



Orlando EMA HIV Health Services Planning Council

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Building a Smart CQI



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**Ryan White Part A Grantee
Orlando EMA**

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2010 Ryan White Grantee Meeting



Overview

- ▶ Introduce Orlando EMA
- ▶ Describe QM Goals and Challenges
- ▶ Discuss HIT Improvements
- ▶ Highlight HIT Tools
- ▶ Demonstrate QM Benefits
- ▶ Describe Next Steps

Orlando EMA

- ▶ EMA's Mission: "To improve the quality of life of people living with HIV/AIDS (PLWH/A) through a community supported quality system of care."
- ▶ EMA's Role: disbursement of grant A funds, procurement of services, contracting for services, monitoring services, working with the Planning Council, and quality management
- ▶ In 2009, served 3,906 PLWH/A
- ▶ From 2003-2009, served 34,810 PLWH/A



Provider Services

13 Service Provider Agencies delivering core & support services

- ▶ Core Services:

Outpatient Ambulatory Medical Care, Substance Abuse, AIDS Pharmaceutical Assistance, Oral Health, Mental Health, and Medical Case Management, Health Insurance, and Specialty Care for Pregnant Women

- ▶ Support Services:

Psycho-Social, Transportation, Food Services, Peer Mentoring

Quality Management Program

Strategic Goals

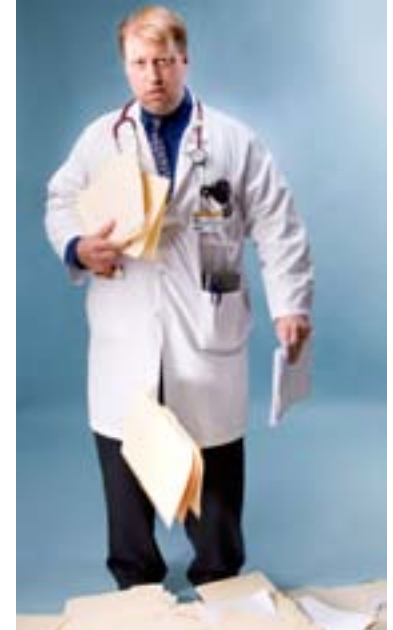
- ▶ Improve accessibility and retention of consumers in core medical and support services
- ▶ Improve Quality of Care
- ▶ Improve Consumer Self-sufficiency
- ▶ Improve Best Practices
- ▶ Eliminate Health Disparities
- ▶ Improve Monitoring of HIV Performance Measures developed by HRSA HIV/AIDS Bureau
- ▶ Reduce Duplication of Effort

Early Challenges

- ▶ Data Entry
 - Missing data elements
 - Inconsistent data entry

- ▶ Reporting
 - Inconsistent data entry
 - Lack of Standardization
 - Static GUI Interfaces
 - Extracting data with complex criteria

- ▶ Quality Management
 - Identifying source of gaps
 - Delayed Decision-making





QM Improvements

- ▶ Eliminate paper-based provider reporting
- ▶ Comprehensive and Real-time Performance Measure Monitoring
- ▶ Linking Performance to Quality Improvement Activities
- ▶ Enhance IT Infrastructure for compatibility, capacity, connectivity, and security
- ▶ Accessible Patient Satisfaction Surveys
- ▶ Evaluate Utilization Needs

IT Improvements

- ▶ Improve Server Capacity and Management Protocols
- ▶ Improve Remote Connectivity
- ▶ Review Data Storage, Backup, Audit Protocols
- ▶ Improve access to CAREWare
- ▶ Improve Reporting Tools



Intelligent HIT Tools

- ▶ Quantitative Analytics
- ▶ Dynamic Data Visualization
- ▶ Interactive Data Mining
- ▶ Virtual Data Navigation
- ▶ Integrity and Duplicates
- ▶ Continuous Outcome Metrics
- ▶ Predictive Quality Improvement

Benefits of Data Visualization and Analytics

- ▶ Secure, web-based tracking of patient health information
- ▶ Real-time Intelligent Usability
- ▶ Utilization/cost data tracking
- ▶ Outcomes measurement and assessments
- ▶ Quantifiable benefits
- ▶ Flexibility to aggregate data with other integrated systems
- ▶ Continuous Quality Improvement

Virtual Navigators

- ▶ Intelligent Virtual “Avatar” Navigators
- ▶ Voice Recognition TTS and STT
- ▶ Customizable Agents and Languages
- ▶ One-click Ease of navigation
- ▶ Customizable Reporting
- ▶ One-stop Education and Resource Libraries
- ▶ Adaptive Patient Feedback Surveys
- ▶ Automated alerts, reminders, and messaging
- ▶ Readily portable



Feedback Surveys

- ▶ Touchscreen or Touchless technology
- ▶ Point of Care/Service
- ▶ CASI/ACASI
- ▶ Culturally Sensitive
- ▶ Adaptive Surveys
- ▶ Real-time Reporting

Predictive Tools

- ▶ Dynamic Process Flow Diagrams
- ▶ Integrate multiple data sources
- ▶ Simulate multiple process outcomes
- ▶ Identify possible sources of gaps in care
- ▶ Customizable Reports and Alerts
- ▶ Risk Assessment Analyses
- ▶ Visual Data Displays
- ▶ Real-time data-based decision-making

Benefits

- ▶ Significant Time & Cost ROI
- ▶ Collaborative Quality Improvement
- ▶ Real-time access to Quality Metrics Analyses for Grantee and Providers
- ▶ Timely Reporting Capabilities
- ▶ Standardized Assessment of Quality Performance
- ▶ Timely Quality Improvement Action Plans



Future Improvements

- ▶ Integrate with Community Health Partners data systems
- ▶ Integrate with Consumer-centered Web Portal
- ▶ Initiate mHealth Outreach Activities
- ▶ Collaborate with Florida Grantees to expand Quality Improvement Monitoring Initiative



What are you
looking for?

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