



## Aligning Quality Initiatives across Ryan White Parts: Lessons Learned from Cross Part Collaborative

Clemens Steinbock

Thursday, August 26; 10-11:30am

Washington 4

RWA-0421

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## Learning Objectives

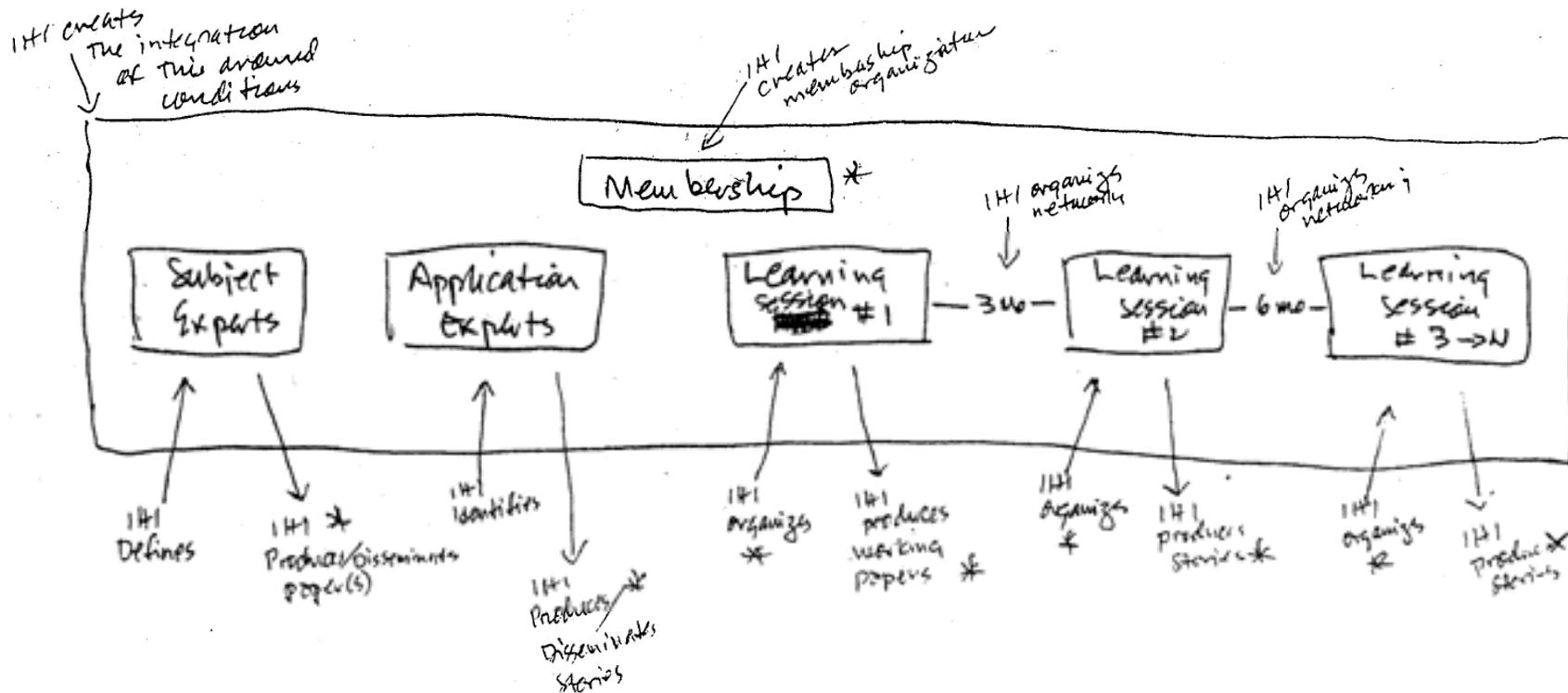
- Understand benefits and uses of working collaboratively with other agencies in your region for quality management
- Learn how to develop shared performance measures, a cross-Part quality management plan and a joint approach to build capacity for quality improvement within your state/region
- Learn tips on how to initiate cross-Part collaboration to align quality efforts in your state/region

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# Agenda

- Brief overview of the Collaborative Model
- Findings of the HAB/NQC Cross-Part Collaborative
- Panel discussion with the Team Leaders from CT, NJ, PA, TX, & VA
- Q&A session

# Collaborative Model, Paul Batalden (1994)



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# Collaborative Model

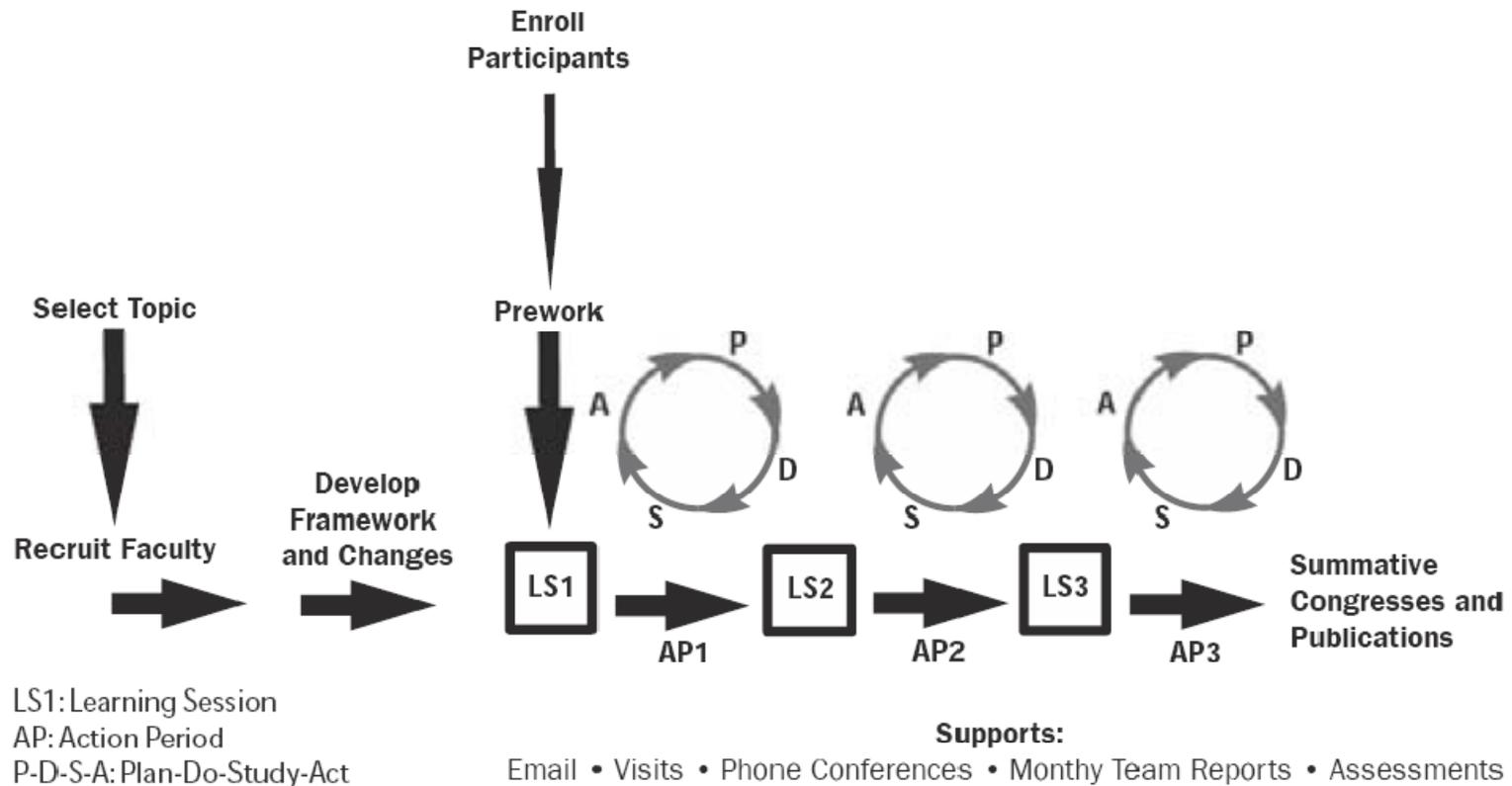
## When Collaboratives work well?

- There are gaps between knowledge and practice
- There are large variations in practices
- We need to accelerate improvements
- We can learn a lot more working together than we can working separately

## When Collaboratives do NOT work well?

- Research for new knowledge
- Single-setting (team) focus
- Small changes to existing systems
- Benchmarking project

# IHI Breakthrough Series Collaborative Model



# HAB Quality Improvement Collaboratives

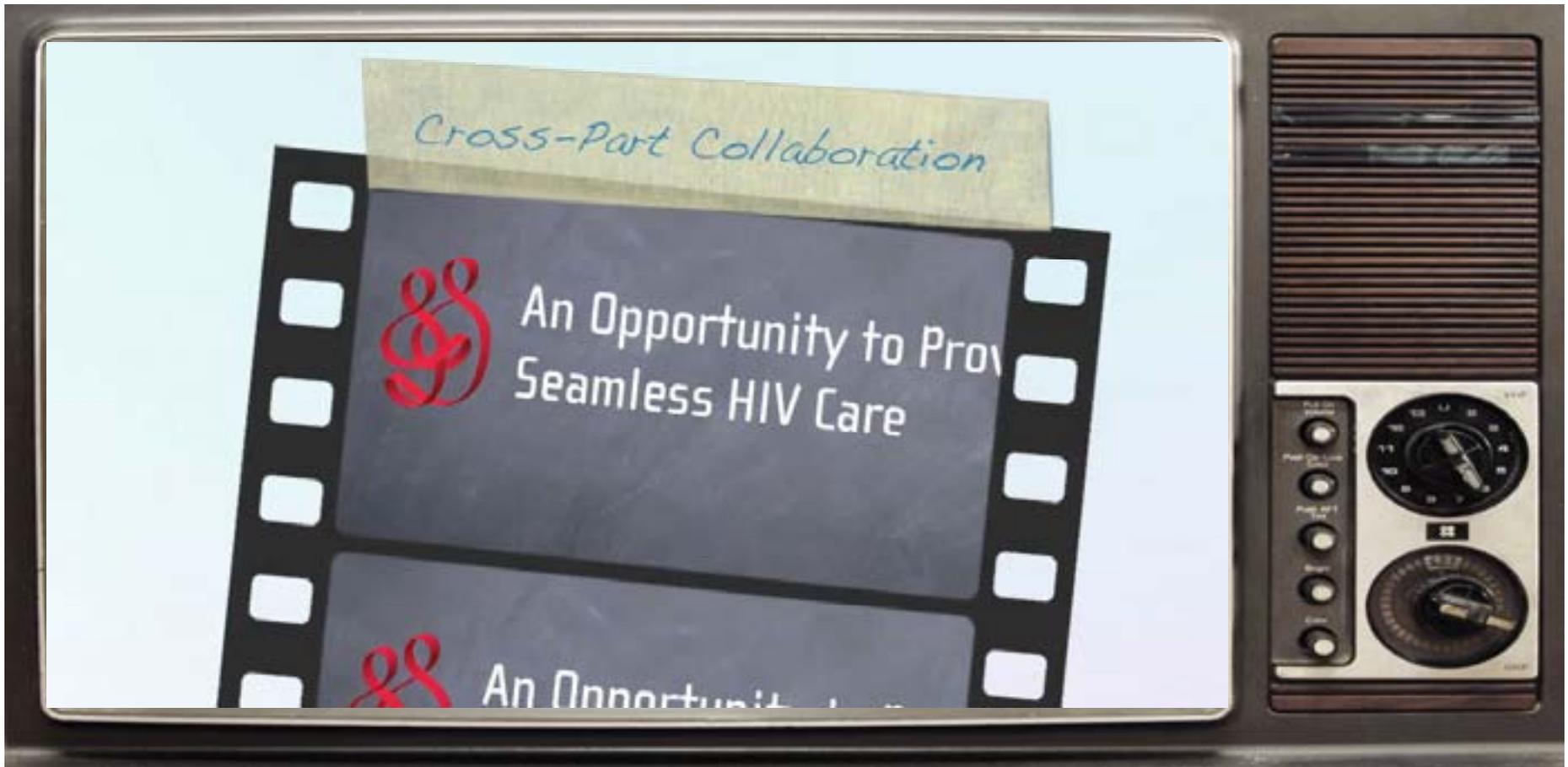
<b>Collaborative</b>	<b>Timeframe</b>	<b>Participating Grantees</b>
Part C & D Collaborative	Jun '00 through Nov '01	81 ambulatory care clinics
Part A Collaborative	Nov '02 through Aug '03	5 City Departments of Health
Part B Collaborative	Nov '04 through Nov '06	8 State Departments of Health
Low Incidence Initiative	Jun '06 through May '08	17 State Health Department of Health
Cross-Part Collaborative	Oct '08 through Apr '10	96 federally funded grantees in 5 states
TGA Initiative	Jun '08 through Sep '09	5 City Departments of Health



## **Cross-Part Collaborative: An Opportunity to Provide Seamless HIV Care in Your State**

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## My Video Postcard...



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## Cross-Part Collaborative

- 5 State Teams: CT, NJ, PA, TX, & VA with representation from all Ryan White HIV grantees
- 86 grantees from the 5 States
- 18 Months: initiated Oct 08 through May 10
- 4 face-to-face Learning Sessions:
  - Oct 08; Apr 09; Oct 09; May 10

# Estimated Number of Persons Living with AIDS, All Ages, 2007

Rank (1=high   51=low)	Persons Living with AIDS All Ages ↑
<b>United States</b>	100.0% <sup>1</sup>
<b>1. New York</b>	16.1%
<b>2. California</b>	14.0%
<b>3. Florida</b>	10.3%
<b>4. Texas</b>	7.5%
<b>5. Pennsylvania</b>	4.1%
<b>6. New Jersey</b>	3.8%
<b>6. Georgia</b>	3.8%
<b>8. Illinois</b>	3.6%
<b>9. Maryland</b>	3.3%
<b>10. Massachusetts</b>	2.0%
<b>11. Virginia</b>	1.9%
<b>11. North Carolina</b>	1.9%
<b>11. District of Columbia</b>	1.9%
<b>14. Louisiana</b>	1.8%
<b>15. South Carolina</b>	1.6%
<b>15. Ohio</b>	1.6%
<b>17. Tennessee</b>	1.5%
<b>17. Michigan</b>	1.5%
<b>17. Connecticut</b>	1.5%

Source: [www.statehealthfacts.org](http://www.statehealthfacts.org)



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## The Stake for the Cross-Part Collaborative

- % of AIDS Cases in the US: **19%**
- % of New AIDS Cases in the US : **18%**
- % of Persons Living with AIDS in the US : **19%**

Source: [www.statehealthfacts.org](http://www.statehealthfacts.org)



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## Cross-Part Collaborative Goals

- **Alignment** - Strengthening statewide collaboration across all US federally funded HIV providers
- **Priority Setting** - Shared quality improvement goals
- **Data Collection** - Standardized data collection, reporting, and monitoring processes across the state
- **QI Projects** - Statewide joint improvement project
- **Capacity Building** - Capacity building activities for quality improvement statewide

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## Can We All Play in the Same Sandbox?



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# Can Patients Receive Seamless HIV Care?



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# Are We Impacting the Care of People with HIV?



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# Cross-Part Collaborative: Bi-monthly Measures

- Required Measures
  - Required #1: CD4 T-cell count
  - Required #2: HAART
  - Required #3: Medical Visits
  - Required #4: PCP Prophylaxis
  - Required #5: Cross-Part Data Submission
  - Required #6: Reporting of Disparities
- Optional Measure

# HAB/NQC Cross Part Collaborative



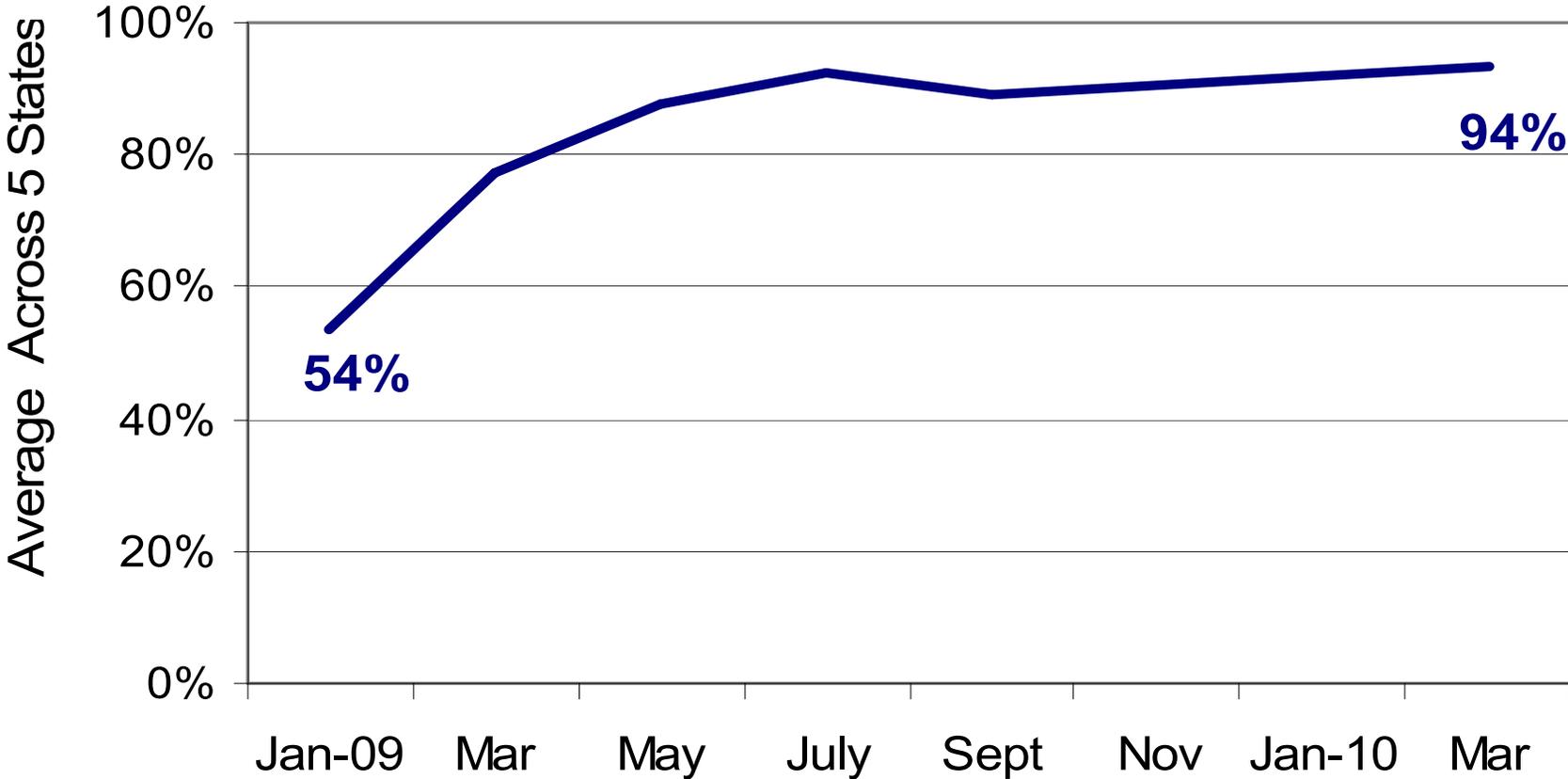
- Statewide QM committee with representation of all Parts with identified leaders and subcommittees structures
- Statewide contact list of all federally-funded HIV providers
- Routine measurement of key HIV indicators every two months of all grantees in the state
- Engagement of grantees in statewide QI projects with documented improvements
- Statewide written QM plan
- Pooling resources across grantees for QI
- Statewide conferences on quality to include all grantees in the state for sharing and capacity building
- Routine statewide newsletters around quality improvement activities

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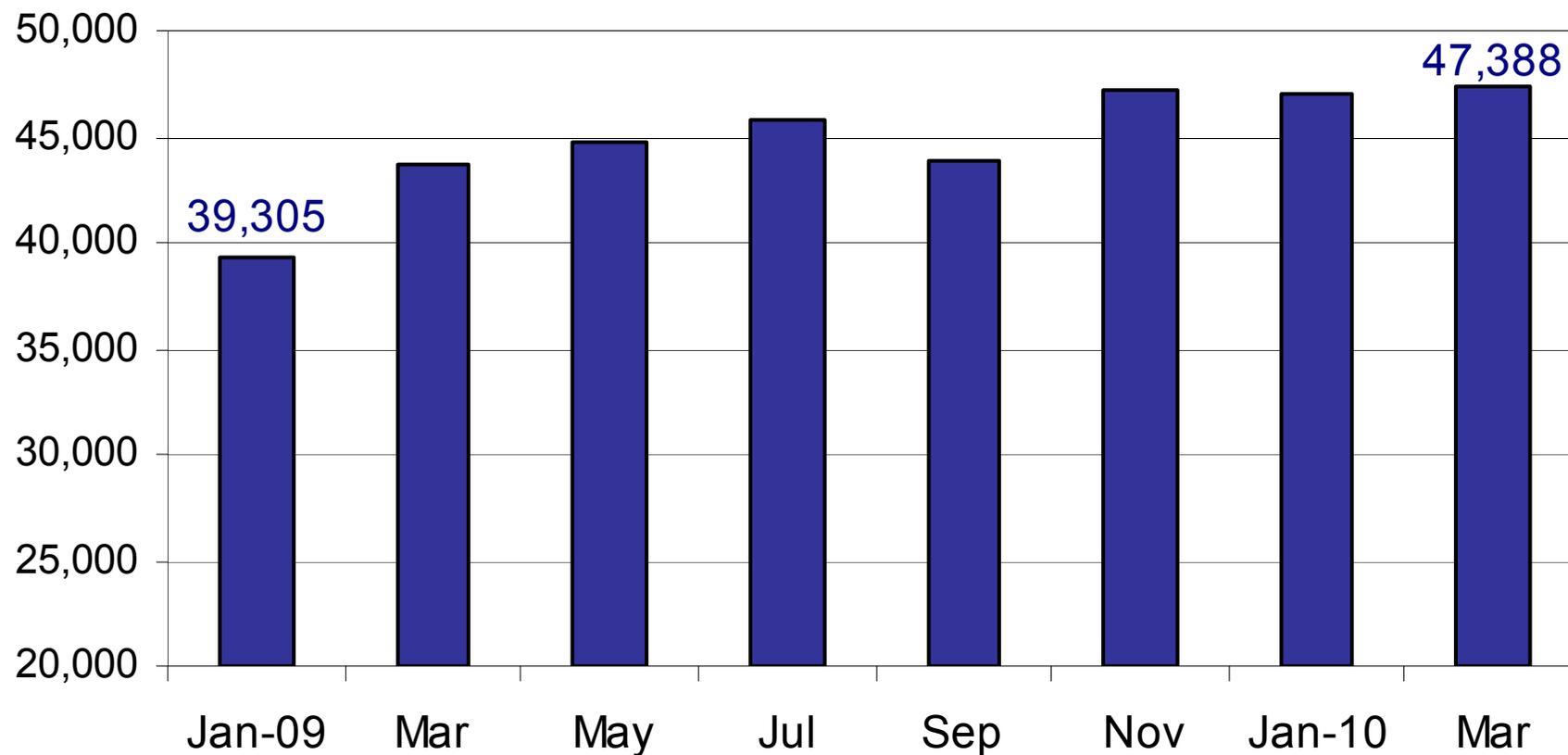
# My Video Postcard...



# RW Grantees Reporting Bi-monthly Performance Data (Jan 09 - Mar 10)

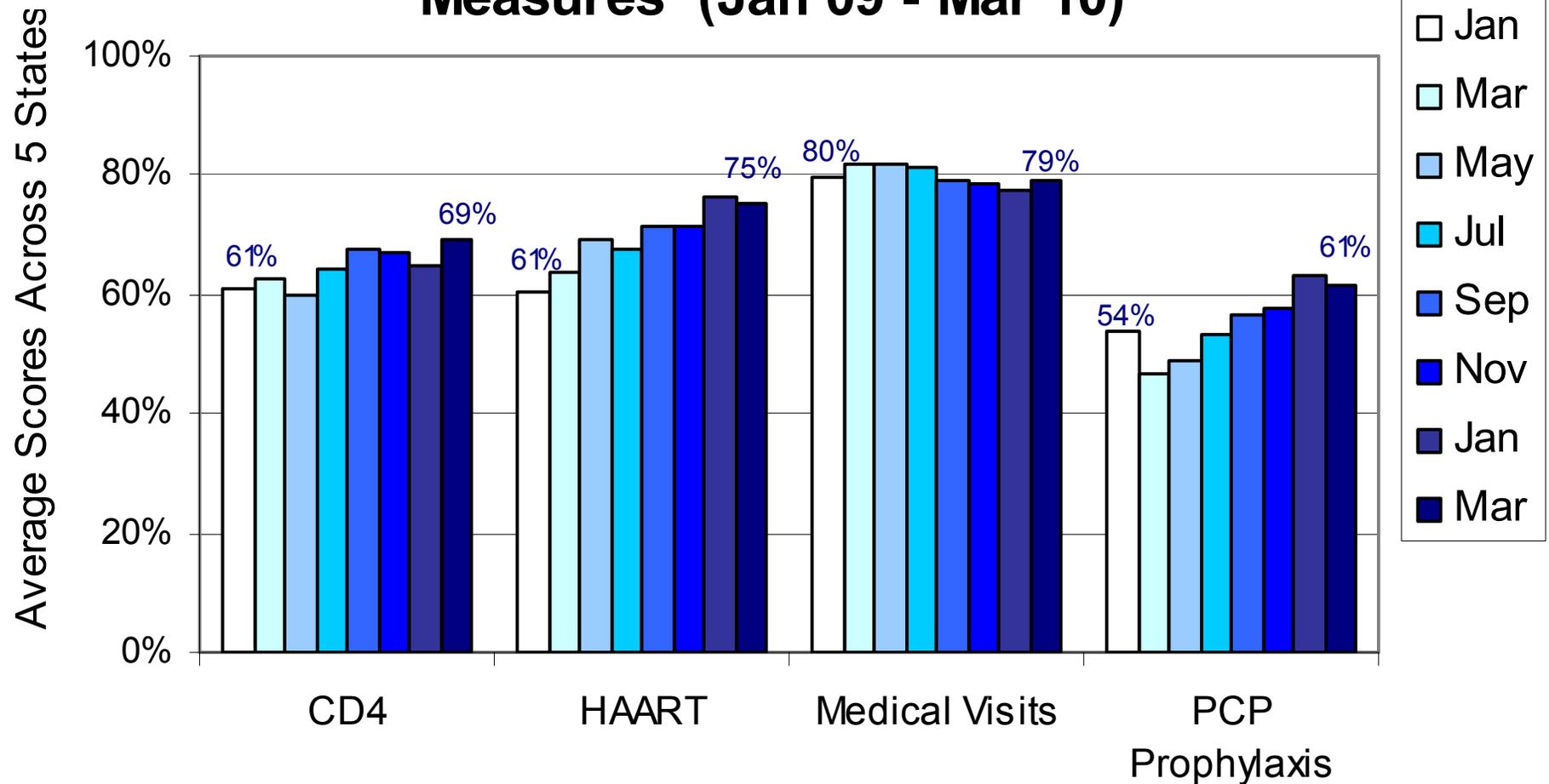


## Total Number of Patients Across All 5 States (for CD4 Indicator)



Activity	CT		NJ		PA		TX		VA	
	10/08	4/10	10/08	4/10	10/08	4/10	10/08	4/10	10/08	4/10
Structure to meet all RW grantees in State	-	+	-	+	-	+	-	+	-	+
Statewide quality performance measures	-	+	-	+	-	+	+	+	-	+
Statewide data collection	-	+	-	+	-	+	-	+	-	+
Cross-Part QM Plan	-	+	-	+	-	+	-	+	-	+
Statewide QI project initiated	-	+	-	+	-	+	-	+	-	+
Statewide QM newsletter	-	+	+	+	-	+	-	+	-	+
Statewide online QM needs assessments	-	+	-	+	-	+	-	+	-	-
QI trainings for all Parts	-	+	-	+	+	+	+	+	-	+
Online space for statewide QM	-	-	-	+	+	+	-	+	-	+
Cross-Part QM at Statewide HIV conferences	-	-	-	+	-	+	-	+	-	+

## Cross-Part Indicator Performance on HAB Measures (Jan 09 - Mar 10)



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## Improvement Ideas

- **NJ** created a Buddy System for peer TA
- **PA** conducted webinars and offered TA
- Online space for statewide QM - **NJ, VA, TX, PA**
- Using online surveys to gather input - **PA, NJ, CT**
- Statewide QM newsletters to share data and activities - **ALL**
- Obtaining buy-in through QM Plan Signing Ceremony - **VA, CT**
- Launching first statewide HIV conferences – **TX, NJ, VA, PA**
- Offering CEU's for QI project – **NJ**
- Cross-Part budget shared by grantees- **PA**
- Creation of cross-grantee positions for quality – **NJ, CT, PA**



## Legacy of Cross-Part Collaborative

- Reach of 1 out of 5 people living with HIV in the U.S.
- Demonstration of vertical/horizontal health system integration to improve HIV care
- Model for regional/statewide harmonization; impact beyond quality improvement
- Unified measures for frequent data collection
- Data to show the effectiveness of the last 18-month
- Power of unmandated collaboration

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## Lessons Learned

- Courage of setting bold and complex goals
- To improve care is not rocket science; not skill but will
- Using simple and effective frameworks/models work
- Small testing ('What can you do till next Tuesday?')
- 'Share Senselessly, Steal shamelessly!'
- Power of peer-learning
- How important champions are!
- Multiple learning channels

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*‘I can’t understand why people are frightened of new ideas. I’m frightened of old ones.’*

John Cage

# Quality Improvement Publications



## Building Capacity of Statewide Quality Management Programs

NQC Guide for Ryan White HIV/AIDS Program Part B Grantees

New York State Department of Health AIDS Institute  
Health Resources and Services Administration HIV/AIDS Bureau

 NATIONAL QUALITY CENTER

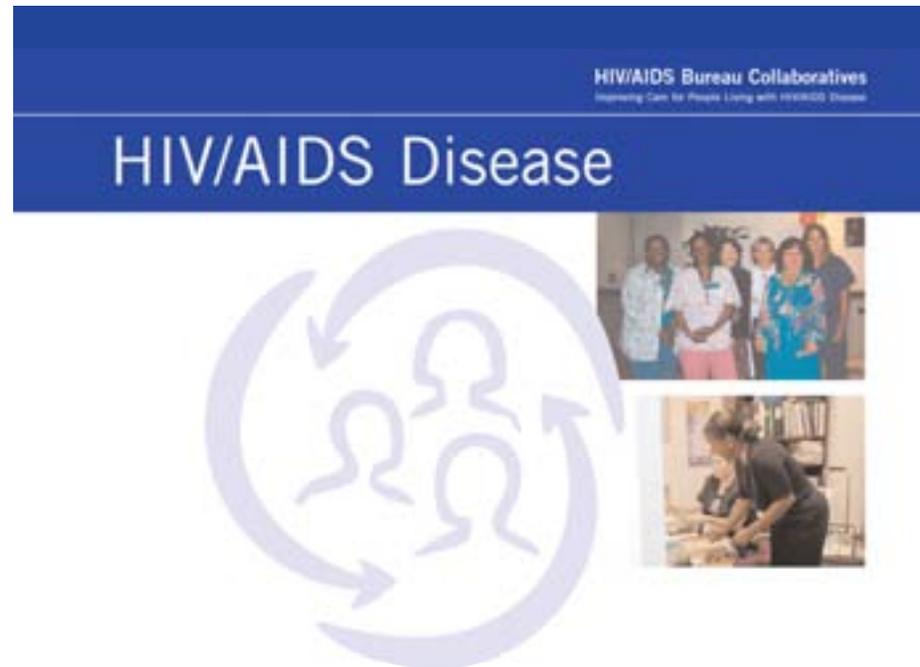
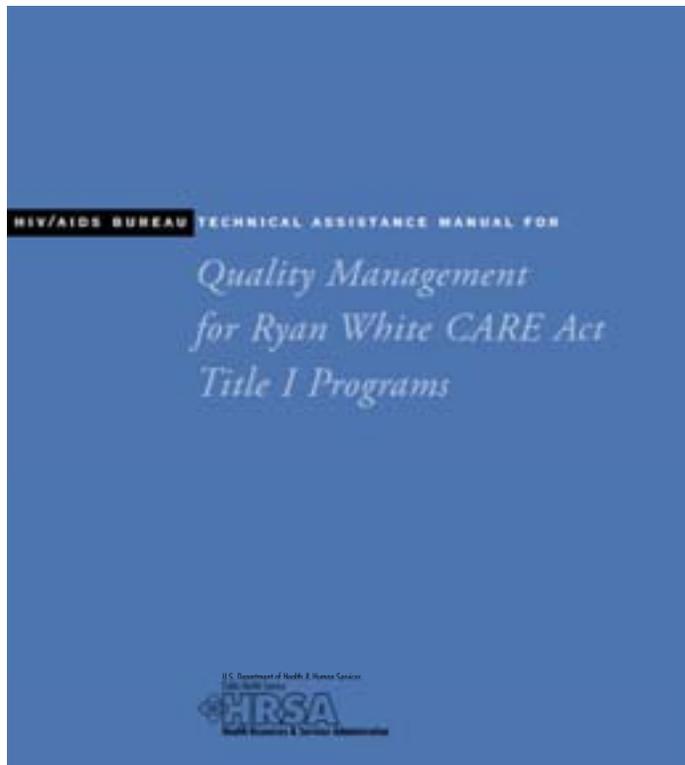
## Planning and Implementing a Successful Learning Collaborative

Guide to Build Capacity for Quality Improvement in HIV Care

New York State Department of Health AIDS Institute  
Health Resources and Services Administration HIV/AIDS Bureau



# Quality Improvement Publications



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## Panel Discussion

The focus for the panel discussion:

- How can we engage all regional stakeholders so that all individual agencies pull on the same QI rope? How can we develop one regional QM plan?
- How can we select uniform quality indicators and collect performance data across all HIV providers in a state/region?
- How can we identify common quality improvement goals across sites and regions to work and share QI projects?
- How can we build a common QI vision across Parts and HIV providers in your state?

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# Aha Moment and Action Planning

- What have you learned from this workshop?
- What will you do differently in response to this workshop?
- Complete the Action Planning Form on your chair

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# NQC Activities at the AGM 2010 – Join Us!

## Monday, August 23, 2010

- 11am: Improve Your Care and Services with Consumer Input (Quality Institute 1) - Delaware A
- 2:30pm: Creating a Culture for Quality Improvement (Quality Institute 1) - Delaware A

## Tuesday, August 24, 2010

- 8:30am: Quality in Hard Times (Quality Institute 1) - Delaware A

## Wednesday, August 25, 2010

- 8:30am: Quality Improvement 101/HAB Quality Expectations (Quality Institute 2) - Maryland B
- 11am: An Introduction to Performance Measurement (Quality Institute 2) - Maryland B
- 3:30pm: How to Share Performance Data to Spur Improvement (Quality Institute 2) - Maryland B

## Thursday, August 26, 2010

- 8am: Strategies to Measure and Improve Patient Retention Rates - Washington 2
- 10am: Aligning Quality Initiatives: Lessons Learned from Cross-Part Collaborative - Washington 4
- 10am: Quality Management for Non-Clinical Care - Washington 1

## Visit our NQC/HIVQUAL Exhibit Booth in the Exhibit Area

- Pick up hard copies of QI Publications and meet your staff and consultants





NATIONAL QUALITY CENTER

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