

**BEXAR COUNTY, DEPARTMENT OF COMMUNITY RESOURCES RYAN WHITE PROGRAM
 QUALITY MANAGEMENT (QM) WORK PLAN
 MARCH 2016 – FEBRUARY 2017**

Topic	Position Title	Task	Timeframe	Comments/Recommendations	Completed
1. Annual review of QM plan and activities	QM Community Health Program Manager and HIV Coordinator and HIV Planner	Conduct a review of QM activities from the current year. Revise a new plan for following year, accordingly	03/16-02/17	Review should include summary of results of the plan, corrective actions taken, and other QM issues identified. Present to QMC for input, recommendations, and approval of yearly plan.	Annually
2. Develop the AA QM plan for 2016-2017	QM Community Health Program Manager and HIV Coordinator	Revise QM work plan for 2016-2017	3/2016	Work with HRSA, DSHS, PC and AA documents to refine QM work plan. Have QM committee approve work plan at the first quarterly meeting of each year.	03/16
<p>3. Quality Management Committee:</p> <p>Create letter and profile, mail to potential QM Com. Members; Recruit members; Develop sub-committees as necessary</p> <p>QM Single Point of Contact (SPOC) Group</p> <p>Every agency director must select two Representative to the QM SPOC</p> <p>QM SPOC group</p>	QM Community Health Program Manager and AA staff as required	<p>Facilitate and maintain an interdisciplinary QM committee led by the Chair of the Comprehensive Planning Continuum of Care (CPCC) of the Planning Council.</p> <p>Review attendance of meetings and recommend replacements when necessary</p> <p>Create agendas, provide updates, and handouts for meetings</p> <p>Provide new member orientation</p> <p>Establish Drug Formulary Sub-Committee</p> <p>Agency Executive Director to appoint a primary and secondary representative. The agencies must submit a QM SPOC</p>	03/16 – 03/17	Send invitation letter(s) to serve. Update QM Committee list. Provide orientation for new members, disseminate updated materials for QM Committee members	Ongoing

will meet quarterly Orientation will be provided to new members		form identifying the representative			
4. Monitoring Programmatic, Clinical QM and Fiscal	Contracted Program, Clinical QM and HOPWA Monitoring Consultants, Program Manager, HIV Coordinator and Contract Analyst	Review HRSA, DSHS, & HUD HOPWA Monitoring Guidance, review monitoring tools, align with standards of care Schedule a minimum of one clinical monitoring visit per medical provider per year by Contracted Clinical QM Consultant(s)	08/16	Review Program, HOPWA, QM and Fiscal monitoring site visit reports. Providers are required to submit a corrective plan of action which contains a minimum of three items for correction in their agency QM plan. Review and approval by AA of any corrective plans of action, send letters of acknowledgement to all service providers. Presentation of individual agency QM plans to QM committee based on monitoring results.	01/17
5. Data Coordination	QM Community Health Program Manager, HIV Coordinator, Data Analyst and HIV Planner	Establish linkage of data to QM, ARIES and HRSA/HIV/AIDS Bureau Measures (HAB), Benchmarks; utilize Data Improvement Plans (DIP), STAR and other reports, training of QM SPOCs in ARIES reporting as needed	4/2016-2/2017	QM Committee and QM SPOC's to receive ARIES Training and updates on HRSA and DSHS data initiatives ex. treatment cascade, testing data, etc. as needed. QM Committee is provided a copy of Part A and Part B aggregate trending data yearly	02/2017
6. Client Satisfaction Survey and/or Consumer Input Development and Standardization among Service Providers	QM SPOCs, QM Program Manager, HIV Coordinator, HIV Planner and Consumers	Assess, revise, standardize and implement satisfaction surveys and/or a consumer input process in English and Spanish as appropriate	3/2016-2/2017	The surveys and/or consumer input processes will be updated, and piloted with service providers and clients as appropriate Summary reports will be submitted to AA in the first quarterly meeting each year.	2/2017
7. Technical Assistance, Training, Material Development and Community Outreach with and for:	QM Community Health Program Manager, HIV Coordinator, HIV Planner, OA IV, NOC, resource	Schedule and implement QM trainings for Service Providers, QM SPOC's, QM committee members, community stakeholders, Case Managers and Consumers focusing on program improvements, skill enhancements and	03/2016-2/2017	QM SPOC's will attend or participate in appropriate NOC Tutorials and trainings. QM and AA staff will schedule trainings according to topics and hours dictated by the Standards of Care, QM Committee and input	Ongoing

<p>Service Providers</p> <p>Planning Council</p> <p>Agency QM Single Point Of Contacts</p> <p>Case Managers</p> <p>Community Partners</p> <p>Consumers</p>	<p>consultants, other training resources, interns and volunteers</p>	<p>building community partnerships. This also includes providing TA to providers on their QM plans. Trainings will be scheduled in accordance with the Standards of Care (SOC) and service provider and consumer needs. Review roles and responsibilities for QM SPOCs and orient new SPOCs to SOC, Needs Assessment, DIP, Comprehensive Plan, HRSA and DSHS Taxonomy as needed.</p> <p>Creation and dissemination of HIV210.org and other bilingual low literacy materials in support of QM and access to care.</p>		<p>from Service Providers, Consumers, AA staff and results of monitoring visits. The AA will provide CEU's for trainings wherever possible.</p> <p>Four meetings with SPOCs will be scheduled annually. One will be a joint meeting with the QM committee.</p>	
<p>8. Link QM Committee and QM SPOCs to process of the revisions of Standards of Care by Planning Council</p> <p>Link QM Committee and QM SPOCs to information related to the Affordable Care Act</p>	<p>Planning Council – CPCC, Contracted Consultants, QM Community Health Program Manager, HIV Coordinator and HIV Planner</p>	<p>Provide support and program information to QM Committee, QM SPOCs, service providers and Planning Council as needed for timely revision of Standards of Care</p> <p>Provide updates and information on trainings to QM Committee, QM SPOCs, service providers and Planning Council as needed.</p>	<p>03/2016-2/2017</p>	<p>Revised Standards of Care are completed as needed and are attached to the FY 2015-2016 Service Provider contracts</p>	<p>Ongoing</p>
<p>9. Maintain linkage to local, Federal, State and QM Regional Initiatives</p>	<p>QM Community Health Program Manager, HIV Coordinator and HIV Planner</p>	<p>Sharing and learning from QM initiatives at local, state, federal and regional levels and NQC projects</p>	<p>03/2016-2/2017</p>	<p>The Bexar County AA will participate in the Regional South Texas HIV/QUAL group, DSHS QM initiatives, HRSA and NQC QM activities, Collaborative Research Client/Partners Continua of Care Quarterly Conference Call; Collaborative Continuum of Care Memorandum of understanding 2015-2018; HIV/Syphilis Testing Task Force; Youth of Color Task Force</p>	<p>Ongoing</p>