

What Is Required for a Clinical Quality Management Program? Help!

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Meet the HIV/AIDS Bureau Staff

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Objectives

- Learn the essential components that are required for a clinical quality management (CQM) program
- Understand the expectations of how to develop and implement a Ryan White HIV/AIDS Program Part B CQM program
- Become familiar with resources available to assist in building a solid CQM program that can positively impact health outcomes

Ryan White HIV/AIDS Program

Treatment Modernization Act of 2006

Title XXVI of the Public Health Service (PHS) Act (Public Law 109-415, December 19, 2006)

All Ryan White HIV/AIDS Program recipients are required “to establish clinical quality management programs to:

Measure

Assess the extent to which HIV health services are consistent with the most recent Public Health Service guidelines for the treatment of HIV disease and related opportunistic infections;

Improvement

Develop strategies for ensuring that such services are consistent with the guidelines for improvement in the access to and quality of HIV services”

See §§ 2604(h)(5), 2618(b)(3)(E), 2664(g)(5), and 2671(f)(2) of the PHS Act.



Clinical Quality Management Policy Clarification Notice 15-02

The purpose of this policy clarification notice (PCN) is to clarify the Health Resources and Services Administration (HRSA) Ryan White HIV/AIDS Program (RWHAP) expectations for clinical quality management (CQM) programs.

<https://hab.hrsa.gov/program-grants-management/policy-notices-and-program-letters>



Policy Clarification Notice 15-02

Scope of Coverage

RWHAP Parts A, B, C, and D

- Recipients and Subrecipients



Structure of the Policy Clarification Notice

- Scope of Coverage
- Purpose of PCN
- Background
- Components of a CQM Program
 - Infrastructure
 - Performance Measurement
 - Quality Improvement
- Related Activities
 - Quality Assurance
 - Grant Administration
- Applicability to Subrecipients
- Resources



Components of a CQM Program

- A CQM program is the coordination of activities aimed at improving patient care, health outcomes, and patient satisfaction
- CQM activities should be continuous and fit within and support the framework of grant administration functions
- Components of a CQM program
 1. Infrastructure
 2. Performance measurement
 3. Quality improvement



Infrastructure

- Leadership
- Committee
- Dedicated Staffing
- Dedicated Resources
- Quality Management Plan
- Consumer Involvement
- Stakeholder Involvement
- Evaluation of CQM Program



Infrastructure Components

Leadership:

- Leadership to guide, endorse, and champion the CQM program
- Internal and external facing

CQM Committee:

- Develops the CQM program and corresponding activities

Dedicated Staffing:

- Staff who are responsible for CQM duties and resources, as well as any contractors that may be funded to assist with CQM work



Infrastructure Components

Dedicated Resources:

- Resources for building capacity in order to carry out CQM activities (e.g., training on collecting performance measurement data)

CQM Plan:

- Describes all aspects of the CQM program including infrastructure, priorities, performance measures, quality improvement activities, action plan with a timeline and responsible parties, and evaluation of the CQM program



Infrastructure Components

Consumer Involvement:

- PLWH involvement that reflects the population that is being served and ensures that the needs of PLWH are being addressed by CQM activities

Stakeholder Involvement:

- Stakeholder involvement (e.g., subrecipient, other recipients in region, planning body and/or its committees, consumers) that provides input on CQM activities to be undertaken

Infrastructure Components

Evaluation of CQM Program:

- Evaluation includes assessing whether CQM program activities have been implemented as prescribed by the quality management plan (including the action plan)
- Recipients should include regular evaluation of their CQM activities in order to maximize the impact of the program
- Part of the evaluation should include identifying factors (i.e., staff acceptance of change, improved clinical performance, etc.) that affect the quality improvement activities
- Evaluation also identifies effective improvement strategies that can be scaled up or implemented in other facets within a system of care. Additional elements of an evaluation include effectiveness of the team and its ability to meet timelines and deliverables as described in the action plan in order to determine the success of the planned process



Performance Measurement

- Measures should be selected that best assess the services the recipient is funding
- Recipients are strongly encouraged to include HRSA HIV/AIDS Bureau core measures

How many measures?

- Highly utilized and highly prioritized RWHAP-funded service category: Identify two performance measures and collect the corresponding performance measure data
- All other RWHAP-funded service category: at least one performance measure





HIV/AIDS Bureau Performance Measures

<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio>





<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio>

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Performance Measure Portfolio

The HIV/AIDS Bureau established a revised performance measure portfolio in November 2013. This revised portfolio focuses on critical areas of HIV care and treatment, and aligns with milestones along the HIV care continuum. The revisions include:

- Identifying core performance measures that are most critical to the care and treatment of people living with HIV
- Combining performance measures to address people of all ages living with HIV
- Promoting relevant performance measures used in other federal programs
- Archiving performance measures that are no longer consistent with U.S. Department of Health and Human Services guidelines or applicable to the general population

The HIV/AIDS Bureau encourages Ryan White HIV/AIDS Program recipients to use the revised performance measures, including the core performance measures. The core performance measures completed the rigorous [National Quality Forum infectious disease endorsement process](#).

Given the emphasis on using performance measures to improve health of people living with HIV, recipients may trend performance measure data over time and analyze the data for disparities in care. Disparity analyses may include review data for difference in performance in gender, race/ethnicity, age, insurance status, HIV risk, and others.

Related Resources

- [HRSA Clinical Care Resources](#)
- [HHS Clinical Guidelines](#)
- [National Quality Center](#)
- [TARGET Center Resources](#)
- [Clinical Quality Management](#)
- [Special Projects of National Significance](#)
- [National HIV/AIDS Strategy](#)
- [HIV Care Continuum](#)
- [Evolving Health Care Landscape](#)
- [Policy and Technical Assistance Webinars](#)



HIV/AIDS Bureau Performance Measures (Cont.)

<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio>

Category	Downloads
Frequently Asked Questions: <ul style="list-style-type: none"> • General Information • Revised Portfolio • Children • Oral Health • ADAP • System • Adolescent/Adult 	General FAQ (PDF – 44 KB) Revised Measures FAQ (PDF – 194 KB) Children FAQ (PDF – 66 KB) Oral Health FAQ (PDF – 38 KB) ADAP FAQ (PDF – 55 KB) System FAQ (PDF – 51 KB) Adolescent/Adult FAQ (PDF – 175 KB)
Core: <ul style="list-style-type: none"> • HIV Viral Suppression • Prescription of HIV Antiretroviral Therapy • HIV Medical Visit Frequency • Gap in HIV Medical Visits • PCP Prophylaxis 	Core Measures (PDF – 193 KB)
All Ages: <ul style="list-style-type: none"> • HIV Drug Resistance Testing Before Initiation of Therapy • Influenza Immunization • Lipid Screening • Tuberculosis Screening 	All Ages Measures (PDF – 244 KB)
Adolescent/Adult: <ul style="list-style-type: none"> • Cervical Cancer Screening 	Adolescent and Adult Measures (PDF – 125 KB)



Performance Measurement Frequency Analysis

Frequency: Regularly collect and analyze performance measure data which would occur more frequently than data collection for reporting - quarterly at a minimum

Analysis: Collect and analyze performance measure data that allows for inspection and improvement of health disparities across different target populations



Quality Improvement

- Quality improvement entails the development and implementation of activities to make changes to the program in response to the performance data results
- Recipients are required to implement quality improvement activities aimed at improving patient care, health outcomes, and patient satisfaction
- Recipients are expected to implement quality improvement activities using a defined approach or methodology
- Recipients should be conducting quality improvement activities for at least one funded service category at any given time
 - Quality improvement activities may span multiple service categories



Applicability to Subrecipients

- Recipients are to identify the specific CQM program activities for their service area or network
 - CQM activities include performance measure portfolio, frequency of performance measure data collection, and identification of quality improvement activities, among other items
- Recipients need to ensure that their subrecipients that provide services have the:
 - Capacity to contribute to the recipient's CQM program
 - Resources to conduct CQM activities in their organizations
 - Implement a CQM program in their organizations

Applicability to Subrecipients

- Recipients are expected to provide guidance to subrecipients on prioritizing measures and collecting data
- Recipients need to work with subrecipients to identify improvement opportunities and monitor quality improvement activities at the subrecipient locations
- Prioritization of CQM activities should be coordinated across RWHAP recipients within service area and subrecipients funded through the recipient



Legislative Language for Clinical Quality Management Budgeting

Part	Legislation	Budget Amount
A	Sec. 2604.(h)(5)	Not to exceed the lesser of 5% of amounts received under the grant or \$3,000,000
B	Sec. 2618.(b)(3)(E)	Not to exceed the lesser of 5% of amounts received under the grant or \$3,000,000
C	Sec. 2664.(g)(5)	Reasonable amount
D	Sec. 2671.(f)(2)	Reasonable amount



Use of CQM and Administrative Funds

Activity	CQM	Administrative
Staffing to implement clinical quality management program activities	✓	
Staffing to develop and/or update service standards		✓
Staffing to conduct grants monitoring of subrecipients		✓
Electronic health record interface with other providers		✓
Data extraction for clinical quality management purposes (collect, aggregate, analyze, and report on measurement data)	✓	
Monitoring site visits	✓	✓ If the purpose of the site visit is to assess or monitor CQM activities

Related Activities: Quality Assurance

Quality assurance:

- Refers to a broad spectrum of activities aimed at ensuring compliance with minimum quality standards
- Include the retrospective process of measuring compliance with standards
- Part of the larger administrative function of a recipient's program or organization and informs the clinical quality management program

Related Activities: Quality Assurance

- Quality assurance activities by themselves do not constitute a CQM program
- Quality assurance is not the same as quality improvement

Quality Assurance \neq Quality Improvement

Related Activities: Grant Administration

- Grant administration refers to the activities associated with administering a RWHAP grant or cooperative agreement
- The intent of grant administration is not to improve health outcomes. Therefore, they are not CQM activities

Grant Administration ≠ Clinical Quality Management

Resources

Requesting CQM technical assistance:

- Complete a technical assistance request form located at
 - INSERT WEB PAGE WHEN KNOWN
- Submit completed technical assistance request form to:
 - RWHAPQuality@hrsa.gov

Implementation Center for Quality Improvement:

- Cooperative agreement to assist RWHAP recipients and subrecipients with implementing clinical quality improvement methodologies and concepts, as required by the Ryan White HIV/AIDS Treatment Extension Act of 2009, to improve HIV health outcomes for PLWH



Where To Get Assistance

Clinical Quality Management Questions???

- RWHAPQuality@hrsa.gov

HIV/AIDS Bureau Performance Measure Questions???

- HIVmeasures@hrsa.gov

Evaluation Survey

- Please use the following link to complete a short evaluation of this session
- The link may also be found on your agenda

https://www.surveymonkey.com/r/ARSV2017_CQM

Contact Information

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