

2019 CQII Quality Award Category Explanations

This year, the award instructions have been changed to offer more clarity on what criteria are used to review submitted applications. We have put the criteria for each award category into a checklist format to give you guidance on what is considered a very strong applicant. Strong applications will have most, if not all, criteria checked off in the corresponding category.

A) Award for Sustainable Clinical Quality Management Programs

This award honors recipients that have demonstrated a comprehensive and sustainable clinical quality management program over time. This incorporates a sound infrastructure, robust performance measurement and continuous quality improvement activities that have resulted in a strengthened clinical quality program that meets the needs of consumers and advances quality improvement in their organization. No data are necessarily needed for this award category. This award may be given to an individual recipient or a network of recipients.

The Ryan White HIV/AIDS Program recipient or network of recipients needs to substantially meet or exceed the following criteria:

Check	Criteria
	Demonstrate a clinical quality management program that is robust to effectively respond to every changing work environment (e.g., staff turnover, shift of priorities); provide a concrete example how your organization has overcome and/or prevented these changes (if applicable)
	Effectively linking the HIV-specific clinical quality management program with the organization's overall clinical quality management program (where applicable)
	Have a highly efficient and longstanding clinical quality management committee in place that is comprised of participants that represent all disciplines within the HIV organization, and has a substantial impact on HIV care and adapts to emerging issues
	Have effective organizational leadership and support in place that actively champion the clinical quality management program over time
	Implementation of quality improvement activities that are based on data analysis and local priorities, and actively engage staff and/or multidisciplinary teams
	Having a comprehensive, well-written quality management plan in place.
	Have dedicated staff and resources committed to creatively and effectively support implementation of the recipient's clinical quality management program, including the provision of staff training opportunities
	Have a mechanism in place to acknowledge staff achievement in quality improvement activities by a system of awards, certificates of achievement or other such formal recognitions
	Have conducted quality improvement activities over time that have resulted in a continued improvement in viral suppression

B) Award for Leadership in Quality

This award is given to recipients or individuals who have demonstrated a continued commitment to quality improvement activities that have shown positive results. This could include infrastructure development; leading quality improvement initiatives especially regarding viral suppression and re-engagement/retention; and moving the organization to having an effective and sustainable clinical quality management program.

The applicant should substantially meet or exceed the following criteria:

Check	Criteria
	The applicant exemplifies superior leadership in quality management as evidenced by demonstrable results in advancing the organization's quality improvement initiatives leading to significant improvements in patient outcomes
	Effectively integrating nationally endorsed performance measures into the daily operations and/or clinic management especially regarding viral suppression and reengagement/retention of clients in care
	Has established a "culture of quality" in the organization and provides concrete example to demonstrate the effect of the organizational shift
	Conduct at least quarterly reviews of their performance data and providing written summaries of the findings along with action plans for improving performance
	Demonstrating that different levels of management in the organization are active participants in quality efforts
	The organization promotes openness and transparency of all aspects in quality management (e.g., measurement, training, performance) with staff and shares the results of all improvement activities
	Driving organizational change by ensuring that human and non-human resources are available to conduct sustainable quality improvement activities

C) Award for Consumer Engagement in Quality Improvement

CQII will recognize a recipient that has clearly incorporated consumers into the quality management program. The consumer must be an active member of the clinical quality management program and receive the support and training necessary to ensure the recipient organization is "consumer friendly." The narrative for this award application must contain information that clearly shows how the consumer was involved in the clinical quality management program.

The successful applicant in this award category must meet or exceed the following criteria:

Check	Criteria
	The recipient actively engages a diverse group of consumers to receive their feedback, and actively uses this input to improve HIV services
	The recipient actively recruits consumers to participate in ongoing clinical quality management program activities
	The recipient provides training and active support for consumers to participate in quality improvement activities

	Consumers are engaged in the clinical quality management program activities and participate in the development and prioritization of performance measures and quality improvement priorities
	Consumers are active partners in improvement activities, advocates for quality improvement, and engage other consumers to participate in quality improvement efforts
	The recipient has made demonstrable improvement in quality of care as a result of a consumer(s) participation in the clinical quality management program. These efforts should be described in the narrative.

D) Award for Measurable Improvements in HIV Care to Mitigate HIV Disparities

This award recognizes a recipient or a group of recipients that have made impressive measurable advances in mitigating HIV disparities by demonstrating improvements in viral suppression rates. The application must contain performance data to support the narrative and show how the applicant has addressed HIV disparities. Recipients are encouraged to demonstrate innovative quality improvement activities and steps taken to reduce any gaps along the HIV care continuum for an identified HIV subpopulation. Submissions related to the end+disparities ECHO Collaborative are encouraged.

The successful applicant needs to meet or exceed the following criteria:

Check	Criteria
	Rationale for choosing a specific HIV subpopulation(s) by demonstrating a measurable gap between this subpopulation and the overall quality of care provided by the recipient or group of recipients
	Measurable reduction of HIV disparities along the HIV care continuum that effectively impact patient health outcomes and are supported by improved performance data over time; inclusive of a particular focus on viral suppression
	Benchmark local results against regional or national data sets to indicate impact of local improvement efforts over time
	Specify the quality improvement interventions and/or change ideas that have been implemented leading to improvements of patient health outcomes
	Engage staff and consumers in the improvement process to reduce HIV-related disparities
	Establish a system to sustain gains and continued improvements over time