Coordinating a Quality Management Infrastructure at an HIV Clinic

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Positive Health Clinic (PHC)

- Funded through a federal grant under the Ryan White CARE Act of 1990

- Provides primary medical care and intervention services for PLWHA

- Located on the North Side
PHC Mission

“dedicated to healing, caring for and educating our patients in an environment in which employees and physicians strive to meet and respect the complex needs of people living with HIV and the needs of their families and loved ones.”
Rationale

All Ryan White CARE Act grantees are required to establish quality management (QM) programs to:

- Assess the extent to which HIV health services are consistent with the most recent Public Health Service guidelines for the treatment of HIV disease and related opportunistic infections
- Develop strategies for ensuring that such services are consistent with the guidelines for improvement in the access to and quality of HIV services
Objectives

- Develop a quality management (QM) plan for procedural purposes
- Generate support for QM planning
- Convene a QM team
- Identify an clinical area for improvement
- Allow for a mechanism for patient feedback
Definition of QM

As defined by the Health Resources and Services Administration (HRSA):

“the degree to which a health or social service meets or exceeds established professional standards and user expectations.”
Implementing a QM Infrastructure
Step One:
Confirm commitment of leadership and establish supportive organizational structure
Step One: Activities

- Commit resources to support QM activities
- Provide education about continuous quality improvement tools and techniques to staff
- Establish a method to inform staff about initiatives
- Delineate expectations of staff
- Delineate specific QM responsibilities
Step Two: Establish Quality Management Plan

Act
Plan
Study
Do
Step Two: Activities

- Establish QM team
- Develop an organization plan which delineates goals and objectives
- Establish priorities
- Select a QM approach
- Engage consumers
Mechanism for Engaging Consumers

PHC Newsletter and Update

The benefits of visiting your primary care physician

Filling a good team to start your primary care physician. Most insurance companies require you to have a primary care physician (PCP) who you should not see less than six months. Your PCP can and should see you for other health problems, such as colds, diabetes management, etc.

Patients in numbers

- Define the first of this year we have 40 new patients and have seen a total of 860 patients in care.
- During that time we provided 1350 medical visits to all of our patients.
- 75% of our patients reside in Allegheny County, and 20% reside in another PA county, or in another Western Pennsylvania.
- PHC holds a monthly Clinic in Allegheny PA, and serves 40 patients who live in Indiana County.

Online resource recommendations


Reminders

- Please call us as soon as possible to let us know if you cannot make your scheduled appointment. Giving us as much notice as possible for someone who may need your appointment.
- Remember to use the same line if you need to call back to the clinic. The line is updated at least every hour and you will get ahold of someone who can help. If you have an urgent message on a cell phone—please leave it in or may not be able to return your call.

PHC Newsletter

NATIONAL HIV/AIDS STRATEGY

In July 2010, the White House announced a National HIV/AIDS Strategy with three primary goals: (1) reducing the number of people who become infected with HIV; (2) increasing access to care and optimizing health outcomes for people living with HIV; and (3) reducing HIV-related health disparities.

More information can be found at http://www.aids.gov/
Resources

National Quality Center
http://www.nationalqualitycenter.org/

HIV/AIDS Bureau
http://hab.hrsa.gov/

Target Center
http://www.careacttarget.org/
Why Measure the Quality of HIV Care?

- Communicates priorities
- Drives improvement
- Builds a community of providers focusing on the same elements of care
- Provides a way to compare performance across programs and over time
Quality management is a continuous process.

Most problems are found in the process and not in the people.

Consumer involvement is critical to design and implementation.

Assessing quality of care begins with ensuring quality of data.
Next Steps

- Determine performance measures and collect baseline data
- Analyze data
- Develop project specific plan
- Develop and implement improvement plan
- Re-measure
- Celebrate success
Thank you!

- The PHC staff
- The PHC patients
- Ryan White Technical Assistance