# Building Capacity for Quality Improvement Across a Large-Scale Part B Network of Subrecipients

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NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

# Disclosures

Mara San Antonio-Gaddy, Joy L. Williams, and Shaymey Gonzalez have no relevant financial interests to disclose.

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# Learning Objectives

At the conclusion of this activity, participants will be able to:

1. Learn about planning activities necessary for implementation of a large-scale Quality Management (QM) Program

2. Learn about different training modalities to reach subrecipients, patients receiving Ryan White Part B services and internal staff to build capacity for Quality Improvement (QI)

3. Learn about best practices to engage and measurably improve the quality improvement knowledge gain

4. Learn how to capture and track attendance and learning objectives

# NYS Ryan White Part B Program Background
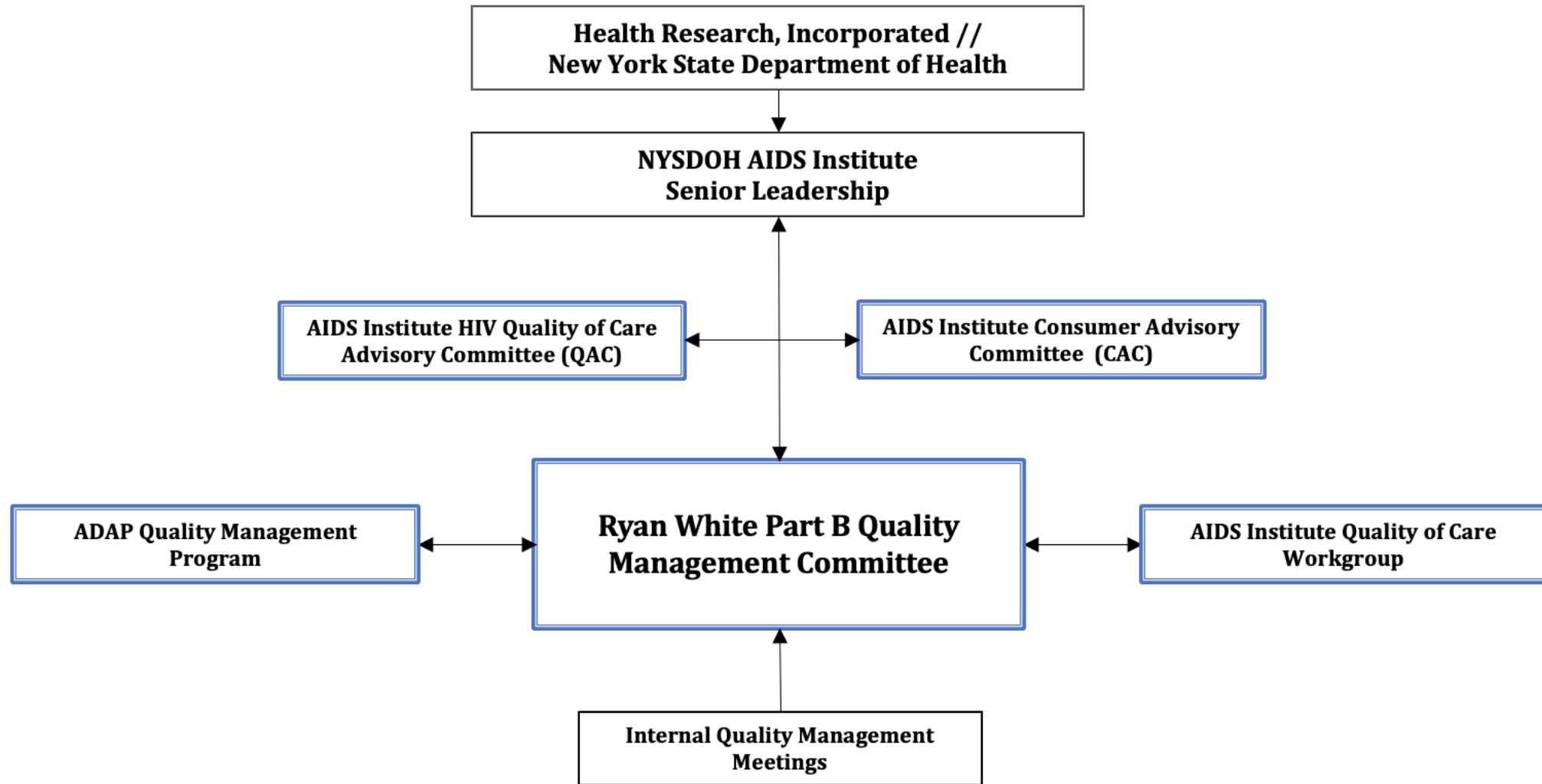
# NYS RW Part B Programs

## 37 RWPB Sub-recipients with 62 contracts



| Service Categories |
|---|
| Health Education/Risk Reduction |
| Non-medical Case Management |
| Nutrition and Food |
| Medical Case Management |
| Emergency Financial Assistance |
| Housing |
| Other Professional Services |
| Minority AIDS Initiative |

# Quality Management Infrastructure

# Ryan White Part B Quality Management Committee

- The mission of the RW Part B QM Committee is to provide guidance for the development and implementation of the RW Part B QM Program, including QI initiatives and projects based on available data and trends
- The Committee meets quarterly, on the third Thursday at 3pm ET each quarter
- The meetings are facilitated by the Committee's Co-chairs
- Extensive minutes are kept and archived

# RW Part B QM Committee Membership

- Five to six (5-6) key AIDS Institute senior leaders (Director, Division of HIV and Hepatitis Health Care; Bureau Directors - HIV Ambulatory Care Services and Community Support Services)
- Four (4) service providers receiving Part B funds
- Two (2) AIDS Institute contract managers overseeing Part B service grants
- Two to three (2-3) individuals with HIV receiving services at Part B-funded sites
- One (1) ADAP representative
- Two (2) members of the AIDS Institute HIV Quality of Care Advisory Committee and Consumer Advisory Committee
- One (1) representative from the New York City Department of Health and Mental Hygiene to ensure alignment across Ryan White funding streams
- One (1) member of the AIDS Institute HIV/AIDS Advisory Committee
- One (1) evaluation specialist from the Center for Program Development, Implementation, Research and Evaluation (CPDIRE)
- Three (3) Ryan White Part B Quality Management Team staff

# Internal Quality Management Planning Group

- Internal group of Senior Staff who oversee the implementation and direction of the RWB QM Program. **Initially meeting weekly** then revisited to biweekly; 60mins each. Decision Making – targeted discussion, Roles
  - o Director, Division of HIV and Hepatitis Health Care
  - o Director, Grants & Data Management
  - o Director, Center for Quality Improvement & Innovation
  - o Director, Uninsured Care Programs
  - o Bureau Director, Community Support Services
  - o Ryan White Part B Quality Management Director
  - o Ryan White Part B Quality Management Senior Program Coordinator
  - o CQII Program Aide

# NYS RWPB Work Plan

- Allowed us to strategically plan ahead

- Set priorities for what is most important

- Outlines what is needed and where we need to put our efforts

- Clearly assigns roles and responsibilities

- Aligned the QM plan with statewide and ETE goals

New York State Department of Health / AIDS Institute
Ryan White Part B Quality Management Work Plan

**2021-2022 New York State Ryan White Part B Work Plan - Year: 4/1/21 – 3/31/22**

This document is reviewed and updated monthly and details specific goals, objectives, action steps, staff leads, and suggested dates for completion to address New York State Ryan White Part B clinical quality management aims as outlined in the 2021-2022 New York State Ryan White Part B Quality Management Plan.

| Goal/Objective/Task | Action Steps | Staff Lead | Date Completed | Notes |
|---|---|---|---|---|
| **Goal: Develop Procedures and Resources for the Ryan White Part B Quality Management Program** | | | | |
| **Objective: Determine the RWB Quality Improvement Needs of RWB-funded Providers, Consumers, and AIDS Institute Staff** | | | | |
| Review the Existing QI Materials and Scan the Changing QI Landscape | Annually review the RWB resources and update them, if indicated | RWB QM Team | May 21 | Completed |
| | Scan the HRSA CQM expectations and investigate any changes | RWB QM Team | May 21 | Completed |
| | Make the necessary changes to the RWB Program, its resources, and procedures based on these annual reviews | RWB Director/ Steinbock | Jul 21 | Completed |
| Conduct Focus Groups with RWB Providers and Consumers to Better Understand their QI Needs | Develop a focus group outline, with detailed questions and implementation plan | Steinbock | Apr 21 | Completed |
| | Conduct internal focus group meetings with AI staff to better understand their QI needs | Steinbock | Apr 21 | Completed |
| | Conduct focus group meetings with RWB-funded providers to better understand their QI needs and suggestions for improvement | RWB Director | Oct 21 | Awaiting hiring of RWB Director |
| | Conduct focus group meetings with RWB clients to better understand their improvement needs | RWB Director/ Thornton | Oct 21 | Awaiting hiring of RWB Director |
| | Write a summary report and present to the RWB QM Committee | RWB Manager | Dec 21 | Awaiting hiring of RWB Director |
| **Objective: Develop Part B-specific CQM Expectations and Standards for RWB Providers** | | | | |
| Review the RWB QM Contract Language and Update to Reflect Changes in QI Needs | Review the RWB contractual language for CQM | RWB QM Team | Apr 21 | Completed |
| | Suggest changes to align with current HRSA CQM expectations | Steinbock | May 21 | Completed |

# Internal Focus Group Findings

- No formal QI processes in place ('lots of QA', 'QA over QI')

- Staff haven't had any formal quality improvement training in the past

- QI is not labeled as such, but improvements are happening with subrecipients; routine feedback with subrecipients/providers are in place and are utilized

- There is a need to build capacity for quality improvement across all staff and departments

- There is no direct QI mandate in contracts, but programs are routinely pushed to adapt and change

- Varied competency levels across subrecipients/providers

# Integration into the QM Plan

- Integrate capacity building as a goal in our QM plan
- Set measurable goals for our capacity building activities
- Outline a variety of training modalities (synchronous and asynchronous)

**Goal 2: Advance the quality improvement culture across Ryan White Part B-funded subrecipients and the AIDS Institute.**

Measurable objectives:
1) QI training participation: increase the percentage of Part B-funded agencies that participate in at least one Part B-funded QI training offerings to 95% by March 31, 2022.
2) QI projects: increase the percentage of Part B-funded providers conducting quality improvement projects that focus on a 2021-2022 Ryan White Part B Quality Management Improvement Goal to 95% by March 31, 2022.

Key strategies:
- Promote the expectation that all Part B-funded providers actively participate in Part B-sponsored QI training activities and conduct a quality improvement project based on the 2021-2022 Ryan White Part B Improvement Goals.
- Offer a variety of QI training opportunities that address a wide range of QI proficiencies of providers and clients (see *Table 4. Target Audiences and Outline of QI Training Modalities*).
- Expect all Part B-funded providers to submit their quality improvement project using the AIDS Institute standardized guidance (see Appendix I for *RW Part B Quality Management Program Standards*).
- Expect all Part B-funded providers to report routine QI updates during QI Sharing Sessions (routine meetings of Part B providers to share their improvement work – see *Capacity Building*) and receive individualized feedback and guidance in response.
- Provide technical assistance and coaching to organizations, including monthly Office Hours.

**Goal 3: Increase consumer involvement and improve the service delivery experience for clients to measurably improve the quality of services.**

Measurable objectives:
1) Availability of client QI trainings: provide 4 client QI training sessions by June 2022 to reach a minimum of 50 clients served by Part B-funded providers.
2) Client representation in Part B Quality Management Program activities: increase the percentage of AIDS Institute-supported Part B Quality Management Program Committees with at least one client representative to 100% by December 2021.

Key strategies:
- Deliver client-specific QI training sessions to build their capacity among clients to be on local quality improvement projects (see *Table 4. Target Audiences and Outline of QI Training Modalities*).
- Include client-related agenda items during QI Sharing Session meetings (routine meetings of Part B providers to share their improvement work – see *Capacity Building*) to promote the involvement of clients on improvement projects.
- Conduct focus groups with clients to generate ideas to increase the number of clients actively participating in local quality improvement projects (see *Table 4. Target Audiences and Outline of QI Training Modalities*).
- Provide technical assistance to providers to build a culture around consumer involvement.

# QI Frameworks

- HRSA Policy [Clarification Notice (PCN) #15-02](#) (updated 9/2020)
  - Building capacity for quality improvement among Part B staff as well as subrecipients across a network is an important milestone to meet all HRSA guidelines for implementing a robust quality management program.

- Ending the Epidemic Initiative in New York State
  - Ending the Epidemic (ETE) in New York State will maximize the availability of life-saving, transmission-interrupting treatment for HIV, saving lives and improving the health of New Yorkers. It will move New York from a history of having the worst HIV epidemic in the country to a future where new infections are rare and those living with the disease have normal lifespans with few complications.

- The Model for Improvement framework
  - A methodology developed by the [Associates for Process Improvement](#). It is widely used in healthcare because of its scalability. It asks three simple questions: What are we trying to accomplish? How will we know a change is an improvement? What changes can we make that will result in an improvement?

# Guiding Principles

- Create a culture for continuous quality improvement across all RW Part B stakeholders
- Implement data-based decision making and robust QI projects that can measurably impact the quality of care and services
- Focus on meeting the unique needs of high-risk populations
- Address the social determinants of health to ensure equitable access to HIV care
- Promote comprehensive and integrated services that are client-centered
- Adapt to the evolving needs of individuals, families, communities, and health and human service providers

# Quality Statement

**Vision**: Optimal health outcomes for people with HIV served through a continuum of Ryan White Part B-supported services in New York State

**Mission**: To ensure all Ryan White eligible people with HIV in New York State have equitable access to high quality health care and supportive services by:

- Implementing an effective and sustainable Ryan White Part B Clinical Quality Management Program
- Ensuring Ryan White Part B-funded services align with national public health priorities and internal quality management expectations, including Policy Clarification Notice #15-02
- Providing ongoing collaboration and coordination with internal and external stakeholders, including subrecipients and clients of Ryan White Part B services
- Using available data to monitor health outcomes of people with HIV served and monitor trends in the New York State epidemic

# RW Part B Quality Standards

**New York State Department of Health AIDS Institute**
**Ryan White Part B Quality Management Program Standards**

June 16, 2021

The New York State Department of Health AIDS Institute is committed to advancing the quality of HIV clinical care and supportive services delivered to people with HIV and to strengthen the capacity for quality management (QM) in supportive service providers throughout New York State. These goals are consistent with the mission of the AIDS Institute and the goals of the Governor's Initiative to End the Epidemic (EtE) to accelerate measurable and continuous progress toward effective and client-centered services and improved patient outcomes.

The following Ryan White Part B Quality Management Program Standards are applicable to HIV service providers that receive Ryan White HIV/AIDS Program Part B funding in New York State.

**A) Infrastructure of the Part B Quality Management Program**

Leadership
The HIV quality management program is actively supported and formally guided by senior program leaders who provide institutional commitment and allocate appropriate resources to ensure sustainable implementation of improvement activities.

HIV Quality Management Committee
The Part B quality management program is supported by a quality management committee, which is accountable for Part B-specific improvement activities. The Part B quality management committee is effectively linked to the agency-wide quality management program, as evidenced by routine reporting of improvement efforts and performance measurement data. Committee member roles and responsibilities are delineated, and the involvement of clients on the committee is expected.

Quality Management Plan
The Ryan White Part B-funded service provider has a written quality management plan that is reviewed

The RW Part B QM Program Standards

- are applicable to HIV service providers that receive Ryan White HIV/AIDS Program Part B funding in New York State

- reflect the AIDS Institute and federal quality management expectations

- Were reviewed and updated by the Ryan White Part B Quality Management Committee

# RW B Quality Management Contract Language

**Quality**

1. The Contractor shall adhere to the most current *Standards of Care*, including, but not limited to, those issued by the New York State Department of Health AIDS Institute and the HRSA National Monitoring Standards as a condition of receiving Ryan White funds. (http://www.hab.hrsa.gov/manageyourgrant/granteebasics.html

2. The Contractor shall plan, implement, and sustain a quality management infrastructure that is in accordance with the most current AIDS Institute-issued Ryan White Part B Quality Management Program Standards and the HRSA Clinical Quality Management Policy Clarification Notice (PCN) #15-02.(https://hab.hrsa.gov/program-grants-management/policy-notices-and-program-letters)

3. The Contractor shall establish, implement, and update annually an agency-specific quality management plan and shall conduct quality improvement projects addressing the specific needs of Ryan White Part B-funded services utilizing a proven quality improvement framework, such as the Plan-Do-Study-Act (PDSA) model or equivalent.

4. The Contractor shall participate in New York State Department of Health AIDS Institute supported Ryan White Part B Quality Management Program meetings and activities, including, but not limited to, the submission of an annual Ryan White Part B quality management plan and quality improvement project, the reporting of established performance measures and the presentations of quality improvement projects at quality meetings per the timeline established by the AIDS Institute.

5. The Contractor shall provide documentation of quality assurance and improvement activities, including maintenance of client satisfaction surveys and other mechanisms as designated by the AIDS Institute.

6. The Contractor shall participate in Ryan White Part B Quality Management Program-specific quality improvement trainings to ensure that the Contractor staff is aware and capacitated to participate in agency-specific quality improvement projects.

## The RW Part B QM Contract Language

- Reflects the updated Part B Quality Management Standards
- Integrated into new RW Part B contracts as of April 2022

# Capacity Building for
# Contract Manager (Internal Staff)

# Introduction to QI for Contract Manager

Round 1

| Date | Time | Session Title |
|------|------|---------------|
| Tue, Jun 15 | 10:00am to 11.30am | Introduction to Quality and Standards |
| Wed, Jun 16 | 2:00pm to 3.30pm | QI Projects |
| Thu, Jun 17 | 1:00pm to 2.30pm | QM Plan and Coaching |

Round 2

| Date | Time | Session Title |
|------|------|---------------|
| Tue, Jun 22 | 2:00pm to 3.30pm | Introduction to Quality and Standards |
| Wed, Jun 23 | 12:00pm to 1.30pm | QI Projects |
| Thu, Jun 24 | 11:00am to 12.30pm | QM Plan and Coaching |

- To introduce QI and CQM to staff
- Three (3) training sessions (90min each) covered introductory topics such as Background and Rationale for QI, Improvement Models, QI Projects, QM Infrastructure, and HIV QI Coaching
- All contract managers were expected to attend these trainings

| Round 1 | 6/15/2021 | 6/16/2021 | 6/17/2021 |
|---------|-----------|-----------|-----------|
| Attendance (**14 invites**) | 100% | 93% | 93% |
| % that found it Helpful | 80% | 80% | 83% |
| % felt Engaged | 80% | 83% | 88% |
| % Likely to Implement | 91% | 95% | 97% |

| Round 2 | 6/22/2021 | 6/23/2021 | 6/24/2021 |
|---------|-----------|-----------|-----------|
| Attendance (**21 invites**) | 95% | 95% | 95% |
| % that found it Helpful | 78% | 67% | 71% |
| % felt Engaged | 83% | 78% | 83% |
| % Likely to Implement | 95% | 87% | 93% |

# QI Bootcamp for Contract Manager

- QI Bootcamp (5 classes each 90min long) to help build QI capacity within internal staff
- This training is offered three (3) times to ensure all contract managers attend
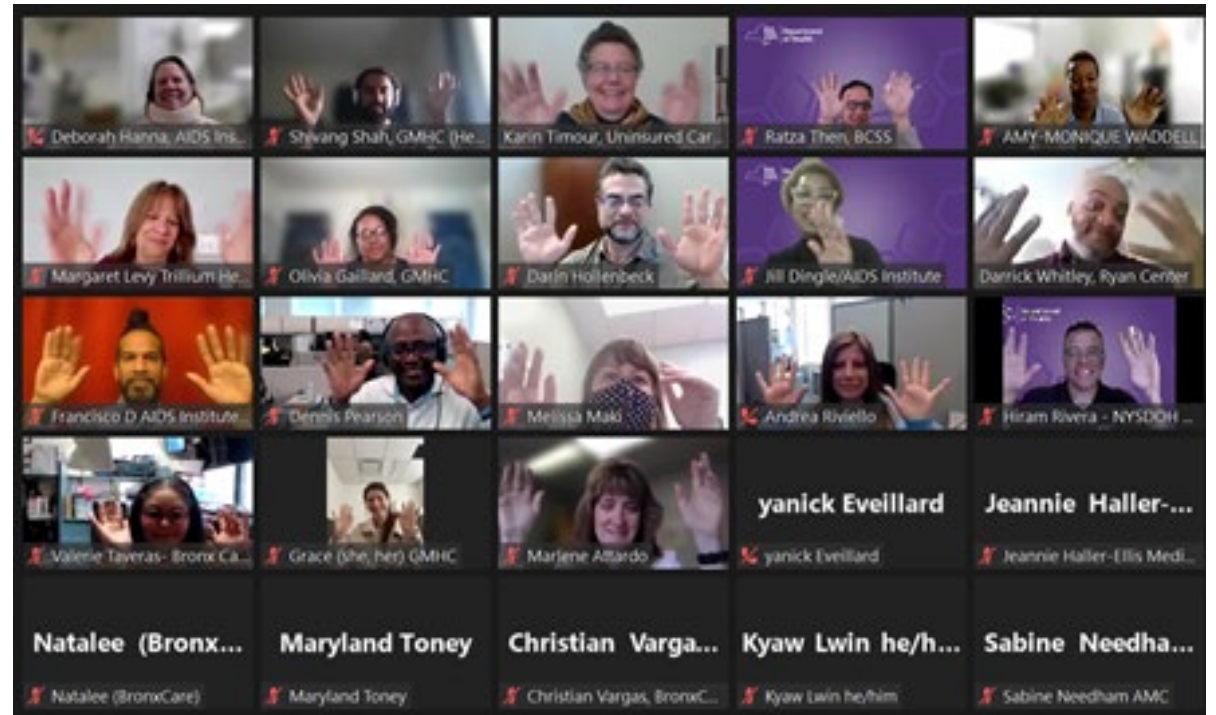
| Class Title |
|---|
| Introduction to Quality |
| The Aim Statement |
| Generating Improvement Ideas |
| How to Build a Quality Improvement Project |
| Evaluating QI Projects and QM Plan |



| AI Contract Manager QI Bootcamps | # of total Attended |
|---|---|
| AI Contract Managers with RWB Contracts | 33 |

# QI Contact Check-In



- Individualized CQM-related technical assistance offered to AIDS Institute Part B contract managers/QI Contacts
- Ongoing monthly sessions with QI experts (60min every 2nd Wednesday)
- Opportunity to discuss ongoing TA needs using real-time examples; additional Q&A session

# QI Training Modalities for Contract Managers

| Training | Purpose | Frequency | Description |
|---|---|---|---|
| **Introductory Contract Manager QI Training Sessions** | Increasing staff knowledge and comfort with the quality improvement and quality management. | 2x a year<br><br>100% of current and future contract managers attend this training | Three (3) training sessions - ninety (90) minutes each, covering a range of introductory topics such as Background and Rationale for QI, QI Models, QI Projects, QM Infrastructure, and HIV QI Coaching. |
| **QI Bootcamp for Contract Managers** | Building their QI capacity how to apply the QI learning content with their assigned Part B providers. | 3x a year<br><br>100% of current and future contract managers attend this training | Five (5) sessions - ninety (90) minutes each, using a case study learning approach how to provide technical assistance/training for Part B-funded providers. |
| **QI Contact Check-Ins** | Providing routine updates for QI contacts to ensure continuity across all | 12x a year (monthly) | Twelve (12) sessions – 60 min each - for Part B QI Contact & Contract Managers to  provider assistance with answering their QI questions. |
| **Staff Meeting Updates** | Providing routine updates on QI/QM developments and changes to the Part B Clinical QM Program. | Continuous throughout year | Presentations by Part B Clinical Quality Management Program staff, AIDS Institute staff, supervisors. |
| **Access to CQII Training Materials** | Providing an ongoing QI resource to learn more about QI. | Continuously available | Sharing of CQII QI training resources, such as Quality Academy tutorials, QI resource listings. |

# Tools for Internal Staff / Contract Managers

# RW Part B Contract Manager Review Tools

- The Ryan White Part B Clinical Quality Management Program QM Plan Review Tool (check list) is used to help with the development of future QM plans, the review of existing QM plans, and for providing feedback and guidance by internal and/or external stakeholders.

  - *RW Part B QM Plan Review Tool*

- QI Contacts assigned to each RW Part B program provides feedback using a standardized tool to review quality improvement (QI) projects and to document any feedback.

  - *RW Part B QI Project Review Tool*

# RW Part B Contract Manager Technical Assistance Tool

**Quality Improvement**

- Where are you in the process of selecting and implementing your QI project?
    - Beginning of the year - have you selected and submitted your improvement topic?
    - End of the year - have worked on your annual QI storyboard yet to reflect on your QI project?
- Can you give an update on your QI project? What have you learned so far from the results of your QI project?
    - Is there internal buy in for your QI project among staff and agency leadership?
    - What are the lessons learned that can be shared with others?
- Are you ready to present an update of your QI project at an upcoming Part B quarterly meeting?
- What have you learned from recent quarterly meetings? Any implications for your improvement efforts?
- Do you need any assistance with your QI project and getting ready for an upcoming quarterly meeting?

**QI Resources to consider:**
- **CQII Technical Assistance Call Series**. Center for Quality Improvement & Innovation (CQII), New York State Department of Health AIDS Institute and the Health Resources and Services Administration HIV/AIDS Bureau. https://targethiv.org/cqii/webinars
- **Quality Academy**. Center for Quality Improvement & Innovation (CQII), New York State

- It assists contract managers in QI discussion during Technical Assistance calls

- Provides a guide for Contract managers to have open discussions with subrecipients about their QI projects

- Learning occurs best when an open space for communication is created

https://quality.aidsinstituteny.org/Areas/PartBClinicalQualManage/Files/Part%20B%20Contract%20Manager%20Monitoring%20Tool.pdf

# RW Part B Organizational Assessment Tool

| A.1. To what extent does the agency create an environment that focuses on improving the quality of HIV services? | | |
|---|---|---|
| Getting Started | 0 | ☐ The agency is not actively supplying guidance to staff. |
| Planning and initiation | 1 | ☐ The agency has no agency-wide plan for improving quality across service categories.<br>☐ The agency is inconsistent in use of data to identify opportunities for improvement.<br>☐ Staff are advised to conduct QI activities, but no real guidance exists. |
| Beginning Implementation (Not optimally engaged) | 2 | The agency:<br>☐ Is engaged in quality improvement with focus on use of data to identify opportunities for improvement.<br>☐ Inconsistently supports improvement efforts.<br>☐ Provides language on staff responsibilities but does not provide oversight.<br>☐ Inconsistently coordinates QM meetings.<br>☐ Supplies some resources for QI activities but not enough to advise the development of a robust QM program. |
| Implementation | 3 | The agency:<br>☐ Provides routine leadership to support the QM program.<br>☐ Provides guidance to staff and encourages open communication related to quality activities.<br>☐ Clearly communicates to all staff quality goals and objectives that are contractually expected of Part B-funded service providers.<br>☐ Promotes client-centered care and client involvement in QI activities.<br>☐ Periodically reviews performance measures and outcomes by service category to inform staff of program priorities and uses data to determine areas of focus for improvement and for improvement ideas. |
| Progress toward systematic approach to quality | 4 | The agency:<br>☐ Supports development of a culture of QI with staff, including provision of resources for participation in QI learning opportunities.<br>☐ Engages routinely in QI planning and evaluation in cooperation with internal and external advisory bodies.<br>☐ Provides technical assistance to staff on their improvement efforts.<br>☐ Promotes and documents efforts to foster collaboration with other agencies. |
| Full systematic approach to quality management in place | 5 | The agency:<br>☐ Encourages innovation through QI awards or incentives.<br>☐ Directly links QI activities to the agency's strategic plans and initiatives.<br>☐ Considers the quality improvement at the agency level when making programmatic or financial funding decisions. |

- Provided to Contract Managers to assess the Part B subrecipients quality management program

- Tool for the bi-annual contract monitoring site visits

- Available for self-assessment by Part B providers on the RW Part B QM Program website

# Things to consider…

**Training**
- Different levels of QI experience among staff
- Staff buy-in
- Scheduling
- Staff Turnover-promotions, resignations
- New Hire onboarding

**Implementation**
- Staff roles and workload
- Contract responsibilities vs Quality Contact responsibilities
- Varying funded sites: legal services vs. Hospital vs. community-based clinic

**Tools**
- Provide trainings on how and when to use tools
- Ensure tools are easily accessible for all staff

# Lessons Learned

- Incorporate examples for all types of funded services and sites into the training modules
- Make trainings part of onboarding process for new hires
- Provide asynchronous opportunities to learn QI via prerecorded tutorials and webinars
- Constantly update and disseminate FAQ Guide with definitions
- Encourage use of tools for all staff especially those new to QI
- Designate one voice for providers with multiple RW part B services

# Capacity Building for RW Part B Subrecipients

# QI Orientation / Kick-Off with Part B Providers

| Date/Time |
|---|
| Thu, Jul 29 9am ET |



- Introduction to updated Part B QM standards and expectations
- Agenda covered
  - Introduction to CQM and QI Projects
  - Overview of Updated QM Expectations
  - TA Support for Part B Providers
  - Q&A

| RWB Provider Kick Off Webinar | Date: 7/29/2021 |
|---|---|
| Total Attendance | 152 |
| RW Part B funded Providers | 111 |
| % that found it Helpful | 75% |
| % Likely to Implement | 84% |

# QI Bootcamp for Part B Providers

National RYAN WHITE CONFERENCE ON HIV CARE & TREATMENT

## Round 1

| Date | Time | Session Title |
|------|------|---------------|
| Wed, Sep 1 | 10:30am to 12pm | Introduction to Quality |
| Wed, Sep 15 | 10:30am to 12pm | The Aim Statement and Writing a QM Plan |
| Wed, Sep 22 | 10:30am to 12pm | Generating Improvement Ideas |
| Wed, Sep 29 | 10:30am to 12pm | How to Build a Quality Improvement Project |
| Wed, Oct 6 | 10:30am to 12pm | Evaluating QI Projects and QM Plan |

## Round 2

| Date | Time | Session Title |
|------|------|---------------|
| Wed, Oct 20 | 10:30am to 12pm | Introduction to Quality |
| Wed, Oct 27 | 10:30am to 12pm | The Aim Statement and Writing a QM Plan |
| Wed, Nov 3 | 10:30am to 12pm | Generating Improvement Ideas |
| Wed, Nov 10 | 10:30am to 12pm | How to Build a Quality Improvement Project |
| Wed, Nov 17 | 10:30am to 12pm | Evaluating QI Projects and QM Plan |

## Round 3

| Date | Time | Session Title |
|------|------|---------------|
| Wed, Jan 12 | 10:30am to 12pm | Introduction to Quality |
| Wed, Jan 19 | 10:30am to 12pm | The Aim Statement and Writing a QM Plan |
| Wed, Jan 26 | 10:30am to 12pm | Generating Improvement Ideas |
| Wed, Feb 02 | 10:30am to 12pm | How to Build a Quality Improvement Project |
| Wed, Feb 09 | 10:30am to 12pm | Evaluating QI Projects and QM Plan |

- QI Bootcamp (5 classes each 90min) to build QI capacity within Part B funded programs
- Intensive QI training course for Part B Programs
- Offered 3x times to ensure all Part B providers can attend
- Focus on developing a Part B-specific QI project

**35 out of 37 RWB Provider Programs attended a QI Bootcamp**
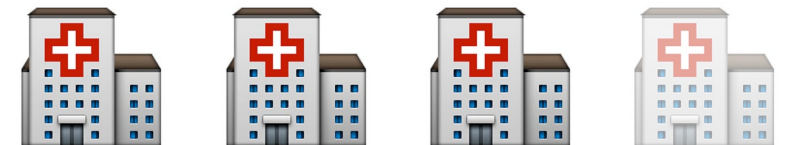
# QI Webinar Series

| Date/Time | Topic |
|---|---|
| Tue, Aug 31 at 10am | Choosing an Improvement Project Part 1 |
| Tue, Sep 14 at 10am | Choosing an Improvement Project Part 2 |
| Tue Sep 28 at 10am | Basic Data Tools |
| Tue, Oct 26 at 10am | Using the QM Plan Checklist |
| Tue, Nov 23 at 10am | Improvement Project examples |
| Tue, Dec 14 at 10am | Advanced QI Tools |
| Jan 11, 2022 at 10am | Health Numeracy |

| RWB Webinars | Overall Data |
|---|---|
| Total Attendance | 159 |
| RW Part B funded Providers | 29/37 |
| % that found it Helpful | 77% |
| % Likely to Implement | 91% |

- Online webinars (60min each) on prioritized QI topics to learn about QI
- Part B staff, consumer, and AIDS Institute staff were invited to attend
- QI webinars presented and facilitated by QI experts
- The QI webinar series in 2021- 2022 introduces participants to "QI 101" and provide real-world application of QI initiatives

# Office Hours for Part B Providers

- Individualized CQM-related technical assistance offered to all Part B funded providers
- Monthly sessions with QI experts (60min)
- 2022 Office Hours – 2nd Thursday a month, 12pm ET
- Informal Q&A sessions to answer your specific questions; no content presentations

# QI Sharing Groups

- QI Sharing Group meets quarterly for their QI Sharing Sessions with the purpose of peer sharing of routine updates by each service provider on their QI projects.
- Part B-funded subrecipients are divided up in three (3) QI Sharing Groups based on their funded service category. This approach allows the creation of a more intimate community of practice.

| Sharing Groups | Service Categories |
|---|---|
| Group 1: 14 Part B Agencies | Medical Case Management Psychosocial Support Services Housing Health Education/Risk Reductions |
| Group 2: 10 Part B Agencies | Nutrition & Food Non-medical Case Management |
| Group 3: 11 Part B Agencies | Other Professional Services Non-medical Case Management |

# QI Training Modalities for Part B Providers

| Training | Purpose | Frequency | Description |
|---|---|---|---|
| QI Webinar Series | Introducing Part B-funded providers to "QI 101" and providing them with real-world application of QI initiatives | 6x a year | Seven (7) webinar sessions - sixty (60) minutes each for Part B-funded service providers in need of QI training |
| QI Bootcamp for Part B Providers | Building their QI capacity to apply the QI learning content within their programs | 3x a year | Five (5) sessions - ninety (90) minutes each, using a case study learning approach to apply QI/QM in a Part B provider setting |
| QI Sharing Sessions | Providing QI content presentations during QI Sharing Sessions | 4x a year during each of the 2x groups per year | 15-20 min presentations on key QI topics by a QI content expert |
| Technical Assistance and Coaching by Contract Managers | Providing assistance and guidance to reach all QI milestones | Continuously available with monthly provision anticipated based on experience | Technical assistance and coaching during contract monitoring and quality management assessments |
| Office Hours | Providing individualized technical assistance | 12x a year | Twelve (12) sessions to assist with answering any QI questions |
| AIRS Training | Ongoing AIRS trainings | Monthly on a variety of topics | Learning how to report performance data |
| Access to CQII Training Materials | Providing an ongoing QI resource to learn more about QI | Continuously available | Sharing of QI training resources, such as Quality Academy tutorials |

# Tools for RW Part B funded Subrecipients

# RW Part B QI Templates

- Utilized to document the planning, delivery, and follow-up related to the quality improvement project

  – *RW Part B 2021-2022 Annual QI Project Submission Form*

- Sharing Group Presentation template provided for subrecipients to present their QI project updates to their peers.

  – *RW Part B QI Project Update Template*

- Part B subrecipient submits their annual QI storyboard to reflect their work on their completed QI project

  – *RW Part B QI Project Annual Storyboard Template*

# Frequently Asked Questions (FAQ)



- Frequently updated document with key questions related to
  - QI Project
  - QI Sharing Groups
  - Quality Improvement Trainings
  - QM Plan
  - Other

# Ryan White Part B Quality Management Program Website



- Launched in Jan 2022 within the NYS HIV Quality of Care website
- Templates, tools, and previous trainings materials readily available to all
- Updated routinely

# Things to consider…

- Providers have competing priorities
- Providers have varying degrees of QI experience
- Providers did not initially understand or buy into the process, especially during the COVID pandemic
- Providers did not always send the right staff to the trainings
- Providers to assign a designated QI contact at the agency level
- Due to turnover initial messaging was lost
- Dedicated listserv or streamlined mailing list to communicate with providers

# Lessons Learned/Reflections

- FAQ Guide with definitions
- Make trainings part of onboarding process new hires
- Provide pre-recorded trainings on QI
- Enhance training by incorporating different examples of funded services and sites
- Monthly correspondence for providers; parallel correspondence to internal staff to further drive messaging
- Ensure collaboration with other Ryan White QM programs to coordinate QI activities to avoid duplicated efforts for providers

# Capacity Building for
# Consumers receiving RW Part B Services

# Persons with lived experience Involvement

- **Paradigm**: *When people with HIV stay in care, they get the services they need, leading to healthier communities*
- Building on the long history of New York State including consumers as equal partners, the RW Part B CQM Program engages people with HIV as active collaborators in all program activities, as well as promotes their involvement among Part B-funded subrecipient QI activities
- Consumer feedback and input is utilized, consumer trainings are offered, and the recruitment of consumers in various Part B activities

# 2022 Consumer QI Training

| Make your Voice Count – Consumers in QI Trainings | Duration |
|---|---|
| March 15, 2022: Defining Quality and the Consumer Voice | 60 mins |
| April 5, 2022: Defining Data & Putting into Practice | 60 mins |
| May 3, 2022: Engaging Consumers in Quality | 60 mins |
| June 7, 2022: QI Tools and Techniques | 60 mins |

| RWB Webinars | Overall Data |
|---|---|
| Total Attendance | 42 |
| RW Part B funded Providers | 21/37 |



Rich Fowler, Certified Peer Worker
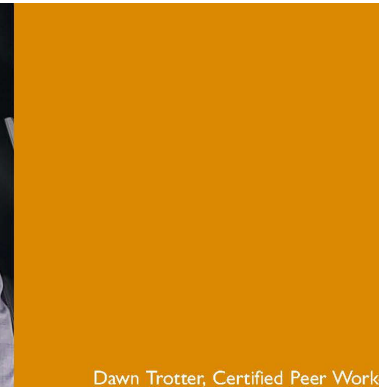
Dawn Trotter, Certified Peer Worker

**Join Us for a 4-Part Series Make your voice COUNT: Consumers in Quality**

March 15th @ 11am
**Session 1: Defining Quality and the Consumer Voice**
Zoom Link: https://aidsinstituteny-org.zoom.us/j/97721011132?pwd=Fa1c3c1BpV0RvZEFLRHM1TEE5d1lCZz09

April 5th @ 11am
**Session 2: Defining Data and Putting into Practice**
Zoom Link: https://aidsinstituteny-org.zoom.us/j/96878926155?pwd=aTZGYkwv6EV6SXRKVlZ2eUNlU1RlQT09

Stay Tuned for Sessions 3 & 4 in May/June 2022!

# Consumer QI Trainings

| Target Audience | Training | Purpose | Frequency | Description |
|---|---|---|---|---|
| **Consumers** | Consumer QI Webinars | Introducing consumers to "QI 101" and about improving viral suppression as a key step in improving health outcomes. | 4x a year | Four (4) webinar sessions - sixty (60) minutes each - for consumers to increase their capacity for QI and enhance their involvement in QI activities. |
| - | Access to CQII Training Materials | Providing an ongoing QI resource to learn more about QI. | Continuously available | Sharing of CQII QI training resources, such as Quality Academy tutorials, QI resource listings. |
| - | QI Webinar Series | Introducing Part B-funded providers to "QI 101" and providing them with real-world application of QI initiatives. | 6x a year | Seven (7) webinar sessions - sixty (60) minutes each for Part B-funded service providers in need of QI training. |

# Things to consider...

- While virtual settings worked well for providers, they posed a challenged for consumers due to having little to no access to technology

- Informing the consumers of the available training sessions was difficult because providers did not have the access to consumers that they once did prior to COVID

- While providing dedicated trainings space for Consumers we still found many providers also joined which may impact consumer participation

- Providing Dial-in number for virtual trainings

# Capturing and Tracking Data

# Importance of Tracking Attendance

- Tracking attendance in a virtual setting can help ensure messaging is reaching the intended audience
- Knowing who was in attendance and who was not  can help determined who may need targeted TA
- To obtain contact information for communication purposes
- To review/verify if training had an impact on overall Quality Improvement efforts at RWB programs.

# Tools for Tracking attendance in a Virtual Setting

- Registration
- Usage/Participant/Attendee reports
- Chat function
- Screenshot

# Tracking Attendance Datasheet

| Org Ref # | Orientation Call 7/29/21 | Bootcamp Rd 1 – Session 1 9/1/21 | Bootcamp Rd 1 – Session 2 9/15/21 | Bootcamp Rd 1 – Session 3 9/22/21 | Bootcamp Rd 1 – Session 4 9/29/21 | Bootcamp Rd 1 – Session 5 10/06/21 | Bootcamp Rd 2 – Session 1 10/20/21 | Bootcamp Rd 2 – Session 2 10/27/21 | Bootcamp Rd 2 – Session 3 11/3/21 | Bootcamp Rd 2 – Session 4 11/10/21 | Bootcamp Rd 2 – Session 5 11/17/21 | Bootcamp Rd 3 – Session 1 1/12/22 | Bootcamp Rd 3 – Session 2 1/26/22 | Bootcamp Rd 3 – Session 3 2/2/22 | Bootcamp Rd 3 – Session 4 2/9/22 | Bootcamp Rd 3 – Session 5 2/16/22 | Consumer QI Training – Mar 2022 | Consumer QI Training – Apr 2022 | Consumer QI Training – May 2022 | Consumer QI Training – June 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 |
| 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 0 |
| 4 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 6 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 1 |
| 8 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 9 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 |
| 10 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| 11 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 12 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 |
| 13 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 15 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 16 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 18 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 19 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 |
| 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| 22 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 23 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 0 |
| 24 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 25 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 28 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 30 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| 32 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 33 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| 34 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 |
| 35 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

# Attendance Tracking for TA Purposes
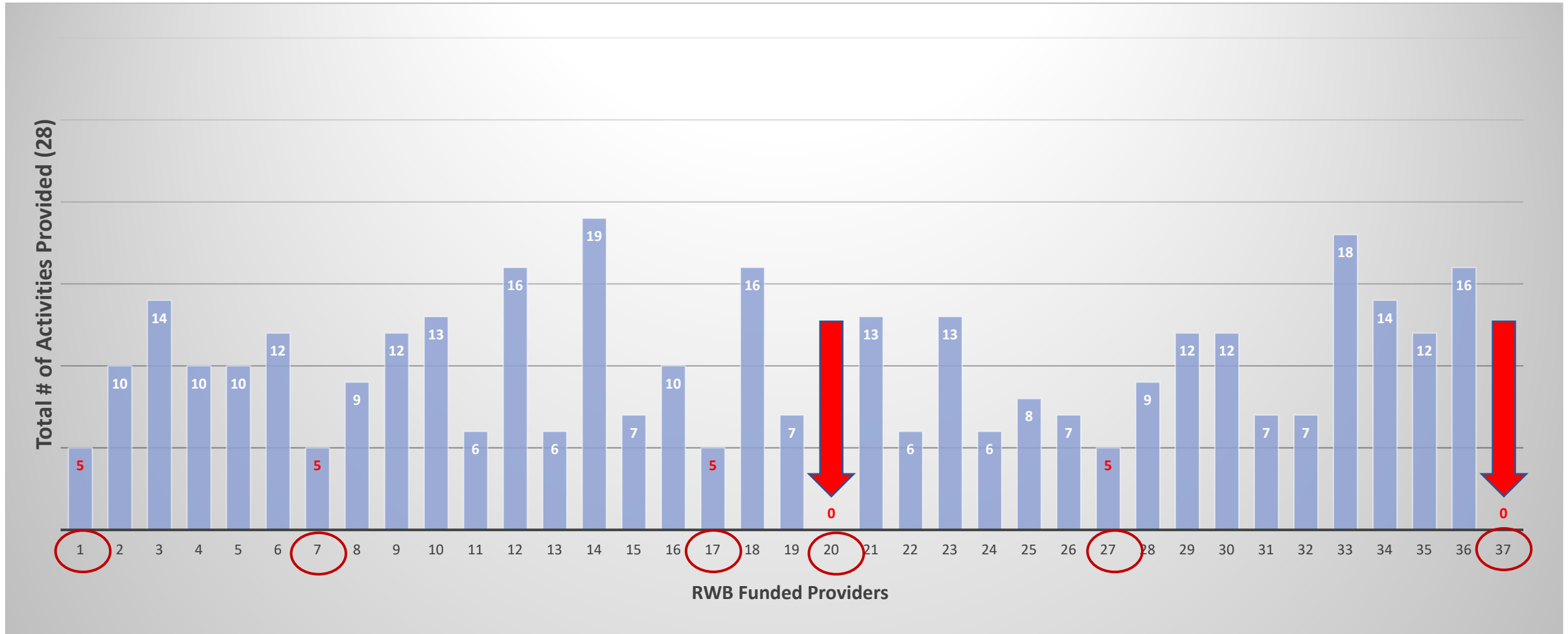
# Attendance Tracking for Evaluation Purposes



RWB Program Participation Across Activities

■ Pre Work/ Orientation  ■ Bootcamps  ■ Webinars  ■ Consumer Training
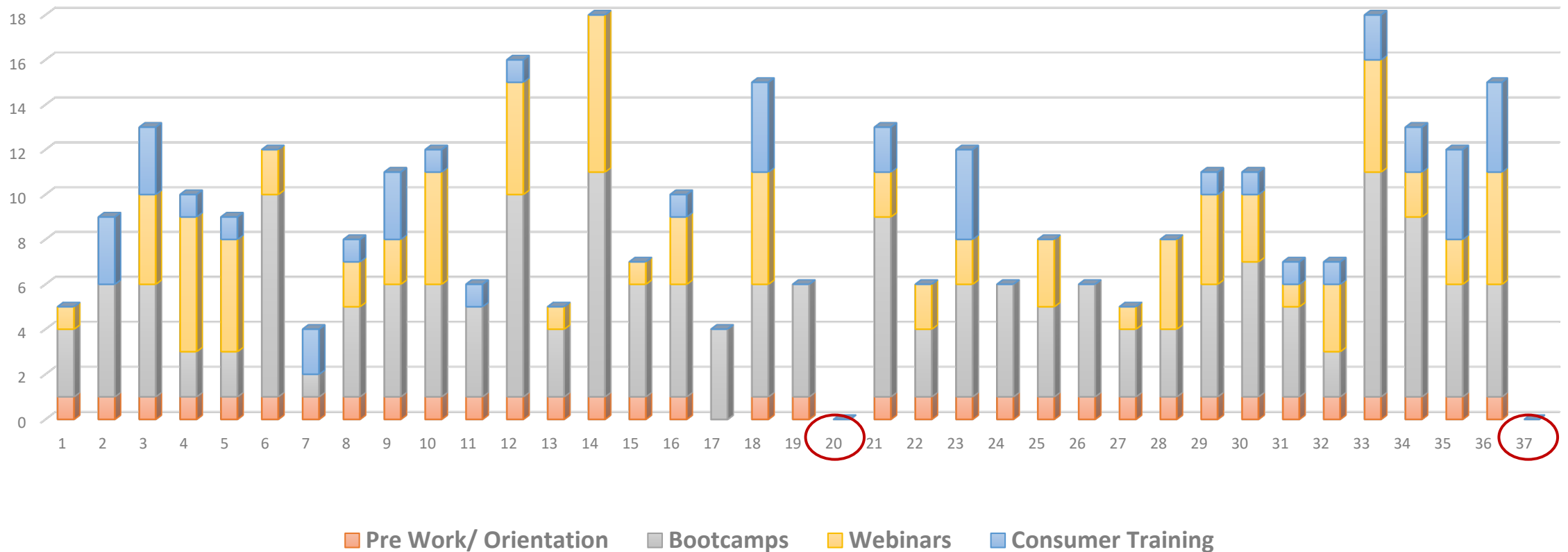
# Attendance & Polling for Evaluation Purposes

| RWB Provider QI Bootcamp: Round 1 | Lesson 1: 9/1/2021 | Lesson 2: 9/15/2021 | Lesson 3: 9/22/2021 | Lesson 4: 9/26/2021 | Lesson 5: 10/6/2021 |
|---|---|---|---|---|---|
| # of Participants Attended | 10 | 11 | 9 | 8 | 10 |
| Attendance (#participants) | 71% | 79% | 64% | 57% | 71% |
| Attendance (#Orginazations) | 8 | 9 | 6 | 5 | 7 |
| % that found it Helpful | 80% | 78% | 83% | 85% | 76% |
| % felt Engaged | 82% | 83% | 77% | 80% | 78% |
| % Likely to Implement | 96% | 93% | 91% | 95% | 94% |

| RWB Provider QI Bootcamp: Round 2 | Lesson 1: 10/20/21 | Lesson 2: 10/27/21 | Lesson 3: 11/3/21 | Lesson 4: 11/10/21 | Lesson 5: 11/17/21 |
|---|---|---|---|---|---|
| # of Participants Attended | 22 | 20 | 19 | 11 | 15 |
| Attendance (% participants) | 100% | 91% | 86% | 50% | 50% |
| Attendance (#Organizations) | 12 | 12 | 13 | 9 | 9 |
| % that found it Helpful | 81% | 84% | 85% | 87% | 87% |
| % felt Engaged | 80% | 85% | 80% | 85% | 84% |
| % Likely to Implement | 91% | 91% | 95% | 93% | 98% |

| RWB Provider QI Bootcamp: Round 3 | Lesson 1: 1/12/22 | Lesson 2: 1/26/22 | Lesson 3: 2/2/22 | Lesson 4: 2/9/22 | Lesson 5: 2/16/22 |
|---|---|---|---|---|---|
| # of Participants Attended | 37 | 39 | 41 | 38 | 35 |
| Attendance (%participants) | 95% | 98% | 103% | 95% | 88% |
| Attendance (#Organizations) | 19 | 19 | 23 | 21 | 19 |
| % that found it Helpful | 76% | 77% | 78% | 78% | 82% |
| % felt Engaged | 74% | 70% | 74% | 76% | 78% |
| % Likely to Implement | 90% | 90% | 85% | 92% | 92% |

# Polling for Evaluation



Polling Data
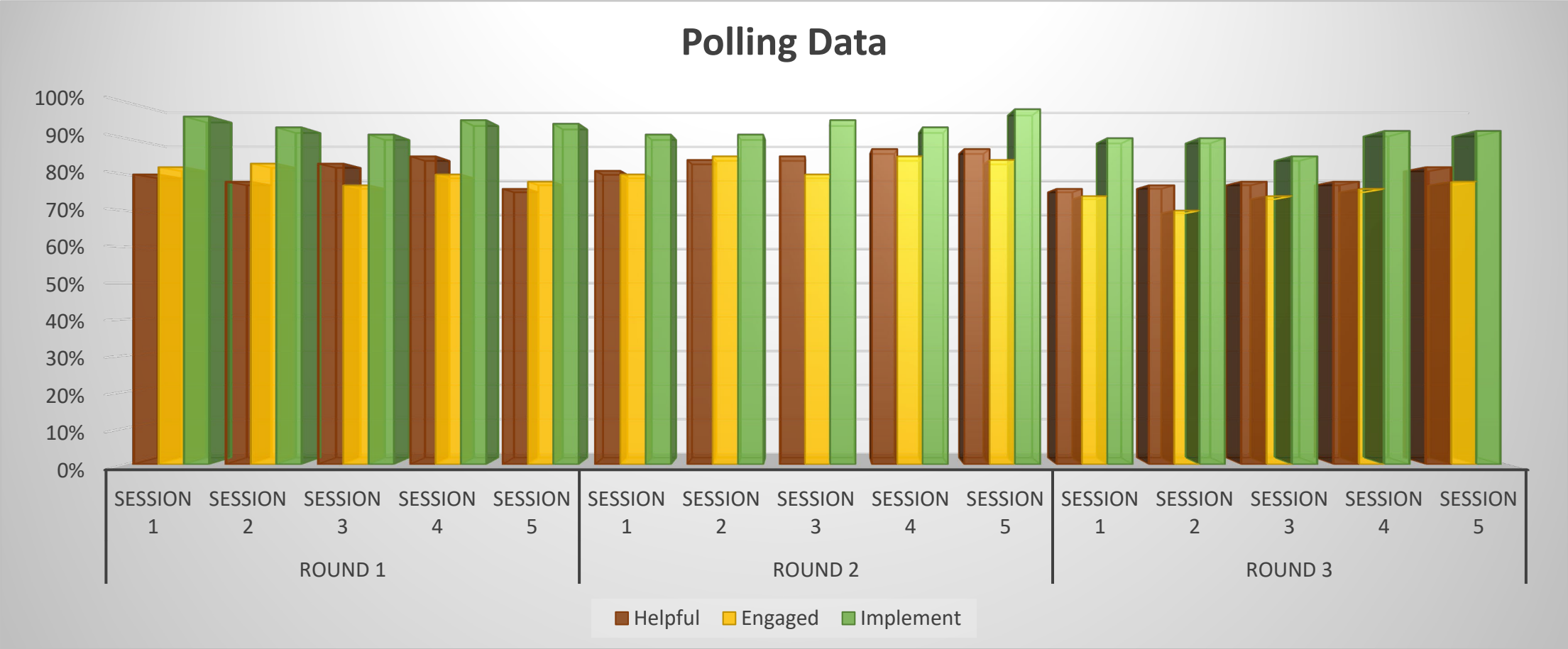
# Polling for Evaluation continued

## BOOTCAMP 1 – POLLING EVALUATION

Legend: Helpful, Engaged, Implement
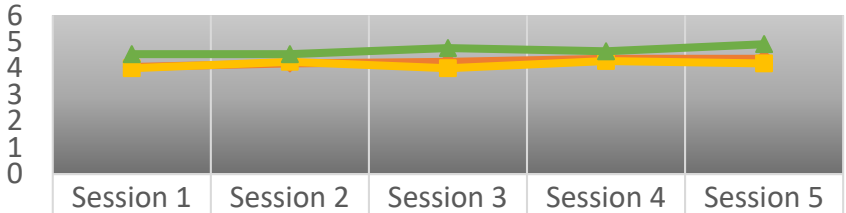
| | Session 1 | Session 2 | Session 3 | Session 4 | Session 5 |
|---|---|---|---|---|---|
| Helpful | 4.05 | 4.18 | 4.24 | 4.36 | 4.36 |
| Engaged | 4 | 4.24 | 4 | 4.27 | 4.18 |
| Implement | 4.53 | 4.53 | 4.76 | 4.64 | 4.91 |

## BOOTCAMP ROUND 3 – POLLING EVALUATION

Legend: Helpful, Engaged, Implement
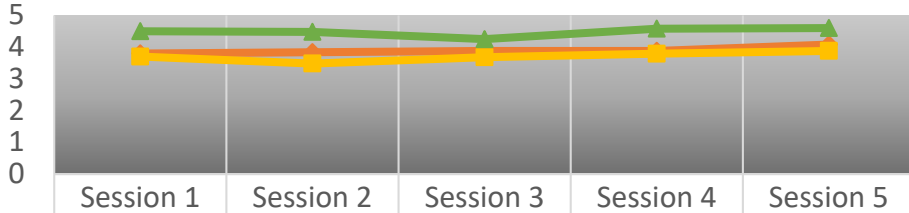
| | Session 1 | Session 2 | Session 3 | Session 4 | Session 5 |
|---|---|---|---|---|---|
| Helpful | 3.8 | 3.84 | 3.88 | 3.88 | 4.08 |
| Engaged | 3.7 | 3.48 | 3.68 | 3.79 | 3.88 |
| Implement | 4.5 | 4.48 | 4.25 | 4.58 | 4.6 |

# Lessons Learned/Reflections

- Registration reports can be a great tool to use to develop a communication list

- Database of providers is robust and requires maintenance

- Helps with monthly correspondence for Providers

- Can be used for evaluation purposes

# Feedback Exchange
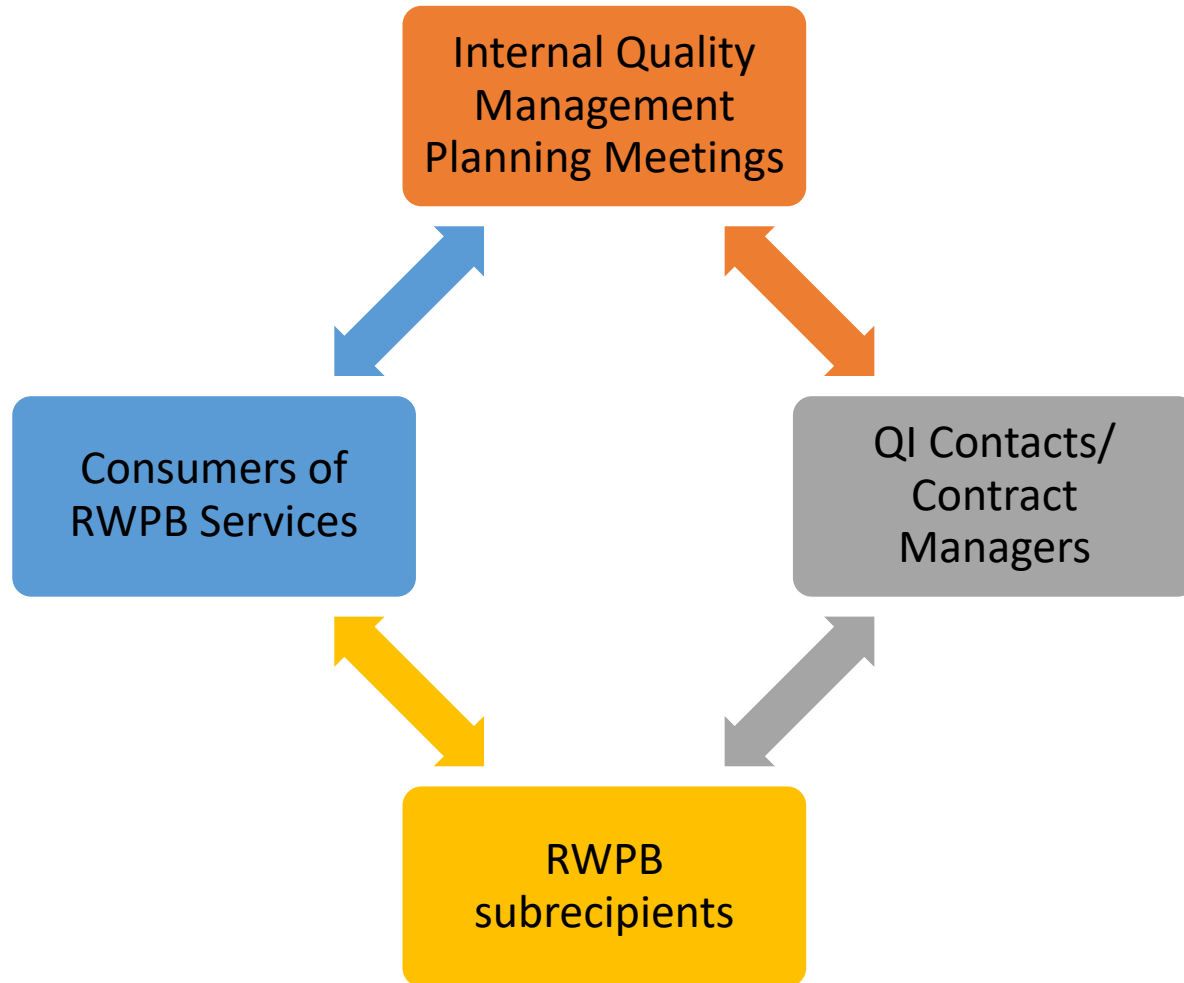


Continuous feedback loop from QM Planning Team to QI Contacts to Part B subrecipients to consumers.

# Summary

- Able to be replicated in various sized programs with ample planning and a dedicated team

- Support subrecipients to be successful through capacity building efforts. This will assist with subrecipients buy-in; they will likely be more dedicated to the process

- Improving health outcomes for Persons with HIV

# Thank You

# Questions and Answers

# Contact Information

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