

QUALITY MANAGEMENT ADVISORY COMMITTEE NEWSLETTER

Overview of QMAC | QMAC Subcommittee Responsibilities | Client-Focused QI

Data Subcommittee

The Data Committee of QMAC assists QMAC with identifying potential data improvement projects. They also advise the QMAC on the development of improvements to the data collection system and performance monitoring initiatives. The Data Subcommittee is currently co-chaired by Brooke Williams and Tim Agar. You can contact: Brooke at BAW8CP@hscmail.mcc.virginia.edu; or Tim at tagar@novaregion.org.

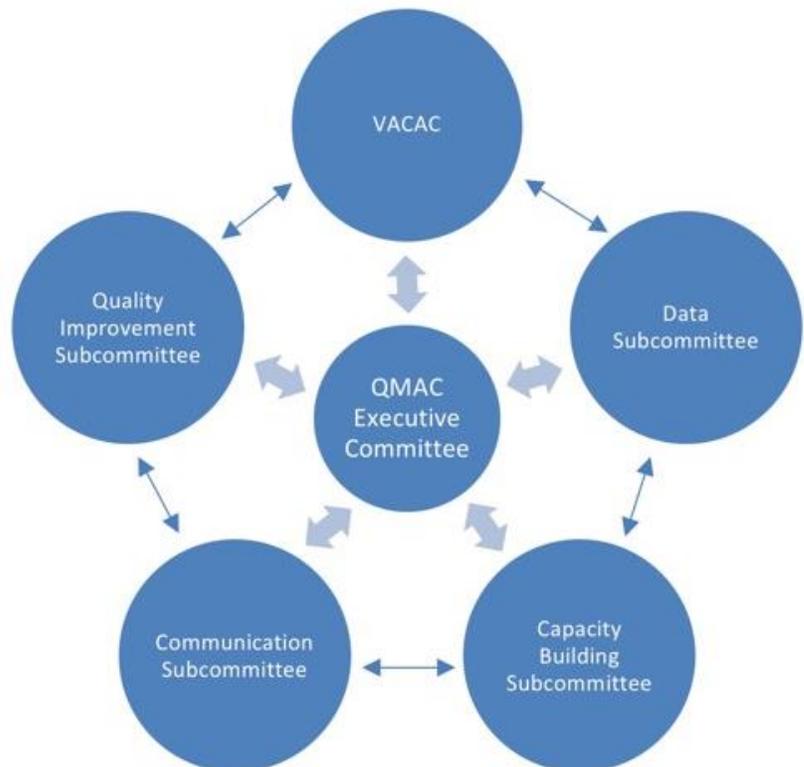
Quality Improvement Subcommittee

The QI Committee advises the QMAC committee on the development of improvements to the Quality Improvement system and performance monitoring initiatives. The Quality Improvement Subcommittee is currently chaired by Michelle Shearer. You can contact Michelle at shearercm@vcu.edu.

Quality Management Advisory Committee (QMAC)

The QMAC was created in 2009 in the state of Virginia as part of the Ryan White Part B infrastructure. In 2011, QMAC saw the need to integrate into a Ryan White Cross Parts Collaborative that included Ryan White Part A, B, C, D, and F. The QMAC provides oversight and technical assistance for the Quality Management Program at Virginia Department of Health or VDH that assists participants/agencies in Virginia with review, evaluation, and continuing improvement of HIV care and support services.

QMAC Infrastructure



VACAC Subcommittee

The Virginia Quality of Care Consumer Advisory Committee (VACAC) act as liaisons between consumers, VDH, and service providers. The members educate, engage, and bring together consumers through a variety of activities that support health promotion and quality improvement. The VACAC is currently co-chaired by Sylvester Askins and Mark Baker. You can contact Sylvester at djw0314@hotmail.com; or Mark at mbaker@totalhealthcare.org.



Capacity Building Subcommittee

The Capacity Building Committee supports the development of Ryan White Cross-parts QM activities by linking training and technical assistance (TA) to all Cross-Parts stakeholders inclusive of consumers from each region. The Capacity Building Subcommittee is currently chaired by Dr. Tanya Kearney. You can contact Dr. Tanya Kearney at kearnetk@evms.edu.

QMAC Members

QMAC is comprised of:

- Representatives from the five health regions in Virginia
- VDH Staff
- QM Coordinators from local agencies and sites
- RW Grantees from Parts A, B, C, D, and F
- Consumers
- Data Managers
- Physicians
- Program Administrators

QMAC Meetings

The QMAC meets at least quarterly as a committee group each year at such times and places as it may determine, or as may be specified in the notice of the meeting.

Subcommittees may meet more regularly than the quarterly meeting to discuss action steps, planning, and outcomes of subcommittee goals/tasks. Those meetings will be coordinated by the sitting Chairs of the Committee or through a VDH representative.

QMAC Ground Rules

QMAC Members are expected to follow these rules of conduct in all meetings and other QMAC-related events:

- *Everyone participate, no one dominate
- *Stay on subject and follow the agenda is everyone's responsibility
- *Deal with the real issues; avoid seeing only what you want to see
- * One person speaks at a time
- *Success depends on participation 100%—share ideas, ask questions, draw others out
- *Constructive, honest debate is desirable
- *Be positive, nonjudgmental and open to new ideas
- *Respect each other's thinking and value their contributions
- *Manage group work
- *Attack problems, not people
- *No story telling
- *Have fun!

Communication Subcommittee

The Communications Committee services in an advisory capacity and make recommendations to the QMAC and stakeholders, which have assigned responsibility for planning and recommending selected Quality Improvement (QI) activities. They also provide input into identified QM Programs. The Communications Committee is currently co-chaired by Brittney Jones and Betty Borden. You can contact Brittney and Betty at bjones4@valleyhealthlink.com and betty.borden@vdh.virginia.gov

Executive Committee

The Executive Committee provides oversight and support to the QMAC and works with QMAC members to set goals, determine priorities, and provide technical support necessary to implement identified quality initiatives. This Committee is made up of VDH staff and the Chairs of the QMAC Subcommittees. This Committee takes the lead in planning and implementing quarterly QMAC meetings and on planning and implementing the annual Quality Management Summit. To find out more about the Executive Committee contact Safere Diawara, Quality Management Coordinator at safere.diawara@vdh.virginia.gov

Glasscubes

Glasscubes is the online repository for our QMAC provided by the Center for Quality Improvement & Innovation (CQII). All information related to the QMAC are electronically stored such as presentations, action plans, minutes, etc. To join email Jonathan Albright at Jonathan.Albright@vdh.virginia.gov

Purpose of QMAC

The purpose of QMAC is to promote best practices used by Ryan White funded agencies to identify PLWH and enable them to utilize the services available; and eliminate disparities in services among affected sub-populations and historically underserved communities.

The Committee advises on QM Plans, as well as programmatic, improvement, clinical and educational issues as needed. The Committee reviews Quality Improvement (QI) data and assesses implications of trends and program changes, including the impact on other statewide HIV services.

The Importance of Consumer Involvement

Consumers have valuable insight into the quality of services provided across the state. They are an integral part of quality initiatives within the QMAC that support improved service delivery, policy development, and addressing disparities in access to care and support.

As consumers on the QMAC team, they have the goal of assisting in recruitment of interested consumers to quality programming both at the agency and state level. QMAC is able to achieve this goal through the development of the Virginia Quality of Care Consumer Advisory Committee, or VACAC. The VACAC provides input on the VDH planning and Quality of Care Program. They are active participants locally through Consumer Advisory Boards, or as members of agency-level quality management teams. Interested in joining QMAC, VACAC, or your local CAB?

Speak to your agency providers and ask how you can get involved in quality today! Or contact Safere Diawara, VDH's Quality Management Coordinator, at 804-864-8021.

