

QI NEWS YOU CAN USE

Newsletter from the Las Vegas TGA Recipient's Office

By: Jessica Rios

Data Driven S.M.A.R.T Goals



It's that time again! You have your Plan, Do, Study, Act (PDSA) Form, and Performance Measurement spreadsheet along with your CAREWare quantitative data; you are focused on the deadline, and now it's time to get **SMART**.

SMART goals stand for **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-Based. This goal setting acronym is one of the most popular strategies used in healthcare settings.

SMART is defined as:

- **Specific:** clearly defined and detailed.
- **Measurable:** easy to determine whether it is achieved or not.
- **Attainable:** something you can accomplish with perseverance and hard work.
- **Relevant:** aligned with your other goals.
- **Time-Based:** linked to a time frame.

Follow these tips to help you convert your quantitative data into a **SMART** qualitative story during your team's planning phase to effectively communicate your plan of action.

Tip 1. Use the data you are analyzing from your agency's quarterly HAB Custom Report and Pivot Tables to tell a story.

Tip 2. State your plan. After analyzing your data, write a "**Specific**," clearly defined and detailed statement about your plan of action.

Tip 3. Add "**Measurable**" steps will you take to make your plan "**Attainable**." Don't forget to include who will be involved.

Tip 4. Write about how your plan is "**Relevant**" and aligned with other LVTGA goals. Remember to illustrate what your quarterly time frame looks like.

Tip 5. State how your plan fits with the "**Time-Based**" time frame. Does it look like you and your team are making progress towards accomplishing the LVTGA's long-term goals? This is an example of how the LVTGA Quality Manager applied the SMART Goals on a PDSA Form

Plan: I planned on tailoring custom reports to support providers as they monitor their quarterly data so that they can retain and engage clients to care. My hope was for providers to have access to relevant data to help illustrate a story.

Steps Executed:

1. Generated CW custom reports tailored for each agency based on services our LVTGA provides and monitors.
2. Provided "Lab Data Day" sessions to present the purpose of the reports and capitalized on the opportunity to show providers how to generate Pivot Tables to help them tell qualitative stories.

Do: What did I observe? I observed that the providers that attended the "Lab Data Days" found the Quarterly HAB Custom Reports informative and insightful. The providers seemed eager to learn more about how to use Pivot Tables too.

Study: What did I learn? I learned that the HAB Performance measures needed additional field selections added to the report so providers could easily see more detailed information about lab dates and lab values as well as the vital status of clients and discharge dates.

Act: We anticipate that the implementation of this HAB Custom - Quarterly report will assist the providers prior to each PDSA Form submission. If it works as intended, we will move forward and will implement its use across the LVTGA in Calendar Year 2024.



Consumer Spotlight



Maria Montes has been thriving with HIV since 2016 and has worked with the Las Vegas Transitional Grant Area (LVTGA) community for 1 year. In her role as a Community Health Worker (CHW), she has been elevating the consumer experience at Dignity Health by providing compassionate health education and risk reduction support. She also assists in facilitating a positive self-management Program also known as **Better U Now**. Montes helps clients by connecting them to resources in the community. She is also a consumer and plays an integral roll in health benefits coaching and partnering with participants to make their much needed appointments so they can stay on top of their health. She can be quoted as saying, "I have received so much from the LVTGA Ryan White community. It is my passion to give back by sharing that warm, much needed support I received in my time of need!"

How did you first hear about the Ryan White Part A Program?

I first heard about the Ryan White Program around the time when I received my diagnosis. I was very concerned for my significant other that had no insurance and limited resources to pay for his care. I learned that this program would help both of us and I was so grateful to hear it existed. Later, I found out who Ryan White was, and he has sparked my passion ever since!

What ideas or insight have you shared to enhance quality improvement in patient care and patient satisfaction?

I strongly believe in patient centered care. This consists of meeting clients where they are at, listening to their needs, asking questions, and building from there. I have learned so much through my own journey and through my own care. I was given this wonderful opportunity as a CHW to do I what I love at Dignity, and I continue to learn and grow with the people around me and the support of community partners.

What is your favorite part about what you do?

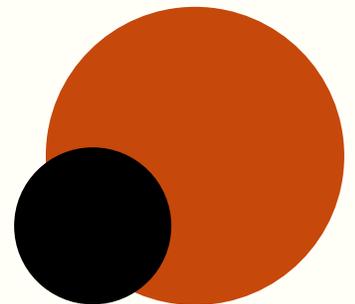
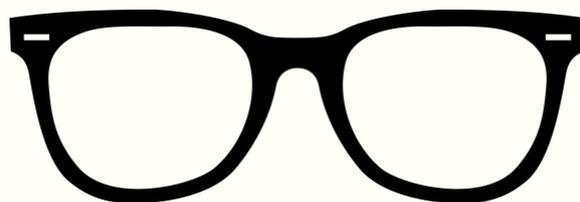
My favorite part about what I do is being part of a positive impact on someone's life. My job allows me to pay it forward, and that is deeply gratifying for my soul.

From a service delivery point of view, what does quality improvement mean to you?

To me, quality improvement involves hard work and means heart felt and genuine concern for an another person's well being.

What does quality improvement mean to you as a consumer?

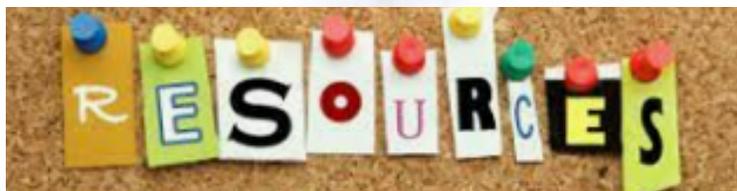
As a consumer and CHW, I see the hard work that goes on behind the scenes for the people we serve. Everyone involved has an important role. I am grateful to be a part of the LVTGA community.



Las Vegas TGA

CQI Milestones

- ❖ Met 1:1 with the Quality Manager to go over available tools and resources, while focusing on efficiencies to address process and outcome improvements
- ❖ Learned the relationship between data and quality improvement
- ❖ Reviewed the 2021 baseline data we will be comparing to 2022 once it is available in CAREWare at the beginning of next year
- ❖ Learned that we are currently tracking viral suppression and retention in care
- ❖ Reviewed & learned how to pull viral suppression and retention in care performance measures in CAREWare
- ❖ Gained knowledge on how to generate a paper list and interactive list in CAREWare
- ❖ Understand the importance of reviewing the Las Vegas TGA Specific, Measurable, Attainable, Relevant & Time-based Goals, our Current Clinical Quality Improvement Plan, Do, Study, Act Forms and tailored Performance Measurement spreadsheet
- ❖ Submitted Quarter 1 quantitative data spreadsheet and PDSA qualitative data forms
- ❖ Followed labeling conventions to keep our 2022 reports and files organized as we manage federal CQM program information.
- ❖ Met with their teams to brainstorm ways to reach and engage clients.
- ❖ Attended a “Lab Data Day” to dive into demographic data and filter through the information to provide insight about the clients they serve



Las Vegas TGA Resources:

LVTGA Ryan White Part A YouTube Channel:



Las Vegas TGA Learning Portal:

<https://lasvegastga.com/learning-portal/>

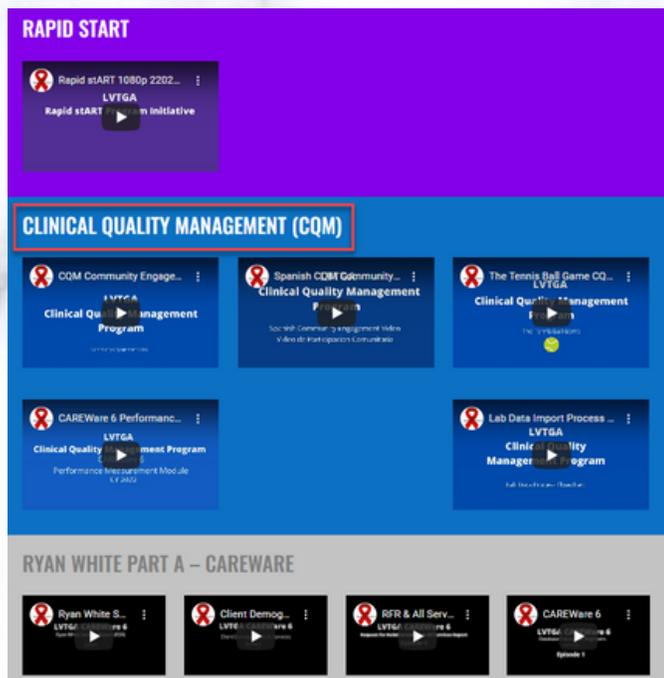
Las Vegas TGA Clinical Quality Management Minutes, Presentations, Plans, and Newsletters:

<https://lasvegastga.com/quality-management-2/>

Meeting Minutes & Presentations

| Month | Agenda | Minutes | Presentations |
|-----------|------------------------|-------------------------|-------------------------------|
| Jun 2022 | Agenda | Minutes | Presentations |
| Mar 2022 | Agenda | Minutes | Presentations |
| Jan 2022 | Agenda | Minutes | Presentations |
| Sep 2021 | Agenda | Minutes | Presentations |
| June 2021 | Agenda | Minutes | Presentations |

- [2022 Q2 Newsletter](#)
- [2022 Q1 Newsletter](#)
- [2021 Q4 Newsletter](#)
- [2021 Q3 Newsletter](#)



Contact Jessica Rios for any newsletter ideas, comments, questions or concerns.



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