measurement, Analysis and Use of Data to Improve Program Performance in HIV Care
- Quality Improvement Initiatives
- Consumer Involvement
- Program Evaluation
- Achievement of Outcomes
- Reduction in Disparities in HIV Care

# Assesses

## Program Phases

- Getting Started
- Planning and Initiation
- Beginning Implementation
- Implementation
- Progress toward systematic approach to quality
- Full systematic approach to quality management in place

# CHANGES

- The OA is implemented in two ways:

## 1) by a QI expert, internal or external to the organization

- Judy Popkin, NQC Coach (1/18/2017)

and

## 2) as a self-evaluation

- Quality Management Committee and Part A staff (March 2017)
  - Paper evaluations distributed during March Meeting
  - Available electronically for persons absent March 2
- Select the checkboxes of criterion met

# QM Program Review

## FY 16 QM Scope of Evaluation

- **Part A Quality Management Team**

- Jeff Cheek ,Director
- Bridget Harris, Asst. Director
- Joseph Lynn, Database Specialist
- Jocelyn McKenzie, Quality Coordinator
- Troy Scott & Uliecia Bolton, Project Officers
- Vacant Position, Community Epidemiologist (Senior Research Analyst)



- **Part A Quality Management Committee**

- Metropolitan Atlanta Health Services Planning Council
  - Quality Management Committee

# QM Program Review (Cont.d)

## FY16 QM Scope of Evaluation

- **Part A Quality Management Activities**
  - Quarterly Measures Data Review
  - Quality Improvement Projects
    - CAREWare Data Integrity
  - **Trainings**
    - CAREWare Training
      - Data Entry
      - Custom Reporting
      - Eligibility Documents
    - ACE Peer Navigation Training
    - 2016 National Ryan White Conference
    - QI BootCamp : Intro to QI
    - GT Lean Six Sigma



# Instructions

A.3. To what degree does the Recipient have a comprehensive quality plan that is actively utilized to guide quality improvement activities both internally and with the subrecipients? (part of the strategic plan, set expectations for subrecipients, etc.)		
Getting Started	0	<input type="checkbox"/> An EMA/TGA wide written quality management plan, including elements necessary to guide the administration of the quality program, has not been developed.
Planning and initiation	1	<u>The quality plan:</u> <input type="checkbox"/> Is written with some but not all of the essential components necessary to direct an effective quality program (see level 3). <input type="checkbox"/> May be written for the EMA/TGA but does not include language that involves the work at the subrecipient level.
Beginning Implementation	2	<u>The quality plan:</u> <input type="checkbox"/> Is written for the EMA/TGA and contains essential elements for subrecipients, and contains some of the essential components found in level 3. <input type="checkbox"/> Is under review for approval by the EMA/TGA senior leadership and the planning body and includes steps for implementation.
Implementation	3	<u>The Recipient has a quality plan that:</u> <input type="checkbox"/> Reflects an effective HIV-specific quality program with all essential QM components including: <ul style="list-style-type: none"> <li>• quality statement and mission</li> <li>• annual goals and objectives</li> <li>• roles, responsibilities, pertaining to the Recipient</li> <li>• subrecipients responsibility for conducting QI activities</li> <li>• expectations assigned by the Recipient to the subrecipients for their quality management programs</li> <li>• quality management committee meeting frequency and membership</li> <li>• performance measurement and review processes</li> <li>• QI methodology to prioritize and implement quality improvement projects,</li> <li>• communication strategy to key stakeholders in the EMA/TGA</li> <li>• consumer involvement both at the Recipient and subrecipient level</li> <li>• service category evaluation procedure</li> <li>• <u>workplan</u> with timeline for implementation</li> </ul>

- Each question has three columns:
  - A brief description of the “state” of the quality program
  - a numeric score
  - **a list of attributes that are used to determine the “state”**
- Review the list of “attributes” (Column 3)
- **Check the**  with the attributes you determined the Part A Office (Recipient) has met within FY 2016.
- Do NOT circle the numbers in Column 2



# Outcomes of the Organizational Assessment

## Scoring Reporting

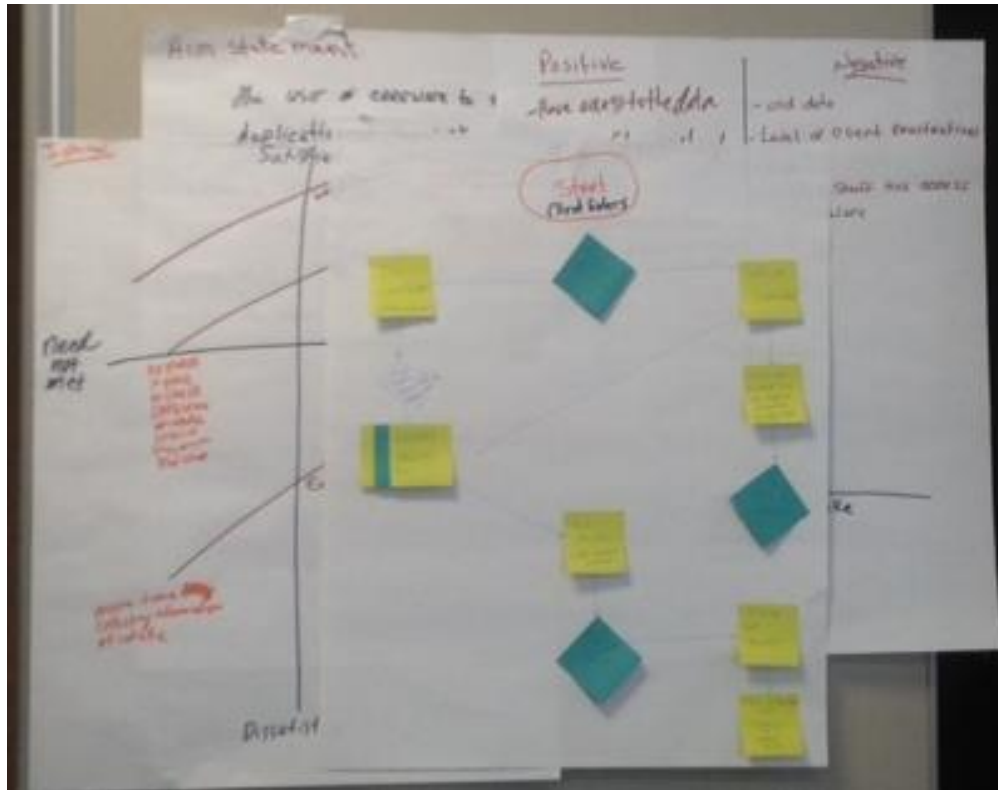
- Selected attributes will determine if the Recipient is in the state of:
  - Getting Started
  - Planning and Initiation
  - Beginning Implementation
  - Implementation
  - Progress toward systematic approach to quality
  - Full systematic approach to quality management in place

## Reporting of Results

- Summary of Results
  - April QM Meeting
- Plans for FY 17 QM Plan



# QM UPDATES



# QI BOOT CAMP: INTRO TO QI

# Summary

- Participation
  - 38 Attendees
- Curriculum
  - Basic QI Planning tools
    - AIM Statements
    - Flowchart
    - Force-Field Diagrams
    - Cause-Effect Diagrams (Fishbone)
    - Prioritizing Matrixes
- Format
  - Group setting
  - Problem-focused
  - Working examples
- Feedback
  - Lots of valuable information
  - Desire to practice more in groups
  - More trainings

# Website Updates

- Organizational Assessment updated
- New “Service Measures” Section on website
  - CAREWare Data Dictionary
  - Selected HAB Measures
  - EMA Measures
  - Performance Goals