



Quality Management Plan Work Plan Update

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City of
Philadelphia



Goal 1: Evaluate, build upon, and expand CQM infrastructure and activities supporting EHE goals

Objective 2: Apply a QI perspective to review and provide feedback on Corrective Action Plans (CAPs) submitted from providers with identified issues during bi-annual DHH appointment availability calls

New Action Steps

- Analyze Appointment Availability Call data to see if first appointments were offered within 4 business days to align with iART
 - Incorporate information about linguistics services into systems-level Appointment Availability Call Summary Report and EMA Report
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Goal 1: Evaluate, build upon, and expand CQM infrastructure and activities supporting EHE goals

Objective 4: Initiate QIPs with DHH funded Prevention, MCM, and O/AHS programs using coaching model in order to improve performance across identified areas

New Action Step


- Explore additional ways to include consumer feedback into QIPs



Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objective 3: Develop an evaluation process to measure referral of unsuppressed O/AHS clients to MCM services

New Action Steps

- During new QIP cycle, gather info from O/AHS providers on how PLWH are assessed for need for MCM
 - During new QIP cycle, obtain info from O/AHS providers on the type of information they gather on PLWH's satisfaction with visit
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Goal 2: Improve coordination between O/AHS and MCM providers to support linkage and retention of clients in care

Objective 5: Establish a process to improve coordination between O/AHS and MCM services

New Action Step

- Reconvene MCM Workgroup

Questions or Comments



Thank you for your time today.

We hope to return with more updates in 2024!