

**New York State Department of Health AIDS Institute
Ryan White Part B Clinical Quality Management Program
Contract Manager Monitoring Call Tool**

This Monitoring Call Tool assists contract managers with engaging Part B-funded service providers in a discussion about quality improvement (QI) during routine monitoring calls. Learning occurs best when an open space for communication is created, allowing service providers to honestly share their QI journey and contract managers to constructively provide feedback and guidance.

The following probing questions provide a framework and reference. There are certainly too many to ask at each monitoring call; however, over time you might want to cover each question domain.

Quality Improvement

- Where are you in the process of selecting and implementing your QI project?
 - o Beginning of the year - have you selected and submitted your improvement topic?
 - o End of the year - have worked on your annual QI storyboard yet to reflect on your QI project?
- Can you give an update on your QI project? What have you learned so far from the results of your QI project?
 - o Is there internal buy-in for your QI project among staff and agency leadership?
 - o What are the lessons learned that can be shared with others?
- Are you ready to present an update of your QI project at an upcoming Part B quarterly meeting?
- What have you learned from recent quarterly meetings? Any implications for your improvement efforts?
- Do you need any assistance with your QI project and getting ready for an upcoming quarterly meeting?

QI Resources to consider:

- o **CQII Technical Assistance Call Series.** Center for Quality Improvement & Innovation (CQII), New York State Department of Health AIDS Institute and the Health Resources and Services Administration HIV/AIDS Bureau. <https://targethiv.org/cqii/webinars>
- o **Quality Academy.** Center for Quality Improvement & Innovation (CQII), New York State Department of Health AIDS Institute and the Health Resources and Services Administration HIV/AIDS Bureau. <https://targethiv.org/library/cqii-quality-academy>
- o **HIVQUAL Workbook: Guide for Quality Improvement in HIV Care.** New York State Department of Health AIDS Institute and the Health Resources and Services Administration HIV/AIDS Bureau. <https://targethiv.org/library/hivqual-workbook-0>

Performance Measurement

- Did you face any barriers to submit your performance data on time to the AIDS Institute?
- Do you believe that the submitted data is accurate and complete?
- What did you learn from looking at your most recent performance data report?
- Did you recently look at the available benchmark reports? What did you learn?
- Do you need any assistance with submitting and/or reviewing your performance data?

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- **Measuring Clinical Performance: A Guide for HIV Health Care Providers.** New York State Department of Health AIDS Institute. <https://targethiv.org/library/measuring-clinical-performance-a-guide-hiv-health-care-providers>

Quality Improvement Capacity Building

- How do you assess the capacity for QI among staff?
- What are the most important QI-related training needs that the AIDS Institute can address?
- Did you participate in recent QI trainings offered by the AIDS Institute? What did you learn?
- Are you aware of upcoming QI trainings offered by the AIDS Institute, including QI Bootcamp, QI webinars, etc.?
- Do you need any local QI trainings (on-site or virtual)?

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QM Infrastructure

- Please describe your current quality management infrastructure
 - Do you have a QM committee in place? Who is on the committee?
 - Please share what you have discussed at the most recent QM committee meeting
- Do you have a comprehensive QM plan in place that describes your current QI efforts?
 - What recent changes have you made to your QM plan?
 - Is your QM plan specific to Part B?
- If your Part B service agency is embedded in a larger organization, how is the Part B-specific QM program integrated?
 - What are the synergies and overlaps between the Part B QM activities and the organization-wide QM activities?
 - How do you ensure that the Part B-funded service is independent and gets the attention it needs but is also integrated into the larger organizational QM program?

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- Do you fully understand the RW Part B Quality Standards and/or the contractual language related to QI? Do you need any assistance to apply them to your agency?
- What training is needed to strengthen your Part B-specific QM program?