New York State Department of Health AIDS Institute
Ryan White Part B Clinical Quality Management Program
QM Plan Review Tool / Checklist

Lasting improvements in HIV care do not happen overnight. To build a robust quality management (QM) program at the Ryan White Part B-funded service agency, a QM plan serves as a blueprint for quality improvement efforts. It describes the overriding purpose of the Ryan White Part B-funded agency QM program, the infrastructure that supports the improvement activities, and its overall improvement goals. It also serves as a reference tool for both current and future staff.

In accordance with the AIDS Institute Ryan White Part B Quality Management Program Standards and the Clinical Quality Management Policy Clarification Notice (PCN) 15-02, each Ryan White Part B-funded service provider is expected to have a written QM plan that is annually reviewed and updated. The QM plan also includes a work plan that identifies implementation responsibilities and a timetable for their completion and is used to monitor whether the improvement activities are being implemented as planned and whether goals are achieved.

This Ryan White Part B Clinical Quality Management Program QM Plan Review Checklist will help with the development of future QM plans, the review of existing QM plans, and for providing feedback and guidance by internal and/or external stakeholders.

Section	Present: Yes/No/Partial	Guidance
Overall		
Include the name of the Part B funded agency and the date last updated or approved		• Does the QM plan state an annual timeframe (e.g. April 2021 – March 2022)? • Does the QM plan include the last month/date the plan was revised/updated or if a new plan, its inaugural date?
Include a description of the integration of the Part B QM program into the organization's overall QM program		• Does the QM plan focus on the specific Part B-funded services? • Does the QM plan emphasize the alignment across services? • Does the QM plan demonstrate the integration into the larger organizational QM program?
Ensure the layout is clear, easy to follow, and that content is well organized		• Does the Part B QM plan include all recommended sections for a QM plan (Quality Statement, Annual Improvement Goals, Quality Infrastructure, Performance Measurement, Quality Improvement, Evaluation of the Program, Work Plan)?
Quality Statement		
Include a quality statement describing the overall mission of the quality improvement activities and the ultimate goal of improvement efforts		• Is the quality statement brief and visionary? • Does the quality statement relate to and is inclusive of Part B services?

Annual Improvement Goals		
Include a description of annual improvement goals based on identified gaps relevant to the Part B-funded agency		• Are the annual improvement goals relevant for the Part B-funded agency and appropriate for improvement? • Are quantitative or qualitative data used to determine the annual improvement goals? • Is a rationale provided for the selection of the annual improvement goals?
Quality Infrastructure		
Include a description of staff involved in the Part B QM program		• Are the roles and responsibilities pertaining to QI activities briefly described? • Is the agency's Part B QM program lead identified? • Are opportunities provided to staff to learn more about quality improvement?
Demonstrate how the agency leadership guides, endorses, and champions the Part B QM program		• Is the Part B QM program actively supported and formally guided by senior program leaders who provide institutional commitment and allocate appropriate resources? • Is the Part B QM program effectively linked with the agency-wide QM program, if applicable?
Describe the Part B QM program committee membership and the frequency of meetings		• Is the membership appropriate to the size and funding of the Part B program? • Is the connection to the larger organizational QM committee described, if applicable?
Describe how people with HIV are involved in the development and implementation of the QI activities		• Is the involvement of people with HIV described in the QM plan (e.g., on the QM committee, on QI teams, via focus groups)? • Are client experiences assessed at least annually and findings formally integrated into improvement activities? • Are opportunities provided to clients who actively participate or are interested in improvement efforts?
Describe how the effectiveness of the Part B QM program is evaluated		• Is a process described how the QM program's effectiveness is assessed? • Is a process described how to routinely update the Part B funded QM program infrastructure?

QM Plan Review Checklist

Performance Measurement		
Describe the performance measures and the process to routinely collect performance measure data		• Are the measures appropriately reflective of Part B-funded services? • Are all Part B-expected quality measures included? • Does the Part B-funded service provider have an information system in place for monitoring the utilization of Part B-funded services and for tracking the AIDS Institute-supported performance indicators?
Describe the process to review and analyze the performance measure data		• Is the process of analyzing available performance data results described? • Is the routine review of the AIDS Institute-issued benchmark reports described? • How are data used to drive improvement activities? • Are data analyses conducted to identify potential HIV disparities? • Are data results shared with staff and clients?
Quality Improvement		
Describe how QI projects are selected and the annual improvement focus areas		• Are annual QI projects selected? • Is a rationale provided to select those QI projects? • Are data findings and input by client and staff used to inform the selection of improvement activities?
Describe how QI projects are implemented		• For each QI Project, are QI teams set up to investigate and improve identified priorities? • Do the QI teams include cross-functional representation, including clients? • Does the QI project use improvement tools and methodologies? • Are the QI projects documented?
Outline how QI project updates are shared with the AIDS Institute and other service providers		• Is the QI project outline provided at the beginning of year? • Are QI project updates shared during the AIDS Institute-provided meeting structures? • Are QI project findings shared at the conclusion of the annual quality improvement project?
Work Plan		

Outline a work plan to provide an overview of the Part B QM plan implementation steps		• Are milestones and roles/responsibilities outlined to implement the annual QM plan? • Is the Part B work plan shared with staff and other stakeholders?