

Grant Administration vs Clinical Quality Management

- Grant administration refers to the activities associated with administering a RWHAP grant or cooperative agreement.
- The intent of grant administration is not to improve health outcomes. Therefore, they are not CQM activities.

Grant Administration

- Creating a performance measurement system to collect minimum data required by the RWHAP legislation and HAB
- Creating care systems and service standards
- Management of mandated reporting
- Provider training geared toward compliance

Clinical Quality Management

- Creating a sophisticated performance measurement system to collect service data tied to HIV health outcomes
- Tests of change to improve care, systems, or standards
- Management of peer learning and collaboration programs
- Provider training geared toward improving HIV health outcomes (evidence-based/evidence-informed)



Quality Assurance vs Quality Improvement

Quality Assurance:

- Refers to a broad spectrum of activities aimed at ensuring compliance with minimum quality standards.
- Include the retrospective process of measuring compliance with standards.
- Part of the larger administrative function of a recipient's program or organization and informs the clinical quality management program.

Quality Improvement:

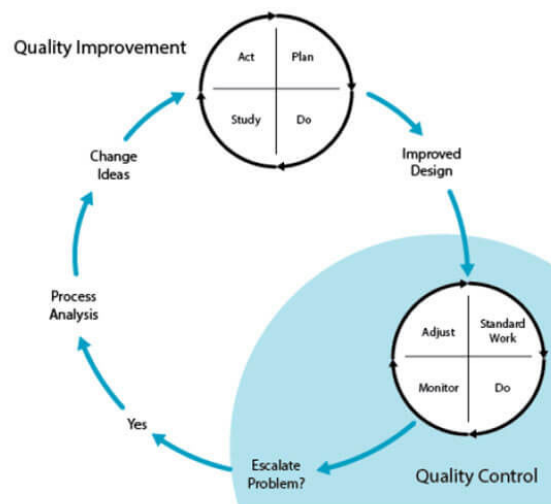
- Refers to a broad spectrum of activities aimed at improving health outcomes, reducing costs, improving patient satisfaction, and enhancing service providers' joy in work.
- Identification of change ideas through an evidence-informed discovery process and root cause analysis then measuring and evaluating the change ideas using tests of change.
- Quality Assurance activities can help identify quality improvement activities that will result in improved health outcomes.

Quality Assurance

- Measuring compliance with standards / Contract monitoring / Chart reviews
- Focuses on individual "bad apples"
- Responsibility of a few to carryout

Quality Improvement

- Continuously improving performance beyond minimum service standards
- Focuses on health systems and processes
- Responsibility of all



Scoville R, Little K, Rakover J, Luther K, Mate K. Sustaining Improvement. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2016.