



Department
of Health

Quality Improvement Bootcamp

Session Two

Ryan White Part B Quality Management Program

Welcome

COMMUNITY AGREEMENT

Be **present**

Actively **participate**

Ask questions

Reflect on **your own experience**

Be **respectful** of other's experiences

Seek to maintain a **growth mindset**

Root in respect



SESSION TWO AGENDA

Introductions

The Model for Improvement - Review

Developing a Timeline

Project Outcomes

Quality Measurement

Review and Closing

INTRODUCTIONS

Please introduce yourself with:

- Name & Pronouns
- Agency or Affiliation
- Role
- **Fun Fact**

The Earth is 4.543 billion years old.

Seahorses mate for life.

Australia is wider than the moon.



Quality Improvement – The Model for Improvement



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THE MODEL FOR IMPROVEMENT

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What change can we make that we result in improvement?

thinking part



1. Set the Aim
2. Select Measures
3. Develop Change Ideas

PDSA Cycles

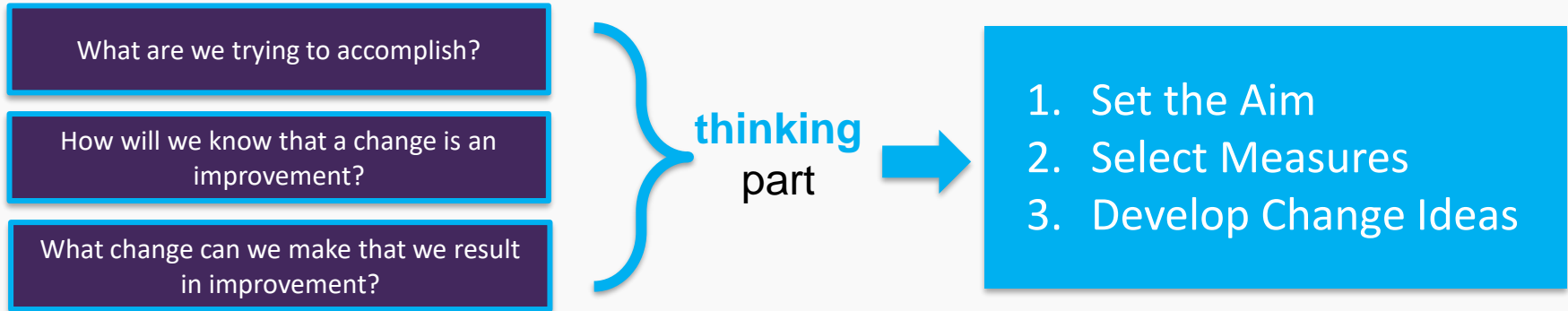


doing part



Four steps for TESTING the change ideas you we develop
Plan it, try it, observe the results, and act on what is learned

THE MODEL FOR IMPROVEMENT: THE THINKING PART



The “**thinking**” part of the Model for Improvement uses quality tools to better understand a problem or quality issue and then developing change ideas to address it.

EXAMPLE AIM STATEMENT FROM LAST SESSION

Insert Example Aim Statement from session 1 here



BUILDING A PROJECT TIMELINE



BUILDING A PROJECT TIMELINE

A **Project Timeline** is a visual list of tasks or activities placed in chronological order, which allows others to view the entirety of the project plan.

Looking at the aim statement for the **end date of success** and the current state of building the project charter, the project manager builds the project timeline.

Think about sequence of events, dependent variables and give some room for changes.



TIMELINE TASK DEPENDENCIES

1. Start To Finish

Have to finish one task before you start another (ex. Land plane before boarding)

2. Start To Start

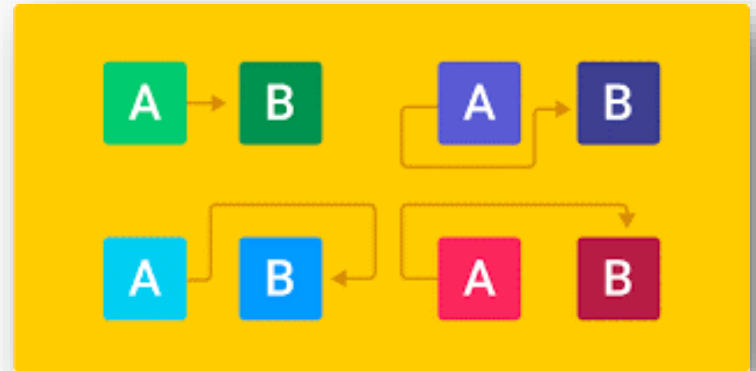
One task has to start before the other can start (ex. Start the show before performers go on)

3. Finish to Finish

Finish of one task finishes another (ex. Finish of presentations means graphics finishes materials)

4. Finish to Start

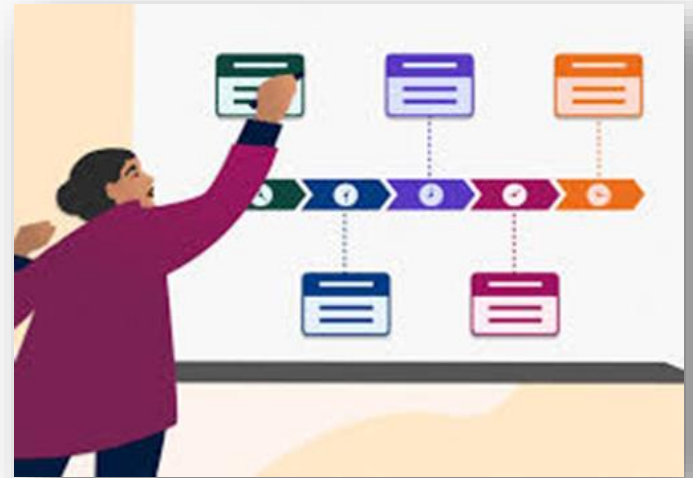
The finish of one task starts another (ex. Finish trade show means the start of the breakdown)



TIMELINE IS AN ESTIMATION

Things that Cause Variation in the schedule:

- Varying skill levels
- Unexpected Events
- Efficiency of Work's time
- Mistakes & Misunderstandings



MILESTONES

A Milestone is a **reference point** that marks a **major event** in a project and is used to monitor the project's progress.

The milestones for a project should present a **clear sequence of events** that will incrementally build up to the **completion of the approved project**.



BUILDING A TIMELINE

- Think of the end/overall timing of project
- Develop broad tasks or phases required
- Note any dependencies
- Add in your milestones



QUESTIONS OR COMMENTS



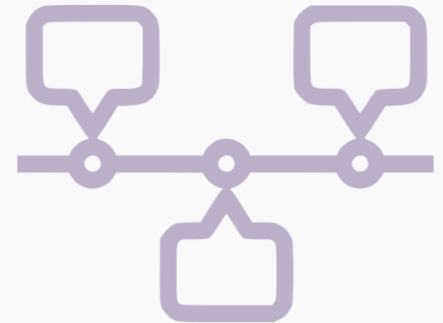
TIMELINE BREAKOUT ACTIVITY INSTRUCTIONS

1

Take the Aim Statement that you developed and think through a sequence of events and build a timeline.

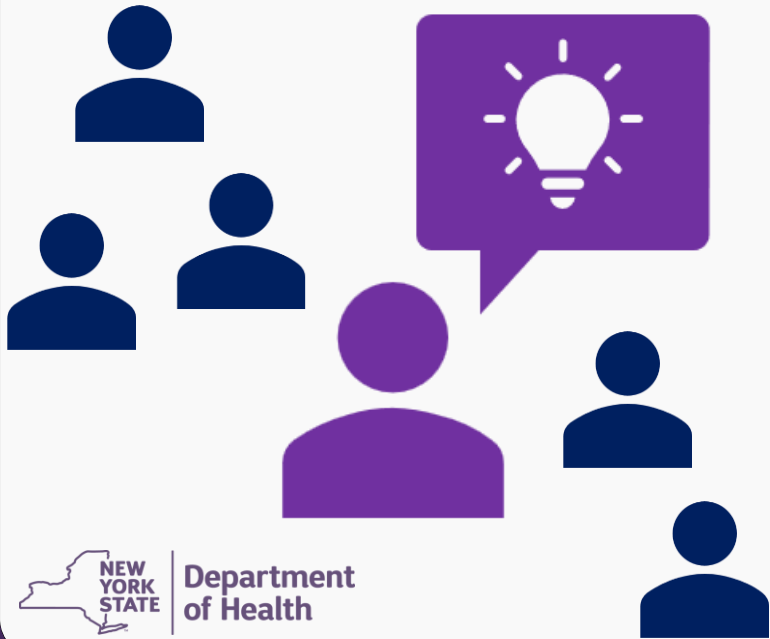
!

There are several activities or tasks listed. Use these tasks or think of your own that is more relative to your project.



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BREAKOUT DEBRIEF



Debrief



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Question

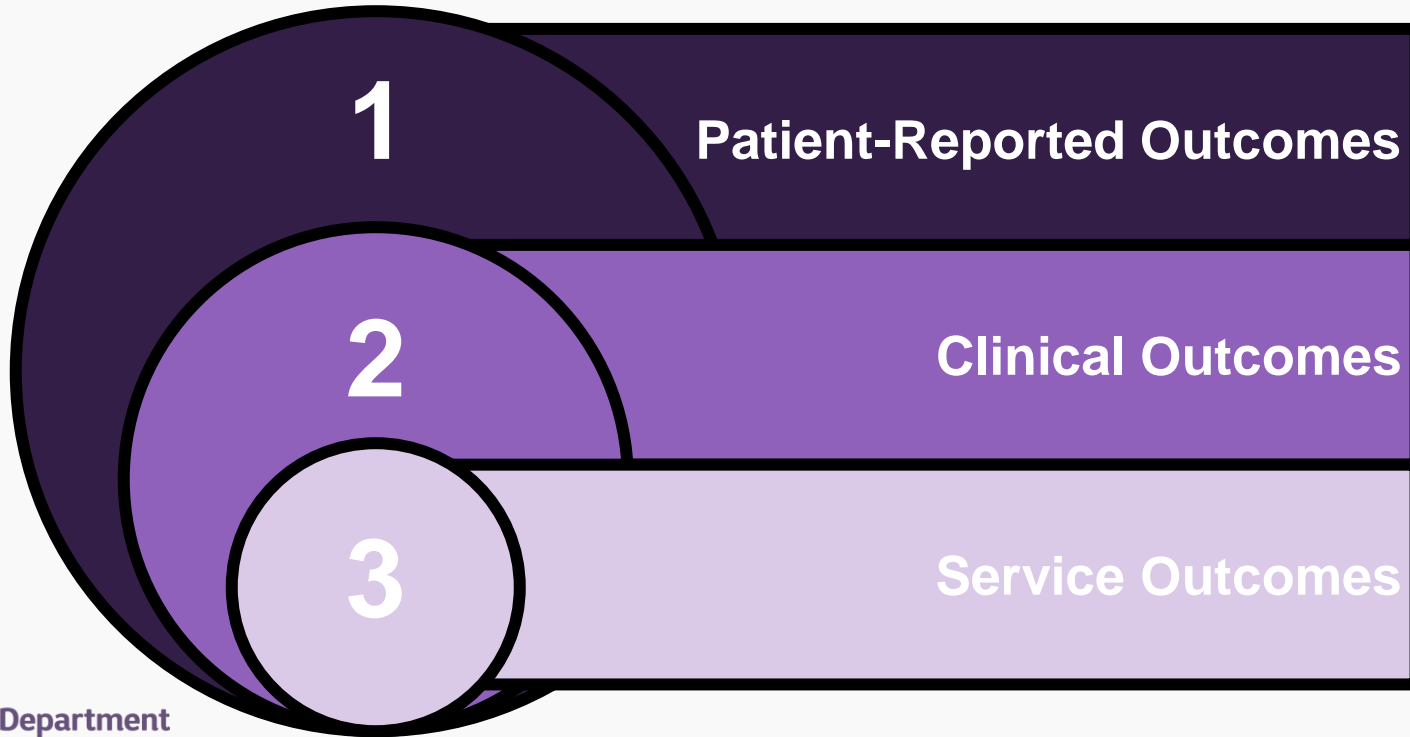
What is something that you have measured doing a quality improvement project?



Project Outcomes



IMPROVEMENT PROJECT OUTCOMES



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CLINICAL OUTCOMES

Clinical outcomes are the **direct effects on participants** of the evidence-based practice (e.g., symptoms, infection)

Examples of Clinical Outcomes:

- Persons dually diagnosed (HIV & AIDS) at entry to care
- Persons with HIV who are virally suppressed

PATIENT-REPORTED OUTCOMES

Patient-Reported Outcomes are any report of the status of a patient's health condition **that comes directly from the patient**, without interpretation of the patient's response by a clinician or anyone else.

Examples of Patient-Reported Outcomes:

- Persons with HIV reporting high satisfaction with care services
- Persons with HIV with documented food insecurity reporting increased food security
- Persons with HIV with co-occurring depression with documented reduction in PHQ-9 score



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Clinical and
Patient/Client

SERVICE OUTCOMES

Service Outcomes describe the interactions that take place between a provider of a service and the consumer of that service; expected service outcomes are the **characteristics of high-quality care**

Examples of Service Outcomes

- Persons with HIV receive *equitable* services
- Persons with HIV receive *timely* services

THE SIX AIMS FOR IMPROVEMENT (STEEEP)

Safety

Timeliness

Effectiveness

Efficiency

Equity

Patient-Centeredness



SERVICE OUTCOMES

Outcome	Definition
Safety	Avoiding harm to patients from the care that is intended to help them
Timeliness	Reducing waits and sometimes harmful delays for both those who receive and those give care
Effectiveness	Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit
Efficiency	Avoiding waste, including waste of equipment, supplies, ideas, and energy
Equity	Providing care that does vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status
Patient-Centeredness	Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions



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Service

SERVICE EXAMPLES

Outcome	Example
Safety	Newly diagnosed persons with HIV have documented <u>confirmatory testing results</u>
Timeliness	Newly diagnosed persons with HIV are linked to care <u>within 24 hours</u>
Effectiveness	Persons with HIV screened for BH using <u>evidence-based tools</u>
Efficiency	There are <u>appropriate numbers of clients</u> scheduled for each day.
Equity	Persons with HIV do not experience <u>disparities</u> in accessing care
Patient-Centeredness	Persons with HIV <u>report high satisfaction</u> with intake procedures



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Service

PROJECT OUTCOMES

Patient-Reported Outcomes

Any report of the status of a patient's health condition **that comes directly from the patient**, without interpretation of the patient's response by a clinician or anyone else

Clinical Outcomes

Direct effects on participants of the evidence-based practice

Function
Symptomology

Service Outcomes

Safety
Timeliness
Effectiveness
Efficiency
Equity
Patient-Centeredness



QUESTIONS OR COMMENTS

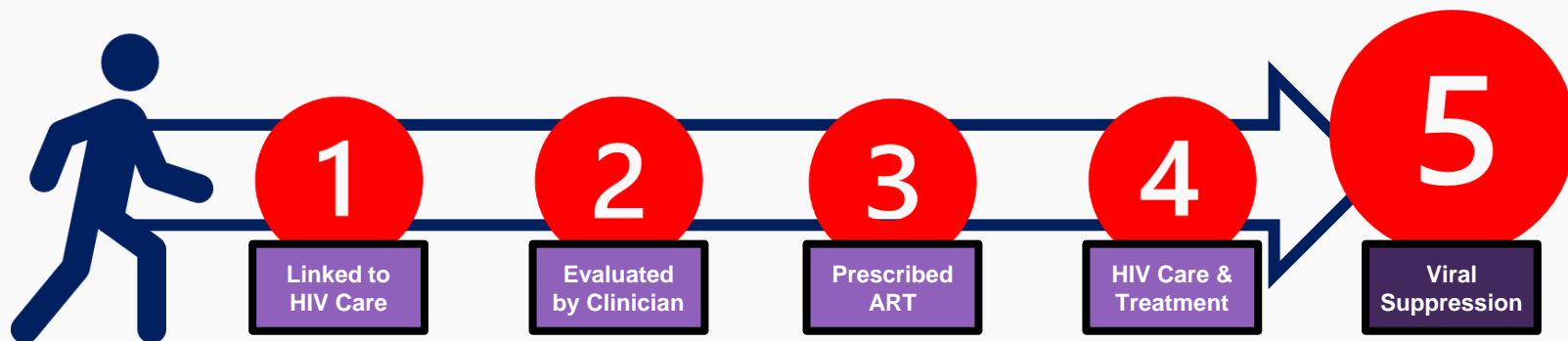


RYAN WHITE EXAMPLE

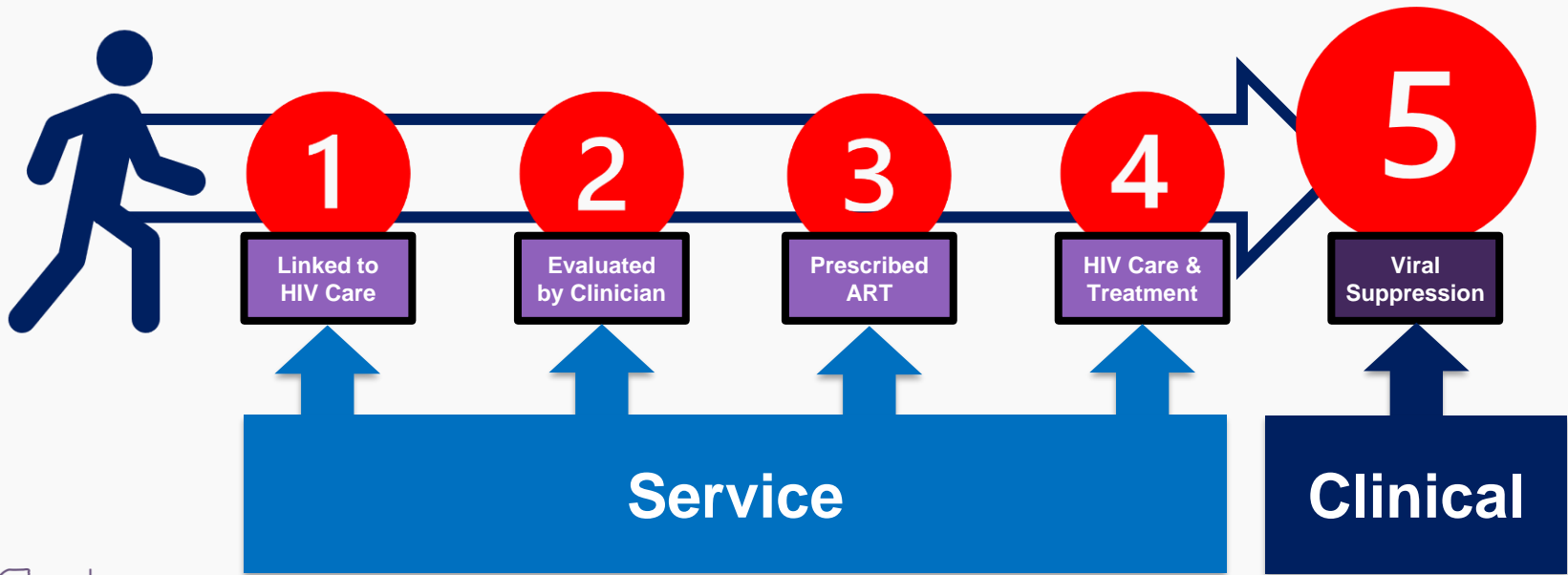


RYAN WHITE HIV/AIDS PROGRAM SERVICE

Outpatient/Ambulatory Health Services provide diagnostic and therapeutic-related activities directly to a client by a licensed healthcare provider in an outpatient medical setting.



OUTPATIENT/AMBULATORY HEALTH SERVICES



Quality Measurement



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WHY DO WE MEASURE FOR IMPROVEMENT?

Attribute	Research	Learning & Process Improvement
Purpose	To discover new knowledge	To bring new knowledge into daily practice
Tests	One large "blind" test	Many sequential, observable tests
Biases	Control for as many biases as possible	Stabilize the biases from test to test
Data	Gather as much data as possible, "just in case"	Gather "just enough" data to learn and complete another cycle
Duration	Can take long periods of time to obtain results	"Small tests of significant changes" accelerates the rate of improvement



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SOURCE:

Institute for Healthcare Improvement. Science of Improvement: Establishing Measures. Accessed on July 1, 2022, from <http://www.ihl.org/resources/Pages/HowtoImprove/ScienceofImprovementEstablishingMeasures.aspx>

QUALITY MEASURES

Quality Measures are standards for measuring the performance and improvement of population health or of health plans, providers of services, and other clinicians in the delivery of healthcare services.

They are **tools** that help us measure or quantify healthcare processes, outcomes, patient perceptions, and organizational structure and/or systems that are associated with the ability to provide high-quality healthcare and/or that relate to one or more quality goals for healthcare.

Source:

Centers for Medicare and Medicaid Services. Quality Measure FAQs. Accessed on November 26, 2022 from <https://mmshub.cms.gov/about-quality/new-to-measures/what-is-a-measure>



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PROJECT OUTCOMES

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Function
Symptomology

Service Outcomes

Safety
Timeliness
Effectiveness
Efficiency
Equity
Patient-Centeredness

REMINDER



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MEASURING OUTCOMES

**Patient-Reported
Outcomes**

**Clinical
Outcomes**

**Service
Outcomes**

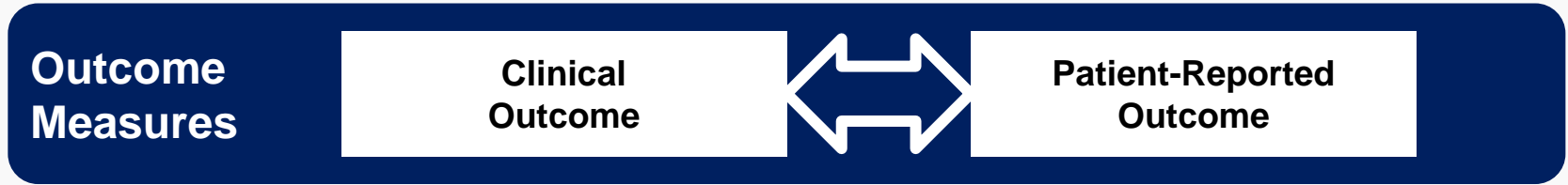
PROMs
Patient-Reported Outcome
Measures

**Outcome
Measures**

**Process
Measures**



OUTCOME MEASURES



Outcome Measures reflect the impact of the health care service or intervention on the health status of patients.

For example, the percentage of clients who are virally suppressed
They are used to measure **clinical & patient-reported outcomes**
Patient-Reported Outcome Measure (PROMs)

Outcome measures represent the “gold standard” in measuring quality



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Adapted from:

Types of Health Care Quality Measures. Agency for Healthcare Research and Quality, Rockville, MD.

PROCESS MEASURES



Process measures indicate what a provider does to maintain or improve outcomes

For example, the percentage of clients screened for food insecurity

They are used to measure **service outcomes**.

Process measures focus on **steps** that should be followed to provide good care or a good service.



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Adapted from:

Types of Health Care Quality Measures. Agency for Healthcare Research and Quality, Rockville, MD.

SUBPROCESS MEASURES



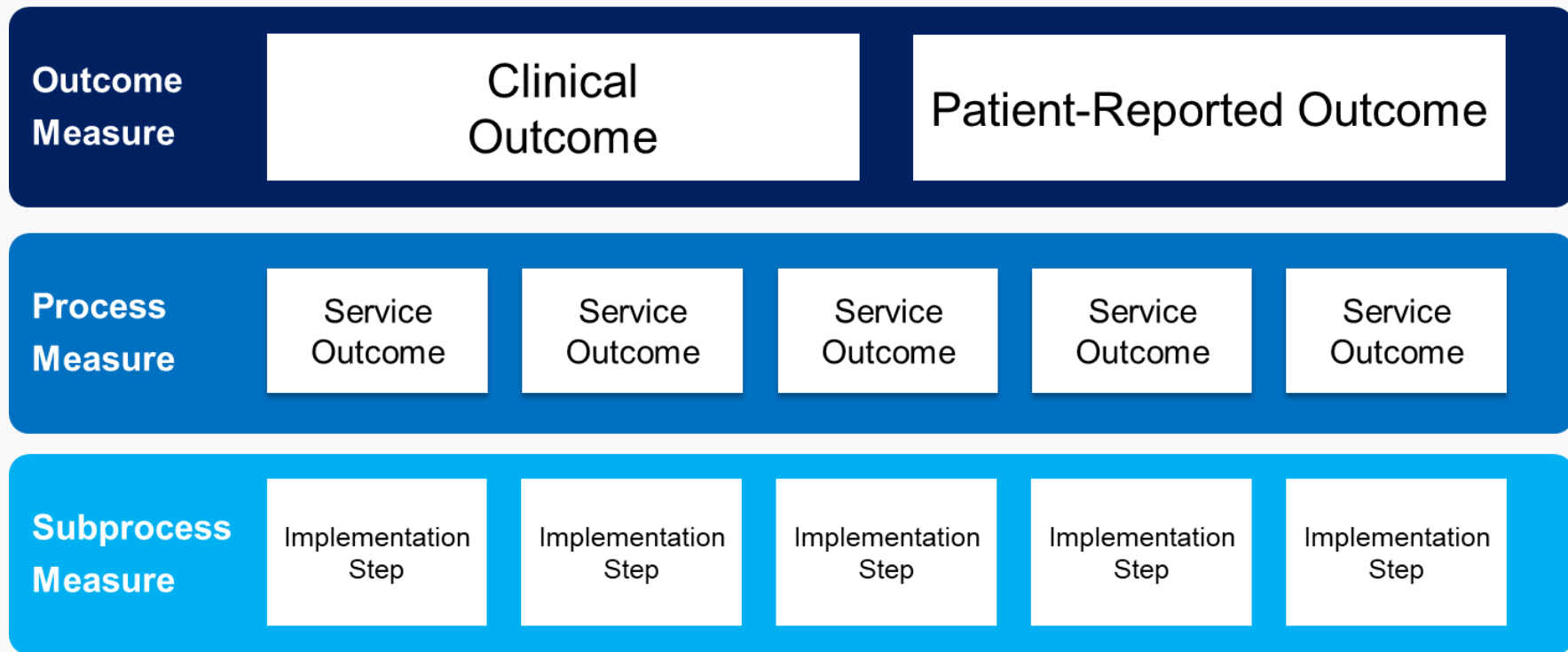
Subprocess Measures are used to monitor the steps of a process and can be thought of as PDSA “**cycle measures**”

Subprocesses are the activities associated with the **correct implementation of the process.**

For example, the **number of staff trained to screen** for food insecurity

They are used to measure **implementation** during **PDSA Cycles**

MEASUREMENT TREE



QUESTIONS OR COMMENTS



Measurement Activity



MEASUREMENT ACTIVITY INSTRUCTIONS

1

New Group – Introductions

2

Review the Instructions

3

Complete the Activities for Measurement



**Document Using the
Aim Statement
Worksheet**



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BREAKOUT DEBRIEF



Debrief



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PDSA Cycles



doing part



Four steps for TESTING the change ideas you we develop
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QUESTIONS OR COMMENTS



AHA MOMENTS

Thinking back over today's information and materials, is there anything from today that produced an **“aha”** or **“lightbulb” moment** where something made more sense than it did before or something new helped you to better understand?



Thank You