



Quality & Performance Measures (QPM) Team Orientation

January 18, 2023



WHAT QPM DOES

3 Primary QPM Roles

- Review and discuss **data**
- Develop **indicators** to track our progress in HIV prevention and care
- Help improve the **quality** of HIV prevention and care

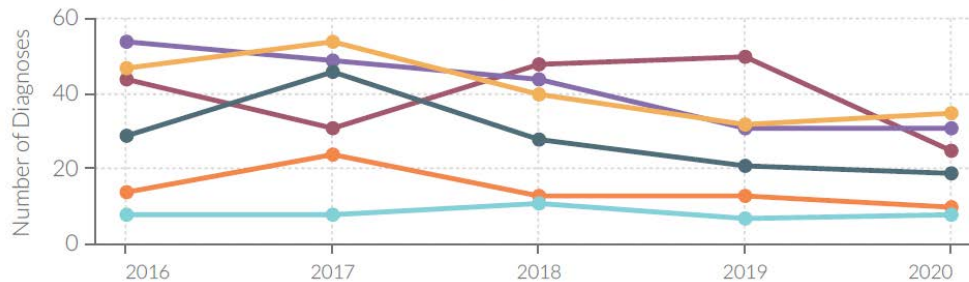
Review and Discuss Data

- Review and discuss data on team-identified priority topics
- Presentations at CHPC meetings, with ‘deeper dives’ in QPM
- 2023 topics to include:
 - PrEP
 - HIV Testing
 - STIs (sexually transmitted infections)

Develop and Track Indicators

- Annual review of progress on indicators

5-Year Trends in Subpopulations, 2016-2020:



- Develop additional indicators (e.g., housing stability)
- Assist in developing Plan performance measures for key strategies and in monitoring Plan implementation

Support Quality Improvement (QI)

- Share the results of QI projects across the different Ryan White Parts – promising practices and lessons learned
- Use data to identify future QI projects on key topics
- Hold an annual Quality Summit



CT HIV PLANNING CONSORTIUM
QUALITY & PERFORMANCE MEASURE COMMITTEE
PRESENTS

2021 QUALITY MANAGEMENT SUMMIT

"ENDING THE HIV EPIDEMIC-
EQUITY, STIGMA, AND ENGAGEMENT"

HOSTED BY: **SPECIAL GUEST SPEAKERS**

PETA-GAYE NEMBHARD
CITY OF HARTFORD

DR. VALERIE EARNSHAW
UNIVERSITY OF DELAWARE

COUNCILMAN JORGE CRUZ
CITY OF BRIDGEPORT

DISCUSSIONS AND INSIGHTS **JOIN US!!!**
OCTOBER 20, 2021
9:30AM-12PM EST

PrEP
A PLACE TO NOURISH YOUR HEALTH & YALE UNIVERSITY

SEXUALLY TRANSMITTED INFECTIONS
SOUTHWEST COMMUNITY HEALTH CENTER & STAMFORD FAMILY CENTERS

RE-ENGAGING IN CARE
ALLIANCE FOR LIVING & MERCY HOUSING

STIGMA/EQUITY
UCONN HEALTH CENTER/CT CHILDRENS MEDICAL CENTER

PROGRAM EFFECTIVENESS
NEW YORK UNIVERSITY

[Register Here!]

FOR MORE INFORMATION VISIT
WWW.CTHIVPLANNING.ORG



DATA

A Brief Introduction



Numbers = People

- Numbers = people
- Numbers drive decision-making
 - Assess attitudes and perceptions including customer satisfaction and experience
 - Document needs and gaps
 - Measure performance
 - Improve services
 - Show impact of the resources used
- Numbers = resources



Take the NUMB out of Numbers

- Any data table, chart, graph, map or other visualization tells part of a story about PEOPLE
- Numbers give us a way to answer important questions that will help people



Numbers Drive Decision-Making and Accountability

Getting to Zero (A NUMBER!)

- Priority populations such as:
 - Transgender women
 - Gay/bisexual men of color
 - Black women
- Program improvements such as:
 - Increasing uptake of PrEP
 - Every person gets an HIV test each year
- Geography such as:
 - Hartford
 - New Haven
 - Bridgeport
 - Waterbury
 - Stamford

INDICATORS

Key Terms and QPM Activities



Definitions

Indicator = measure used to determine, over time, an organization's performance of a particular element of care. The indicator may measure function, process or outcome.

What is an Indicator?



Definitions

Outcome = Benefits or other results (positive or negative) for clients that may occur during or after their participation in a program. Outcomes may be client-level or system-level.

CHPC Progress Indicators

- QPM spent much of 2022 deciding on indicators to track progress for the 2022-2026 CT Plan
- Most of our indicators focus on outcomes for people (e.g., viral load suppression)
- See Handout 1 for complete list

Monitoring Plan Implementation

- Identify *performance measures** for key Plan strategies
- Collect implementation data on a regular basis
- Pilot-test for Jan-June 2023

* We're using "performance measures" to distinguish these measures from our overall CHPC Progress Indicators

QUALITY

Key Terms and Processes



Definitions

Quality = degree to which a health or social service meets or exceeds established professional standards and user expectations.



Definitions

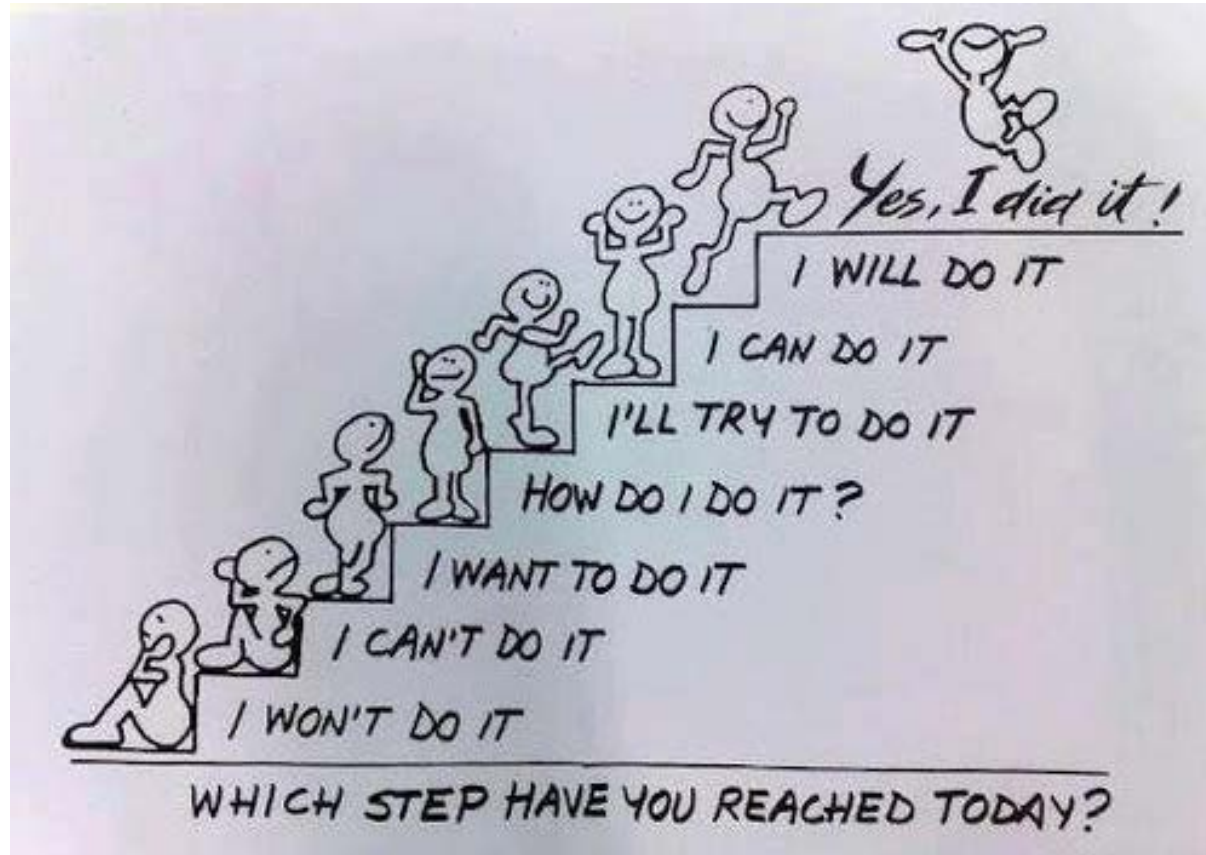
Quality Improvement (QI) = refers to activities aimed at improving performance.



Definitions

Continuous Quality Improvement
(CQI) = describes the ongoing
monitoring, evaluation and
improvement processes.

Achieve continuous improvement through small, incremental changes.



Model for Improvement

How can we accelerate change and improvements in HIV programs?

The PDSA cycle for learning and improvement



INITIAL 2023 QPM WORKPLAN

QPM Meetings

Month	Topic(s)	Month	Topic(s)
Jan	Orientation, QI Projects	Jun	Indicator Development (e.g., housing)
Feb	HIV Testing	Jul	Quality Summit prep Monitoring Plan data
Mar	QI Projects	Aug	No meeting
Apr	PrEP	Sep	Monitoring Plan update
May	STIs (sexually transmitted infections)	Oct	Quality Summit

If time: Hep C, Partner Services, Syringe Service Program (SSP), Data To Care (D2C)

QUESTIONS?

