

CELEBRATING SUCCESS

2020 CLINICAL QUALITY MANAGEMENT RECOGNITION AWARDS

TEXAS RYAN WHITE PART-B & STATE SERVICES CLINICAL QUALITY MANAGEMENT PROGRAM

OBJECTIVE



*To Recognize and Celebrate
Great People Doing Great
Work at Ryan White
Administrative Agencies
Across Texas*



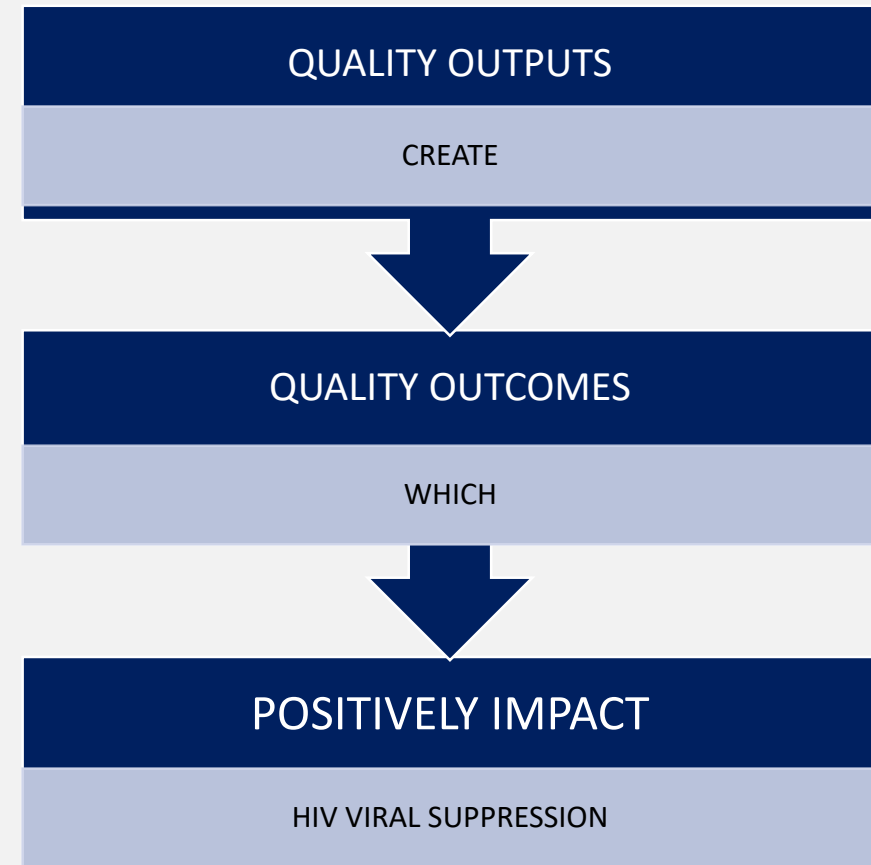
YOUR WORK MATTERS and IS MAKING A DIFFERENCE

2019-2020 HIV Viral
Suppression 84%

7% Increase since 2016 in
Ryan White Part-B State
Program Serving Over
30,000 People Annually



Texas Department of State
Health Services



CLINICAL QUALITY MANAGEMENT PROGRAM STRATEGIC DOMAINS

CQM RECOGNITION AWARDS ARE LINKED TO
FOUR STRATEGIC DOMAINS

- 1.IMPROVING ACCESS TO CARE
- 2.IMPROVING HEALTH OUTCOMES
- 3.IMPROVING THE CLIENT PATIENT EXPERIENCE
- 4.ELIMINATING DISPARITIES IN HEALTH CARE



QUALITY ASSURANCE RECOGNITION

PRIORITY SERVICES



STRATEGIC DOMAINS:

ACCESS – OUTCOMES – EXPERIENCE – ELIMINATING DISPARITIES

- ELIGIBILITY
- MEDICAL CASE MANAGEMENT (MCM)
- ORAL HEALTH (OH)
- OUTPATIENT AMBULATORY HEALTH SERVICES (OAHS)



ELIGIBILITY COMPLIANCE

TOP PERFORMERS 2020 – STRATEGIC DOMAINS: ACCESS – ELIMINATING DISPARITIES - OUTCOMES

#1

**BRAZOS VALLEY
COUNCIL OF
GOVERNMENTS**

**100%
COMPLIANCE
FOR ENTIRE
REGION**

- 15 AGENCIES MONITORED REMOTELY
- FIRST TIME ANY REGION HAS ACHIEVED 100% COMPLIANCE
- 2ND YEAR BVCOG IS THE #1 TOP PERFORMER IN ELIGIBILITY COMPLIANCE

#2

**SOUTH TEXAS
DISTRICT
COUNCIL**

&

**TARRANT
COUNTY**

**99%
COMPLIANCE**

#3

PANWEST

**98%
COMPLIANCE**

- EVERY REGION SHOWED GREAT IMPROVEMENT
- EACH AA ACHIEVED 94% COMPLIANCE OR GREATER
- OVERALL STATE AGGREGATE WITH 21% INCREASE
- 2,028 RECORDS SAMPLED

2019	2020
76%	97%



MEDICAL CASE MANAGEMENT

TOP PERFORMERS 2020 – STRATEGIC DOMAINS: ACCESS, OUTCOMES & ELIMINATING DISPARITIES

TIE for #1

BRAZOS VALLEY COUNCIL OF GOVERNMENTS & UNIVERSITY HEALTH SYSTEM

- 91% COMPLIANCE**

#2

STARCARE SPECIALTY HEALTH SYSTEM

90% COMPLIANCE

#3

SOUTH TEXAS DEVELOPMENT COUNCIL

83% COMPLIANCE

- EVERY REGION SHOWED GREAT IMPROVEMENT*
- EVERY SINGLE MCM INDICATOR IMPROVED COMPARED TO 2019*
- OVERALL STATE AGGREGATE 21% INCREASE*
- 979 RECORDS SAMPLED*

2019	2020
64%	85%



ORAL HEALTH

TOP PERFORMERS 2020 – STRATEGIC DOMAIN: ACCESS – OUTCOMES – ELIMINATING DISPARITIES

#1

**TARRANT
COUNTY**

97%
COMPLIANCE

- 2 AGENCIES MONITORED REMOTELY
- 70 RECORDS SAMPLED

#2

STDC
92%
COMPLIANCE

#3

DCHHS
91%
COMPLIANCE

- OVERALL STATE AGGREGATE 7% INCREASE
- 542 RECORDS SAMPLED

2019	2020
81%	88%



OUTPATIENT AMBULATORY HEALTH SERVICES

TOP PERFORMERS 2020 – STRATEGIC DOMAINS: ACCESS – OUTCOMES – ELIMINATING DISPARITIES

#1

DALLAS COUNTY HEALTH & HUMAN SERVICES

85% COMPLIANCE

- 4 AGENCIES MONITORED REMOTELY
- 170 RECORDS SAMPLED

#2

BVCOG & UHS/BEXAR
84% COMPLIANCE

#3

TARRANT COUNTY
81% COMPLIANCE

- OVERALL STATE AGGREGATE WITH 4% INCREASE
- 1052 RECORDS SAMPLED
- 50 INDICATORS

2019	2020
76%	80%

QUALITY IMPROVEMENT RECOGNITION



STRATEGIC DOMAINS:

ACCESS – OUTCOMES – EXPERIENCE – ELIMINATING DISPARITIES

- STAKEHOLDER INVOLVEMENT
- INFRASTRUCTURE
- PERFORMANCE MEASUREMENT
- QI PROJECT
- CQM CAPACITY BUILDING IN PROGRESS



INFRASTRUCTURE

TARRANT COUNTY

QM SOFTWARE FOR ALL SUBS
SIX SIGMA TRAINING FOR ALL SUBS
RESOURCE LIBRARY FOR ALL SUBS



STAKEHOLDER INVOLVEMENT

TARRANT COUNTY

HEALTH IMPROVEMENT TEAM



PERFORMANCE MEASUREMENT

PANWEST

REGIONWIDE STRUCTURED PERFORMANCE MEASUREMENT
PROCESS



QI PROJECT

THE RESOURCE GROUP

TECHNOLOGY
EMR'S FOR ALL SUBS
TELEHEALTH NETWORK OF EAST TEXAS WITH 7 SITES

CQM CAPACITY BUILDING IN PROGRESS

Road to Success



BRAZOS VALLEY COUNCIL OF GOVERNMENTS

- REVAMPING QM PROGRAM
- NEW MEMBERS TO CQM COMMITTEE
- REGIONWIDE QI PROJECT PLANS TO IMPLEMENT ELECTRONIC SYSTEMS FOR ALL SUBS IMPROVING TECHNOLOGY IN RURAL AREAS



DALLAS COUNTY HEALTH AND HUMAN SERVICES

- NEW QM PLAN
- INTERNAL/EXTERNAL CQM COMMITTEE'S
- PLANS TO IMPLEMENT CARE MARKERS
- PLANS TO IMPLEMENT REGIONWIDE SATISFACTION SURVEYS
- REGIONWIDE QI PROJECT IN PLANNING PHASE FOR ENGAGEMENT OF CARE



UNIVERSITY HEALTH SYSTEM

- NEW QM PLAN
- INDIVIDUALIZED CQM COACHING TO ALL SUBS
- ONGOING CAPACITY BUILDING TRAININGS
- REGIONWIDE QI PROJECT TO IMPROVE ORAL HEALTH



Texas Department of State Health Services



WE ARE MOVING CQM IN RIGHT DIRECTION

LET'S KEEP THIS GREAT MOMENTUM GOING





Thank you!
We Greatly Appreciate You!

CELEBRATING CQM SUCCESS IN 2020

JANINA VAZQUEZ, HIV CARE SERVICES MANAGER & CQM COMMITTEE CHAIR: Janina.Vazquez@dshs.Texas.gov

JULIE SABER, HIV CARE SERVICES QUALITY COORDINATOR & CQM COMMITTEE CO-FACILITATOR: Julie.saber@dshs.Texas.gov

BRIAN ROSEMOND, HIV CARE SERVICES CLINICAL NURSE CONSULTANT & CQM COMMITTEE CO-FACILITATOR: Brian.Rosemond@dshs.Texas.gov