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Ryan White Part B Quality Management Program

What is QI and Why is It Important?

Session 1

FACILITATORS



Dawn Trotter, CPW



Rich Fowler, CPW

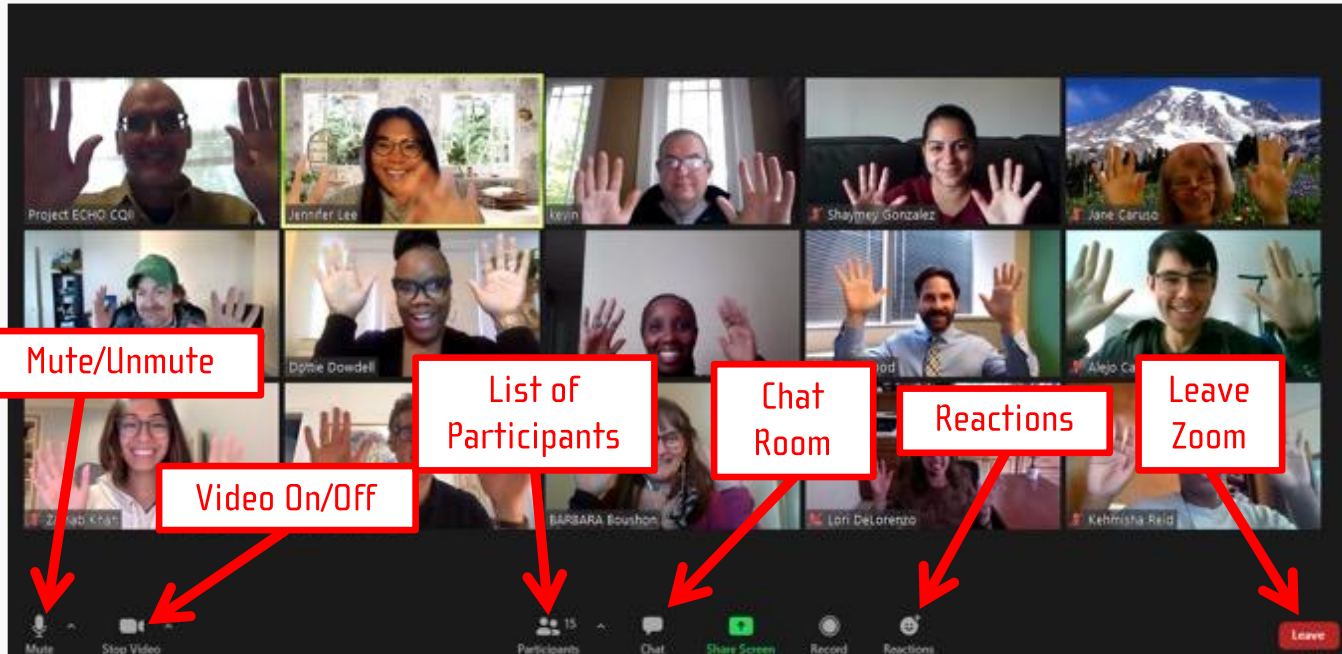


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OBJECTIVE

This educational series is intended to increase the capacity of consumers participating in quality improvement activities at Ryan White HIV/AIDS Program Part B funded agencies.

REMINDER ABOUT BASIC ZOOM FUNCTIONS



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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!



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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 thing you look forward to learning from this training?



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Pre- Session Poll

When the poll launches, please scroll down and answer all 7 questions.
There are no wrong answers.



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WHAT WILL YOU LEARN IN THIS WEBINAR?

- Define Quality of Care
- Introduce Quality Improvement
- Describe the Model for Improvement

*Each session in this series can give
NYS Certified Peer Workers 1.5
continuing education hours*



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DISCUSSION

In one word, what does
“quality of care” mean to you?

How would you describe
“high-quality care” to
someone else?



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HEALTHCARE QUALITY

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



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

QUALITY IMPROVEMENT

Quality improvement is a **framework used to systematically improve care.**

Quality improvement seeks to **standardize processes** to make care safer, timelier, more effective, more efficient, more equitable, and/or more patient-centered.

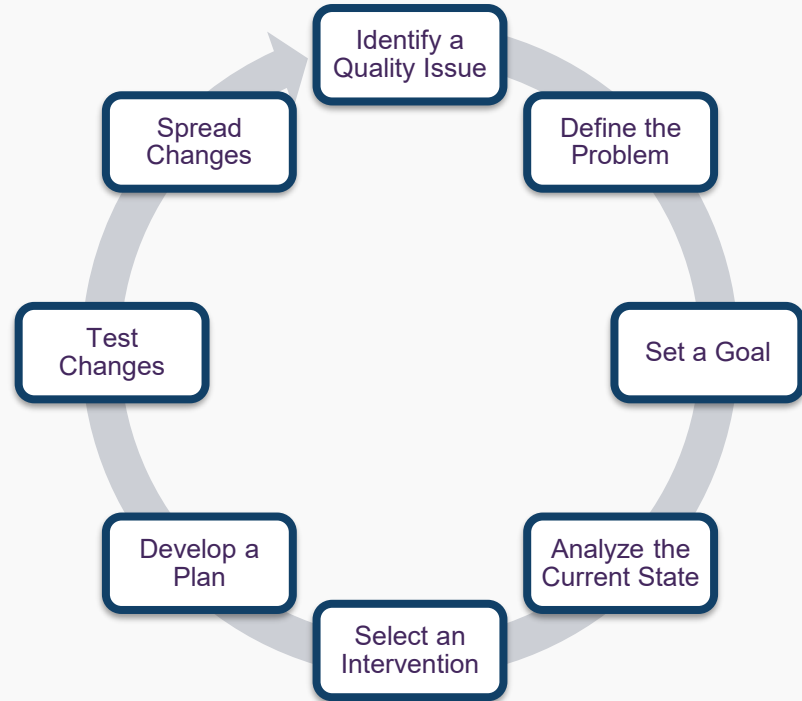


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"Quality Measurement and Quality Improvement" – Centers for Medicare and Medicaid Services.
Accessed from www.cms.gov

QUALITY IMPROVEMENT PROJECT CYCLE

- Identify a Quality Issue
- Define the Problem
- Set an Improvement Goal
- Analyze the Current State
- Select an Intervention
- Develop a Plan
- Test Changes
- Spread Changes





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COFFEE ?

Let's take a 5-minute
break so you can freshen
your coffee and stretch
your legs



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Methods of Involvement



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METHODS OF INVOLVEMENT

Informal

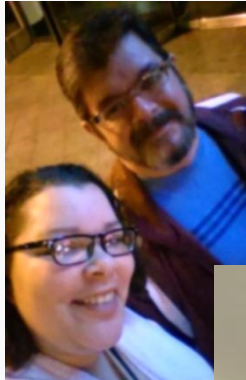
- Patient Satisfaction Surveys
- Patient Experience Activities
- Town Halls
- Focus Groups
- Comment Cards
- Direct Feedback to Provider

Formal

- Board of Directors
- Advisory Board Member
- Quality Management Committee Member
- Quality Improvement Project Team Member



METHODS OF INVOLVEMENT



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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



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THE THINKING PART

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in an improvement?

thinking
part

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



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THE THINKING PART

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in an improvement?

thinking
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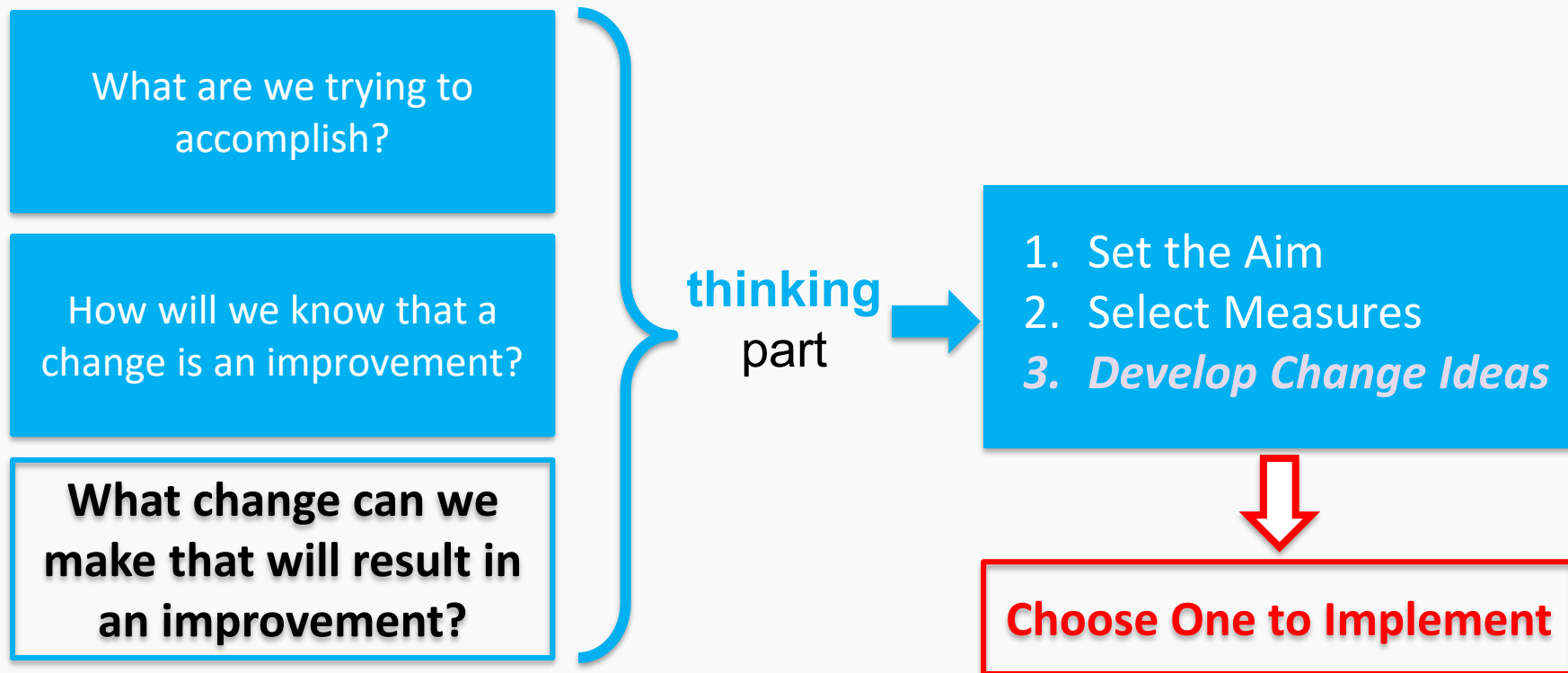


1. Set the Aim
2. *Select Measures*
3. Develop Change Ideas



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THE THINKING PART



THE MODEL FOR IMPROVEMENT: THE DOING PART

PDSA Cycles



doing
part

Four steps for **TESTING** the change ideas you develop

Plan it, try it, observe the results, and act on what is learned

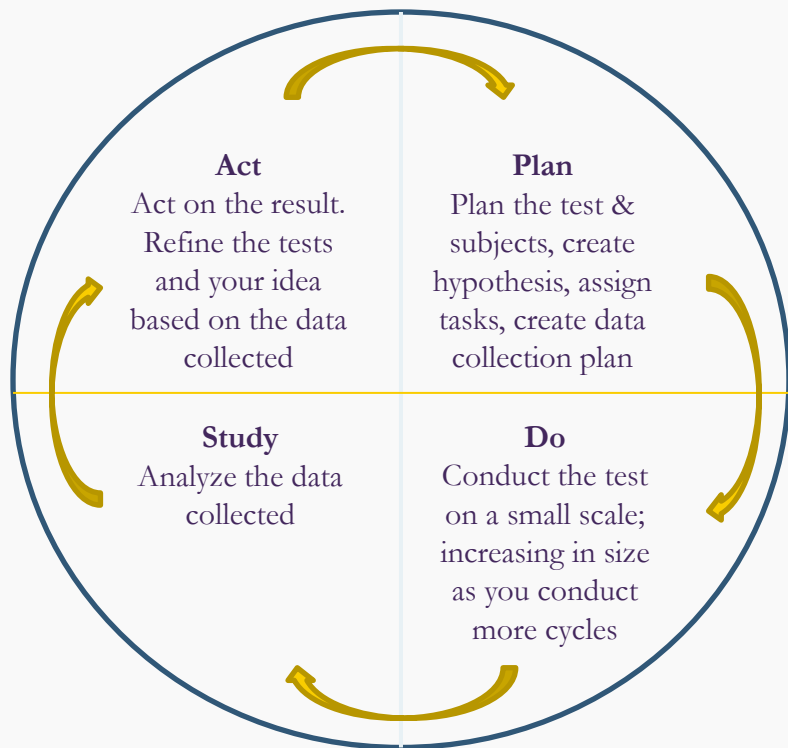
The “**doing**” part of the Model for Improvement uses of **Plan-Do-Study-Act** or **PDSA Cycles** to test changes prior to implementation.

PDSA Cycles are the **engine that drives ongoing learning** as an intervention is adapted for use in a specific agency.



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PLAN, DO, STUDY, ACT (PDSA) CYCLE



- Do we have the right voices at the table?
- Is the new intervention ready to test?
- Do we have a hypothesis?
- Do we know who is doing what and when?
- Do we have a plan to collect and use our data?



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Aha Moments & Wrap Up



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Next Session

Title: Selecting Quality Improvement Measures

Date: Tuesday, January 20, 2026
11:00 am – 12:30 pm

Contact Information

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



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