

2018 CQII Quality Award Category Explanations

This year, the award instructions have been changed to offer more clarity on what criteria are used to review submitted applications. We have put the criteria for each award category into a checklist format to give you guidance on what is considered a very strong applicant. Strong applications will have most, if not all, criteria checked off in the corresponding category.

A) Award for Measurable Improvements in HIV Care

This award recognizes a recipient or a group of recipients that has made impressive advances in either viral suppression or retention/reengagement of patients, or improvements along the HIV care continuum. **The application must contain performance data to support the narrative and further details can be attached as an addendum.** *This attachment will not count toward the two-page narrative limit.* Recipients are also encouraged to use new and innovative activities as the basis for the focus of their quality improvement activities and to provide this information in the categories where it applies.

The successful applicant needs to meet or exceed the following criteria:

| Check | Criteria |
|-------|---|
| | Focused organizational quality improvement efforts on reducing HIV infections, increasing care access and improving health outcomes, or reducing HIV-related disparities; inclusive of a particular focus on viral suppression and/or retention |
| | Measurable and sustainable improvements that effectively impact patient health outcomes and are supported by improved performance data over time |
| | Reduction in gaps in the HIV care continuum |
| | Benchmark local results against regional or national data sets to indicate above average performance |
| | Specify the quality improvement interventions that have been implemented leading to improvements of patient health outcomes |
| | Engage staff and consumers in the improvement process |
| | Use standardized performance measures and integrating performance data results into decision making for enhancing and expanding services |
| | Use of the disparities calculator (where applicable) |

B) Award for Sustainable Clinical Quality Management Programs

This award honors recipients that have demonstrated a comprehensive and sustainable clinical quality management program over time. This incorporates a sound infrastructure, robust performance measurement and continuous quality improvement activities that have resulted in a strengthened clinical quality program that meets the needs of consumers and advances quality improvement in their organization. No data are necessarily needed for this award category. This award may be given to an individual recipient or a network of recipients.

The Ryan White HIV/AIDS Program recipient or network of recipients needs to substantially meet or exceed the following criteria:



| Check | Criteria |
|-------|--|
| | Have a highly efficient and longstanding clinical quality management committee in place that is comprised of participants that represent all disciplines within the HIV organization, and has a substantial impact on HIV care and adapts to emerging issues |
| | Demonstrate a clinical quality management program that is robust to effectively respond to every changing work environments (e.g., staff turnover, shift of priorities); provide a concrete example how your organization has overcome and/or prevented these changes (if applicable) |
| | Have effective organizational leadership and support in place that actively champion the clinical quality management program over time |
| | Implementation of quality improvement activities over time that are based on data analysis and local priorities |
| | Having a comprehensive, well written clinical quality management plan in place that: <ul style="list-style-type: none"> • Is used as an active guide for, and drives, quality management activities; actively used for planning and implementation of quality improvement activities; and evaluated and updated annually • Has a routine mechanism in place to review the effectiveness of the clinical quality management infrastructure and activities, and actively responds to past findings • Has clearly defined performance measures that are nationally endorsed and are most pertinent to your patient population • Defines how most staff are engaged in the clinical quality management program and how organizational priorities are communicated to staff |
| | Have dedicated staff and resources committed to creatively and effectively support implementation of the recipient’s clinical quality management program, including the provision of staff training opportunities |
| | Have a mechanism in place to acknowledge staff achievement in quality improvement activities by a system of awards, certificates of achievement or other such formal recognitions |
| | Effectively linking the HIV-specific clinical quality management program with the organization’s overall clinical quality management program (where applicable) |

C) Award for Leadership in Quality

This award is given to recipients or individuals who have demonstrated a continued commitment to quality improvement activities that have shown positive results. This could include infrastructure development; leading quality improvement initiatives especially regarding viral suppression and re-engagement/retention; and moving the organization to having an effective and sustainable clinical quality management program.

The applicant should substantially meet or exceed the following criteria:

| Check | Criteria |
|-------|--|
| | The applicant exemplifies superior leadership in quality management as evidenced by demonstrable results in advancing the organization’s quality improvement |



| | |
|--|--|
| | initiatives leading to significant improvements in patient outcomes |
| | Effectively integrating nationally endorsed performance measures into the daily operations and/or clinic management especially regarding viral suppression and reengagement/retention of clients in care |
| | Promoting the use of performance measurement by HIV providers for use in patient care |
| | Has established a “culture of quality” in the organization and provides concrete example to demonstrate the effect of the organizational shift |
| | Conduct at least quarterly reviews of their performance data and providing written summaries of the findings along with action plans for improving performance |
| | Demonstrating that different levels of management in the organization are active participants in quality efforts |
| | The organization promotes openness and transparency of all aspects in quality management (e.g., measurement, training, performance) with staff and shares the results of all improvement activities |
| | Driving organizational change by ensuring that human and non-human resources are available to conduct sustainable quality improvement activities |

D) Award for Consumer Engagement in Quality Improvement

CQII will recognize a recipient or a consumer in their joint team efforts to improve HIV care. The narrative for this award application must contain information that clearly shows how the consumer was involved in the clinical quality management program.

The successful applicant in this award category must meet or exceed the following criteria:

| Check | Criteria |
|--------------|--|
| | The recipient actively recruits consumers to participate in ongoing clinical quality management program activities |
| | The recipient provides training and active support for consumers to participate in quality improvement activities |
| | Consumers are engaged in the clinical quality management program activities and participate in the development and prioritization of performance measures and quality improvement priorities |
| | Consumers are active partners in improvement activities, advocates for quality improvement, and engage other consumers to participate in quality improvement efforts |
| | The recipient has made demonstrable improvement in quality of care as a result of a consumer(s) participation in the clinical quality management program |