

NQC Checklist for the Review of an HIV-Specific Quality Management Plan

Grantee: _____

Date: _____

How to use this checklist:

A Quality Management (QM) Plan defines a quality program’s strategic direction and provides a blueprint for upcoming improvement activities for the HIV program. While there is no universal "how-to" template for creating a quality management plan, this document outlines the basic domains that should be covered in each plan: Quality statement, Quality improvement infrastructure, Quality Plan Implementation, Performance measurement, Annual quality goals, Participation of stakeholders, Evaluation, Capacity Building, Process to update the Plan, and Communication.

This checklist has been created to assist those who are: 1) working with grantees to develop an HIV-specific Quality Management (QM) Plan; and/or 2) reviewing a QM Plan for completeness. Keep in mind that this checklist should be used as a reference and assessment tool and that the most important step is to get started.

Definition of terms:

The term Quality Management Program encompasses all systematic and continuous quality processes, including the formal organizational quality infrastructure and quality improvement related activities, consistent with other QI and QA programs with identified leadership, accountability and resources to develop a strategy for using and measuring data to determine progress toward evidence-based benchmarks with a focus on linkages and provider and client expectations using data collection practices to ensure that goals are accomplished and result in improved outcomes.

Quality Management Plan: is a written document that outlines how the quality management program will be implemented, 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.

Domain in QM Plan	Description	✓ - Comments
Quality statement	<ul style="list-style-type: none"> • <u>Provides brief purpose</u> describing the end goal of the HIV quality program and a <u>shared vision</u> to which all other activities are directed; assume an ideal world and ask yourselves, “What do we want to be for our patients and our community?” 	
Quality infrastructure	<p>The quality infrastructure includes the following elements:</p> <ul style="list-style-type: none"> • <u>Leadership</u>: Identifies who is responsible for the quality management initiatives. • <u>Quality committee(s) structure</u>: Documents who serves on the quality committee, who chairs the committee, and who coordinates the QM activities • <u>Roles and Responsibilities</u>: Defines all key persons, organizations, and major stakeholders and clarifies their expectations for the quality management program. • <u>Resources</u>: Identifies the resources for the QM program 	

Domain in QM Plan	Description	✓ - Comments
Performance measurement	<ul style="list-style-type: none"> • Identifies and <u>quantifies the critical aspects of care and services</u> provided in the organization; ensures integration with other Titles or accrediting bodies, GPRA, Program Assessment Rating Tool (PART) measures and unmet need • <u>Identifies indicators</u> to determine the progress of the QM Program • Indicates who will collect, and analyze data • Indicates who is <u>accountable for collecting, analyzing, and reviewing performance data</u> results and for articulation of findings • Includes strategies on <u>how to report and disseminate</u> results and findings; communicate information about quality improvement activities • Processes in place to <u>use data</u> to develop new QI activities to address identified gaps 	
Annual quality goals	<ul style="list-style-type: none"> • Quality goals are endpoints or conditions toward which quality program will direct its efforts and resources • Selects only a <u>few measurable and realistic goals</u> annually (not more than 5); uses a broad range of goals • Indicates that those annual goals are <u>established priorities</u> for the QM Program • <u>Establishes thresholds</u> at the beginning of the year for each goal 	
Participation of stakeholders	<ul style="list-style-type: none"> • Lists <u>internal and external stakeholders</u> and specify their engagements in the QM program • Provides <u>opportunities for learning about quality</u> for staff • <u>Includes community representatives</u>, as appropriate • Specifies how feedback is gathered from key stakeholders 	
Evaluation	<ul style="list-style-type: none"> • <u>Evaluates the effectiveness of the QM/QI infrastructure</u> to decide whether to improve how quality improvement work gets done • <u>Evaluates QI activities</u> to determine whether the annual quality goals for quality improvement activities are met • <u>Reviews performance measures</u> to document whether the measures are appropriate to assess the clinical and non-clinical HIV care 	
Capacity Building	<ul style="list-style-type: none"> • <u>QI capacity building of providers</u> and spread of QI performance measurement systems and QI activities. • Identifies methods for QI training opportunities • Provision of <u>technical assistance on QI</u> and support for QI activities • <u>Indicates how data are being fed back</u> to providers and key stakeholders 	

Domain in QM Plan	Description	✓ - Comments
Process to update QM Plan	<ul style="list-style-type: none"> • Identifies routine <u>schedule to at least annually update</u> QM Plan • <u>Specifies accountability</u> – indicates who will initiate process to update/revise plan. • <u>Indicates a sign-off process</u> to finalize plan; potentially include internal/external stakeholders; include signatures of key stakeholders 	
Communication	<ul style="list-style-type: none"> • <u>Outlines process to share information</u> with all stakeholders at appropriate intervals • Identifies <u>format</u> for communication • Identifies <u>communication intervals</u> 	
Formatting	<ul style="list-style-type: none"> • Clear and easy to follow <u>layout and organization of content</u> • <u>Clear dating of document</u>, including date of ‘expiration’; page numbers 	
QM Plan implementation	<ul style="list-style-type: none"> • <u>Specifies timelines</u> for implementation to accomplish those goals – workplan • <u>Specifies accountability</u> for implementation steps • Provides milestones and associated measurable implementation objectives 	