# Miami-Dade County Ryan White Title I Program

Performance Improvement Plan

# Purpose

- Establish a systematic approach to quality assessment & performance improvement
- Meet the HRSA requirements for measuring and influencing quality of care & patient care improvements
- Establish methods for maintaining quality in implementing the activities of the Comprehensive Plan

# Mission

- To insure equitable access to high quality care
- To improve clinical outcomes
- To maximize collaboration of stakeholders
- To maximize coordination of services
- To ensure high quality customer service
- To ensure compliance with Miami-Dade County and HRSA mandates

# Methodology

Assessment          Analysis

PLANNING

Improvement

Education

# Stakeholders

- Service Providers
- Miami-Dade County Office of Strategic Business Management (OSBM)
- Miami-Dade HIV/AIDS Partnership
- Performance Improvement Staff (WSA)
- Performance Improvement Advisory Team (PIAT)

# Role of service providers in PI Plan

- Agency Quality Improvement Plans:
    - Self-assessment through review and survey
    - Identification of problems
    - Problem solving systems, using a standard model
    - Implementation of improvements (through teams)
    - Evaluation of improvements

# Role of service providers in PI Plan

■ Participation in Performance Improvement Program:

- Reviews
- Surveys
- Participation with PIAT
- Participation in improvement projects

# Role of Miami-Dade County OSBM in PI Plan

- Title I grantee
- Administration of activities of the PI program
- Responsible for implementation & monitoring
- Contract with PI staff for development and management of PI program

# Role of PIAT in PI Plan

- Advisory capacity
- Representation from each service category
- Consumer representation
- Reviews results of assessments & surveys
- Recommends solutions, interventions and improvements to grantee
- Monitors performance indicators (outcome measures)

# Core Processes of PI Plan

- Determination of outcome & performance quality measures
- Implementation of quality measures
- Collection of data
- Review and analysis of data
- Developing and reviewing benchmarks & targets
- Identification & recognition of improvement
- Identification of opportunities for improvement
- Development of improvement action plans
- Implementation of improvement projects through teams
- Evaluation of improvements
- Enforcement of service and quality standards

# Develop quality measures

- Performance & outcome measures
- Developed initially, reviewed and revised annually
- Done by WSA for OSBM, with input and approvals from Care & Treatment Committee, Medical Care Subcommittee and PIAT

# Implement Outcomes

- Communicate outcomes to providers
- Train providers on outcomes and measurements
- Formalize outcome measures into policy, guidelines, & standards
- Provide technical assistance for providers on outcomes and on performance improvement plans

# Collect data

- Record reviews – internal and external
- Entry of client info and service utilization data to SDIS
- Consumer satisfaction surveys – internal and external
- Provider satisfaction surveys
- Reports of progress on indicators
- Complaint and grievance records
- Comparative data
- Billing record review (OSBM)
- Record of attendance at trainings

# Review & Analyze Data

- Report results from reviews & surveys
- Recommendations for improvement
- Review and analysis of all data collected

# Develop & Review Benchmarks & Targets

- Based on baseline data
- Tracking of goals of Comprehensive Plan
- Tracking of progress on outcome measures
- Set goals

# Identify & recognize improvements

- Recognition of providers showing improvements in overall performance, consumer satisfaction, and most improved performance

# Identification of Opportunities for Improvement (OFIs)

- Needs identified based on review and analysis of data
- Identified both internally and externally
- Identified as system-wide opportunities and as agency specific opportunities
- Choose improvement projects
- Provide training & TA on OFI action planning, improvement projects, teams & PDSA

# Development of improvement action plans

- For both system-wide and internal improvement projects

- Recruit, train, and convene Improvement Teams to address chosen OFIs

- Teams use PDSA process to study, develop, test and implement improvements

- Re-measure indicators used by Improvement Teams

# Evaluation

- Review and analyze results of improvement projects
- Standardize and communicate improvements
- Identify areas that did not improve as planned or that need further improvement
- Adjust and refine improvements

# Enforcement of quality standards

- Review and analysis of performance data and improvement project data

- Determine and implement policy or contract changes as needed

- Responsibility of Miami-Dade County OSBM