



QUALITY MANAGEMENT COMMITTEE Policies and Procedures

Purpose

The purpose of the Quality Management Program for Ryan White Part A in the Broward County EMA is to systematically monitor, evaluate, and continuously improve the quality and appropriateness of HIV care and services provided to all clients receiving Ryan White Part A and MAI funded services in Broward County.

Policy

The Quality Management (QM) Committee shall ensure that the highest quality HIV medical care and support services are provided to eligible Broward County Residents living with HIV/AIDS by developing client and system based outcomes and indicators, providing oversight of standards of care within the service delivery models, developing scopes of service for program evaluation studies, evaluate client satisfaction and identify client and staff education and training needs.

Annual Work Plan Goals

- Develop 3-Year QM Plan
- Review & Analyze Annual Measures and Chart Review Data
- Review & Assess Client-Level Data
- Provide Quality Assurance and Quality Improvement Training to All Stakeholders
- Review and Implement QM Committee Policies and Procedures
- Approve Service Delivery Model Modifications
- Evaluate Client Survey from Needs Assessment
- Apply QM methods to identify areas of improvement and modify processes to support EIIHA Strategy
- Conduct Annual QM Plan Evaluation
- Participate in the development of the Clinical Quality Management section of the Ryan White Grant Application

Procedures

QM Committee functions as a committee of the Broward County EMA HIV Planning Council. The QM Committee is chaired by a HIV Planning Council Member. To assist and inform the QM Committee's work, the Service Provider Networks are invited and encouraged to provide input into the development of client and system based outcomes and associated indicators as indicated in the QM Committee Policy section. Program data and research are provided by Council and Clinical Quality Assurance staff, drawing from a wide-range data sources.

The QM Committee maintains oversight of Standards of Care within Service Delivery Models including:

- a. Application of Best Practice Models
- b. Review of Standards of Care
- c. Recommend changes to Standards of Care to:
 - i. Conform to best practice models
 - ii. Support achievement of client and system outcomes
 - iii. Respond to emerging client needs
- d. Direct QI Networks to make specific service protocol modifications to support recommended changes to standards of care
 - i. Approve the need for program and/or population evaluation studies
 - ii. Develop and/or approve the Scopes of Service for program and/or population evaluation studies
 - iii. Identify and recommend opportunities to improve Client satisfaction

Membership

Prospective members of the QMC shall complete a Standing Committee application to be returned to Planning Council Staff or the Committee Chair. Council Committee Chairs shall appoint, with the approval of the Council, the members of each committee. Committee membership should reflect the demographics of the local epidemic and consideration shall be given to race, ethnicity, self-acknowledged HIV-positivity, and gender.

Membership of the committee should ideally consist of consumers, client service professionals, and HIV and non-HIV providers. Members should be individuals who are passionate about ensuring high quality HIV care services for Ryan White Part A-eligible Broward County residents. Typical QMC members may possess the following knowledge, skills, and abilities:

- Desire to learn from peers
- Data interpretation
- Familiarity with national, state, and local quality standards
- Effective communication

Members are not required to possess all knowledge, skills, and abilities as they relate to quality management; however, members should be actively interested in learning any necessary knowledge, skills, and abilities in order to be an active participant in QMC.