



NATIONAL QUALITY CENTER

# The Ryan White Program and its Expectations for Quality

## The Quality Academy Tutorial 3

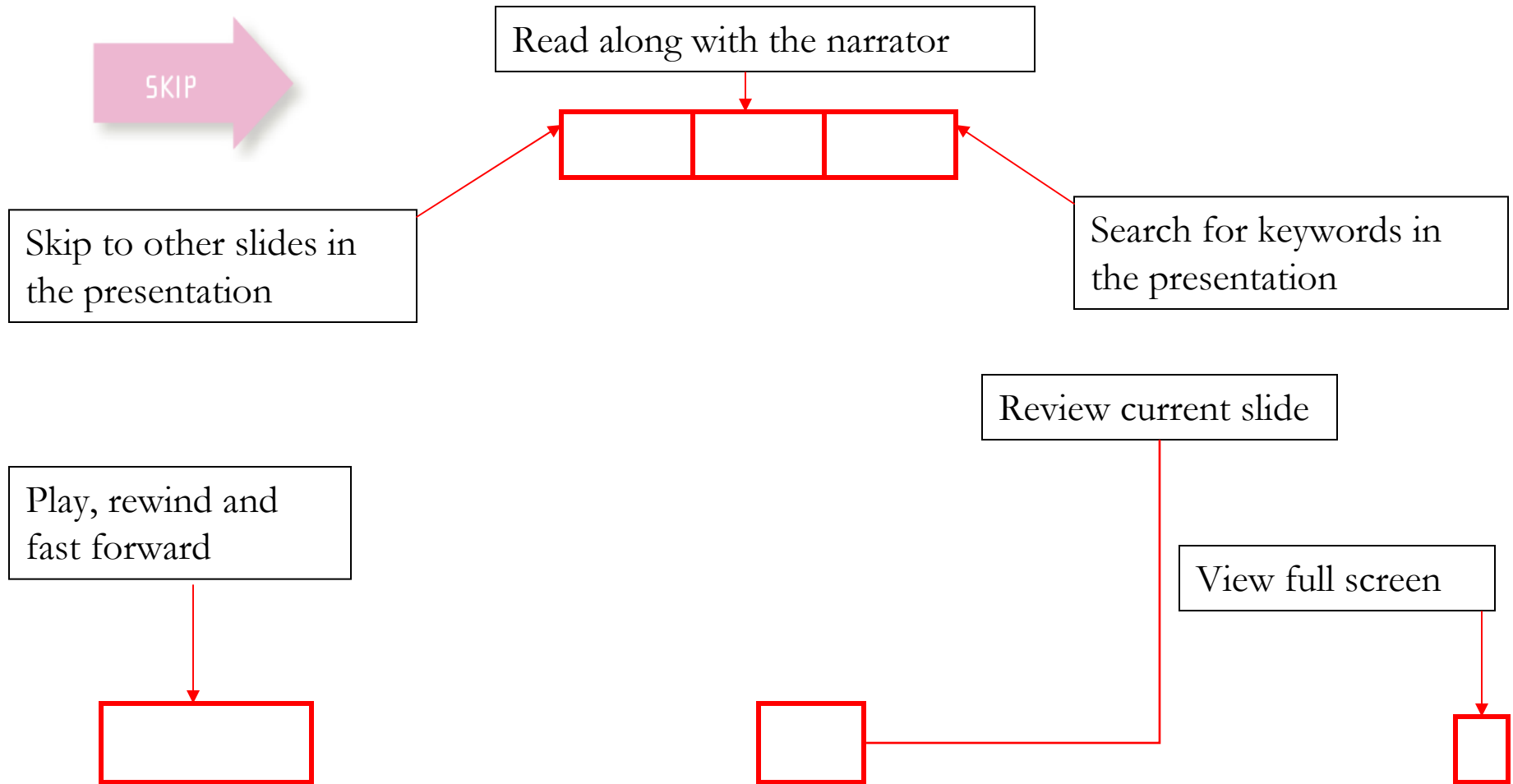


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# Learning Objectives: You Will Learn About...

- Background of the Ryan White Program
- How the HIV/AIDS Bureau defines key quality terms
- What the quality expectations are for Ryan White Program grantees
- What resources are available from the HIV/AIDS Bureau
- How you can become involved

# Tips for Viewing This Presentation



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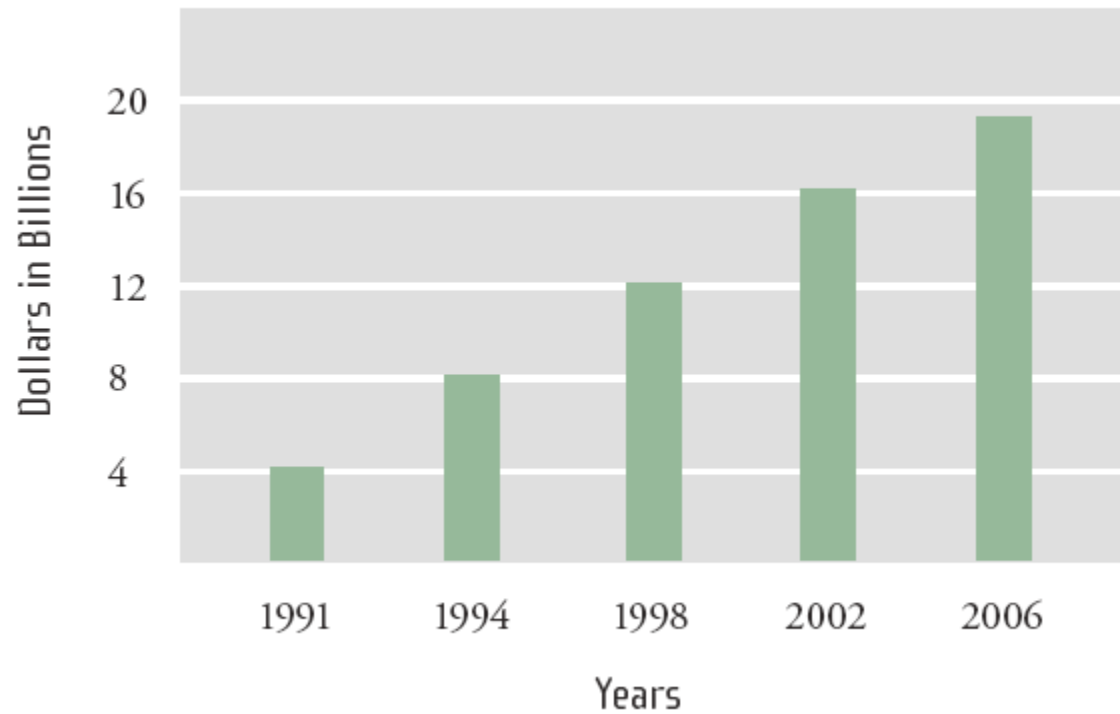
# Pop Quiz

How much money has been distributed through the Ryan White Program (RWP)? (Federal FYs 1991- 2007)

- A) \$11.3 billion
- B) \$14.7 billion
- C) \$17.2 billion
- D) \$22.0 billion

Submit

Answer: \$22 Billion



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# Pop Quiz

How many people are reached each year by RWP-funded programs?

- A) 150,000
- B) 280,000
- C) 340,000
- D) 540,000

**Submit**

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Answer: 540,000



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# Ryan White Program Background

- Act of Congress, passed in 1990
- First funds available in federal FY 1991
- Reauthorized in 2000 and 2006
- Managed by the Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB)
- Funded with over \$2 billion for federal FY 2007



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## Program Includes 4 Parts:

- **Part A:** Funds eligible metropolitan areas (EMAs and TGAs) disproportionately affected by HIV/AIDS
- **Part B:** Funds States and Territories for primary health care
- **Part C:** Funds public and not-for-profit organizations for primary care and early intervention projects
- **Part D:** Funds coordinated services and access to research for children, youth, and women with HIV disease and their families
- **Part F:** Funds the AIDS Education and Training Centers, Dental Programs and the Minority AIDS Initiative

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# 2000 RW Reauthorization Stressed Quality Management:

- Care should follow established guidelines
- Quality includes helping people receive appropriate care
- Data can support the improvement of quality and also provide information about the state of the HIV/AIDS epidemic

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# Institute of Medicine Report

Institute of Medicine Report: *‘Measuring What Matters: Allocation, Planning and Quality Assessment for the Ryan White CARE Act’*  
(November 2003)

- The report recognized HAB’s quality management work, already underway
- More can be done to measure and improve the quality of care provided by Ryan White Program grantees

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## How is “Quality” Defined in the Context of the Ryan White Program?

“The degree to which a health or social service meets or exceeds established professional standards and user expectations.”

As you can see.....

- Quality is more than just health services
- Established standards are important
- Expectations matter

*Institute of Medicine. 1990. Medicare: A Strategy for Quality Assurance, Vol. 2. ed. Kathleen Lohr. Washington, D.C.: National Academy Press*

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## What is the Difference Between Quality Improvement and Quality Assurance?

- **Quality improvement** refers to conducting activities aimed at improving processes to enhance the quality of care and services
- **Quality assurance** refers to a broad spectrum of evaluation activities aimed solely at ensuring compliance with pre-established quality standards

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## What is the Difference Between Quality Improvement and Evaluation?

- **Quality improvement** generally describes ongoing monitoring, evaluation and improvement processes aimed at improving prioritized service and care aspects
- **Evaluation** is comprised of systemic studies, conducted periodically or on an ad-hoc basis, to assess how well a program or system of care is working

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## What is the Difference Between a QM Program and a QM Plan?

- The term ‘**quality management program**’ encompasses all grantee-specific quality activities, including the formal organizational quality infrastructure and quality improvement related activities
- A ‘**quality management plan**’ is a written document that outlines the grantee-wide quality management program, including a clear indication of accountability, performance measurement strategies and goals, and elaboration of processes for ongoing evaluation

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## HRSA HAB Stresses Five Elements:

Use a systematic process

Establish benchmarks

Be focused

Be adaptable

Seek improved outcomes



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# What is the Overall Purpose of a Quality Management Program?

- Form a sustainable quality infrastructure
- Develop a performance measurement system
- Initiate quality improvement activities
- Involve consumers and their families

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## What are the Specific Requirements Regarding Quality Management in the Program?

The exact legislative quality management requirements vary slightly depending on the specific category of Ryan White Program funding.

- Part A: <ftp://ftp.hrsa.gov/hab/T1M2003.pdf>
- Part B: <ftp://ftp.hrsa.gov/hab/T2M2003.pdf>
- Part C: [hab.hrsa.gov/tools/title3](http://hab.hrsa.gov/tools/title3)
- Part D: [hab.hrsa.gov/programs/factsheets/titleiv.htm](http://hab.hrsa.gov/programs/factsheets/titleiv.htm)

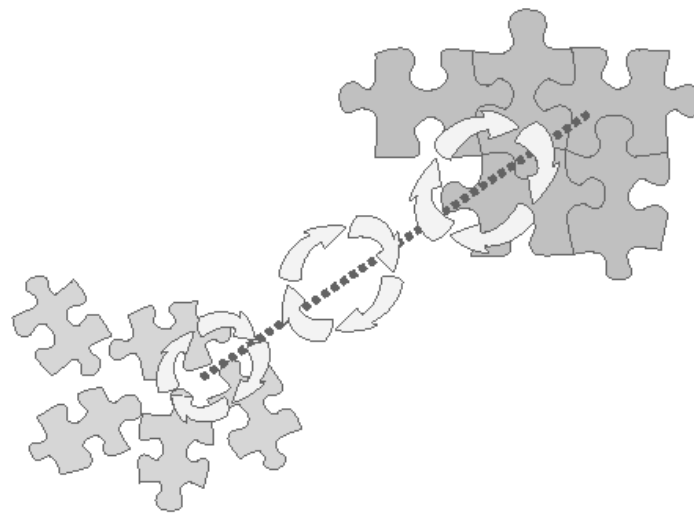
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# HAB's Quality Management Technical Assistance Manual

- Provides a step-by-step process that can be applied in any setting
- This process can be both a starting point for grantees that are beginning their quality program or as a reference for organizations working to sustain their quality activities
- The manual is available on the HAB website at:  
<ftp://ftp.hrsa.gov/hab/QM2003.pdf>

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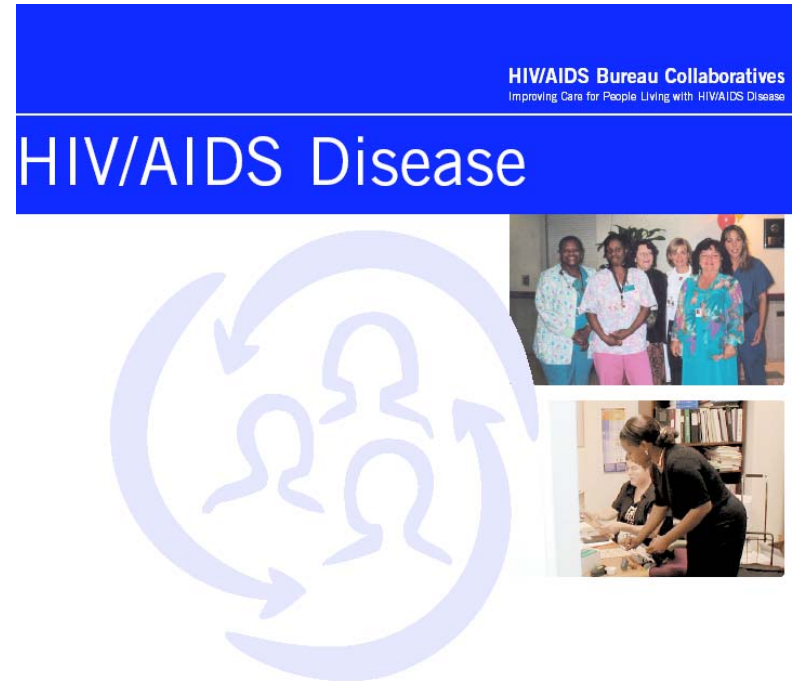
## *Quality Management* Technical Assistance Manual



# Improving Care for People Living with HIV/AIDS Disease Training Manual

- The goal of the Collaborative for Part C and D grantees was to create practical, supportive, evidenced-based interactions between informed patients and a prepared, proactive practice team
- A manual, *HIV/AIDS Bureau Collaboratives: Improving Care for People Living with HIV Disease*, was developed that includes best practices, lessons learned and potential challenges

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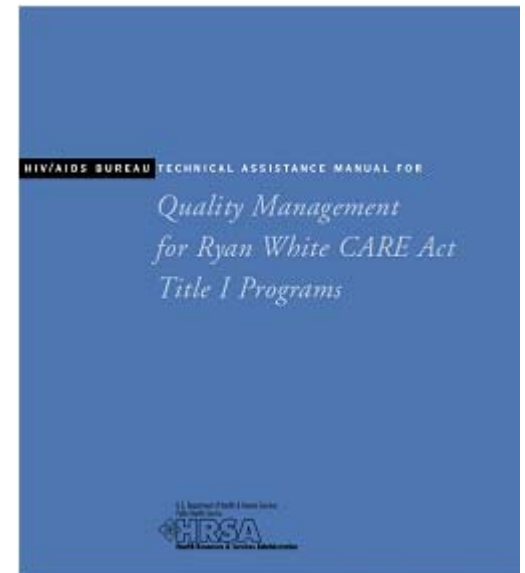
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# Quality Management for Ryan White Program Part A Programs

- A group of Part A grantees participated in a pilot project to identify and explore quality efforts at the system level.
- A technical assistance manual specific to Part A programs was developed.

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Website

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# Improving HIV Care: A Modular Quality Improvement Training Curriculum

A modular training curriculum was developed to focus on three quality improvement models:

- Model for Improvement
- Chronic Care Model
- Strategies to Sustain Gains and Spread Improvement

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Improving HIV Care: A Modular Quality Improvement Curriculum

**The Model for Improvement**  
**The Chronic Care Model**  
**Holding the Gains And Spread Improvement**

© 2005 Institute for Healthcare Improvement

Website

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# Working Together for Better Care - HAB's Improving HIV Care Collaboratives




## HRSA Information Center

- 1-888-ASK HRSA
- [www.ask.hrsa.gov](http://www.ask.hrsa.gov)
- [www.NationalQualityCenter.org](http://www.NationalQualityCenter.org)

CONTINUE

# National HIVQUAL Project

- Coaches providers in measurement, sampling, identifying opportunities for improvement and conducting projects to improve performance
- Provides a set of quality indicators and a software program to facilitate measurement of the indicators
- Aggregates performance data on these indicators and prepares comparative tables for participants
- More information on HIVQUAL is available at: [www.hivguidelines.org](http://www.hivguidelines.org)



The screenshot shows the HIV Clinical Resource website. At the top, it says "HIV Clinical Resource" and "Office of the Medical Director, New York State Department of Health AIDS Institute in collaboration with the Johns Hopkins University Division of Infectious Diseases". There is a search bar on the right. Below the header is a navigation menu with links: "Clinical Guidelines", "Quality of Care", "Clinical Education", "Resource Materials", "Policy", "Ordering Publications", and "Contact Us". The main content area is titled "Best Practices" and contains a paragraph: "This section identifies creative solutions and effective best practices from New York State health care facilities. The strategies, insights, and perspectives described are designed to be adapted and implemented by similar programs." Below this is a list of links: "Promoting Oral Health Care for People With HIV Infection", "Promoting Adherence To HIV Antiretroviral Therapy", "Promoting GYN Care for HIV Infected Women", and "How To Submit Best Practices". At the bottom, there is a footer with a welcome message and copyright information: "Copyright © New York State Department of Health AIDS Institute, 2000-2006. All Rights Reserved. Before using material from this site, please read our Terms of Use and Privacy Statement. About Us".

Website

Website

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# National Quality Center (NQC)

NQC provides no-cost, state-of-the-art technical assistance for all Ryan White Program grantees to improve the quality of HIV care nationwide.

- Sharing of quality improvement related information
- Training on quality improvement
- Onsite technical assistance to grantees



NATIONAL QUALITY CENTER *Improving HIV Care.*



CONTINUE

# How to Get Involved



CONTINUE

- Contact your HAB Project Officer
- Attend the RW grantee meeting and clinical conferences
- Visit the HAB website at [www.hab.hrsa.gov](http://www.hab.hrsa.gov)
- Subscribe to the HAB listserv: <http://hab.hrsa.gov/subscribe.htm>

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# Key Points

- The Ryan White Program is a major part of the system for providing care to people with HIV/AIDS in the United States
- Congress has mandated a focus on the quality of services provided under the Ryan White Program legislation
- HRSA carries out this mandate with programs and technical assistance that support a leadership and data-driven approach to the improvement of the quality of care and services offered by RWP grantees

# Resources

- For information on the history of the Ryan White Program:  
[http://hab.hrsa.gov/livinghistory/timeline/legislation\\_hist.html](http://hab.hrsa.gov/livinghistory/timeline/legislation_hist.html)
- For information on the HIV/AIDS Bureau and its quality programs:  
<http://hab.hrsa.gov/special/qualitycare.htm>
- For more detail on the programs operated under the Ryan Program Act:  
[http://hab.hrsa.gov/report\\_studies.htm](http://hab.hrsa.gov/report_studies.htm)
- For the Institute of Medicine's Report on quality management in Ryan White Program-funded grantees:  
<http://www.iom.edu/CMS/3793/4819/16325.aspx>
- To find more resources on the Ryan White Program and also on quality improvement, please visit:  
<http://hab.hrsa.gov> or <http://NationalQualityCenter.org>

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# Test Questions

Which of the following institutions are eligible for RW funds?

- A) Metropolitan areas with high numbers of people with HIV and AIDS
- B) State governments
- C) Family planning centers
- D) Small health centers
- E) All of the above

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# Test Questions

Which of the following statements is NOT a part of the HAB's approach to quality?

- A) Leadership, accountability and dedicated resources
- B) A system of "points" assessed against providers who don't do a good job
- C) Measurement and performance data
- D) Alignment with the quality requirements of other programs

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# Test Questions

The HAB Part C and D Collaborative involved:

- A) A series of written reports about quality in HIV care
- B) 75 providers sharing information about effective improvement strategies
- C) Surveys and site visits

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# Please Rate This Tutorial By Indicating How Your Response To The Following Statements.

*Yes, a lot*   *Yes, a little*   *Neutral*   *No, not very much*   *No, not at all*

Was this Tutorial helpful to you?

Did this Tutorial meet your expectations and goals?

Was the Tutorial clearly organized and easy to use?

Would you recommend this Tutorial to colleagues of yours?

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Submit




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## Related Tutorials

- To learn more about quality improvement resources, study Tutorial 4
- To learn more about the National Quality Center, study Tutorial 1



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# The Quality Academy



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