

# Texas Ryan White Part-B and State Services Clinical Quality Management Program

*Where We Were, Where We Are, and Where We're Going*

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# Texas Ryan White Part-B Quality Management Program Journey

*Where We Were, Where We Are, and Where We're Going*



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

You have to expect things of yourself before you can do them.  
- Michael Jordan



## 2015-2016 FOCUSED ON QUALITY ASSURANCE THROUGH ESTABLISHING AND COMMUNICATING EXPECTATIONS TO OUR PROGRAM SUBRECIPIENTS



- 2017-2018 CONTINUED TO BUILD CQM INFRASTRUCTURE THROUGH PROCESS IMPROVEMENT & CAPACITY BUILDING ACROSS TEXAS
- 2019-2020 CONTINUOUS IMPROVEMENT WITH FOCUS ON FOUR QI DOMAINS: ACCESS, OUTCOMES, CLIENT/PATIENT EXPERIENCE, and ELIMINATING DISPARITIES

### Continuous Improvement



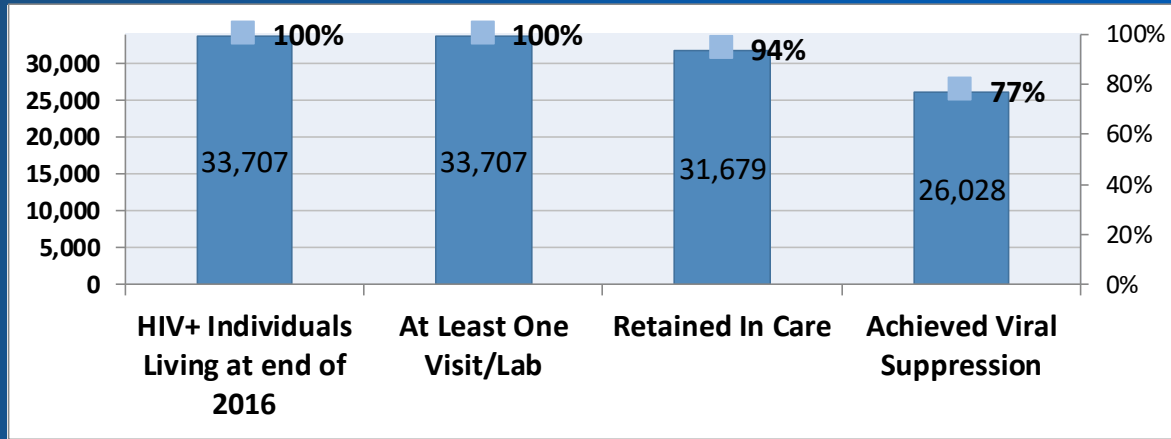
### 2021-2022 PLANS TO FOCUS ON THE FOLLOWING:

1. ACHIEVING TOGETHER PLAN TO END THE HIV EPIDEMIC – ARV- RET - VS
2. DATA IMPROVEMENT
3. TELEHEALTH & TELEMEDICINE
4. BURDEN REDUCTION PLAN FOR MONITORING

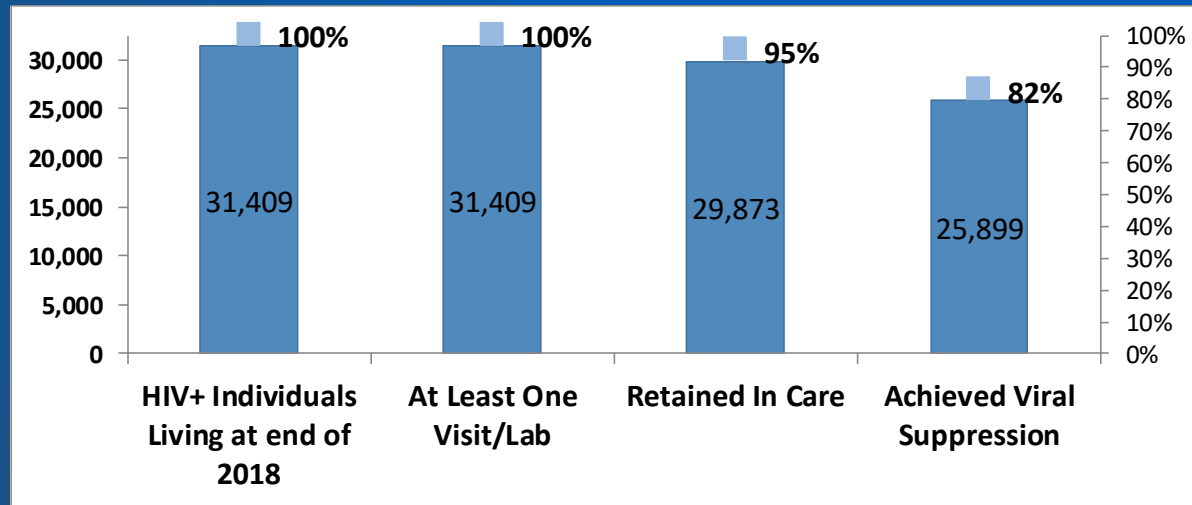
# Texas Ryan White Part-B and State Service Program Data



## Texas Ryan White Part-B Treatment Cascade, 2016

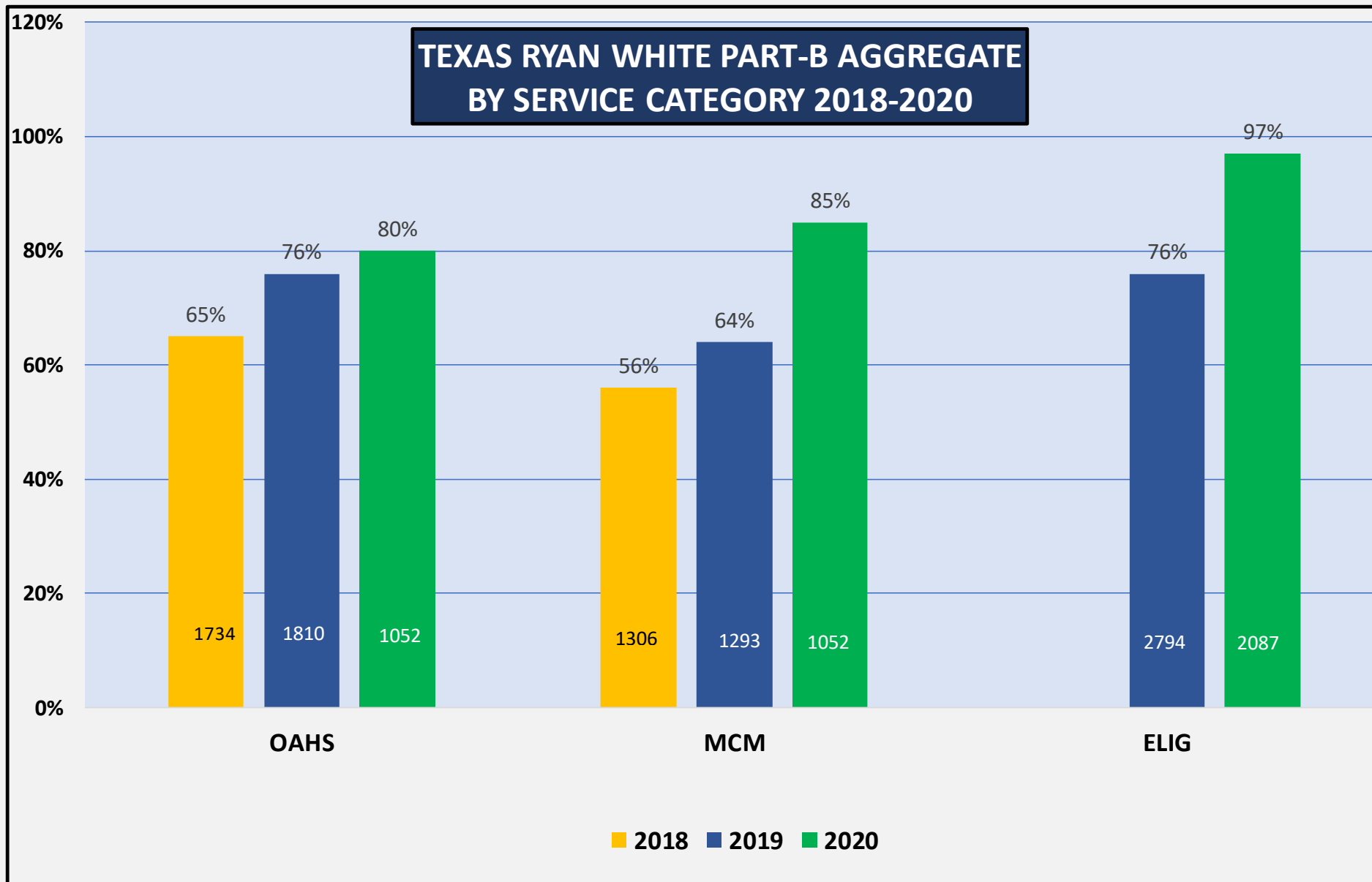


## Texas Ryan White Part-B Treatment Cascade, 2018



2019-2020  
Viral Suppression  
Based on Chart  
Review Lab Data  
84%





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- **OAHS: OUTPATIENT AMBULATORY HEALTH SERVICES**
- **MCM: MEDICAL CASE MANAGEMENT**
- **ELIG: PROGRAM ELIGIBILITY POLICY COMPLIANCE**

2015  
2016

# Where We Were & What We Did

Standards of Care Varied by Region

Need for Thorough Assessment  
Identified

Areas for Opportunities Discovered



Identified  
Need to Set  
Expectations



Brainstormed  
Ideas



Updated the  
QM Plan



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# What We Did - Continued

## Developed Standards of Care

27 Service Categories

Associated Quality Assurance Monitoring Tools

## Sought Out Public Comment

Review and Respond to Comments

Complete Final Edits and Post to Website

## Implemented Monitoring

Policy/Chart Reviews for Previous 12 Months of Each of our 58 Funded Subrecipients

Agency, Regional, and Statewide Reporting on Findings

## Provided a Monitoring Response Plan

Statewide Trainings on PDSA's and CAP's

Technical Assistance with PDSA's and CAP's as Applicable



# What We Did - Continued

## Capacity Building

Provider Panel for Knowledge Sharing  
Among Clinicians  
Focus on HIV Clinical Practices

FUNdamentals for Knowledge Sharing Among Multiple Disciplines  
Focus on CM

Annual CQM Summit  
4 Hour CQM Trainings Bi-Annually

## Ryan White Specific QM Plan

Developed a Specific Plan for the Ryan White Program

Align Goals with Achieving Together EtE Plan

## Annual Review and Update of Standards and Tools

Annual Review and Update to Continually Improve our Process and Tools

Include Provider Panel in Annual Review of SOC's and Tools

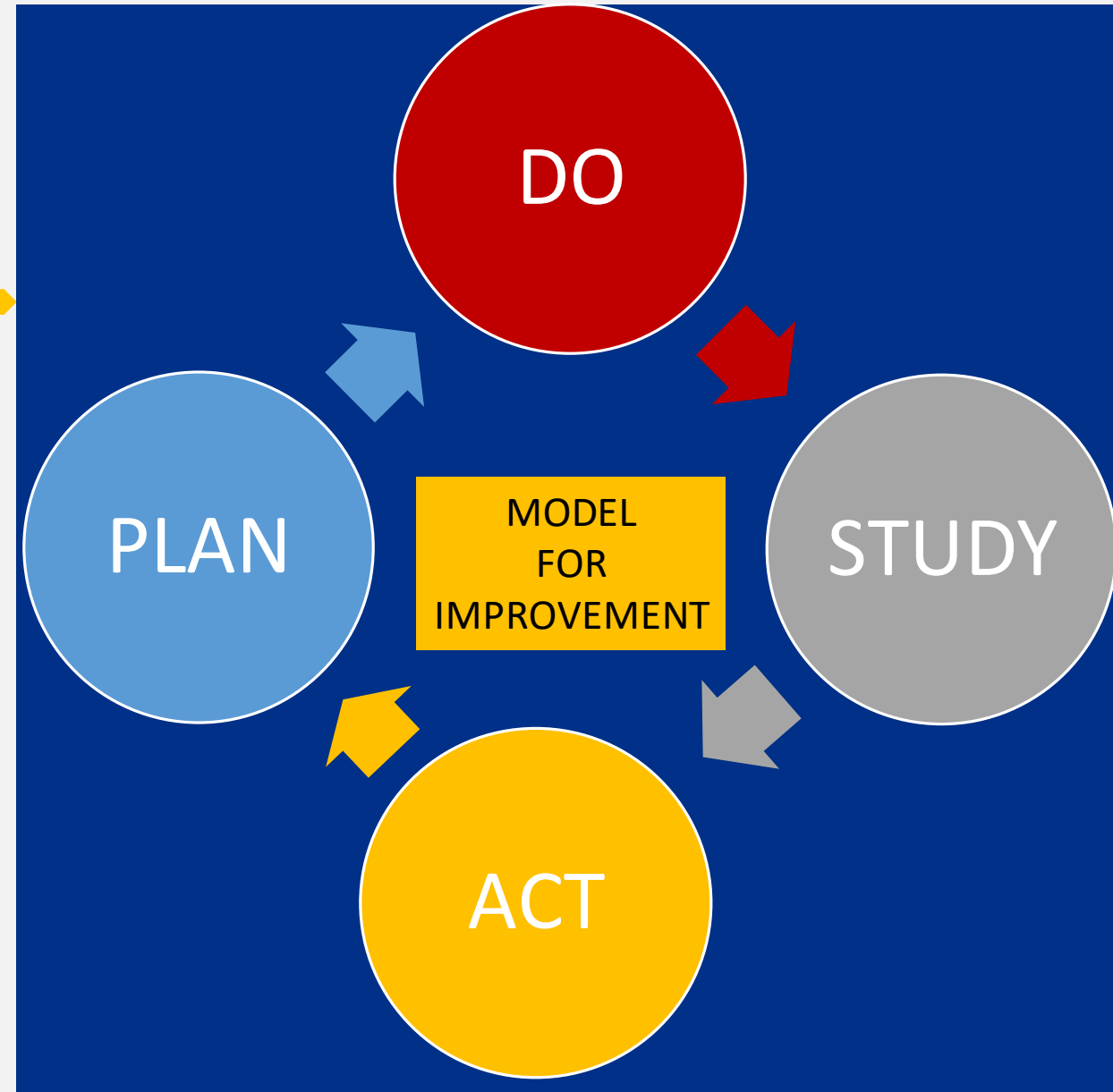
## Annual Recognition Awards for QA and QI

Recognize Top Performers Annually at Contractor Meetings

Technical Assistance with PDSA's and CAP's as Applicable

# Where We Are & Where We Are Going

## Continued Quality Improvement



## Supporting Technology

Telehealth  
Telemedicine  
Electronic Medical Records  
System/Filing Systems

## Data Improvement

Accuracy  
Completeness  
Timeliness

## Supporting Achieving Together

ARV Prescription  
Retention of Care  
Viral Suppression

## Capacity Building

Telehealth ECHO  
Provider Panel ECHO  
MCM ECHO  
FUNdamentals  
CQM Leadership Training Series

## HRSA CQI Collaborative

Housing  
Mental Health  
Substance Abuse

# PROGRAM MONITORING UPDATES & TENTATIVE PLANS

- 2020 MONITORING SURVEYS: 50 PARTICIPANTS FROM ALL OVER TEXAS
- 2020 MONITORING SURVEY: RATED THE NEW REMOTE PROCESS AT **4.45 OF 5**



- 2020 MONITORING IS COMPLETE AS OF 10/26/2020
- 2021 MONITORING WILL BE VIRTUAL
- 2021 MONITORING OF SUBRECIPIENTS - *TENTATIVE SCHEDULE WILL BE JANUARY – MARCH*



# PROGRAM MONITORING 2021-2025

## BURDEN REDUCTION MODEL – *Pending Approval*

REGIONAL AA'S	AA MONITORING	SUBRECIPIENT MONITORING	NUMBER OF SUBS BY AA/REGION
TRG	EVEN YEARS	ODD YEARS	15
DALLAS			11
UHS			5
TOTAL: 3 AA'S			31 SUBS
BVCOG	ODD YEARS	EVEN YEARS	15
TARRANT			5
LUBBOCK			5
STDC			3
TOTALS: 4 AA'S			28 SUBS
TOTALS: 7 AA'S			59 SUBS



50% Burden Reduction for All



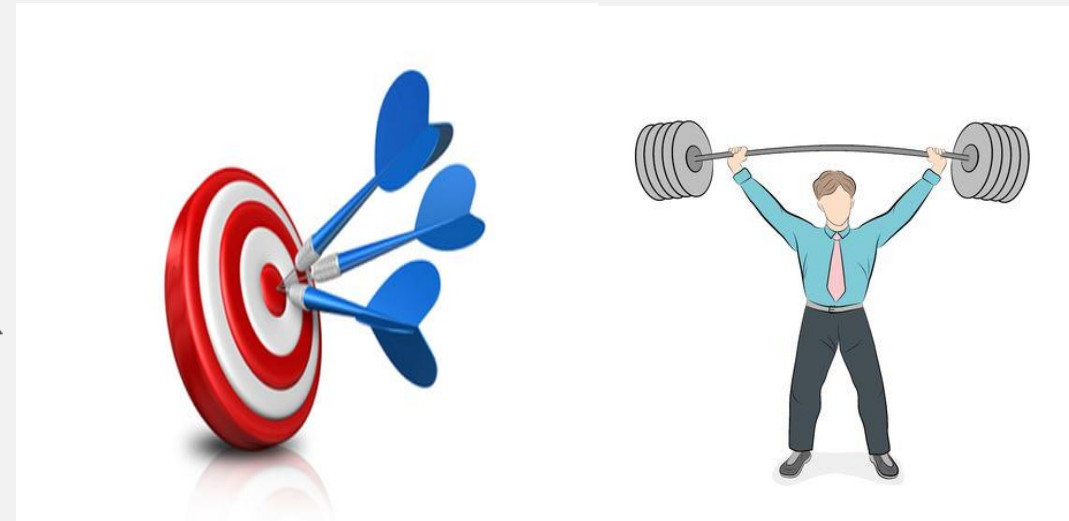
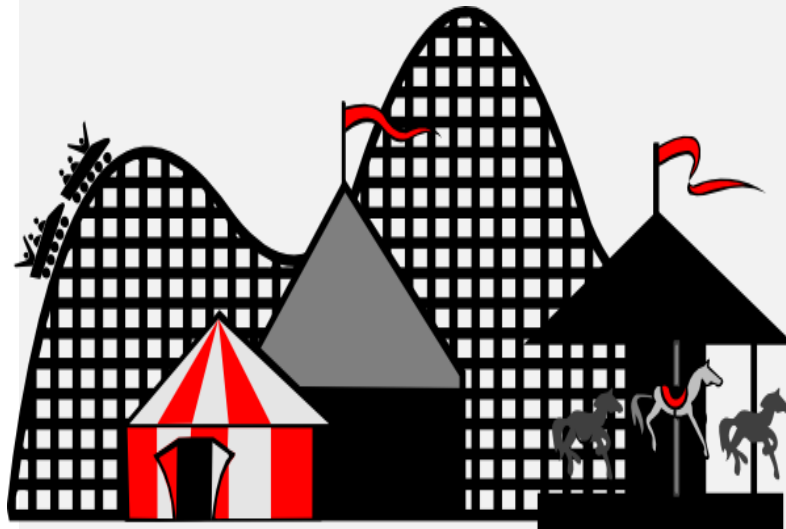
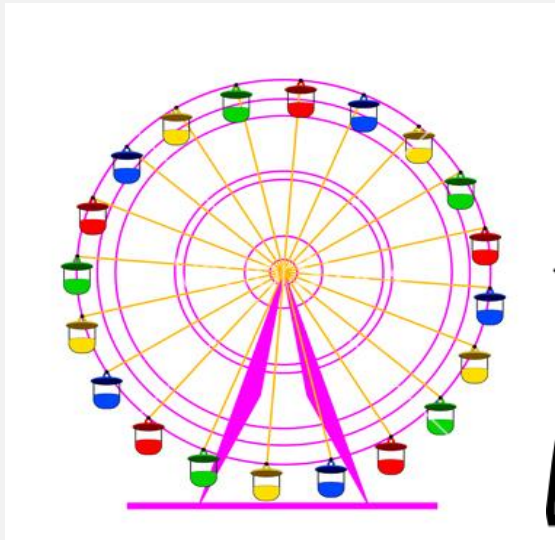
Annual Monitoring Alternating Between AA/Subs



Allowing Time to Work on CAP's & QI Projects

# KEEP GOING - 6 STEPS TO QI SUCCESS

1. DISCOVERY: OPPORTUNITY FOR IMPROVEMENT; FARRIS WHEELS ALLOW TO SEE WHATS GOING ON FROM AT ALL LEVELS
2. BRAINSTORMING: GO ROUND AND ROUND, BE BRAVE, ENJOY THE RIDE, HOW CAN WE MAKE THIS BETTER
3. PERFORMANCE MEASUREMENT: UPS AND DOWNS, TRY A NEW RIDE, WAS IT MORE FUN, IF NOT WHY, WHAT, ETC.
4. SET THE TARGET: REACH THE GOAL
5. DON'T STOP NOW: RAISE THE BAR
6. REPEAT



# Continuous Quality Improvement

X: There is No Final Destination on  
the Improvement Journey



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# Thank you!

Texas Ryan White Part-B and State Service CQM Program

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