



**Department  
of Health**

# **Ryan White Part B**

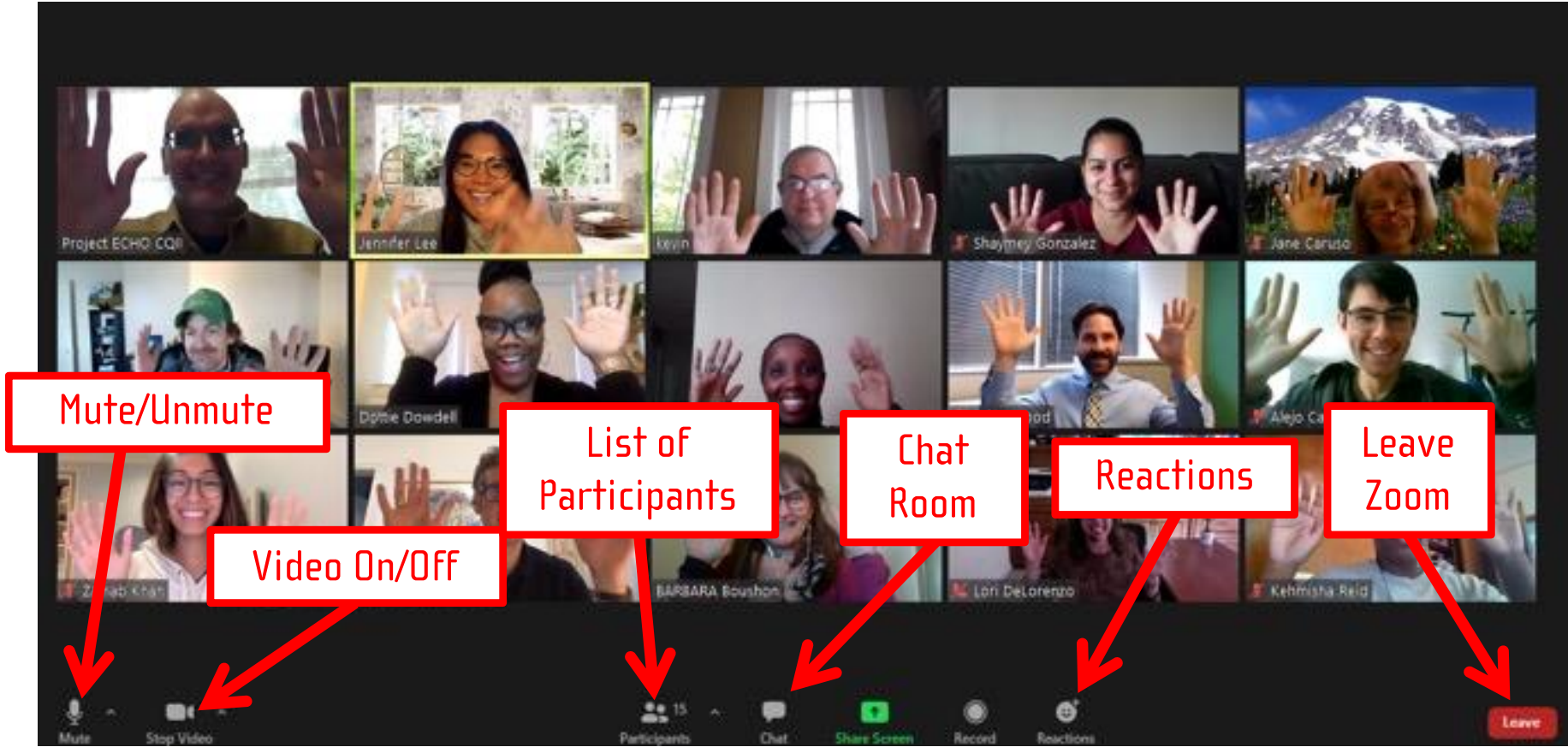
**Make Your Voice Count  
Consumers in Quality**

# Session 2: Defining Data and Putting Quality into Practice

# Objective

Increase the capacity of consumers involved in quality improvement activities at Ryan White HIV/AIDS Program Part B funded agencies.

# Reminder about Basic Zoom Functions



# Good Practices for Zoom Participation

- + **Re-label your Zoom tile** to state your first name & preferred pronouns
- + **Keep video on** and mute your line when needed
- + **Use the chat room** to ask for clarifications, post questions, or share your wisdom



Please be reminded that we will record our session for later replay!

# Ground Rules

- Privacy & Confidentiality are Top Priority
- One Mic
- ELMO (Enough Let's Move on)
- Don't Yuk My Yum
- Agree to Disagree
- Step Up Step Back
- Ouch

# Introductions

Please share your name and one expectation for this training?



# What will you learn in this webinar?

- Quality and the Consumer Voice – Review of Session 1
- Defining Data Types and Terms
- Introduce the Quality Management Plan and QM Team



# Defining Quality and the Consumer Voice

## Session 1 Summary

- What is Quality Improvement?
- Why is Consumer Involvement important?
- What does Consumer Involvement look like?
- What are some QI Tools and Techniques?

# Quality Improvement



Clinical Quality  
Management Program

- Balance of performance measurement and improvement activities
- Quality management program supports improvement activities

# Quality of Care

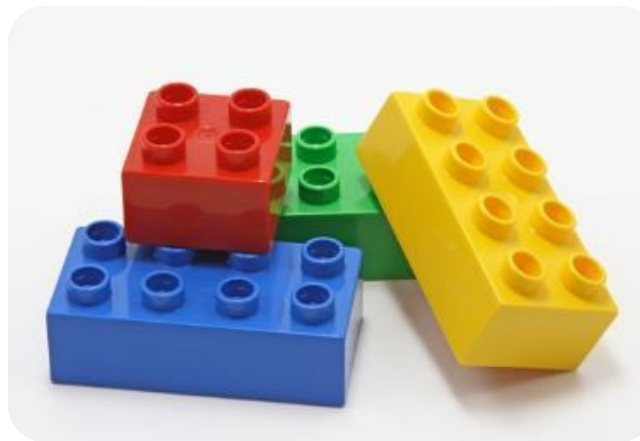
The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.

- Institute of Medicine

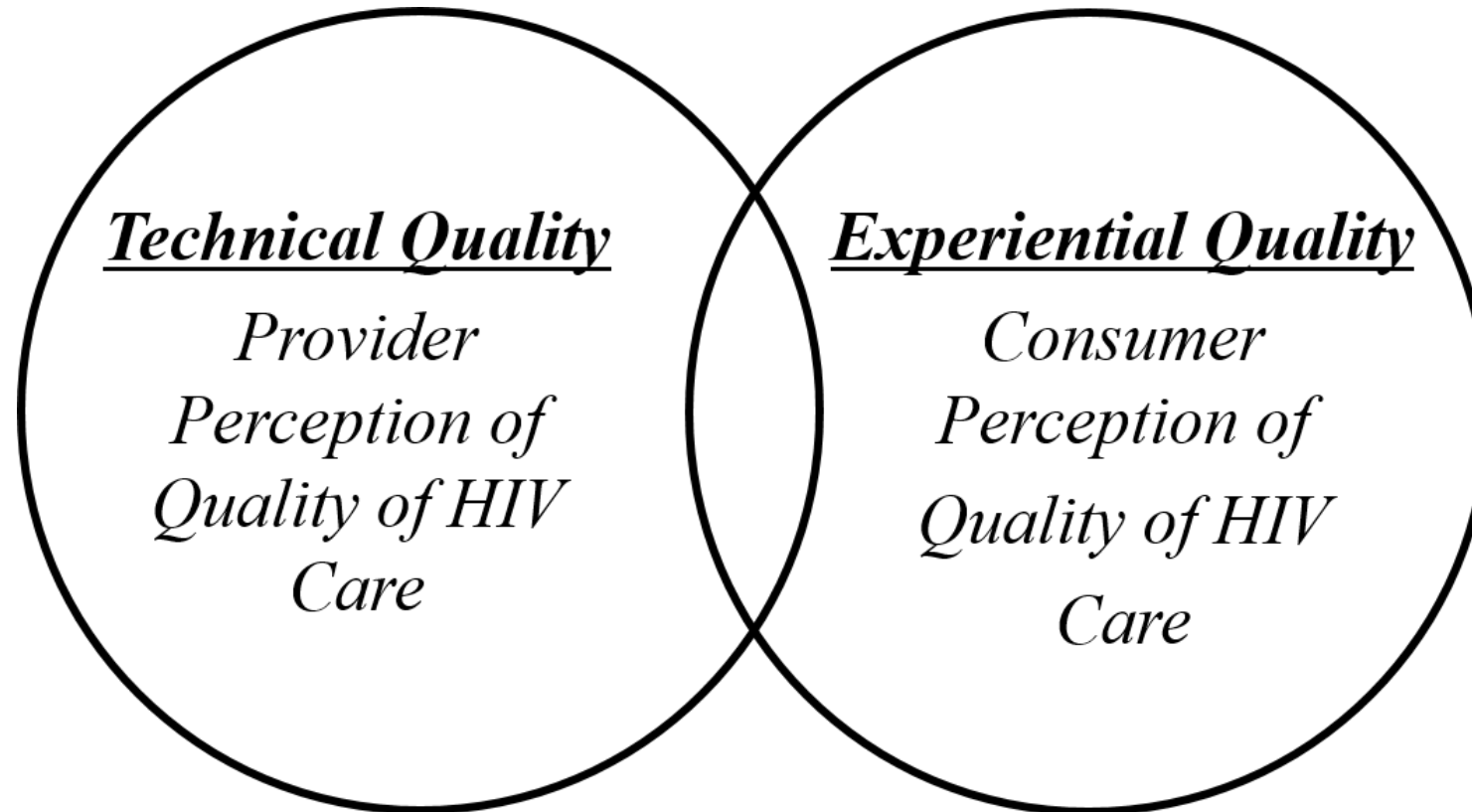
Institute of Medicine. Lohr KN, editor(s). Medicare: a strategy for quality assurance. Vol. 1. Washington (DC): National Academy Press; 1990 May. p. 21.

# History of Involvement

- Fingerprints – The Denver Principles; Authors and Souls
- Blueprints – RWHAP; Drafters and Supporters
- Nuts and Bolts – Community Planning Members
- Betterment – Quality Improvement Advocates



# Dimensions of Quality



# Engaging Consumers in Quality

- Surveys
- Focus Groups
- Consumer Advisory Boards (CAB)
- Staff
- Board of Directors
- Feedback



HRSA Ryan White HIV/AIDS Program

**CENTER FOR QUALITY  
IMPROVEMENT & INNOVATION**



1995 POP CULTURE	"O" CANADA	KNOW YOUR BORDERS	WHAT'S YOUR SIGN?	FLY LIKE AN EAGLE	NATIONAL PASTIMES
\$100	\$100	\$100	\$100	\$100	\$100
\$200	\$200	\$200	\$200	\$200	\$200
\$300	\$300	\$300	\$300	\$300	\$300
\$400	\$400	\$400	\$400	\$400	\$400
\$500	\$500	\$500	\$500	\$500	\$500

# QI Jeopardy: General HIV

And the categories are...



Source: Adapted from a slide set from Jane Caruso

The Parts	Celebrity HIV	Quality Acronyms	Data Terms	Pot Luck	Medical Acronyms
<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>
<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>
<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>
<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>
<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>

FINAL

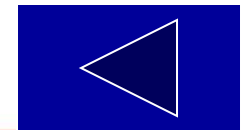


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## The Parts 400

The “Part” that provides  
states and territories with  
ADAP funding

Part B

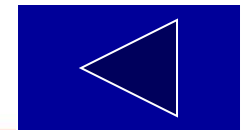


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# Quality Acronyms 500

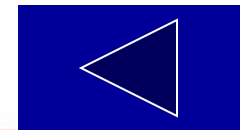
# PDSA

Plan Do Study Act



# Numerator over Denominator

Percentage or Fraction

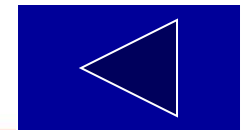


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Pot Luck 300

# Closely taking a prescribed treatment regimen

Adherence

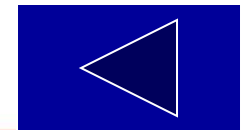


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# Medical Acronyms 400

# HAART

Highly Active Anti Retroviral Therapy



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# FINAL JEOPARDY

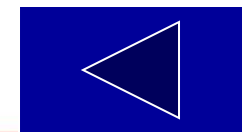
CATEGORY:

Retention

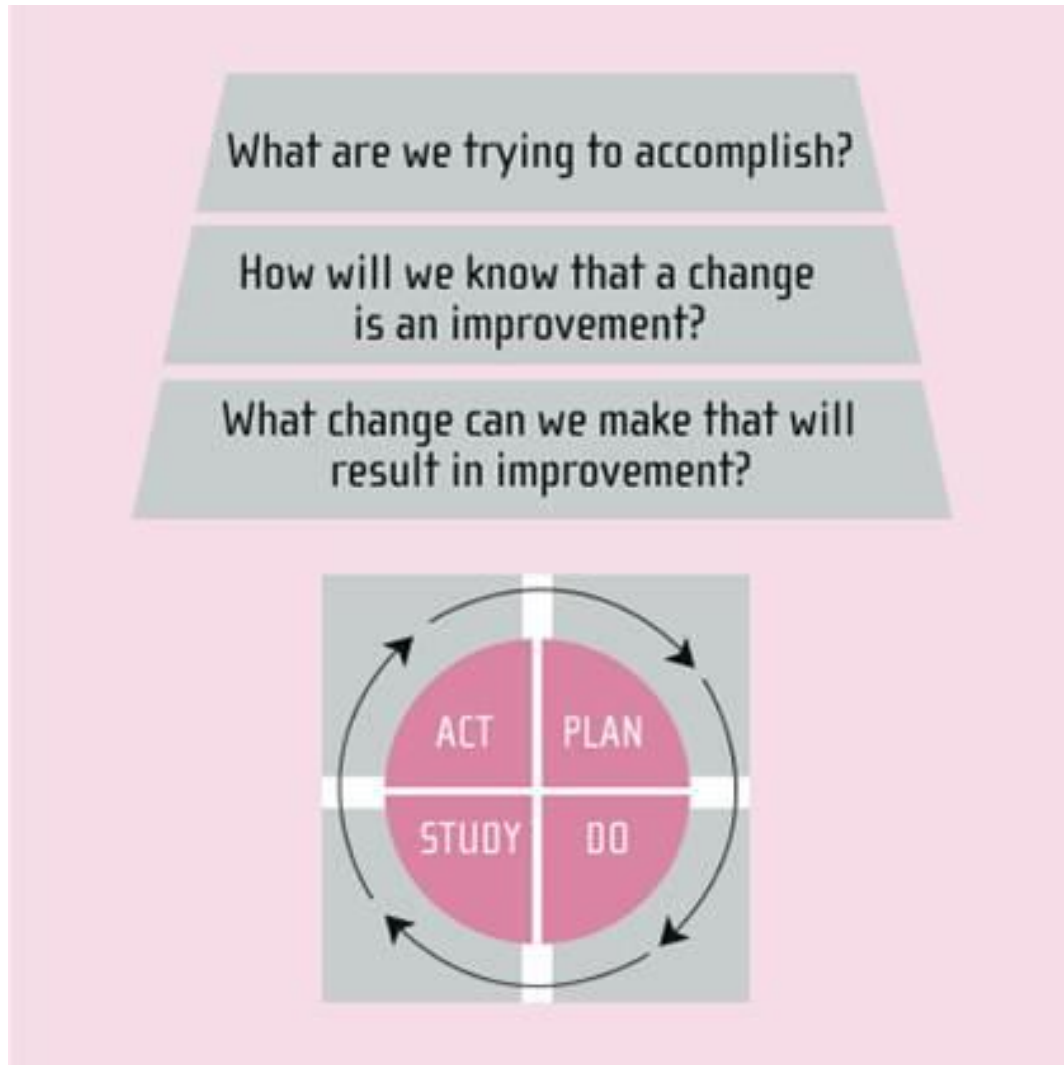
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# The number of recommended annual visits per year for a clinically stable HIV patient

2 visits per year



# Model for Improvement

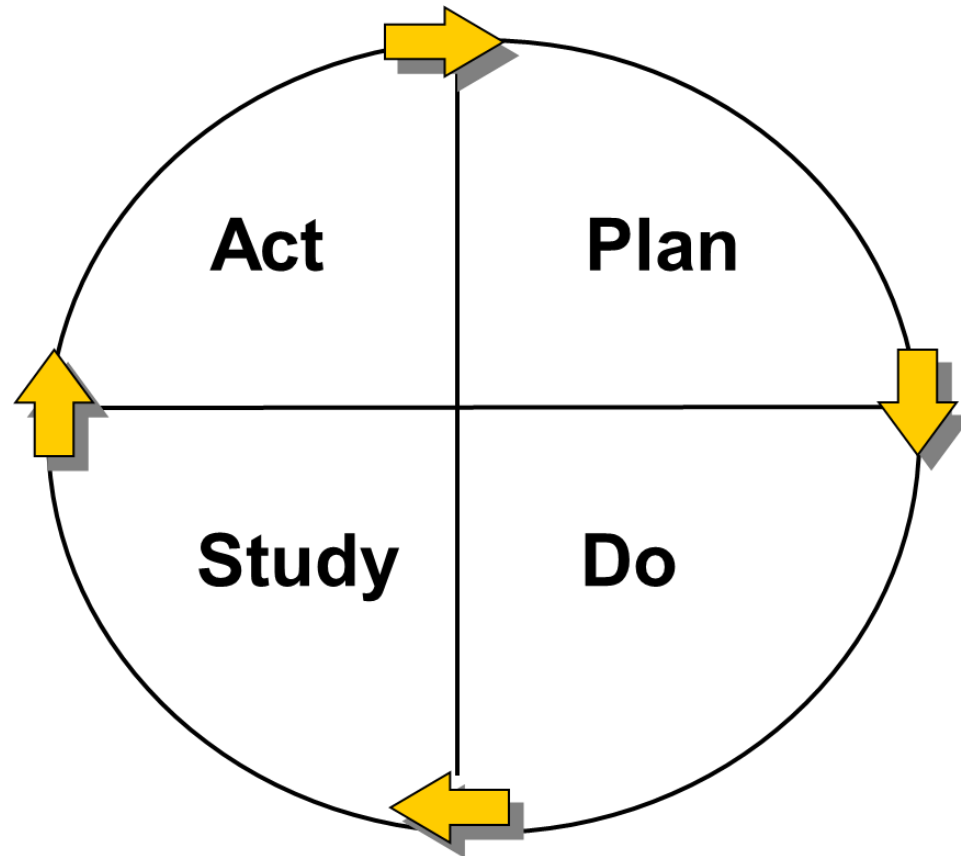


## Three Questions:

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



# PDSA Cycle

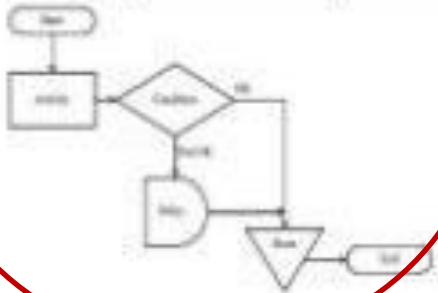


## Why use the PDSA Cycle to test for change?

- Increase your confidence that the change will result in improvement
- Learn to adapt the change to conditions in the local environment
- Minimize resistance when you move to implementation

# Quality Tools

**Process Flow Chart:** Finds trouble spots of the process



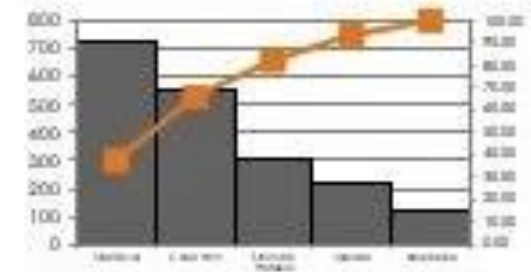
**Check Sheet:** Confirms the physical presence of defects



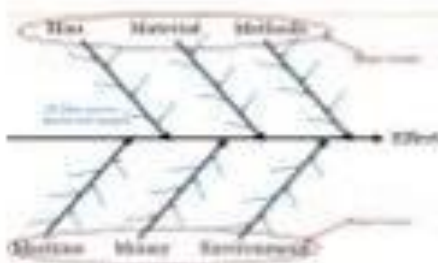
**Histogram:** Presents and understands the spread of data



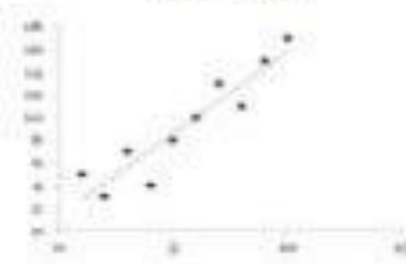
**Pareto Chart:** Identifies vital few instead of trivial many



**Fishbone Diagram:** Finds root cause for an effect



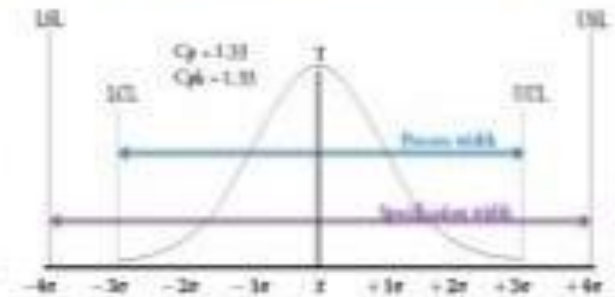
**Scatter Chart:** Confirms the relationship between two variables



**Control Charts:** Remove assignable causes and control the process



**SPC and Process Capability Analysis** for process improvement



# What are Data?

- Factual information, especially information organized for analysis or used to reason or make decisions
- Numerical or other information represented in a form suitable for processing by computer
- Values derived from scientific experiments

# Types of Data

Quantitative Data -  
Counting Things:

5 Jelly Beans

or

1 Red Jelly Bean

1 Green Jelly Bean

1 Orange Jelly Bean

1 Pink Jelly Bean

1 Purple Jelly Bean



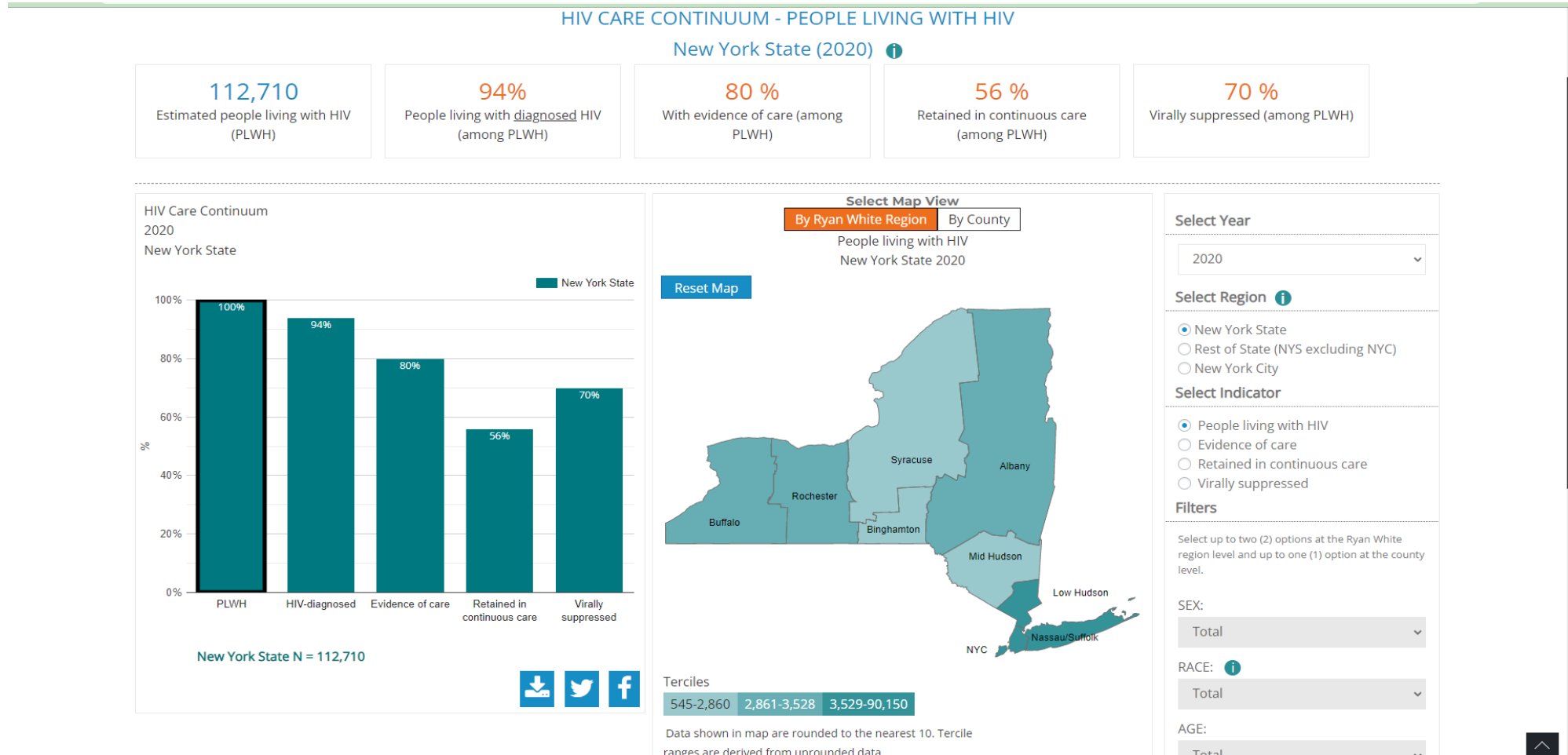
# Types of Data

## Qualitative Data - Describing Things:

- There are red, green, orange, pink and purple Jelly Beans
- Each of the Jelly Beans is oval shaped and about the same size
- They all taste delicious



# Considering Data



# Data Terms

- Percent
  - One part in a hundred
  - A percentage or portion
  - percentages are used like fractions and decimals, to describe parts of a whole; the whole is considered to be made up of a hundred equal parts.

# Data Terms

- **Average**

- Add the numbers together and divide by the number of numbers.
- refers to the 'middle' or 'central' point.
- in mathematics, the term refers to a number that is a typical representation of a group of numbers (or data set).
- can be calculated in different ways - the mean, median or mode.



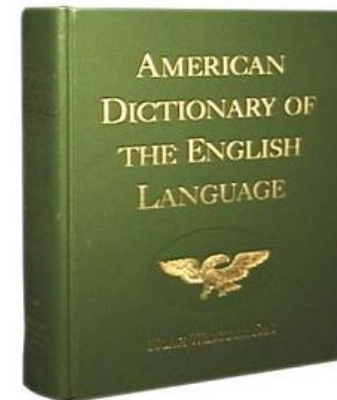
# Data Terms

- Mean
  - The sum of values divided by the number of values.
- Median
  - The middle value when the values are ranked.
- Mode
  - The most frequently occurring value.

Read more at: <https://www.skillsyouneed.com/num/averages.html>

# Data Terms

- Rate
  - A quantity measured with respect to another measured quantity
    - *a rate of speed of 60 miles an hour.*
  - A measure of a part with respect to a whole; a proportion
    - *the mortality rate; a tax rate*



# Disparity and Equity

- Health Disparity – systematic difference in health between social groups
- Health Equity - the absence of disparities or avoidable differences among social groups

# Quality Management Plan

A quality management plan is a written document that outlines the Ryan White HIV/AIDS Program recipient HIV quality program, including a clear indication of responsibilities and accountability, performance measurement strategies and goals, and elaboration of processes for ongoing evaluation and assessment of the program.

# Clinical Quality Management Team

- A quality improvement committee is cross-functional to ensure that multiple viewpoints are represented
- The Clinical Quality Management Team has the responsibility to develop and implement all quality improvement projects

# Clinical Quality Management Team Functions

## Strategic planning

- Development of the written HIV quality management plan
- Prioritization of quality goals that are most critical
- Selection of quality improvement projects and activities
- Identification of clinical performance measures

## Establishing a common culture

- Facilitating innovation and change
- Providing guidance and reassurance

## Evaluation of improvement efforts

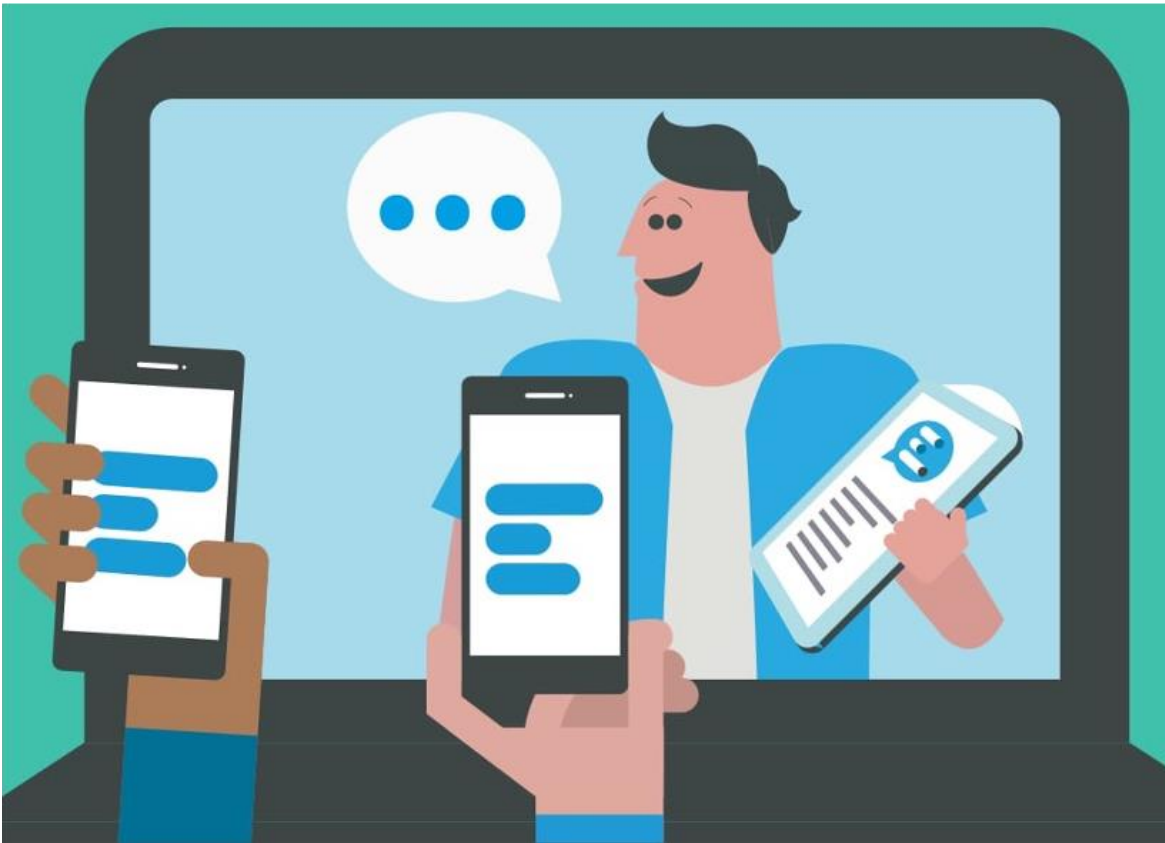
# Who should serve on the Clinical Quality Management Team?

- Clinical Leadership
  - Has authority to test and implement a change and understands how this will affect clinical care process and organization
- Technical Expertise
  - Has knowledge of the process and area in question like information technology or data systems
- Day-to-Day Leadership
  - Lead for clinical quality management team or committee and ensures completion of tasks
- **Consumers**
  - Bring the voice of patients and their shared lived experience to the group

# Aha Moments & Wrap Up



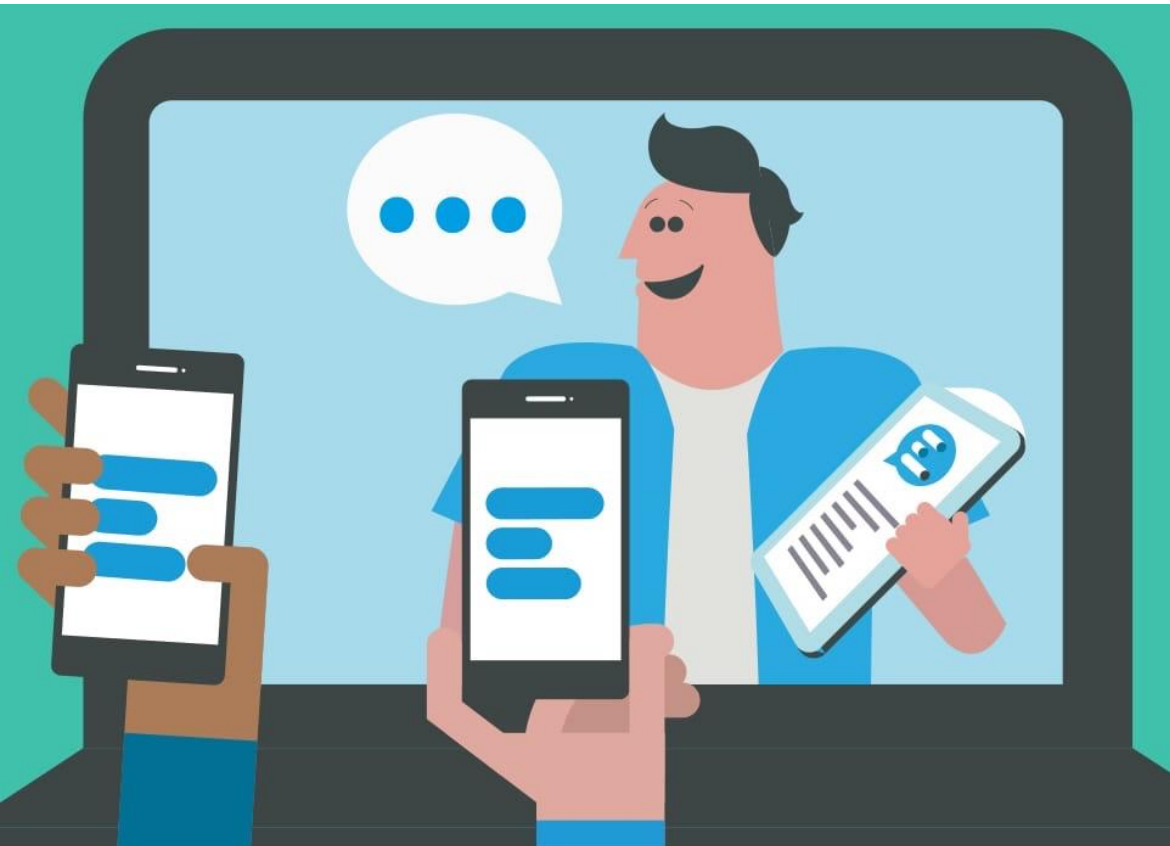
## Time for Some Polling Questions



*How helpful was today's session to learn about quality improvement?*

[Select one]

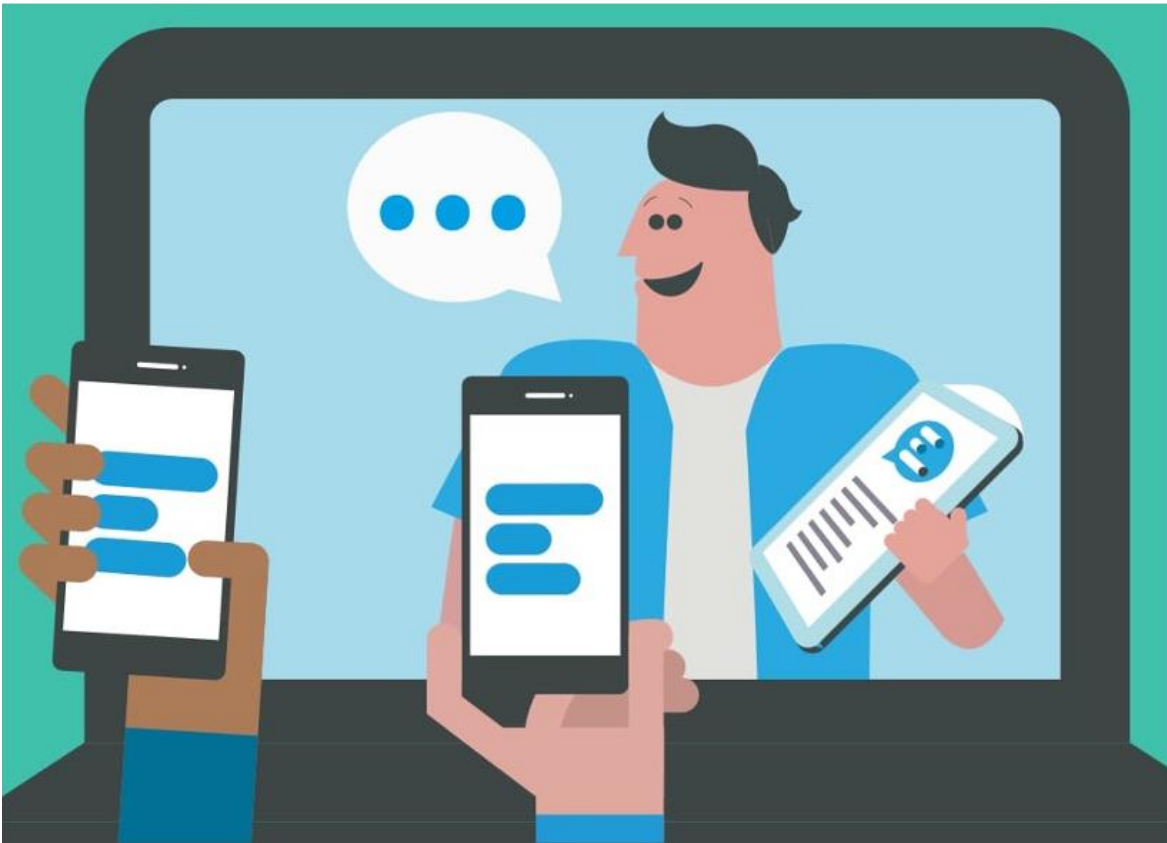
## Time for Some Polling Questions



*How engaged were you in today's session?*

[Select one]

## Time for Some Polling Questions



*How likely will you implement the lessons learned of this session when working with your programs?*

[Select one]

# Next Session

**Title: Engaging Consumers in Quality**

**Date: Tuesday - May 3, 2022 at 11AM**

## Contact Information

Dawn Trotter - [dtrotter@evergreenhs.org](mailto:dtrotter@evergreenhs.org)

Richard Fowler - [rfowler@trilliumhealth.org](mailto:rfowler@trilliumhealth.org)

AI RW Part B Program - [AIQM@health.ny.gov](mailto:AIQM@health.ny.gov)

<https://quality.aidsinstituteny.org/PartBClinicalQualManage/PartBClinicalQualManage>

