



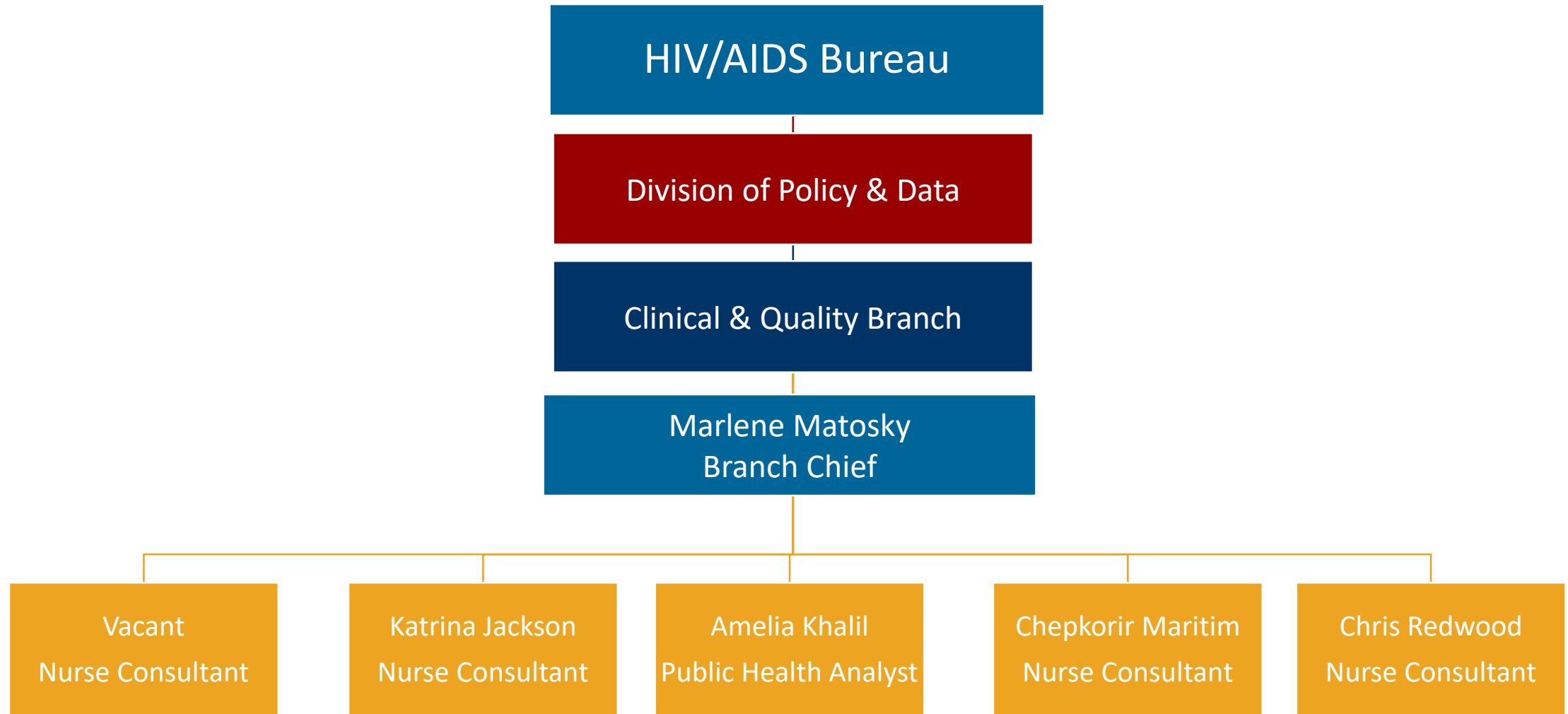
What is required for a CQM program? Help!
Review of Policy Clarification Notice 15-02:
Clinical Quality Management
October 24, 2019

Clinical and Quality Branch
Division of Policy and Data
HIV/AIDS Bureau (HAB)
Health Resources and Services Administration (HRSA)

Vision: Healthy Communities, Healthy People



Meet the Clinical and Quality Branch Staff



Learning 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 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

Purpose:

This policy clarification notice (PCN) is to clarify the RWHAP expectations for clinical quality management (CQM) programs

Scope of Coverage:

- RWHAP Parts A, B, C, and D
- Recipients and subrecipients

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



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

Involvement of people with HIV:

- People with HIV involvement that reflects the population that is being served and ensures that the needs of people with HIV 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



Our CQM committee includes people with HIV

Yes

No

Not
sure

Performance Measurement

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





Performance Measurement

How many measures? :

Percent of RWHAP eligible clients receiving at least one unit of service for a RWHAP-funded service category	Minimum number of performance measures
>=50%	2
>15% to <50%	1
<=15%	0





We reduced the number of performance measures in our CQM program based on the changes in PCN 15-02

Yes

No

Not sure

HIV/AIDS Bureau Performance Measures

<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 – 135 KB)



Performance Measurement

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





One word or phrase to describing your current quality improvement project

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 CQM 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

I understand the difference between quality assurance and CQM

Yes

No

Resources

Requesting CQM technical assistance:

- Complete a technical assistance request form located at:
 - <https://targethiv.org/ta/cqm>

Center for Quality Improvement and Innovation:

- 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 people with HIV.
 - <https://targethiv.org/cqii>



Questions

Clinical Quality Management Questions???

- RWHAPQuality@hrsa.gov

HIV/AIDS Bureau Performance Measure Questions???

- HIVmeasures@hrsa.gov

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