

18th Annual
HIV CONFERENCE
of the Florida/Caribbean AIDS Education and Training Center

May 1-2, 2009
Orlando, FL

Your Role in Quality Care and Quality Improvement

Elizabeth Piantadosi, RN, BSM
Quality Program Manager
UF CARES – Rainbow Center

 **AETC**
AIDS Education and Training Center

Disclosure of Financial Relationships

This speaker has no significant financial relationships with commercial entities to disclose.

This slide set has been peer-reviewed to ensure that there are no conflicts of interest represented in the presentation.

18th Annual
HIV CONFERENCE
of the Florida/Caribbean AIDS Education and Training Center

May 1-2, 2009 • Orlando, FL

What seems big, when looked at through different lenses becomes small enough to manage.

Is this an Elephant?

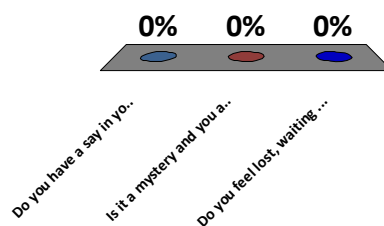


OR a Painted Hand?

FLICKR photo sharing <http://www.flickr.com/>

What is Your QA Program Like?

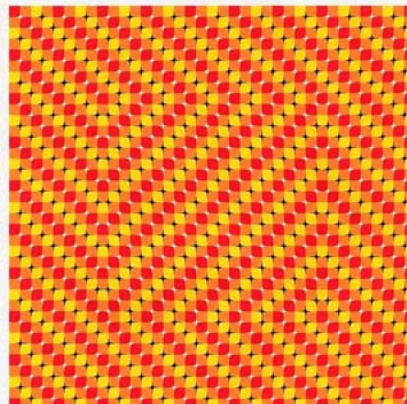
1. Do you have a say in your QA Group?
2. Is it a mystery and you are expected to know what to do?
3. Do you feel lost, waiting for the elephant of QA to move?



Often there are 2 ways of thought for QA/ CQI



There is a program, but unsure
what it is?



It seems so involved that it is
dizzying?

FLICKR photo sharing <http://www.flickr.com/>

Examples of QA in action

Retention in care	Open Access
	No show follow-up
	Post partum linkage
	Monitoring Labs

Quality Care	Paps
	Prophylaxis For AIDS clients
	Hepatitis A Screening and Vaccination
	Infant Testing
	Pregnant Females on HAART
	Risk Reduction
	SWCM Plan of Care updates q 6 m

Data Quality	Registration systems
	HIV specific Programs
	Specific Measurement Data Bases
	Client Face Sheets
	Clinic encounter notes
	DOH intake forms

So Why Are We Here?

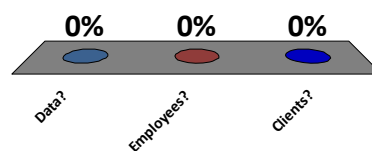


Each of us have experiences and expertise
that does contribute to Quality

FLICKR photo sharing <http://www.flickr.com/>

What is at the heart of Quality?

1. Data?
2. Employees?
3. Clients?



- We need Employees to capture and collect data
- We need Clients to have data to collect
- We need Data to give us an idea if our expectation matches our current standing.

We would like to say it is like...

*Building a
Three-Legged Stool*



FLICKR photo sharing <http://www.flickr.com/>

Most Common Problems

- Insufficient Person Power to capture the information
- Clients are 50% of the equation
- Information is not captured in a useful format
- Information available is presented poorly for interpretation.
- Lack of understanding why the extra effort is important

Who decides what will be monitored?

- Ryan White Part C/D
- Ryan White Part A/B
- IHI (Institute of Health Initiatives)
- HRSA HIV/AIDS Program Office (Health Resources and Services Administration)
 - HAB (HIV/AIDS Bureau)

Anyone Else?

- Executive Director
- Individual Directors
- Program Managers
- Clinical Effectiveness Group
- You

The First 5 Measures

- **ARV Therapy For Pregnant Women**
 - Rate of perinatal transmission in the measurement year
 - Number of events of perinatal transmission in the measurement year
- **CD4 T-Cell Count**
 - Number of HIV-infected clients who had 2 or more CD4 T-cell counts performed at least 3 months apart during the measurement year.
 - IHI Goal: 90%
- **HAART**
 - Number of clients with AIDS who were prescribed a HAART regimen within the measurement year.
 - IHI Goal: 90%

The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>

The First 5 Measures Cont.

- **Medical Visits**

- Number of HIV-infected clients who had a medical visit with a provider with prescribing privileges, i.e. MD, PA, NP, in an HIV care setting two or more times at least 3 months apart during the measurement year

- **PCP Prophylaxis**

- Number of HIV-infected clients with CD4 T-cell counts below 200 cells/mm³ who were prescribed PCP prophylaxis
- IHI Goal: 95%

The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>

It has been expanded! 😊

- **Adherence Assessment and Counseling**

- Number of HIV-infected clients, as part of their primary care, who were assessed and counseled for adherence two or more times at least three months apart.
- IHI Goal: 90%

- **Cervical Cancer Screening**

- Number of HIV-infected female (≥ 18 yrs) clients who had Pap screen results documented in the measurement year
- IHI Goal: 90%

- **Hepatitis B Vaccination**

- Number of HIV-infected clients with documentation of having ever completed the vaccination series for Hepatitis B.

The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>

It has been expanded! 😊 cont.

- **Hepatitis C Screening**
 - Number of HIV-infected clients who have documented HCV status in chart
 - IHI Goal: 95%
- **HIV Risk Counseling**
 - Number of HIV-infected clients, as part of their primary care, who received HIV risk counseling
- **Lipid Screening**
 - Number of HIV-infected clients who:
 - were prescribed HAART, and
 - had a fasting lipid panel in the measurement year
 - Mean Goal 84.7%

The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>

It has been expanded! 😊 cont.

- **Oral Exams**
 - Number of clients who had an oral exam by a dentist during the measurement year, based on patient self report or other documentation
 - IHI Goal: 75%
- **Syphilis Screenings**
 - Number of HIV-infected clients who had a serologic test for syphilis performed at least once during the measurement year
 - IHI Goal: 90%
- **TB Screenings**
 - Number of clients who received documented testing for LTBI with any approved test (tuberculin skin test [TST] or interferon gamma release assay [IGRA]) since HIV diagnosis
 - Mean Goal 56.2%

The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>

Lets take a minute or...

The World's Most Lovable™ Clocks

WatchBuddy®



FLICKR photo sharing <http://www.flickr.com/>

How Do We Look In Comparison

2008 End of Year Data

- **ARV Therapy For Pregnant Women**
- **CD4 T-Cell Count**
- **HAART**
- **Medical Visits**
- **PCP Prophylaxis**
- **Adherence Assessment and Counseling**
- **Cervical Cancer Screening**

IHI Standard

- Not established
- 90%
- 90%
- Not established
- 95%
- 90%
- 90%

How Do We Look In Comparison

2008 End of Year Data

- **Hepatitis B Vaccination**
- **Hepatitis C Screening**
- **HIV Risk Counseling**
- **Lipid Screening**
- **Oral Exams**
- **Syphilis Screenings**
- **TB Screenings**

IHI Standard

- Not established
- 95%
- Not established
- Mean 84.7
- 75%
- 90%
- Mean goal of 56.2

Taking it Home

OK, Maybe Just Back To The Office

How you can have an impact on what we discussed today?



FLICKR photo sharing <http://www.flickr.com/>

References

- The HIV/AIDS Program: Quality of Care
<http://hab.hrsa.gov/special/habmeasures.htm>
- Florida Caribbean AETC Resources
<http://www.fcaetc.org/Resources/>
- National Quality Center
<http://nationalqualitycenter.org/>
- Target Center Technical Assistance for the Ryan White Community
<http://careacttarget.org/>
- FLICKR photo sharing <http://www.flickr.com/>