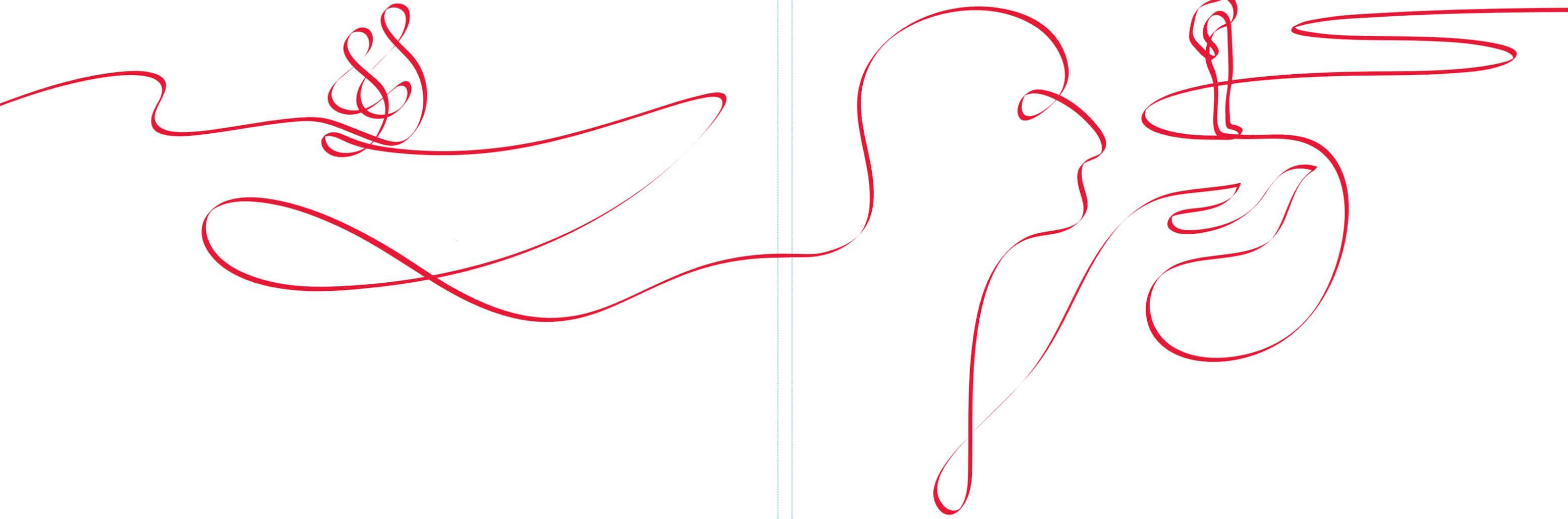


Together We Make a Big Difference in
the Lives of People with HIV.

Think Big. Start Small.

NQC Supports Your
Improvement Efforts.



Quality improvement technical assistance funded through
a cooperative agreement with the HRSA HIV/AIDS Bureau.

National Quality Center
Sharing. Training. Coaching. Collaborating.

#9608



National Quality Center
Improving HIV care

You work hard. Why improve?

In the last three decades, care for individuals with HIV/AIDS has advanced at a phenomenal pace, and improvements have been accomplished for many. But gaps in care still exist. Reductions in HIV-related morbidity and mortality are uneven across HIV-infected populations. Chasms exist between the quality of care that should be provided and the care that patients actually receive.

Many have called for action to improve quality of care for people living with HIV and to advance HIV care for all populations. The National HIV/AIDS Strategy pushes for an increased number of people with undetectable viral loads. In addition, the recent Presidential Executive Order focuses on closing gaps in the HIV Care Continuum, “the sequential stages of care from being diagnosed to receiving optimal treatment.”

Accomplishing these goals is easier said than done. Many providers face barriers when trying to deliver high quality care to every patient, every time. We all know how challenging it is to start and sustain a quality management program when your time, money, and staff are stretched to the limit. And if you do manage to get your staff excited for quality improvement, will you have the technical know-how to make the changes needed to align with these national priorities? Will you reach the next performance level and sustain a mature quality management program?

Since 2000, Ryan White legislation has included specific provisions directing each grantee to establish and sustain effective quality management programs. However, many years after reauthorization, many Ryan White grantees still lack the knowledge, expertise, and resources needed to craft sustainable quality management programs that are linked to improved health outcomes.

Help is available. The National Quality Center has been created with your needs in mind. Join us and together we will improve HIV care.



Need to Find NQC? It's Easy.

Mail.
National Quality Center
New York State Department of Health
AIDS Institute

90 Church Street, 13th floor
New York, NY 10007-2919

Phone.
212.417.4730

Fax.
212.417.4684

Website.
NationalQualityCenter.org

Email.
Info@NationalQualityCenter.org

Take the first step. NQC can help.

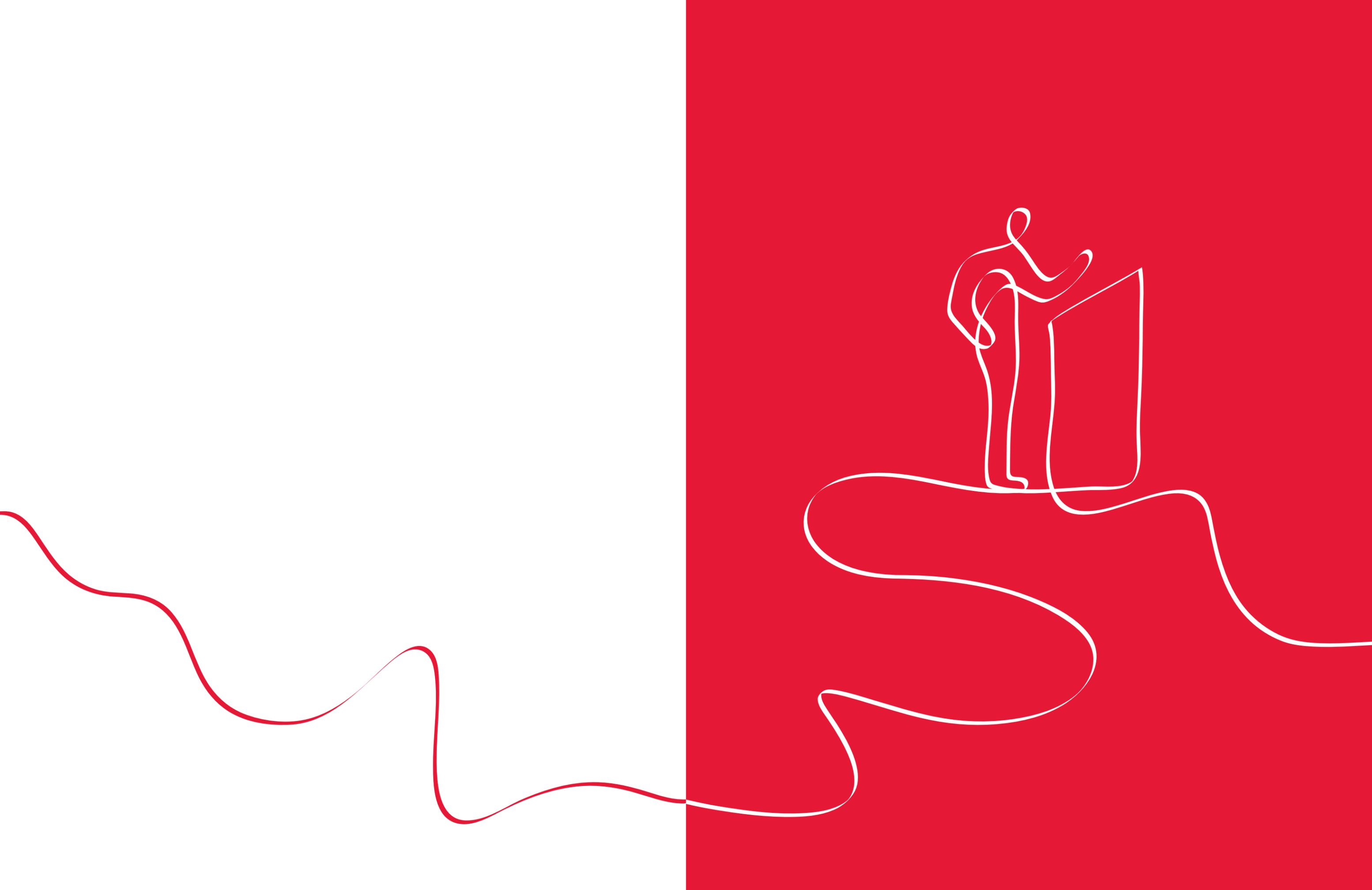
Since its inception in 2004, the National Quality Center (NQC) has provided leadership and support in quality improvement for Ryan White grantees nationwide. Funded by the HRSA HIV/AIDS Bureau of the Health Resources and Services Administration (HRSA) through a cooperative agreement with the New York State Department of Health AIDS Institute, the National Quality Center was founded to provide the best possible technical assistance on quality improvement to Ryan White HIV/AIDS Program grantees. The aim of this national initiative is to build the necessary capacity among grantees to improve the quality of HIV care and services across the United States. NQC services have been specifically crafted with busy HIV providers in mind.

Think of the National Quality Center as your personal quality improvement expert, a hands-on assistant who will help advance your quality management competencies.

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This brochure provides an overview of key National Quality Center services. Take advantage of our offerings and take quality improvement to a whole new level.

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On-Site Technical Assistance and Coaching

4

Struggling with quality mandates? NQC meets your unique needs, on-site and off-site.

Do you often ask yourself, “How specific should our written quality management plan be?” “How do I start a quality management committee?” “How can I use performance data to start a quality improvement project?” If so, you’re not alone.

The National Quality Center provides no-cost, intensive technical assistance specifically designed to meet the quality management needs of Ryan White grantees. NQC contracts with a pool of national quality improvement experts who provide individualized, on-site and off-site coaching to grantees across all Parts. Past assistance has included:

- Assessing existing quality management programs
- Reviewing and providing guidance on the refinement of written quality management plans
- Utilizing quality performance data to build momentum for quality improvement activities
- Implementing local quality improvement initiatives

- Training staff and consumers on quality management
- Fostering leadership support for quality improvement
- Coordinating and collaborating improvement efforts with grantees across all Parts

To initiate on-site technical assistance for a grantee, a written request for technical assistance is submitted to NQC by the grantee or a HRSA Project Officer. NQC will then match the grantee with an expert coach who works with the grantee to enhance and expand the organization’s quality management program. Technical assistance objectives are developed during the first diagnostic conference call between the grantee, NQC staff, and the NQC coach. These are submitted to HRSA for review and approval.

Since January 2005, NQC has provided well over 300 Ryan White grantees of all Parts with technical assistance and coaching. Many grantees have achieved a level of quality improvement competency far beyond their expectations, and their organizational assessment scores reflect the advancements in their improved quality management programs. Grantees have reported that the

ON-SITE TECHNICAL ASSISTANCE AND COACHING

5

vast majority of technical assistance objectives were fully achieved and the efforts to implement the recommendations were sustained even after their NQC technical assistance. The NQC coach is available to you for your quality improvement journey.

“The skills, knowledge and professionalism of the NQC coach ... along with concrete and realistic recommendations for improvement, were invaluable.”

Gurabo Community Health Center’s Ongoing Work in Support of Retention

The Gurabo Community Health Center’s SIVIF Program, a Part C grantee in Puerto Rico, has been trying various approaches to support retention in care over the past year and tracking the performance data over time. Their results show the importance of ongoing effort in this area — retaining patients is not a one-time proposition. And, the efforts have paid off in a significant impact in viral load suppression, which is one of the main benefits of retention. The program has achieved 82% viral load suppression in patients in 2013 versus 70% in 2012, with an increase of 12% in a two-quarter period. The program expects to achieve or exceed its end-of-year goal of viral suppression in 86% of patients.

“Through the work of our quality committee in this area we have seen over time significant changes in our retention rates and integration of new patients in our program with our retention strategies we are able to maximize our efforts in preventing patients from being out of treatment for a long period of time.”

From March to April 2012, the clinic identified 63 patients who were due or overdue for appointments and initiated various activities to re-engage them. During the one-month period, 68% of the patients were contacted by phone and new appointments were scheduled. Mail reminders, which highlighted the services provided by the clinic, were sent to 10% of the patients. 6% were referred to case management for follow up. At the end of the one-month period, only 16% of the patients had not been reached and were still lost to care.



Contacting patients by phone is an important part of the clinic's strategy to re-engage patients. One day a week, the case manager and health educator reviewed patient records and contacted patients who had missed appointments and made reminder calls for upcoming appointments. Patients reported that they appreciated this level of contact.

One year later, the clinic conducted a similar analysis for the same one-month period. This time, 61 patients were identified as due or overdue for appointments. Of these patients, appointments were scheduled for 77% of patients, 11% were referred to case management, and 11% remained out of care. A new transportation service was launched and the clinic hired a new receptionist.

These strategies are designed to facilitate patients' ability to engage in care.

Denise Vega
Gurabo Community Health Center
Gurabo, PR

Request help. Let's meet face-to-face.

Help from a quality improvement expert coach is available to you. To request technical assistance for your Ryan White Program-funded HIV program, simply follow these steps: 1) download the NQC Technical Assistance Request Form; 2) complete and email the Form back to NQC; and 3) we do the rest together. Visit the NQC website for more information.

Online at:
NationalQualityCenter.org/OnsiteTA



Feeling alone? NQC connects you with other local HIV programs.

Wondering how your peers deal with the quality improvement problems you are facing? Looking for local access to others committed to improving HIV care? HIVQUAL Regional Groups can help make these connections.

Now incorporated under the National Quality Center, HIVQUAL Regional Groups provide peer learning opportunities to Ryan White grantees to jointly advance HIV care and to meet legislative quality management expectations. Regional Groups differ in composition, focus, and style. However, all groups share common activities, reported benefits, and outcomes — a great opportunity for HIV providers to draw on the local quality management expertise of fellow providers. Participation in Regional Groups aims to:

- Enhance understanding and local application of quality improvement knowledge, methods, and tools
- Identify and share successful strategies around specific aspects of care
- Promote sustainability through quality management infrastructure development

- Promote successes with other Regional Groups, HRSA, and Ryan White grantees
- Assist grantees in meeting the HIV/AIDS Bureau quality management requirements
- Align activities with other local quality priorities and national strategies

The Regional Group model has been widely accepted by the Ryan White community as an important catalyst for quality improvement. More than 230 Ryan White grantees are participating in 25 active Regional Groups, representing more than 40 % of all Ryan White grantees. Benefits of participation include improved HIV care and stronger quality management programs. Grantees in Regional Groups who submitted data to the in+care Campaign showed:

- Higher performance in the number of patients retained in care
- Higher performance in the number of patients who are virally suppressed
- Higher performance in the number of newly enrolled patients who are retained in care

“I like the Regional Group because it keeps me motivated and it reinforces why we’re doing what we’re doing. ... There is an invigorated feeling, a group feeling of knowing you’re not doing it by yourself.”

Statewide Learning

A member of the Mississippi Regional Group, the quality team at Southeast Mississippi Rural Health Initiative has strengthened as a result of the Regional Group activities. The Regional Group helped on a big picture level to allow the agency to make sense of data: to understand the data not just as numbers, but what they indicate, why they are important, and why they are what they are. For the first time, the Southeast Mississippi Rural Health Initiative was able to use data to improve patient care and create better health outcomes. Their first project looked at Pap smear rates, and through the Regional Group, they were able to increase their screening rates and communicate to providers the importance of regular screening.

Within the Regional Group, Southeast Mississippi Rural Health Initiative shares best practices with other agencies, customizing tools from other members to fit their patient population without having to start from scratch. The Regional Group has created increased cohesiveness across HIV

providers in Mississippi, improving care statewide. Southeast Mississippi Rural Health Initiative learns about patient services provided at other agencies through the Regional Group, allowing them to better inform transferring patients about available options.

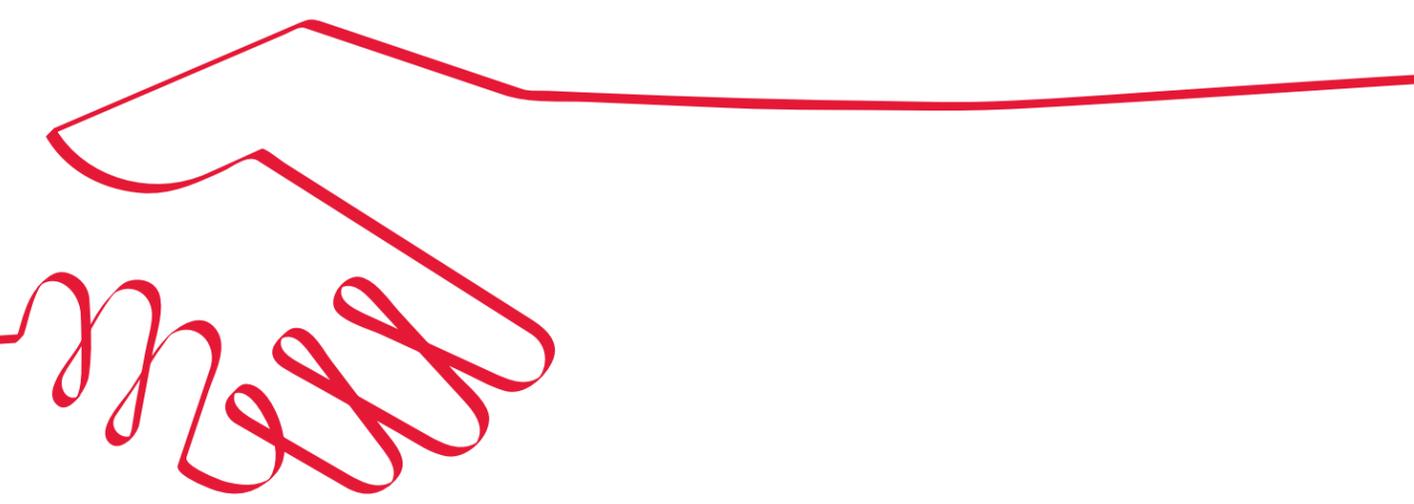
Southeast Mississippi Rural Health Initiative stays excited about the Regional Group because of constant change: in patient populations, in HIV care, and in new programs and initiatives.

Tonya Green
Southeast Mississippi Rural Health Initiative
Hattiesburg, MS

Learn from peers. Link up today.

Want to link up with your local peers? Visit our website to explore Regional Groups in your area. Become a quality champion and form new Regional Groups with us. Connect with others and learn together.

Online at:
NationalQualityCenter.org/RegionalGroups



Want to collaborate? Learn with NQC and your peers.

Like to see how others address the challenges you experience from across the nation? Like to learn improvement techniques with expert support? Like to work together towards a common goal? The collaborative learning model allows for regional peer learning.

The National Quality Center has led many national collaboratives to build capacity for quality improvement by providing fora for open discussion of improvement efforts — creating human connections that are sustainable long after the timeframe of

the collaborative. These learning initiatives include face-to-face learning sessions where participants share progress of their improvement strategies. Participants across all Parts implement relevant quality improvement activities based on established measures during action periods. To successfully reach these goals, participating teams receive support through the duration of the collaborative through scheduled conference calls, a listserv, a dedicated website, a web platform to share resources, support from HIV/AIDS Bureau project officers, consultations with expert faculty members, and even more. These collaboratives challenge participants to think beyond the silos of funding and local complexities about quality improvement and encourage the regional uptake of quality improvement projects.



NQC has launched a number of improvement collaboratives, which aim to:

- Strengthen quality management-related collaboration and alignment across Parts
- Measure a set of standardized performance indicators for local and regional benchmarking
- Develop a unified statewide quality management plan, supported by a work plan for implementation
- Conduct joint statewide quality improvement projects
- Conduct routine assessments using standardized quality management assessment tools

Collaboratives launched by the National Quality Center and the HIV/AIDS Bureau include:

- Part C and D Collaborative
- AIDS Education and Training Center (AETC) Collaborative
- Part A Collaborative
- Part B Collaborative
- Low Incidence Initiative
- Transitional Grant Areas Initiative
- Quality Management Cross Part Collaborative
- DC Collaborative
- HIV Cross-Part Care Continuum Collaborative

Through our collaboratives, Ryan White grantees from all Parts across a state were brought together for the first time to align improvement activities and to form an interstate learning community. Close to 30% of all Ryan White grantees have participated so far in our collaboratives. Collaboration and alignment across participating grantees improved through institutionalized leadership, creation of statewide quality management plans, and measurement of standardized indicators. Most importantly, the care for people living with HIV measurably improved as a result of these efforts.

“The interactions and exchanges with our peers were invaluable. We learned so much from them and could not have done it without their input.”

Improving Syphilis Screening Rates as a State

As a participant in the Quality Management Cross-Part Collaborative, New Jersey created its own collaborative team that aligned priorities across Parts A, B, C, D and the AETC. The team sought to improve syphilis screening rate in New Jersey as a quality improvement project for three reasons. First, the team members identified this as an area of weakness across many agencies. Second, the Team sought a project for which a successful outcome was feasible. Being the very first project the entire State worked on together, it was crucial to identify an indicator which would not be overly burdensome or costly. Third, the rate of syphilis disease is on the rise in New Jersey, so the potential for this project to be impactful was high.

As some agencies began to show improvement, their practices were shared with struggling agencies, creating a support system throughout the Collaborative. Data were collected every other month from every Ryan White agency, allowing the team to track the progress over time. By its twelfth data collection cycle, the State achieved a level of 78%, a significant increase from its low point of 58% in cycle 3.

Moving forward, the State of New Jersey now requests additional statewide data on how many syphilis tests were positive and how many patients received appropriate treatment. These treated newly diagnosed cases show the potential for improved health outcomes through a planned sustainable statewide project that monitors syphilis screens.

Jane Caruso
New Jersey Cross-Part Collaborative Team
Trenton, NJ

Join your peers. Learn together.

Participate in our next collaborative and learn from your peers. Look for announcements of our upcoming collaboratives and join us. Network with your fellow HIV providers and share your expertise across all Ryan White funding streams in your region. Visit our website to learn more about past and future collaboratives.

Online at:
NationalQualityCenter.org/Collaboratives

Want to get involved in a nation-wide improvement effort? Check out our latest campaign activities.

Want to join with your fellow HIV providers to reach a common goal of national significance? Want to work on a high-impact project driven by your needs? The National Quality Center’s campaign activities offer an impetus to get involved.

The National Quality Center’s first campaign, the in+care Campaign, focuses on bringing patients back into care and to keep others from falling out of care. This national initiative serves as a voluntary quality improvement effort to join forces, learn from others, share data, and bring experts to the table. The in+care Campaign’s activities have included webinars, journal clubs, face-to-face meetings, and routine submission of performance data and reports on improvement strategies targeting patient retention.

Benefits of participation in the in+care Campaign include:

- Access to renowned quality improvement and retention experts for support and coaching
- National real-time benchmarking data on key retention measures available for all participating agencies through an online database
- Connection with peers to share and learn best practices
- Alignment of organizational goals with the National HIV/AIDS Strategy
- Improved quality management competency
- Novel opportunities to engage consumers in a dialogue on retention in HIV care
- Broad, far-reaching, immediate impact in improving patients’ lives

The first ever national quality improvement Campaign nationally engaged Ryan White grantees from all Parts to focus on the key priorities of the National HIV/AIDS Strategy. The Campaign represented the largest quality improvement initiative in Ryan White history to date. Over 650 providers or 62% of all Ryan White grantees serving over 450,000 HIV patients enrolled in the Campaign. The in+care Campaign demonstrated significant improvements in national retention and viral suppression performance rates. Partners in+care, the consumer involvement component, engaged roughly 700 people living with HIV.

“The Campaign provided a community of learners, creating this sense of greater learning.”

Learning Together, Connecting a State

Before participation in the in+care Campaign, the Roper St. Francis Medical Foundation quality team in Charleston, SC had not focused on retention as a means of quality improvement. Instead, much of their efforts went towards no-shows – those patients who had missed appointments. In the wake of the campaign, attention has shifted from these patients to a more proactive strategy of quality improvement, where they actively work to get people living with HIV/AIDS in the door.

Most instrumental to this change was the existence of an organized campaign, where all participants use the same measures and work towards a common goal. The monthly web activities and the journal club proved useful activities. The measures incorporated in CAREWare are easy to use, and the database is helpful to access reports and benchmarks.

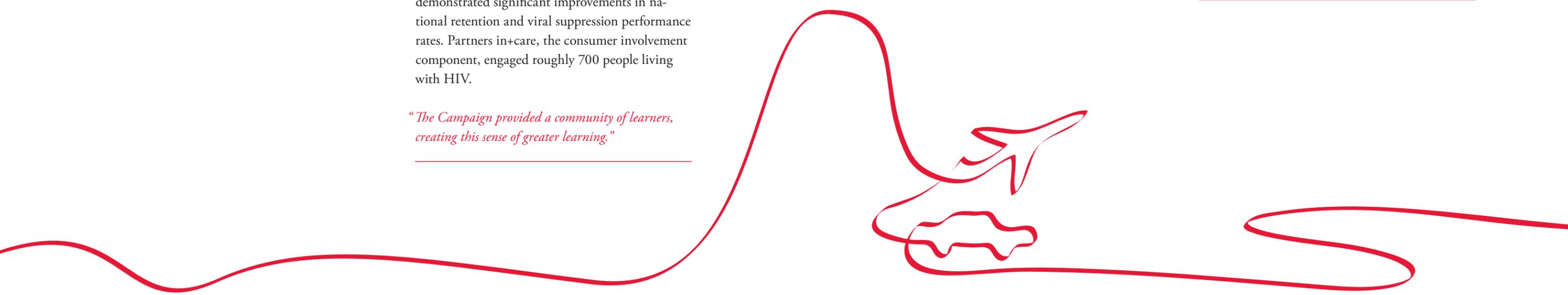
The Campaign has completely changed the landscape of Ryan White Part C clinics across South Carolina. For the first time, all of the programs have been brought together to work on quality improvement. Quality data were produced from about 10 of the Part C clinics, and there has been improvement on all four Campaign measures across all of these programs.

Aaron O’Brien
Roper St. Francis Medical Foundation
Charleston, SC

Align with national HIV priorities. Join our campaign.

Want to get involved with the National Quality Center’s campaign activities? Check out our current campaign activities to see how you can best contribute to quality improvement. Explore our resources. See who’s involved. Tell us your improvement stories. Join future campaigns.

Online at:
NationalQualityCenter.org/Campaignincarecampaign.org



WELCOME

ngc



Does your staff have the will but lack training resources? We travel to train.

At the National Quality Center, we recognize that staff and providers often have the will to improve HIV care but lack the knowledge and skills they need. Plus, local trainers often are in short supply. Not anymore. Just tell us the date and location — we'll send expert trainers your way.

The National Quality Center sponsors face-to-face training opportunities for Ryan White grantees on a variety of quality improvement topics. These workshops teach quality improvement basics and provide participants with a deeper understanding of how to improve HIV care: how to conduct improvement activities, measure performance, strengthen quality management programs, conduct organizational assessments, coach others, and lead quality improvement efforts. Experienced quality improvement experts with a sound understanding of Ryan White quality expectations facilitate these training opportunities.

To champion cross-Part alignment, the National Quality Center organizes cross-Part regional quality improvement trainings. These provide opportunities for grantees of various Parts to meet and learn collaboratively about quality improvement. The National Quality Center travels throughout the country, ensuring convenience for all grantees.

The National Quality Center also offers three rigorous training programs to quality improvement champions:

- The Training-of-Trainers (TOT) Program builds capacity for quality improvement by expanding the pool of qualified trainers on quality improvement
- The Training of Quality Leaders (TQL) Program builds individual capacity to effectively lead and facilitate quality improvement activities
- The Training on Coaching Basics (TCB) Program closes educational gaps by building the quality improvement capacity of quality leaders to coach other HIV providers on quality improvement

Several thousand individuals have participated so far in NQC-sponsored workshops in locations across the U.S, representing over 50% of all Ryan White grantees. Evaluation results indicate that the vast majority of participants rated the trainings as very good or good, stated their own knowledge and skills had improved, and felt that the materials and facilitator provided a positive, real-world experience. These trainings prepare participants to take an active role in their own HIV quality management program, giving them the confidence and know-how to make a difference in their community.

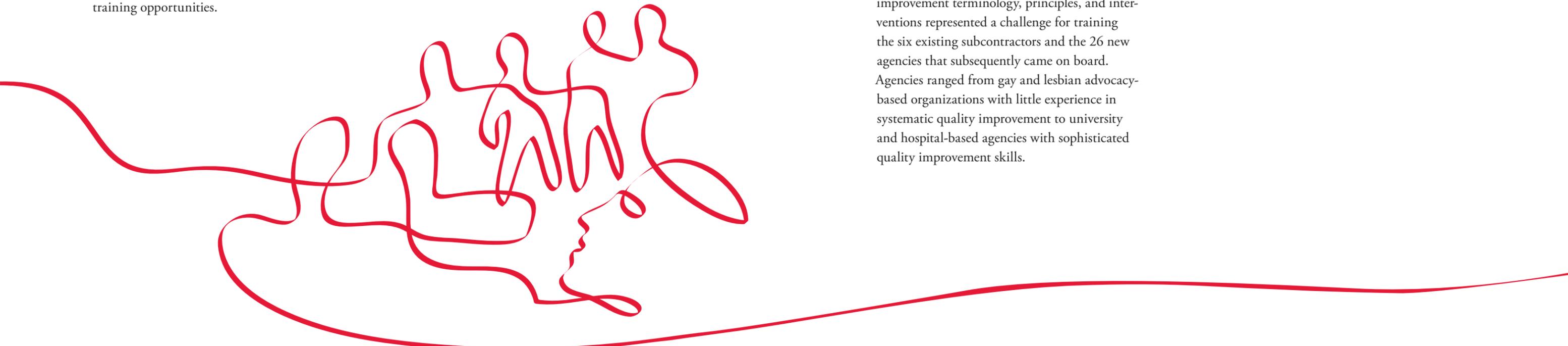
“I learned more today than the two years I have been trying to ask questions in my clinic!”

Onsite Training Brought Vendors up to Speed

Ryan White Program administrators at the Nevada State Health Division were looking to improve quality management activities while expanding the services offered to patients. However, the wide range of knowledge in quality improvement terminology, principles, and interventions represented a challenge for training the six existing subcontractors and the 26 new agencies that subsequently came on board. Agencies ranged from gay and lesbian advocacy-based organizations with little experience in systematic quality improvement to university and hospital-based agencies with sophisticated quality improvement skills.

After providing some basic in-house education, the organization requested a local training workshop from NQC. An NQC quality improvement coach developed and facilitated specialized training sessions in two cities—the locations around which most of the program’s subcontractors were located.

The state’s Ryan White Program Coordinator described the presentations as concise, well-structured, engaging, and—most importantly—effective. While none of the agencies had a program-specific quality management plan prior to the training, all 32 developed written plans afterward. Staff at each agency also developed performance indicators and now submit quarterly reports based on these measures.



Administrators of the state’s Ryan White Program believe that the training has been especially effective at bringing the staff of the less experienced vendors up to speed. Staff at these agencies now have a professional sophistication in reporting and accountability that was lacking before the training. Administrators hope to hold another round of on-site training in the future, with an eye toward more advanced topics, such as tracking of eligibility and performance in pharmacy forecasting.

“Our vendor agencies are now able to develop and implement their own quality management plans—a term many were unfamiliar with before the training sessions.”

Nikki Isaacs, PhD
Nevada Department of Health
Carson City, NV

**Become an improvement expert.
NQC trains at no cost to you.**

Tell us when and where, and we’ll send our experts to train your staff and providers on quality improvement. For a list of scheduled trainings, check the upcoming events section on our website. More information about the TOT, TQL, or TCB Programs can also be found online, along with the applications. Sign up for an upcoming training session.

Online at:
NationalQualityCenter.org/Trainings
NationalQualityCenter.org/TOT
NationalQualityCenter.org/TQL
NationalQualityCenter.org/TCB



Don't have a lot of time to spare for training? NQC has the answer.

At the National Quality Center, we recognize how difficult it can be to find time to learn. That's why we developed the Quality Academy. Our online tutorials allow you to learn anytime you want from anywhere you want. All you need is a computer or tablet, and internet access. And of course there's no cost to participate.

The Quality Academy is an online modular learning program on quality improvement topics, accessible 24/7. More than 35 tutorials explain quality improvement principles and methodologies, provide real world examples from other HIV providers, and describe methods for applying this information to your HIV program. The tutorials span the spectrum of quality management proficiency — from novice to expert — and take about 15-20 minutes each to complete. Selected tutorials are also available in Spanish.

Topics for these tutorials include:

- Defining quality improvement and accessing quality improvement resources
- Applying quality improvement methodologies
- Understanding the Ryan White HIV/AIDS Program expectations for quality
- Developing and executing a written quality management plan
- Collecting and using performance data
- Leading a quality initiative

When the Quality Academy was launched in 2007, it became the first comprehensive online quality improvement training program for Ryan White grantees. Since its launch, users have accessed more than 25,000 tutorials. In evaluation, the vast majority of users report that the tutorials provided new knowledge and have recommended them to colleagues.

Quality Academy tutorials are perfect for the training component of quality management committees and for training new staff. The tutorials allow for certificate printing, giving proof of newly gained quality improvement knowledge. Some of these tutorials even are applicable beyond the realm of HIV services.

“The Quality Academy tutorials are easy to get to and easy to navigate. They're not too simple or too complex. And because the program is designed in time-manageable chunks, I could fit training into the rest of my day...”

Learning to Change, Online, Anytime

The L.A. Gay & Lesbian Center maintains a roster of more than 2,000 clients and has provided HIV services for over 20 years. Although the organization established a quality management program some time ago, leaders felt that further refinement was possible. An NQC coach suggested that staff access the online training available at the Quality Academy. The group's quality manager completed the first 20 modules over the course of six weeks.

One Quality Academy module was especially influential for the organization. Prior to the training, the Center conducted change with a “complete overhaul” approach, which was successful as long as the change resulted in improvement. If a change failed to improve outcomes, however, staff were left bewildered about what to change next. The Quality Academy module on the PDSA Cycle, with its focus on testing and implementing a series of changes, provided just the insight the staff needed.

The Center shifted from using sweeping transformation to small, incremental changes to achieve improvement. For example, the organization convened a project team to focus on increasing the proportion of female clients who had a Pap test performed within the prior 12 months. By implementing a series of small changes — such as adding a reminder to the prep sheet used by the medical assistants — the Center increased the proportion of women with Pap tests from 42 % at baseline to 90 % seven months later. The quality manager credits the Quality Academy tutorial for the understanding that allowed the team to implement interventions that led to improvement in clinical care. He regularly refers staff and colleagues to the training and has incorporated the information into in-house workshops.

George Gati
L.A. Gay & Lesbian Center,
Los Angeles, CA

Improve your quality improvement skills. Take one tutorial a day.

Check out the Quality Academy. Visit our website and start today. Learn about quality improvement and teach your staff. Take a tutorial now and download slides and facilitator notes for later use. If internet connection is a problem, we'll even provide a CD-ROM. Take one today.

Online at:
NationalQualityCenter.org/QualityAcademy



NATIONAL TECHNICAL ASSISTANCE CALLS

Need short, instructive quality lessons? Join an monthly NQC webinar.

You want more knowledge, want to keep improving your program, and wish you had a resource for short, focused trainings. NQC offers monthly technical assistance webinars that focus on selected topics pertinent to you and facilitated by expert NQC consultants. In many cases, your peers will be presenting and telling you how they have met their challenges in managing their quality management programs. These calls also offer you the opportunity to ask questions of your peers and our expert facilitators.

To provide ongoing learning opportunities on key quality improvement concepts and methodologies, the National Quality Center hosts monthly national technical assistance calls. Calls use state-of-the-art webinar technologies. Selected topics of past technical assistance webinars include:

- Quality management 101 and HIV/AIDS Bureau quality management expectations
- How to choose a quality improvement project
- Introduction to performance measurement and to using data for quality improvement
- Engaging staff and consumers in quality improvement activities
- Using tools for quality improvement activities
- How to sustain your quality improvement efforts over time

Calls are facilitated by quality improvement experts who explain specific topics and provide Part-specific examples. Facilitators encourage fellow HIV providers to share their experiences and best practices and ensure that participants have an opportunity to ask specific questions.

Since inception, several thousand participants have joined our technical assistance calls to learn from champions in the Ryan White community and share Part-specific best practices. The great majority of participants have indicated that they have increased their knowledge of quality management, applied the lessons learned to their programs, and shared knowledge with other staff.

“The webcasts are great. The way the information is organized and taught...it just makes sense!”



Webcasts with Practical Tips, Essential Insights, and Downloadable Information

The quality coordinator for the Alameda County Public Health Department Office of AIDS Administration joined her first NQC technical assistance call three years ago, when the service was initiated. She remains committed to the monthly calls because they provide practical information on quality improvement topics. The calls on data analysis and presentation, and cultural competency and quality improvement have been especially useful for the administrator. Prior to the training, staff were collecting data but were not always certain how to interpret, evaluate, and act on the findings. The technical assistance calls provided insight into how to use the collected data to make improvements. Key messages on data collection gleaned from these calls included the importance of starting with small changes, the need to identify and focus on outliers in the data collected, and the need to present data in ways that avoid overwhelming recipients.

The county organization applied these ideas to improving care at their clinics. Administrators noticed that while rates for most screening activities were high, only 9% of appropriate clients received dental referrals. Staff conducted a root cause analysis, followed by a series of changes—such as adding requirements for dental referrals in the contracts of Part A and Part B providers—and increased the rate for referrals to 17% in 12 months.

The quality manager has found the webcast format to be especially useful and easy to navigate. She usually participates on the live call, but she can also download slides for later viewing or use in presentations. She has discovered that adding agency-specific data to the slides when providing technical assistance to contractors increases their engagement in learning quality improvement principles.

Patricia La Brie Calloway
Alameda County Public Health Department
Oakland, CA

Go ahead. Sign up for a webinar today.

Visit NationalQualityCenter.org to check out our monthly schedule and sign up for a one-hour webinar. At the scheduled time, dial in to the provided phone number and view the presentation slides via the Internet. Should you miss a call, you can access the slides and an audio recording later on our website.

Online at:
NationalQualityCenter.org/TACalls

Searching for quality improvement tools? They're just a mouse click away.

You're looking for a retention measure, an example of a quality management plan, a slide presentation for your upcoming quality improvement presentation — and you need it yesterday. Guess what? You don't have to look far and wide. Just check out the National Quality Center's online resources.

NationalQualityCenter.org is the premiere website assisting individuals who work to improve HIV care and services. With more than 300 quality improvement resources, publications, and descriptions of best practices, the website provides myriad opportunities for learning, connecting, and sharing among HIV providers, quality managers, public health officials, and people living with HIV/AIDS. The vast majority of users claimed to have gained new knowledge, with 90% indicating that information and tools obtained from the website had a moderate or major impact on their quality management program.

NationalQualityCenter.org offers:

- Hundreds of quality improvement resources for viewers with varying levels of expertise
- Information about Ryan White Program quality management requirements and HIV/AIDS Bureau quality management expectations
- Tools and descriptions of best practices from peer HIV providers and features that allow you to submit tools for posting
- Easy access to all NQC services, including the Quality Academy
- Online registration for upcoming training sessions and national technical assistance calls
- Calendar of upcoming NQC events and trainings
- Powerful search functions to identify the resources you need

Want to share resources with others? Check out NQC Glasscubes, a password-protected online forum that offers registered users the opportunity to share their quality improvement resources, post project-specific messages, and set up email listservs. If you want a Glasscubes account for your regional improvement efforts, we set one up for you and you manage it — that easy.



Looking to connect further? Follow us on Facebook, Twitter, and YouTube to view our updates.

“The website materials proved invaluable for me and let me move the program forward, which I couldn’t have done otherwise.”

**Visit NationalQualityCenter.org today.
Find the tools you need.**

At the National Quality Center, we understand the specific needs—and challenges—of the Ryan White community. You’re busy, resource-stretched, and committed to making a difference. We created NationalQualityCenter.org with you in mind. Download a tool that simplifies your work. Let NQC help you.

Online at:
NationalQualityCenter.org
[Facebook.com/NationalQualityCenter](https://www.facebook.com/NationalQualityCenter)
 Twitter: @NatlQualityCtr
[YouTube.com/NationalQualityCtr](https://www.youtube.com/NationalQualityCtr)

Looking for a specific quality improvement guide you need? NQC produces.

Can’t find a resource that addresses your particular problem? Look no further. NQC has an extensive library of publications, tools, and guides created with you in mind.

In the years since its founding, the National Quality Center has produced over two dozen quality improvement publications focused on a broad array of quality improvement topics, aiming to give quality management teams the tools needed to improve. In the form of checklists, tools, and guides, these publications aim to be user-friendly and to break down complicated topics of quality improvement in easy-to-follow steps.

A brief sampling of the National Quality Center’s publications includes:

- The NQC Checklist for the review of an HIV-specific quality management plan
- The Part-specific NQC organizational quality assessment tools, which assess the organizational infrastructure of a quality management program

- Making Sure Your HIV Care Is the Best It Can Be, which is a guide to help consumers advocate for themselves and act in partnership with their providers
- The NQC Game Guide, which provides interactive games that teach critical concepts of quality improvement
- Guide to Consumer Involvement, which helps grantees promote and enhance consumer involvement
- Measuring Clinical Performance: A Guide for HIV Health Care Providers, an instructive guide to learn about performance measurement

Helpful tools for your quality improvement.

Access the National Quality Center’s publications anytime, anywhere on our website or request a CD-ROM of all of our publications. Get the tools you need to advance your quality management program. Use our resources to take your quality improvement competency to a whole new level.

Online at:
NationalQualityCenter.org/Resources



Want to meet NQC? Check our exhibit schedule.

Too busy to order hard copies of key quality improvement materials online? The National Quality Center may be attending the same conference you will be. Visit our exhibit booth, check out our quality improvement materials, and even talk to one of our NQC representatives.

The National Quality Center exhibits at key conferences attended by HIV care providers and quality improvement managers, including state-wide all-Parts conferences. NQC sees these HIV care-focused meetings as an excellent opportunity to meet face-to-face with individuals committed to improving the quality of HIV care and to distribute important quality improvement resources. These resources, provided free of charge, include:

- Hard copies of quality improvement publications
- Quality improvement tools and assessment forms

To date, the National Quality Center has distributed tens of thousands of quality improvement resources at these HIV conferences and through other dissemination efforts. These conferences provide an opportunity to connect with NQC experts and get answers to your quality improvement questions. Let us know when you have a quality conference in your region so that we can arrange to have the NQC booth with our improvement resources there.

“I was particularly interested in case management, clinical standards, client advocacy, and client satisfaction. I found all the exhibit booth information quite helpful.”

Shake a hand. Pick up a resource. Ask us how.

To find out where NQC will be next, check out our event calendar online. If you wish to invite NQC to a local or regional conference, contact us with your request.

Online at:
NationalQualityCenter.org/Exhibits

Doing great quality improvement work? NQC recognizes your accomplishments.

Has your HIV program made extraordinary strides in quality improvement but is not regionally or nationally recognized for its accomplishments? Are you looking for a forum to showcase your quality improvement achievements and to be acknowledged among your peers? We have an award for you.

The National Quality Center has created the Quality of Care Award Program to recognize Ryan White grantees and individuals across all Parts who have demonstrated outstanding progress in improving the quality of HIV care. NQC aims to acknowledge excellence among grantees from the Ryan White community and promote these quality champions to further spread quality improvement nationally.

To recognize quality improvement efforts, NQC annually seeks applications from Ryan White grantees across all Parts which have made exceptional improvements in their quality of HIV care in any of the following categories:

- Award for Performance Measurement
- Award for Quality Improvement Activities
- Award for Quality Management Infrastructure Development
- Award for Leadership in Quality
- Award for Consumer Involvement

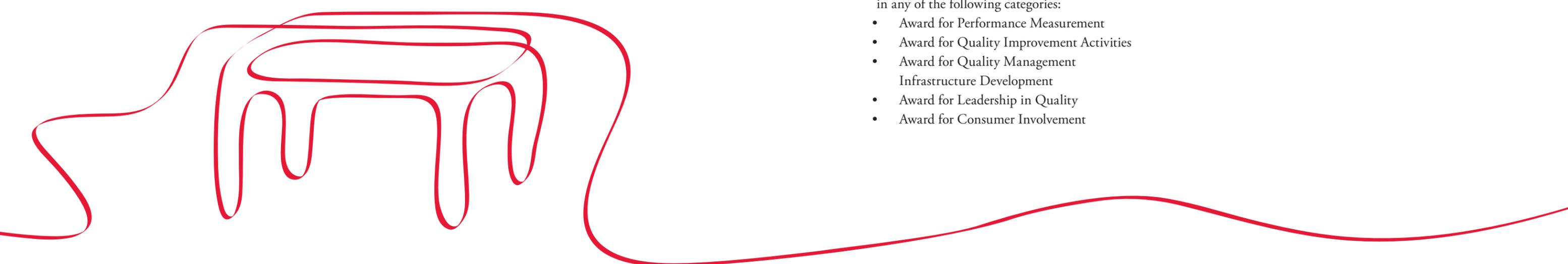
In collaboration with the HIV/AIDS Bureau, the National Quality Center annually selects appropriate winners and invites the Award winners to share their improvement stories with other grantees. Over 25 quality leaders have been granted a Quality Award, and profiles of all winners are available on the NQC website. In the Quality Awards, the real winners are patients.

“The NQC Quality Awards provided a much needed forum to showcase the great work done by the grantees. This was a real inspiration for me to make concrete improvements in my clinic.”

Be a winner. Submit a nomination.

To recommend an individual or grantee for an NQC Quality Award, simply fill out the necessary application forms found on our website and submit the application before our annual deadline. All applications are carefully reviewed. Good luck!

Online at:
NationalQualityCenter.org/QualityAwards



Living with HIV and interested in improving local HIV care? NQC has activities available.

Want to be a patient advocate for quality improvement? Are you struggling to engage consumers in improvement activities? Want to learn more about basic quality improvement and performance data? NQC has programs specifically for people living with HIV interested in quality improvement so that grantees can involve them in quality management committees and improvement teams.

Consumer Advisory Committee

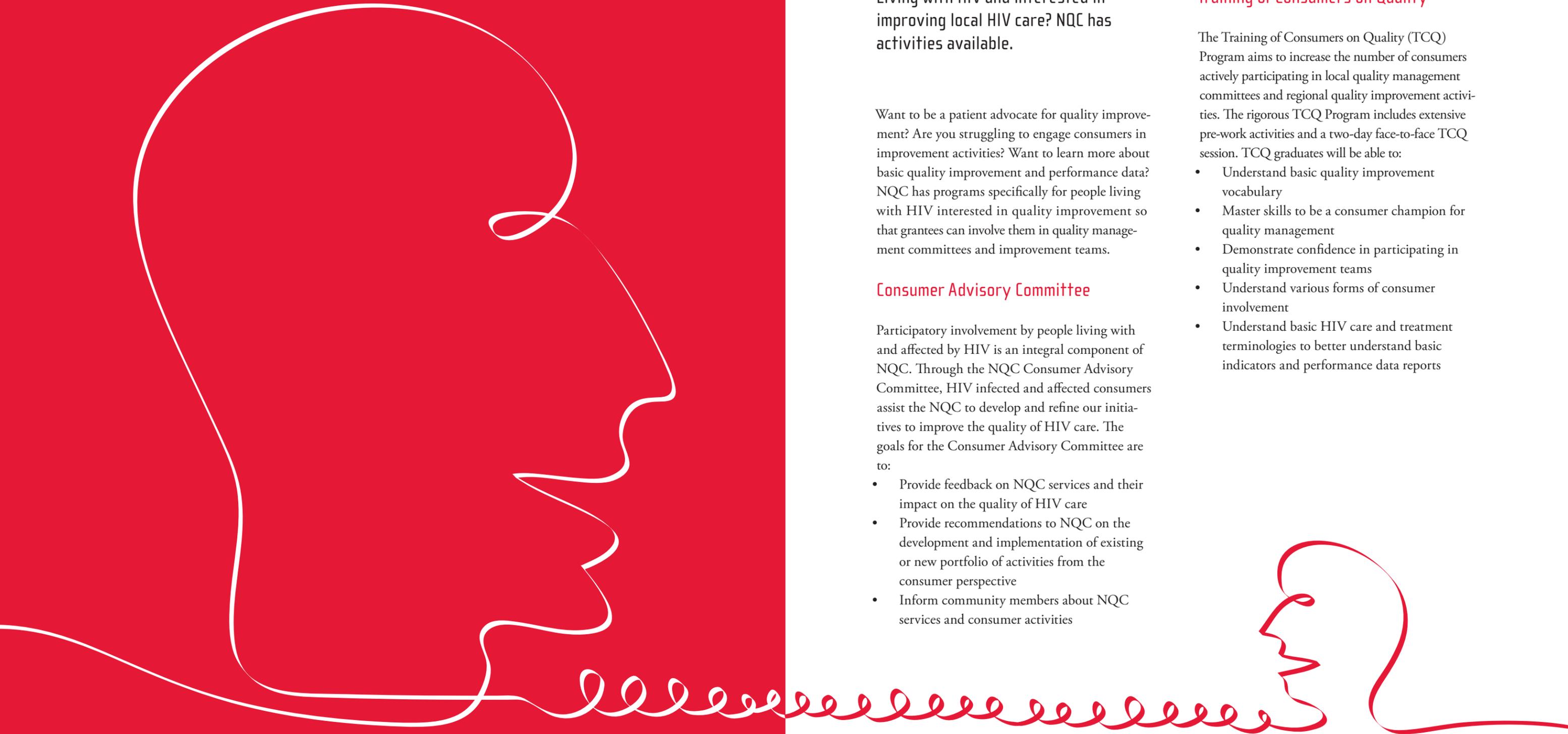
Participatory involvement by people living with and affected by HIV is an integral component of NQC. Through the NQC Consumer Advisory Committee, HIV infected and affected consumers assist the NQC to develop and refine our initiatives to improve the quality of HIV care. The goals for the Consumer Advisory Committee are to:

- Provide feedback on NQC services and their impact on the quality of HIV care
- Provide recommendations to NQC on the development and implementation of existing or new portfolio of activities from the consumer perspective
- Inform community members about NQC services and consumer activities

Training of Consumers on Quality

The Training of Consumers on Quality (TCQ) Program aims to increase the number of consumers actively participating in local quality management committees and regional quality improvement activities. The rigorous TCQ Program includes extensive pre-work activities and a two-day face-to-face TCQ session. TCQ graduates will be able to:

- Understand basic quality improvement vocabulary
- Master skills to be a consumer champion for quality management
- Demonstrate confidence in participating in quality improvement teams
- Understand various forms of consumer involvement
- Understand basic HIV care and treatment terminologies to better understand basic indicators and performance data reports



TCQ Program graduates have been shown to gain self-confidence from attaining a broader understanding of their role in quality improvement activities as a consumer. The resources received at the training provide ways for participants to bring methods learned back to their local quality improvement activities. The TCQ Facilitator Guide includes the curricula and resources to deliver this training anytime, anywhere. Participants meet other consumers interested in quality improvement, creating support networks for consumer involvement throughout the country.

“Hats off to the trainers on a job well done. They were so enthusiastic, energetic, and passionate about the training that we (the participants) didn’t have a choice but to be the same!”

“Our staff wouldn’t have known where to begin without all the training and resources. The materials are awesome!”

Be an informed consumer. Apply now.

If you are a PLWH associated with a Ryan White grantee interested in quality improvement activities, apply for the Consumer Advisory Committee. Check out the pre-work activities and attend upcoming face-to-face TCQ sessions. Take an active role in the local, regional, or even national quality improvement efforts and become an advocate to improve HIV care.

Online at:
NationalQualityCenter.org/TCQ

Interested in our logo?

Designer Felix Sockwell created the National Quality Center logo with art direction by Stefan Sagmeister, a world-renowned designer based in New York City, by combining the motif of the AIDS awareness ribbon with continuous line figures. Read more about the design process in Leslie Cabarga’s *The Secret Life of Logos: Behind the Scenes with Top Designers*.



