



# PRESENTATION HIGHLIGHTS

- **Get Involved!**

- DC Collaborative
  - Cross-Part EMA QM Plan
- Advocates for Quality
  - Consumers TRAINED in quality

- **Take Action!**

- Quality Improvement Projects
  - Viral Load Suppression Project
  - Pap Smear Project

- **Join the Revolution!**

- Capacity Building Resources and Activities



# The Triangle Game

- <http://www.memory-improvement-tips.com/pegs.html>
- Each candy represents a barrier to Viral Load Suppression
  - Cover you board with 14 candies, leaving one blank space
  - You can jump cadies over each other and into a blank space
    - The rules are the same as Checkers
- Goal is to only be left with one “barrier” left
- You have 2 minutes to complete your first cycle
- Use the PDSA sheet to plan your second cycle
  - Record your theories plans and results

# Game Debrief

- **Did you like the game? Why or why not?**
- **How did your approach differ from the first time you tried it to the 2<sup>nd</sup> time?**
- **How were your results different from the two rounds?**
- **How does this exercise relate to your QI work as a sub-grantee providing HIV services?**

# What Does Quality Management Mean to you?

# Quality Management

- Quality management ensures that an organization, product or service is consistent. It has four main components:
  - Quality Planning
  - Quality Control
  - Quality Assurance
  - **Quality Improvement**

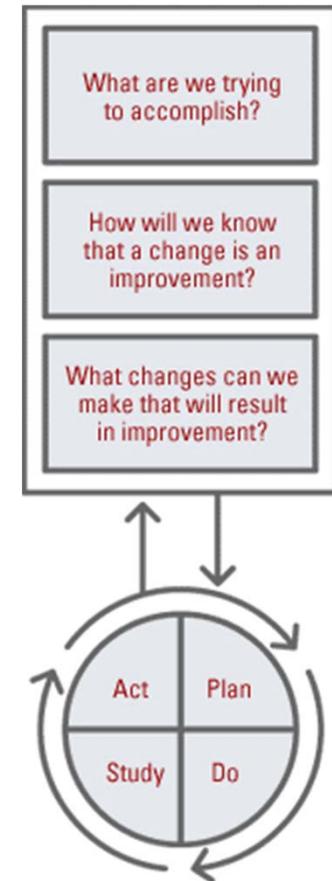
# Difference Between QA and QI

	<b><i>Quality Assurance</i></b>	<b><i>Quality Improvement</i></b>
<b>Motivation</b>	Measuring compliance with standards	Continuously improving processes to meet and exceed standards
<b>Strategy</b>	Reactive – “fixes” identified problems	Proactive – prevents problems by creating and refining processes
<b>Means</b>	Inspection	Prevention
<b>Focus</b>	Corrective action for Individuals	Implementing and improving Processes and Systems
<b>Responsibility</b>	Quality Staff, Management	Everybody!

# Model for Improvement

- **PDCA Cycle**

- The continuous improvement phase of a process is how you make a change in direction. The change usually is because the process output is deteriorating or customer needs have changed



# Plan, Do, Study, Act Cycle (PDSA)

- Adapt?
- Adopt ?
- Abandon?
- Next cycle?

**Act**



**Plan**

- Objective Questions and predictions (why)
- Plan to carry out the cycle (who, what, where, when)



**Do**

- Carry out the plan (on a small scale)
- Document problems and unexpected observations
- Begin analysis

**Check/  
Study**



- Complete the analysis of the data
- Compare data to predictions
- Summarize what was learned

# DC Collaborative

- The DC Collaborative is a regional network of community partners and resources that builds capacity to provide improved quality of care for persons living with HIV in the DC EMA
- **Key Activities Include:**
  - DC Collaborative Learning Sessions
  - GlassCubes – Online Workspace for resource sharing
  - QI Projects – Increasing Viral Load Suppression
  - EMA-wide QM Plan – Updated bi-annually, due in September 2015
- The Collaborative is led by the **Response Team**

# DC Collaborative Response Team

- The response team are the leaders of the DC Collaborative
  - This dynamic team comprised of grantees/sub-grantees/admin agents from across the EMA and they are responsible for coordination of quality-related activities
- The Response Team keeps membership open, and is always looking for talented individuals who are passionate about quality improvement and able to contribute to join our team! If you are interesting in joining the team please contact **Justin Britanik**



# Advocates for Quality

- Formed out of DC Collaborative Consumer Involvement sub-committee
- Funded in 2012 to teach a program quality management training to other consumers through structured trainings in the EMA.
- As of May 2015, they have trained a cadre of consumers who have also attended the NQC Training of Consumers on Quality (TCQ).
- Contact Martha Cameron (TWC) and/or Julie Mehan (NVRC) to learn how you can train and utilize your consumers in your QI Projects and Teams

# Current Joint QI Projects

- PAP Smear Project
- Viral Load Suppression
- Other Possibilities with new Core Measures



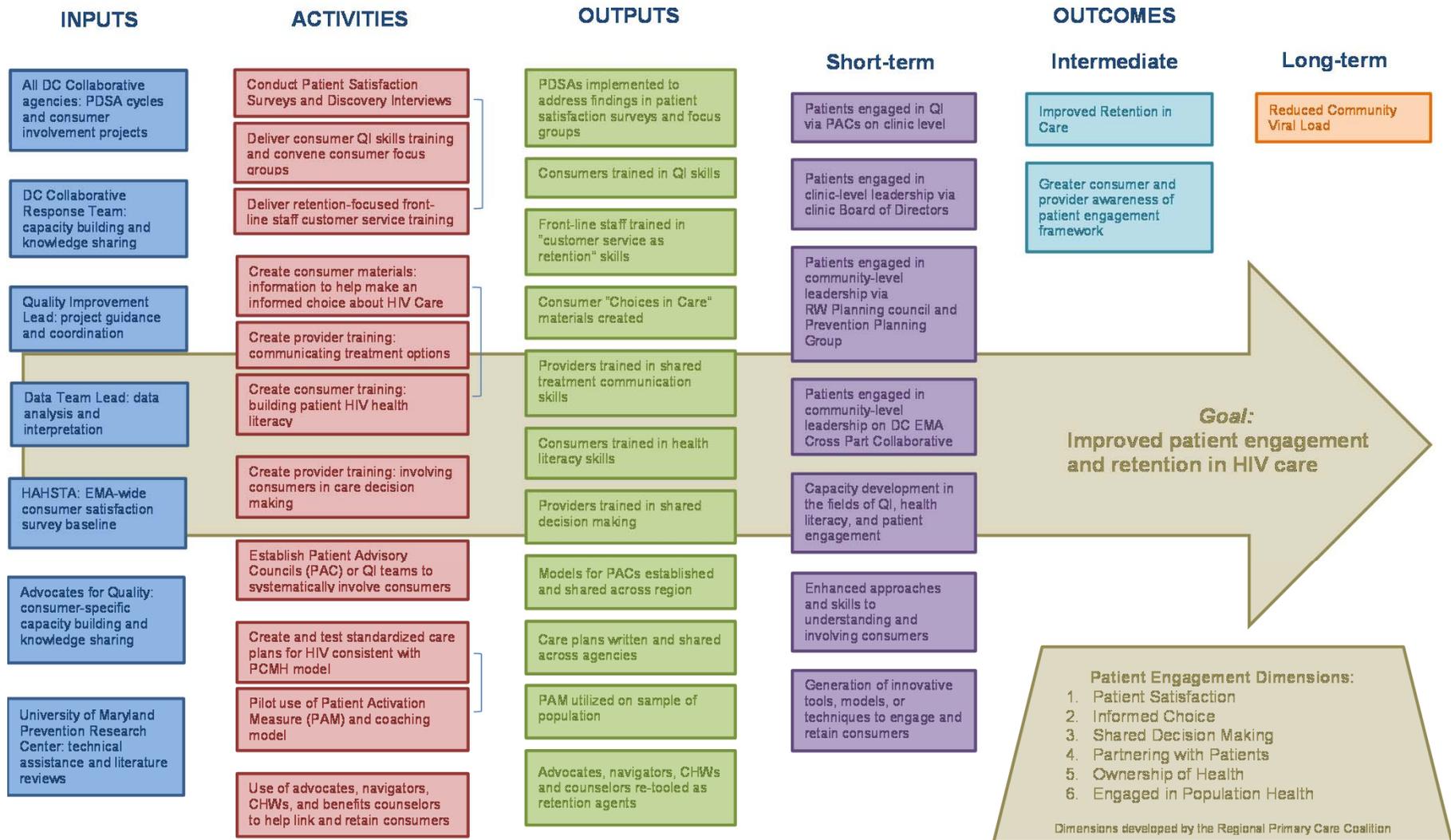
# Pap Smear Project

- On-site Technical Assistance to all Primary Care providers
  - Root Cause Analysis
  - Individualized PDSA
- Activity started in December 2014
- Routine monitoring of progress in CAREWare
- Goals of QI Project
  - PAP Smear documentation up to 75% by end of 2015
  - PAP Smear documentation up to 95% by end of 2016

# Viral Load Suppression Project

- If Viral Load suppression is the ultimate goal of treatment, what can **WE** do to increase it?
- Patient Engagement Model:
  1. Patient Satisfaction
  2. Informed Choice
  3. Shared Decision Making
  4. Partnering with Patients
  5. Ownership of Health
  6. Engaged in Population Health

# Viral Load Suppression Project



# The QM Revolution – Building a Culture of QI in the DC EMA

- **Continued Capacity Building**
  - Trainings, webinars, and 1-on-1 TA opportunities
- **QM Chart reviews – Year 3 commencing soon**
  - Working with Clinical Pharmacy Associates to continue making these activities seamless and meaningful
- **Internal Process Improvement Projects**
  - Collaboration between Program Officers, Quality Management, and Data staff
  - Streamlining site visits
- **DC Collaborative Learning Sessions**
  - Possibly working with other State Collaborative Teams on VLS
  - EMA-wide year end quality celebration

# Sub-grantee Feedback

- What assistance from HAHSTA has been helpful in implementing your QM program?
- What has been helpful, but could be expanded?
- What technical assistance or capacity building is needed but has not been offered?
- What barriers exist to involving consumers in QI teams and/or Projects?
- What other thoughts do you have about the quality management efforts in the EMA?

# Important Resources

- **HAHSTA**
  - <http://doh.dc.gov/service/dc-quality-collaborative> )
- **HRSA HAB**
  - (<http://hab.hrsa.gov/special/qualitycare.htm/> )
  - Target Center: (<https://careacttarget.org/category/topics/quality-management>)
- Institute for Healthcare Improvement:
  - (<http://www.ihl.org/IHI/Topics/HIVAIDS/>)
- **NQC**
  - Glasscubes:( <https://nationalqualitycenter.glasscubes.com/> )
  - Quality Academy: (<http://nationalqualitycenter.org/QualityAcademy/>)
  - Sharelab: (<http://www.nqcsharelab.org/user/nqc> )

# Contact Information

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