

# QI NEWS YOU CAN USE

## Newsletter from the Las Vegas TGA Recipient's Office

The Las Vegas TGA is making great strides in Clinical Quality Management (CQM). Our Clinical Quality Improvement (CQI) Advisory Committee continues to meet quarterly to focus on data, consumers, and the improvement of patient care, health outcomes, and patient satisfaction. Since Quality Improvement is continuous, systematic, iterative, and at the heart of what we do, this newsletter intends to share tools and resources to build capacity. Together we are spearheading systemic change that is making an impact in our jurisdiction. Below you will find a list of resources and links that will help guide our work.

Video Resource	Purpose
CAREWare 6 Logging In <a href="https://youtu.be/VuWs1-sJWdQ">https://youtu.be/VuWs1-sJWdQ</a>	This video goes over CAREWare access information including how to download WinAuth on a mobile device. This is ideal for a new user that wants to become familiar with the database.
Client Demographics & Services <a href="https://youtu.be/ceJmoAjqjY">https://youtu.be/ceJmoAjqjY</a>	This video will go over a client's demographic data in CAREWare. Providers will understand how to navigate the system and will learn how to view, add, and enter a service.
LVTGA Ryan White Services Report (RSR) <a href="https://youtu.be/Hv0Rfj1dqHY">https://youtu.be/Hv0Rfj1dqHY</a>	This tutorial will go over how to clean missing demographic information and the steps to pull a RSR in the CAREWare database. It will also go over how to download and view a RSR file.
RFR & All Services Report Basics <a href="https://youtu.be/2D1L7pltS2U">https://youtu.be/2D1L7pltS2U</a>	This video is specifically directed to the lead fiscal and lead CAREWare designee from each agency. This will go over how the RFR, and the All Services Report work together to maximize the turnaround time for receipt of payment.
How to Add a Client to Domain <a href="https://youtu.be/9v-2rDeA_G8">https://youtu.be/9v-2rDeA_G8</a>	This tutorial will help providers add clients to the CAREWare database. It covers provider access, URN, information, as well as information on how to avoid duplicating a client.
CQM Community Engagement <a href="https://youtu.be/rt9oF1RVt08">https://youtu.be/rt9oF1RVt08</a>	This video provides information about our quarterly Clinical Quality Improvement Committee Meeting. The purpose of this video is to inform consumers, providers, and the community about our Las Vegas Transitional Grant Area CQM / CQI program.

<p>CAREWare 6 Performance Measurement Module <a href="https://youtu.be/GXaTOGH4Ka0">https://youtu.be/GXaTOGH4Ka0</a></p>	<p>The aim of this video is to provide access and guidance to the performance measurement module in CAREware to support subrecipients as they monitor their data to achieve strategic goals. You will also learn how to pull a client list that pertains to the performance measures you are monitoring.</p>
<p>The Tennis Ball Video <a href="https://youtu.be/IHCH905IT60">https://youtu.be/IHCH905IT60</a></p>	<p>This video illustrates an interactive exercise to teach quality improvement in HIV. This video provides PDSA Cycle information and tests of change.</p>

## Alphabet Soup Lingo

The Las Vegas TGA Clinical Quality Improvement meetings contain several acronyms that attendees may not be familiar with. The information below will help you gain an understanding about the lingo you will encounter at our meetings. By becoming familiar with these key words, you will gain a renewed sense of confidence when note taking and participating in future conversations. A glossary of Ryan White HIV/AIDS Program-Related Terms can be found [here](#).



## Commonly Used Acronyms In CQM

ADAP – AIDS Drug Assistance Program

CQM – clinical quality management

CQII – Center for Quality Improvement and Innovation

EHE – Ending the HIV Epidemic: A Plan for America

HAB – HRSA HIV/AIDS Bureau

HHS – (Department) of Health and Human Services

HRSA – Health Resources and Services Administration

PDSA – plan do study act

PM – performance measure

RWHAP – Ryan White HIV/AIDS Program

TA – technical assistance

QI – quality improvement

VL – viral load

WP – work plan



# HRSA

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