

HIV Care Services Quarterly Contractor Meeting
August 9, 2016
Virginia Housing Development Authority

Virginia Department of Health's Quality Management (QM) Program included:

- 1) QM infrastructure (QM Advisory Committee-QMAC, QM Leadership Team, Peer Review, e2virginia, direct contracts, consortia)
- 2) Performance measurement (HIV continuum of care measures)
- 3) Quality improvement activities (Quality Improvement Project, trainings, conferences, Plan, Do, Study, and Act).

For agency ongoing internal quality monitoring, 100% of sub recipients have submitted to Virginia Department of Health their required QM Plans and Quality Improvement Projects.

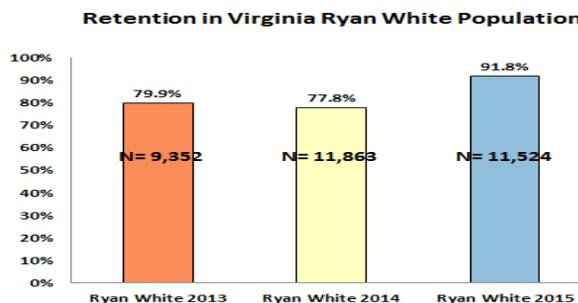
The QM Advisory Committee comprises 35 members including 12 consumers.

Accomplishments:

- Virginia Department of Health developed Standards of Care for 19 funded services offered within the RWHAP Part B. Developed standards were effective May 1, 2015.
Located at: <http://www.vdh.virginia.gov/epidemiology/DiseasePrevention/HCS/>
- On October 1, 2015, Virginia Department of Health RWHAP Part B Case Management Standards went into effect.
Located at: <http://www.vdh.virginia.gov/epidemiology/DiseasePrevention/HCS/CaseManagement.htm>
- Training of case management trainers (TOT) was held on October 2015 and they have facilitated six regional trainings with 86 participants that included 49 medical and 37 non-medical case managers.
- Two-day Case Management Retreat called "Leading the Right Path" which was held on March 18-19, 2016 in Richmond, VA. A total of 78 individuals attended the retreat, representing all five-health regions.
- Four consultants are financially supported by Virginia Department of Health to provide assistance to provide a higher quality of case management services.
- A 2015 QM Summit - "Building Improvement" was held August 11, 2015 in Richmond, VA. The Summit was attended by a combined 70 participants from VA's five health regions.
- Award Ceremony for leadership in quality-A group of seven quality leaders were recognized by the QM Advisory Committee and Virginia Department of Health as "Quality Champions" in August 2015.
- Quality Retreat called "Quality Management 101 and 201" held February 26-27, 2016 in Richmond, VA. A total of 90 people attended the event.
- Consumer Training in Quality Management (CTQ) and Public hearings was held in June 2016 for PLWH and a total of 108 consumers attended the event.

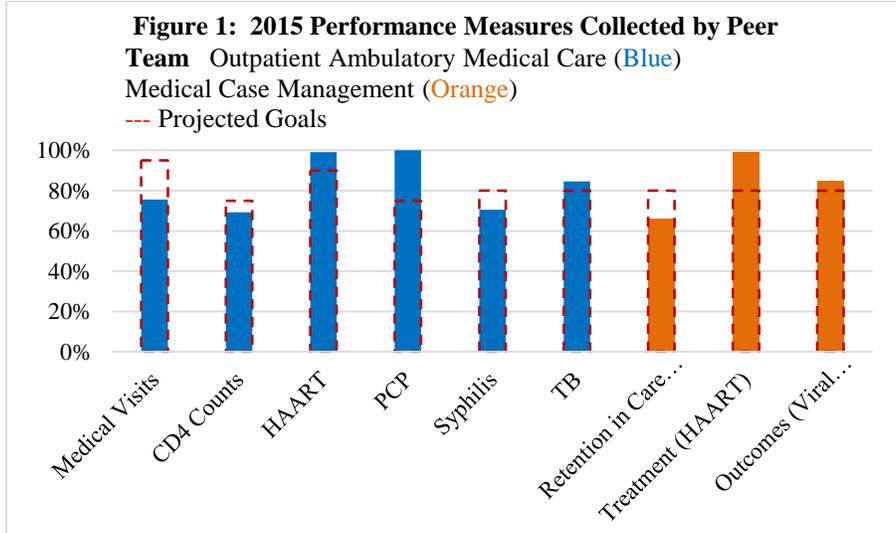
Quality Improvement Project:

HIV Treatment and Medication Adherence was the emphasis of the Cross-Parts Collaborative QIP. Continuous QI methodologies used encompassed the model for improvement (Plan, Do, Study, and Act). The chart below shows the impact of the Cross-Parts QIPs along with other improvement activities on the HIV Retention in Care rates.



Peer Review:

Statewide PR Team monitors sub-recipients receiving RWHAP B funding, for the quality of care provided to their HIV patients. In FY 2015, eight sites were selected for review and each site visit entailed a two-day on site review with several pre- and post-visit activities. Performance Measures were collected for Outpatient Ambulatory Medical Care and Medical Case Management (see Figure 1).



Data current as of May 11, 2016; Accessed June 2016; Virginia Department of Health, Division of Disease Prevention.

Planned Activities:

- PR visits, scheduled to begin in July 2016 and continue through March 2017.

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| Daily Planet | Virginia commonwealth Virginia Infectious Disease Clinic (VCU ID) |
| AIDS Response Effort | Three Rivers Health District (TRHD) |
| Carilion Infectious Disease Clinic | Cross Over Health Ministry |
| Fredericksburg Area HIV/AIDS Support Services(FAHASS) | Inova Health System Services |
| Vernon J Harris/Capital Area Health Network(VJH) | Council of Community Services (Direct Services-TA site visit) |

- A statewide RW Cross-Parts Quality Improvement Project will continue to be implemented by sub recipients to enhance HIV Medication and Treatment Adherence with the goal of bringing and keeping more HIV-infected people into care.
- Virginia Department of Health will conduct a QM Summit in October 2016 to build capacity for Quality Improvement among RW Cross-Parts Collaborative HIV providers and PLWH.
- HIV performance measures will be monitored and findings share at the QMAC meetings and through other communication paths with stakeholders.
- A statewide Case Management Retreat will again be held in March 2017 to give an opportunity to discuss issues, best practices, and network with colleagues from other parts of the state.