

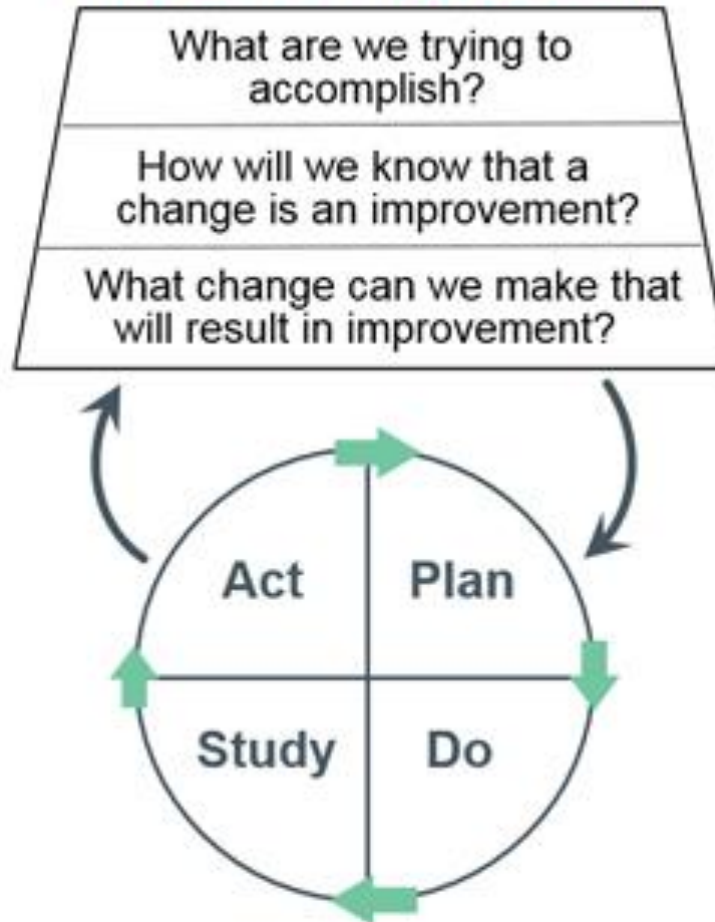


CQI Project : PDSA Cycles

Ryan White Part A
Atlanta EMA
September 1, 2016

QI Methodology

Model for Improvement



Prescribed ART Indicator

Problem

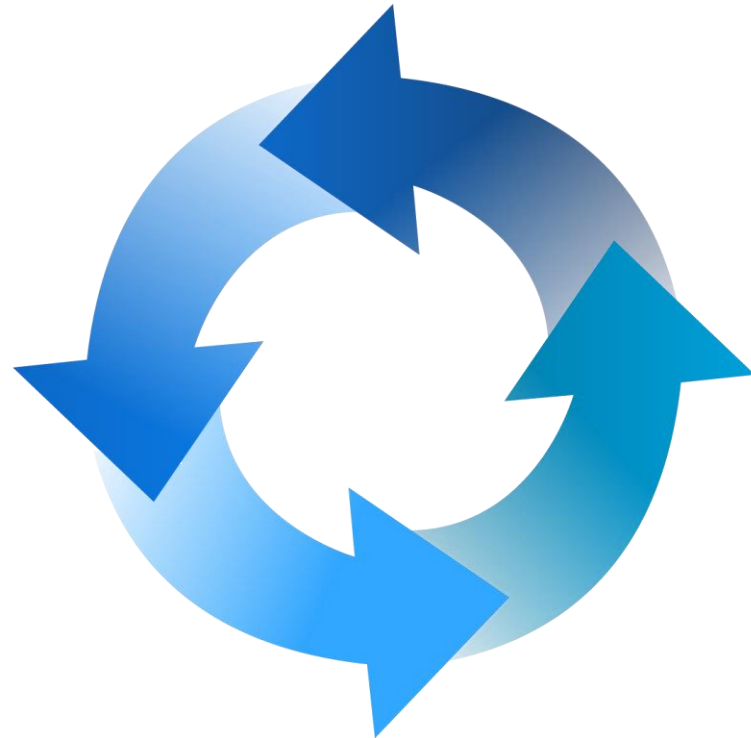
- In a May 2016 report, EMA CY 2015 data showed only 77% of clients were prescribed ART compared to CY 2014 performance of 85%
- Performance rate declined by a 9.4%

Prediction

- Missing values in CAREWare database affecting data percentages

CAREWare Project: Test of Changes

- **Cycle 1: Data Verification**
 - Is the data correct?
- **Cycle 2 : Computer System Optimization**
 - Is CAREWare setup up-to-date to track and report data?
 - Is CAREWare working optimally?
- **Cycle 3: Data Entry and Reporting Processes**
 - Is CAREWare data entered the same across the EMA?
 - Is CAREWare report parameters set for data of interest?



CYCLE ONE: Data Verification

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

- **SET THE AIM**
 - The EMA will improve prescribed ART indicator by verifying data entry into CAREWare.
 - Our goal :
 - Benchmark from CY 2014
 - 85% of clients are prescribed ART
- **MEASURE**
 - Percentage of clients prescribed ART
- **MAKE CHANGES**
 - Standard data entry and reporting processes
 - Increased monitoring of data and feedback to agencies for efficient data processes

CYCLE ONE: Data Verification

PDSA Model

What changes
are we going to
make based on
our findings?



What exactly are
we going to do?

What were
the results?

When and how
did we do it?

- **PLAN**
 - Identify clients with missing information and confirm their ART status
- **DO**
 - 6 agencies verified 2,435 clients' prescribed ART data
 - CY 2015 data recalculated to 85%
- **STUDY**
 - Verifying data improved accuracy
 - CAREWare did not recognize previously entered data
 - CAREWare system glitches?
 - Data entry standards?
- **ACT**
 - Monitor data
 - Repeat PDSA by reviewing CAREWare system and data entry processes

CYCLE TWO: Computer System Optimization

Model for Improvement

- **SET THE AIM**

- The EMA will increase data accuracy by reviewing and upgrading software and system processes.
- Our goal include:
 - 100% of agencies have access to latest version of CAREWare software
 - 100% of agencies have access to server
 - 90% of agencies submit error-free data

- **MEASURE**

- Number of agencies with access to CAREWare and server
- Number of RSR Validation errors
- Frequency of data submissions

- **MAKE CHANGES**

- Standard data entry and reporting processes
- Ongoing training related to data entry and data reporting to ensure accurate reporting
- Increased monitoring and feedback to agencies for efficient data processes



CYCLE TWO: Computer System Optimization

PLAN

- Grant access to latest build of CAREWare, Fulton County Server, and compatible Windows CPU
- Communicate with agencies, Fulton County Government, and CAREWare developer jProg to ensure that each agency has the needed software and hardware to utilize CAREWare.
- **Update and Upgrade Programs**
 - **CAREWare** Software - April 2016
 - **VPN** - July 2016
 - **Server** - August 2016
- Customize and clean up the CAREWare
- Expect CAREWare to run with less errors with updated software and compatible hardware.

CYCLE TWO: Computer System Optimization

DO

- **Updated CAREWare (April 2016)**
 - CAREWare software has been updated from version 4.1 to the latest version 5.0 over the course of the year.
 - Since updates, CAREWare users across the nation are experiencing issues with reporting, spontaneous shut down, data loss, and/or slow processing.
 - JPROG is in the process of fixing bugs related to software programming (Pending)
- **Updated VPN (July 2016)**
- **Upgrade Server (August 2016)**
 - Fulton County Server was recently upgraded (8.29.2016)
 - We will be monitoring if we can contribute the past CAREWare issues solely to the update or to the incompatibility between an old server and new software.
 - Cleaning up CAREWare Reports and Data Processes



Customize and Clean CAREWare (September 2016)

- JPRog

Next Steps...



Cycle Two: Computer System Optimization

- **Do**
 - Customize and Clean CAREWare Processes (September- October 2016)
 - Communicate with jProg and Agencies
- **Study**
 - How did the outcome of this test/cycle agree or disagree with our expectation (prediction)?
 - Were there implementation lessons?
- **Act**
 - **Based on what was learned from the test, should we... ?**
 - *Adapt* – modify the changes and repeat PDSA cycle
 - *Adopt* – select changes to implement on a larger scale and develop an implementation plan and plan for sustainability
 - *Abandon* – discard this change idea. Change your approach and repeat PDSA cycle

Next Steps...

Cycle Three: Data Entry and Reporting Processes

- Where and which fields should data be entered?
- When should data be entered into CAREWare?
- When should I submit PDI?
- How do you define...
 - Units?
 - Numerators?
 - Denominators?
- How do you interpret the RSR Validation Report and correct errors?



CAREWare Project Timeline

