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| **Goal 1: Infrastructure – Establish a comprehensive and functional quality infrastructure** | | | | |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Impact** |
| Revise CQM Plan and develop a CQM work plan.  ***Progress Measure:*** *Approved CQM Plan by May 2022* | Receive CQM TA w/HAB consultant  Establish annual quality goals and objectives  Share and further develop narrative sections w/CQM committee | January-June 2022  February 2022  April 2022 | Leadership, CQM Team, and HAB Consultant  Leadership and CQM Manager  CQM Manager and CQM committee members | ***In progress:*** see CQM Team meeting minutes (MM): January-March  ***COMPLETED:* s**ee CQM Team MM – January and February  ***Inactive:***Kickoff meeting scheduled for April 12th |
| Establish a CQM committee  ***Progress Measure:*** *CQM Committee has regularly scheduled meetings to develop the CQM program and corresponding activities.* | Determine CQM committee’s purpose, members, and members’ roles and responsibilities  Establish logistical details (e.g. meeting frequency)  Host CQM committee Kick-off meeting | February 2022  March 2022  April 2022 | Leadership and CQM Team  CQM Manager and CQM committee members  CQM committee members | ***COMPLETED:*** see saved email correspondences b/w Program Director and CQM Manager (January 25th, February 11th and 25th).  ***Incomplete:*** ran out of time during March CQM committee meeting; will add to April’s meeting agenda  ***Pending:*** scheduled for April 12th |
| **Goal 2: Performance Measurement – Strengthen data management, data integrity, and data utilization** | | | | |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Comments** |
| Identify performance measures for all applicable RWHAP-funded service categories  ***Progress Measure:***  *No less than the minimum # of appropriately associated performance measures are identified for each RWHAP-funded service category* | Use client service utilization (CSU) data to determine minimum # of measures for each service category  Establish a performance measurement portfolio | March 2022  April 2022 | Data Manager and CQM Manager  Data Manager and CQM Manager | ***COMPLETED:*** see CQM committee MM - February and March 2022  ***Not yet started.*** Will address w/HAB CQM consultant. |
| Use measurement data to determine quality improvement focus  ***Progress Measure:*** *Quality improvement activities derived and planned* | Ensure data is stratified  Analyze data to identify areas of focus needing improvement | June 2022  June 2022 | Data Manager and CQM Manager  CQM Manager, CQM Committee, and Data Analyst | ***Not yet started.*** Focus on subpopulations with significant needs.  ***Not yet started.*** |
| **Goal 3: Quality Improvement (QI) – Implement QI activities** | | | | |
| **Objectives** | **Key Actions** | **Timeline** | **Person(s)/Area(s) Responsible** | **Outcomes/Comments** |
| Ensure subrecipients have the capacity to contribute/lead QI activities  ***Progress Measures:*** *# and levels of QI based trainings offered*  *# of subrecipients participated in QI based training*  *# of subrecipients capable of leading QI activities after completing training(s)* | Assess subrecipient QI knowledge and training needs via completion of organizational assessment tool  Identify training topics and facilitators to lead QI based training  Complete one basic and one intermediate level web-based QI trainings  Identify subrecipients with the capacity to participate in CQII’s Beginners QI Learning Lab | February 2022  April 2022  Basic: May 2022 and Intermediate: July 2022  August 2022 | CQM Manager and each subrecipient CQM Lead  Leadership, CQM Manager, and CQM Committee  Subrecipients, CQM Manager, and CQM Team (recipient)  CQII Team, CQM Manager, select subrecipients, and HAB PO. | ***COMPLETED:*** Results of organizational assessment tool reveals need for varying levels of QI based training (mostly basic and intermediate).  ***Not yet started.*** Focus will be on PDSA methodology and documentation of QI activities  ***Not yet started.*** Identify relevant QI trainings available on TargetHIV website.  ***Not yet started.*** Discuss benefits and time/workload commitment to determine burden on subrecipients. |