

# Planning and Implementing a Regional Cross Parts Quality Improvement Training

*Cheri Levenson, Part B Program, Washington State Department of Health*

*Marcee Kerr, Part A Program, Public Health-Seattle & King County, HIV/AIDS Program*

# Disclosures

Presenter(s) has no financial interest to disclose.

This continuing education activity is managed and accredited by AffinityCE/Professional Education Services Group in cooperation with HRSA and LRG. PESG, HRSA, LRG and all accrediting organization do not support or endorse any product or service mentioned in this activity.

PESG, HRSA, and LRG staff as well as planners and reviewers have no relevant financial or nonfinancial interest to disclose.

Commercial Support was not received for this activity.

# Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. <Identify clinical quality improvement training needs for sub-recipient agencies and consumers>
2. <Describe logistics in planning and implementing a cross-part training>
3. <Identify partners and recognize benefits of collaboration>

# First Things First – the Why..

Why hold a local QI training for sub-recipients and consumers?

- Only Ryan White (RW) grantees and consumers could attend National Quality Center (NQC) trainings.
- The NQC trainings did not include local perspective.
- No separate “tracks” based on skill level (beginner, intermediate, advanced).
- Policy Clarification Notice (PCN) 15-02.
- Tools for Consumers.

# Learning Objective #1

Identify clinical quality improvement training needs for sub-recipient agencies and consumers

# Next Step... the Needs Assessment

- Determine the problem and define why this type of training is needed
- Use your cross-parts clinical quality management (CQM) committees
- Feedback received from our needs assessment included:
  - Sub-recipients couldn't register for HRSA sponsored CQM training
  - The NQC Train the Trainer program was not sufficient to meet local provider and consumer training/educational needs

# Needs Assessment - continued

## Training Content Suggestions:

- QI for newbies
- Gaining and sustaining leadership and consumer involvement
- Understanding the importance of consumer involvement (for leadership)
- How to facilitate a QI group/committee
- How to use data – including how to choose and prioritize meaningful QI projects based on data
- How to be a robust team member
- Using QI to identify and address stigma and disparities
- Dealing with power and privilege

# Learning Objective #2

Describe logistics in planning and implementing a cross-part training



# All the Planning

- Developing a charter that outlines responsibilities of co-sponsors and technical assistance providers
- Identifying the funding source(s) to pay for the training conference
- Developing the curriculum and structure
- Identifying the location
  - Choosing a venue
  - Catering
  - A/V support

# Oh, the Planning...

- Who should be invited to attend?
- Participant logistics
  - Registration
  - Hotel accommodation for participants outside the Seattle area/WA State
  - Travel costs for participants (who pays for it and is it allowable?)
  - Support needs of participants
- Training evaluation to obtain feedback from participants
- Debrief during and after

# Learning Objective #3

Identify partners and recognize benefits of collaboration

# Who you goin' to call (for support)

- Reach out to HRSA and Center for Quality Improvement and Innovation
- Specific support needs identified
  - Curriculum development
  - Technical assistance for logistics
  - Contracts
  - Use of CQII faculty and QI coaches as co-facilitators

# Lessons Learned

- We wanted modules – we got slides.
- Make sure there is a balance of content – don't overwhelm.
- Don't try to do too much in a short time.
  - Participants enjoyed the sessions and suggested that the training should have been 3 days instead of 2.
- Involve local consumers more in planning and developing the curriculum.
- Explore available funding and other contributions from co-sponsors (Part A and Part B programs) early and review it often.

# More Lessons Learned

- Someone will always complain about the food, but do your best.
  - Make sure to poll participants for specific food needs/allergies.
  - Buffet versus served meals
  - Have healthy options available.
  - If you think you ordered enough cookies – double it.
- Leave time for comments during the training sessions and at the end.



*Photo of poster, gallery walk*

# Benefits of Collaboration

- Networking opportunities.
  - Include a gallery walk/poster session AND provide detailed guidance AND make it a required session rather than optional.
- Improved relationship between consumers and sub-recipients.
- Include speakers/trainers/facilitators who are living with HIV.
- Include consumers.
  - Requiring agencies to bring consumers is a-okay.





*Plenary Working Session, people working at tables*

# Comments from Participants

- *I found all the information extremely helpful and useful in joining communities of cultures. Within my Native American community it has been difficult finding a starting place. I definitely will utilize this info within my work and advocacy. Thank you for helping to restore balance. I would like to remain in contact with all facilitators to help educate on Native cultures & engagement.*
- *I really enjoyed the conference. I learned a lot of stuff to help my clinic as a patient and stakeholder. I hope to join my QM team as a consumer. Thank you for opening my eyes to concerns I never thought I had.*

# Comments from Participants

- *This training has been so informative. I appreciate everyone who took the time to put it together, thank you so much. I attended QI/QA/QM and got a lot to take home and apply to my work there. I also attended the disparities segment. I just want to say that I'm a woman of color, HIV+ and a Muslim and have pushed through barriers and will continue to do so. I encourage individuals to do whatever makes them want to be better.*
- *Thanks so much! The trainers were very engaging and knowledgeable. I really appreciated Adam and Michael's knowledge as PLWH. I also really appreciated how you all responded to questions/comments. You seemed well prepared and so smart, open/non-defensive, and helpful.*

# Questions? Answers

Contact Information:

Cheri Levenson, Quality Management Coordinator

Washington State Department of Health

email: [cheri.Levenson@doh.wa.gov](mailto:cheri.Levenson@doh.wa.gov) phone: 360-236-3453

Marcee Kerr, CQM Program Manager and Contract Monitor

Seattle TGA – Ryan White Part A Program, Public Health Seattle & King County

email: [marcee.kerr@kingcounty.gov](mailto:marcee.kerr@kingcounty.gov) phone: 206-263-2022

# Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>