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| **Goal 1: Infrastructure – Establish a comprehensive and functional quality infrastructure**  |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Impact** |
| Revise CQM Plan and develop a CQM work plan.***Progress Measure:*** *Approved CQM Plan by May 2022* | Receive CQM TA w/HAB consultant Establish annual quality goals and objectives Share and further develop narrative sections w/CQM committee  | January-June 2022February 2022April 2022 | Leadership, CQM Team, and HAB ConsultantLeadership and CQM Manager CQM Manager and CQM committee members  | ***In progress:*** see CQM Team meeting minutes (MM): January-March***COMPLETED:* s**ee CQM Team MM – January and February***Inactive:***Kickoff meeting scheduled for April 12th |
| Establish a CQM committee ***Progress Measure:*** *CQM Committee has regularly scheduled meetings to develop the CQM program and corresponding activities.*  | Determine CQM committee’s purpose, members, and members’ roles and responsibilitiesEstablish logistical details (e.g. meeting frequency) Host CQM committee Kick-off meeting | February 2022March 2022April 2022 | Leadership and CQM Team CQM Manager and CQM committee membersCQM committee members | ***COMPLETED:*** see saved email correspondences b/w Program Director and CQM Manager (January 25th, February 11th and 25th). ***Incomplete:*** ran out of time during March CQM committee meeting; will add to April’s meeting agenda***Pending:*** scheduled for April 12th |
| **Goal 2: Performance Measurement – Strengthen data management, data integrity, and data utilization** |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Comments** |
| Identify performance measures for all applicable RWHAP-funded service categories***Progress Measure:****No less than the minimum # of appropriately associated performance measures are identified for each RWHAP-funded service category* | Use client service utilization (CSU) data to determine minimum # of measures for each service categoryEstablish a performance measurement portfolio  | March 2022April 2022 | Data Manager and CQM ManagerData Manager and CQM Manager | ***COMPLETED:*** see CQM committee MM - February and March 2022***Not yet started.*** Will address w/HAB CQM consultant. |
| Use measurement data to determine quality improvement focus***Progress Measure:*** *Quality improvement activities derived and planned*  | Ensure data is stratifiedAnalyze data to identify areas of focus needing improvement | June 2022June 2022 | Data Manager and CQM ManagerCQM Manager, CQM Committee, and Data Analyst  | ***Not yet started.*** Focus on subpopulations with significant needs.***Not yet started.*** |
| **Goal 3: Quality Improvement (QI) – Implement QI activities**  |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Comments** |
| Ensure subrecipients have the capacity to contribute/lead QI activities***Progress Measures:*** *# and levels of QI based trainings offered**# of subrecipients participated in QI based training* *# of subrecipients capable of leading QI activities after completing training(s)* | Assess subrecipient QI knowledge and training needs via completion of organizational assessment toolIdentify training topics and facilitators to lead QI based training Complete one basic and one intermediate level web-based QI trainings Identify subrecipients with the capacity to participate in CQII’s Beginners QI Learning Lab  | February 2022April 2022Basic: May 2022 and Intermediate: July 2022August 2022 | CQM Manager and each subrecipient CQM Lead Leadership, CQM Manager, and CQM CommitteeSubrecipients, CQM Manager, and CQM Team (recipient)CQII Team, CQM Manager, select subrecipients, and HAB PO.  | ***COMPLETED:*** Results of organizational assessment tool reveals need for varying levels of QI based training (mostly basic and intermediate).***Not yet started.*** Focus will be on PDSA methodology and documentation of QI activities***Not yet started.*** Identify relevant QI trainings available on TargetHIV website.***Not yet started.*** Discuss benefits and time/workload commitment to determine burden on subrecipients.  |