

*Oakland Transitional Grant Area Quality Management Plan  
2007-2008*

# *Oakland Transitional Grant Area*

## *Quality Management Plan 2007-2008*



# ***Oakland Transitional Grant Area Quality Management Plan 2007-2008***

## **Background and History**

Title XXVI of the PHS Act as amended by the Ryan White HIV/AIDS Treatment Modernization Act of 2006 (Ryan White Program) since 2000 was directed by HRSA to develop and implement quality management programs. The purpose of HRSA's Quality Management Program is:

- To assess the extent to which HIV health services are consistent with the most recent Public Health Service (PHS) guidelines for the treatment of HIV disease and related opportunistic infections.
- To develop strategies for ensuring that care and prevention services are consistent with the guidelines for improvement in the access to and quality of HIV services.

## **Expectations**

Emphasized in the Ryan White Program Technical Assistance meeting held in June of 2001, Quality Management Programs are pivotal in addressing the following key CARE Act themes:

- Improve access to and retention in care for HIV+ individuals aware of their status.
- Improve access to and retention in care for HIV+ and not aware of their status
- Quality of services and related outcomes
- Linkage of social support services to medical services
- Ability of the program to change with the epidemic
- Use of epidemiological and health outcome data for priority setting
- Accountability (resources, responsibility, implementation, evaluation, etc.)

## **Mission**

The mission of the Quality Management Program is to ensure that all people living with HIV/AIDS in the Oakland Transitional Grant Area receive the highest quality of primary medical care, prevention and support services through Ryan White Care Act and other local funding.

## **Purpose**

The Oakland Transitional Grant Area's main purpose for the Quality Management Programs is:

- To improve health outcomes, reduce disparities, and increase access and retention in care.

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## **Annual Quality Goals**

### **Goal #1: To improve service delivery in the Oakland Transitional Grant Area**

#### **Activities:**

- Facilitate alignment of regional activities consistent with Public Health Standards and HRSA expectations.
- Continue the “Quality Circle of Care” (Ala. /Co. Co. county staff) meetings to share and provide input into the Oakland Transitional Grant Area quality initiative.
- Continue to hold the Cross Title Quality Improvement Committee (QIC) meetings with representatives from the subcontracting agencies, the grantee, and program staff to review data and initiate quality improvement strategies
- Review, revise and publish the home care, food, housing standards and add treatment adherence language in the case management standards.
- Review the agency specific QM plans (annual)and assess how the staff use the plan for program planning;
- Provide consultation to the contractors to develop an agency-based QI program with a written QI Work Plan
- Develop and measure at least one indicator for the planning council and administrative staff; continue to agree on indicators across the Oakland Transitional Grant Area and within core service categories
- Ensure that all core-funded contractors conduct and/or participate in an annual, standardized, Oakland Transitional Grant Area -wide Client Satisfaction Survey.

### **Goal#2 To increase the awareness of QI principles and knowledge about quality management**

#### **Activities:**

- Continue to educate consumer, providers and Planning Council members on the Chronic Care Model and implementation in programs and support additional models for quality care.
- Attend a 3 day Train the Trainer sponsored by the National Quality Center; participate in the Title III TA for the CQI committee
- ⊖ Conduct at a minimum 3 trainings on quality activities
- Participate in the quality management technical assistance trainings (1 hour web cast) sponsored by NQC every other month. Program staff beginning Jan. 11<sup>th</sup> 2007 and then every other month.
- Provide technical assistance on developing quality management plans, documenting outcomes and quality activities to contractors as requested or required.

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### **Goal #3: To improve the effectiveness of the council's decision-making process for allocations**

#### **Activities:**

- Continue to assess, develop and implement HIV/AIDS Client Services System (HACS) in Alameda County and ARIES in Contra Costa county and share successes and challenges
- Analyze data collected from database programs, progress reports, outcome reports and chart review.
- Use the results to allocate dollars within the service category, plan program changes, and implement the CQI cycle (PDSA) for improvement in care. Share results with Planning Council members to assist with the allocations process
- Provide ongoing technical assistance to contractors on measuring and reporting outcomes.
- Assist providers in producing the annual CADR report, share results with the Planning Council to inform the allocations process.
- Introduce the Case Management, Substance Abuse and Mental Health standards to all appropriate staff for use at all funded agencies and develop a data collection system to measure their performance based on those standards

### **Goal #4: To improve access and retention in substance abuse and mental health treatment services**

#### **Activities:**

- Continue to review current practices for mental health and substance abuse, including the Title IV assessment; (assess disparities in use, access patterns, allocations, linkage with primary care and location of services; consider RFP )
- Review current tools, and if needed develop and test a mental health screening tool that encompasses the 7 HIVQUAL components of the mental health screen. (for mental health providers)
- Discuss and report on specific data collected, outcomes and recommendation to the planning council for decision making process (allocations)

### **Goal#5: To improve the efficiency of the HIV/AIDS Administrative programs**

#### **Activities:**

- Develop a tool which elicits responses from contractors on the 2 strategies that are most helpful in imparting information during the fiscal year. (site visits, specific trainings, contractors meetings, updating resource guides, same service category meetings, etc.

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- Staff to participate in local, regional and national opportunities to receive additional quality management training. Conduct presentations, and participate in local and state initiatives on quality improvement
- Utilize data from current sources and implement new strategies for collecting data, monitoring programs and improving fiscal responsibility
- Conduct annual tests and evaluation of current indicators, language for contracts and health outcome indicators across the Oakland Transitional Grant Area.
- Monitor, measure, and respond to health outcome results. Report to HRSA the service delivery health outcomes.
- Respond to the grant application, HRSA required progress reports, etc. regarding quality activities

### **Accountability**

The Oakland Transitional Grant Area's leadership is dedicated to the quality improvement process and implementation of the quality management program. The Office of AIDS Administration staff is responsible for the quality management program for trends and patterns that reflect effective changes in delivering high-quality patient care.

#### **Leadership:**

- The Oakland Transitional Grant Area Grantee has the overall administrative responsibility and accountability for the quality of care and services delivered. The Planning Council will be updated on QM activities on a monthly basis via the Grantee Report.

#### **QM Staff:**

- The QM team will initiate and implement quality activities, which may include PDSA's, chart reviews, client satisfaction surveys, etc. in addition to working with the service providers to address areas in which agencies may have difficulty in implementing activities.

#### **Grantee and Program Staff: (Alameda and Contra Costa County Program Staff)**

- Continue to take a more active role to support quality improvement activities in the Oakland Transitional Grant Area. Facilitate alignment of regional activities consistent with Public Health Standards and HRSA expectations.

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### *Planning Council:*

- Review and utilize service outcome in the prioritization and allocation of Ryan White Program, Part A, B, State and other awards for the Oakland Transitional Grant Area.

### *Continuous Quality Improvement Committee:*

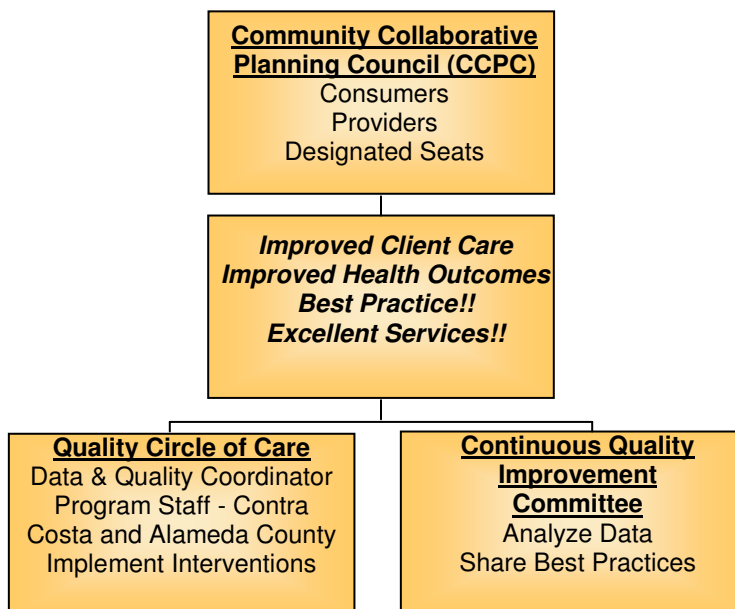
- The Continuous Quality Improvement Committee will meet at least quarterly to discuss, plan, implement and evaluate CQI activities in the Oakland Transitional Grant Area.
- The CQI Committee in collaboration with the service providers and consumers will provide feedback on to quality improvement projects in the Oakland Transitional Grant Area.
- **Structure:** Committee members may include:
  - Director of Data and Quality
  - Medical Advisor
  - Program managers-2 (Alameda and Contra Costa County)
  - Clinical Director of Case management-Contra Costa County
  - Mental Health provider
  - Oral Health provider
  - Prevention/testing provider
  - Primary Care provider
  - Administrator
  - Consumer (2)
  - QM Coordinator for Ryan White Programs Part A and B
  - QM Coordinator for Ryan White Program Part C and D
  - Substance Abuse provider

### *Consumer Responsibility:*

- Consumers who are trained may participate in grantees site visits, and will also assist with evaluation of QM activities in Oakland Transitional Grant Area.

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***Cross Title Collaboration***



**2007-2008 TGA Indicators to determine the progress of the QM program**

Access to Care

% of clients enrolled that have a minimum of 2 primary care visits within the fiscal year

Case management

Increase in the % of clients who receive risk reduction education or referral to PCRS or Prevention with Positives messages

Home Care Services

% of clients assessed every 60 days for need in the following home health areas: durable medical equipment; therapies (physical, speech, occupational); registered dietician; home health aide; medical social worker

Mental Health

% of HIV+ clients whose treatment plans address issues (kept appts., adherence, etc) identified in the comprehensive assessment

Oral Health

% of clients that receive an intraoral exam annually that includes the following components: Dental caries examination and soft tissue examination

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## **Substance Abuse**

Increase in the % of signed treatment plans (client and substance use case manager) within the program year.

## **Resources**

Oakland Transitional Grant Area Part A and B grantee has assigned 5% of the annual grant and other in-kind funding for evaluation and quality assurance activities.

## **Data Collection**

Implementing the HIV/AIDS Client Services System (HACS)-Alameda County and the Contra Costa Database (ARIES) will greatly facilitate data collection within the Oakland Transitional Grant Area by:

- Eliminating (or significantly reducing) duplication of intake activities wherein the client is forced to complete many of the same forms at each provider agency
- Efficiently gathering service delivery and outcome data from the provider agencies
- Assisting providers in unduplicating client numbers for reporting and planning purposes and
- Automating the production of the Ryan White Program Data Report (CADR).

Other data collection from: other Ryan White program databases; core service chart review; progress reports; epidemiology data, including prevention and testing.

Quality activities and outcome reporting will be shared in planning council meetings; CQI meetings and other Oakland Transitional Grant Area sponsored meetings. Quality management activities will also be documented in the grant application.

## **Evaluation**

The grantee is responsible for evaluating the annual Oakland Transitional Grant Area Quality Management Plan.

- Evaluation results will be derived from the program monitoring processes, client satisfaction surveys, outcome measures, and data from client intake and service forms.
- Grantee QM staff will review the evaluation and recommend a plan for improvement to the Planning Council.
- Evaluation results and recommendations for service improvements across service categories will be made available to the Planning Council and consumers in a

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timely manner to be useful in the annual priority setting process and resource allocation decisions.

- The “Quality Circle of Care” will report activity updates to the Planning Council quarterly during the Grantee report.

### **Annual updates**

- The Office of AIDS Administration Director will give final approval.
- The Quality Management Team will initiate annual updates.
- The final plan will be shared with the CQI committee, Planning Council member’s consumers and with all Ryan White program contractors.

### **Summary**

Throughout the year, the QM staff will collaborate with service providers, consumers, CQI Committee members and the Planning Council to continuously analyze data to improve care, in order to improve clinical outcomes and reduce cost. The Oakland Transitional Grant Area can share the changes that work best, the “lessons learned” and, and the pitfalls to avoid. Everyone plays a valuable part in improving the quality of services provided to people living with HIV/AIDS in Oakland Transitional Grant Area.

## **Oakland Transitional Grant Area Chronic Care Model**

