



## **POLICY AND PROCEDURE NOTICE: PPPN-033**

### **QUALITY IMPROVEMENT**

**Summary and Purpose of PPN:** To guide the administration of the Ryan White Part A Program regarding quality improvement projects.

#### **Authority:**

- Title XXVI of the Public Health Service (PHS) Act §§ 2604(h)(3), 2604(h)(5), 2618(b)(3)(E), 2664(g)(5), and 2671(f)(2)
- HAB PCN #15-02
- US Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB), Ryan White HIV/AIDS Program (RWHAP) Part A Manual – Revised 2013
- Fulton County Ryan White Part A Contract/Agreement

#### **Policies and Procedures:**

1. The Quality Management (QM) Program shall implement quality improvement (QI) activities aimed at improving patient care, health outcomes, and patient satisfaction.
2. QI activities shall consist of systematic and continuous actions that aim to lead measureable improvement in the Ryan White Part A Program in response to the performance data. The development and implementation of activities shall incorporate the following four principles:
  - Patient-centered services
  - Systems thinking and process improvement
  - Team-based approach
  - Utilization of data
3. The QM Program shall elicit input from stakeholders and persons living with HIV (PLWH) in the development of QI activities.
  - Ryan White Part A Program will review performance data with the QM Committee, Planning Council and Consumer Caucus to identify potential solutions to make improvement on performance measure data at least quarterly.
4. The Ryan White Part A Program will conduct continuous QI projects annually for system-wide improvement. Ryan White Part A Program may elect to conduct QI projects in conjunction with and/or in addition to QI projects selected by Planning Council's QM Committee.

- Subrecipients will conduct at least **one** QI project annually. At minimum, subrecipients will implement and/or participate in EMA QI project(s) as determined by Part A Office. If a subrecipient is performing at goal for all service funded categories, then the subrecipient may elect a QI project on any other measure of interest.
5. Each QI project shall have a QI project team to include a designated project lead and those at the subrecipient or organizational level who are affected by the processes under review and improvement. The project lead should:
    - delineate goals for the QI project
    - develop a timeline for implementation
    - facilitate brainstorm for potential solutions to make improvement on performance measures
    - monitor performance
    - document test cycles and report outcomes
  6. The QM Program will use a team-based approach to execute QI projects. A defined QI methodology, such as Model for Improvement, Plan-Do-Study-Act (PDSA) or Lean Six Sigma, will be utilized to set the framework of QI projects.
  7. Ryan White Part A Program will provide resources (e.g., Lucid Chart, TRAIN, Survey Monkey) and support for the execution of QI projects. Ryan White Part A Program may choose to have subcontractors for some or all of QI activities depending on the scope of the project.
    - System-wide QI project(s): Ryan White Part A Program provides available data and QI tools to QM Committee for selected projects.
    - Subrecipient QI project(s): Part A QM Specialists will assist subrecipients to identify improvement opportunities and implement quality improvement activities at the subrecipient level.
  8. QM Specialists will monitor and track the progress on system-wide QI projects, and quality improvement initiatives such as a regional or national learning collaborative through Center for Quality Improvement and Innovation.
  9. Ryan White Part A Program will work with subrecipients to reinforce knowledge and practical skills for performance improvement through Continuous Quality Improvement (CQI) projects.
  10. Ryan White Part A Program will offer annual QM training and technical assistance to QM teams related to Quality Improvement either by Recipient staff or partners.
  11. QI activities shall be documented and shared with stakeholders routinely.

- Subrecipients will monitor and track the progress on QI projects, and share processes with designated QM Specialist and other stakeholders.
- QM Specialists will monitor, document, and report the progress of QI projects to:
  - Planning Council subcommittee such as Assessment Committee, Priorities Committee and QM Committee using aggregate data.
  - Part A Staff with agency-level data.

12. Documentation of QI activities shall detail the progress of QI project and note specific changes, if improvements had a positive impact on patient health outcomes or were indicative of further necessary changes in RWHAP funded services. Documentation should include but not be limited to:

- Statement of the problem
- Methodology
- Baseline data
- Outcome data

**Verification:**

- Review Work Plan
- Review of performance measurement portfolio
- Documentation of routine performance measure reports and analysis summaries
- Documentation of QI activities
- Review PDSA cycles or Project Plan
- QI Project Reports

**Approved July 2019**

**Reviewed March 2021**