

Executive Summary
Miami-Dade County Ryan White Program
Performance Improvement Plan

The purpose of this plan is to establish a systematic approach to quality assessment and performance improvement for the Miami-Dade County Ryan White Program. In addition, this plan meets the Ryan White Part A requirements of the U.S. Health Resources and Services Administration (HRSA) for measuring and influencing quality of care and patient care improvements.

The mission of the Miami-Dade County Ryan White Program Performance Improvement Program is to assure equitable access to high-quality care, improve clinical outcomes, maximize collaboration of stakeholders, coordinate services, ensure high quality customer service and ensure compliance with Miami-Dade County and HRSA mandates.

The methodology of the Performance Improvement Program includes a continuous improvement process: a cycle of assessment, analysis and action for improvement with a foundation of education and training. The plan and its activities are based on the active and full collaboration of Miami-Dade County, the provider community, the Miami-Dade HIV/AIDS Partnership, and consumers.

Service providers who receive Ryan White Program funding are contractually required to participate in the Performance Improvement Program through development and implementation of their own quality improvement plans, including self-assessment of performance through reviews and customer satisfaction evaluations, problem identification and problem solving using a standard model, and implementation and evaluation of improvements. The Miami-Dade County Office of Grants Coordination (OGC), the Part A/MAI grantee, administers the activities of the program and is responsible for the implementation and monitoring of the Performance Improvement Plan. OGC contracts with Behavioral Science Research (BSR) for development and management of the Performance Improvement Program.

Key to implementation of the program is the Performance Improvement Advisory Team (PIAT), an advisory body comprised of representatives of Ryan White Program providers and consumers. The PIAT reviews the results of record reviews, data collection, and monitoring, and provides advice and recommendations to OGC and BSR regarding quality improvement initiatives. The PIAT is an ongoing advisory team. In addition, short term specific improvement teams will be convened to address particular issues and needs.

Core processes of the Performance Improvement Plan include:

- Determination of outcome and performance quality measures
- Implementation of these quality measures
- Collection of data
- Reviewing and analyzing data
- Developing and reviewing benchmarks and targets based on baseline data
- Identification and recognition of providers showing improvements
- Identification of areas needing improvement and development of improvement action plans, both specific to providers and system-wide
- Evaluation
- Enforcement of service and quality standards.

A detailed action plan for the Performance Improvement Program outlines specific activities, responsibilities and resources for each of these processes.