



Catherine B. Templeton, Director

Promoting and protecting the health of the public and the environment

June 2012

Ryan White Part B Providers:

Thank you for the hard work and dedication you have put into your organization's Ryan White Quality Management Program. DHEC's Ryan White Quality Management program staff is preparing to actively engage in two quality initiatives at this time: (1) SC Quality Management site visits and (2) HRSA's Performance Measure Module.

Site Visits

SC Quality Management site visits for Ryan White Part B providers will be conducted in August and September 2012. The visits will assess individual Ryan White quality performance and offer technical assistance recommendations around improving performance.

In preparation for your annual quality management site visit, a resubmission of your 2011 Clinical Report Cards (CRC) is required by Monday, July 2, 2012. Although CRCs were previously submitted, revisions to the database were made to align with HRSA initiatives; therefore, it is necessary to resubmit. Following is the Quality Management site visit process for 2012.

Pre Site Visit

1. Submit Clinical Report Card
2. Review Quality Measures

Site Visit

1. Review Clinical Report Card
2. Pull client charts of those that do not meet standards (only a sample will be chosen)
3. Identify problem variables and/or duplication of processes
4. Create a PDSA cycle(s) to correct areas of improvement
5. Technical Assistance Recommendations/Self-Identified Needs

Providers will be contacted within the next few weeks to arrange a quality management site visit date and time.



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Performance Measure Module

The Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) has spent much time working with the Ryan White community to develop and release performance measures for HIV care and treatment. SC DHEC has implemented and modified the performance measures for providers, as software has been updated to systematically collect and report on HIV performance measure data. Subsequently, HAB is excited to now make available a HIV performance measure module to grantees and service providers for submission of data on the HAB Performance Measures

The Performance Measure Module (PMM) is a reporting tool in the existing Ryan White Services Report (RSR) online database accessed through the Electronic Handbooks (EHBs) which will allow providers to enter aggregate data on the HIV/AIDS Bureau (HAB) Performance Measures (records reviewed, numerator, and denominator). Providers will be able to obtain reports that compare their performance regionally (by Public Health Service Regions) and nationally. The database will only be able to compare performance with those providers that submit data in the database. While performance measure data are not required to be submitted to HAB at this time, it is required by SC DHEC of all Part B providers beginning in November 2012. Through the use of the PMM, Providers will track and trend data on the HAB measures to monitor the quality of care provided. To engage in this initiative, grantees and providers need to submit data for at least one performance measure. Visit [://www.careacttarget.org/topics/quality.asp](http://www.careacttarget.org/topics/quality.asp) for additional information.

The performance measure reporting module will have a familiar feel as it is housed in the EHBs within the RSR module. By virtue of its location, you will not have to re-enter grantee or service provider information. The performance measure reporting module will be open to accept performance measure data for one month, three-times per year.

Reporting Periods and Due Dates for the PMM

The PMM will be available for data entry three times a year on the dates specified in the table below:

PMM Opens	PMM Closes	Measurement Period/ Year
March 1, 2012	March 31, 2012	January 1, 2011 - December 31, 2011
July 1, 2012	July 31, 2012	May 1, 2011 - April 30, 2012
November 1, 2012	November 30, 2012	September 1, 2011 – August 31, 2012



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More information about the PMM will be forthcoming closer to the November 2012 submission date.

If you have any questions and/or concerns, please contact me at garykd@dhec.sc.edu or (803)898-0291.

Sincerely,

Katrina D. Gary

Katrina D. Gary, MHA
Ryan White Quality Management Coordinator