

# QI News You Can Use

Q4 Newsletter from the Las Vegas TGA Recipient's Office

## Reflecting on 2024: CQM Achievements & What's Ahead

As we close 2024, we're proud to reflect on the growth and impact of our Clinical Quality Management (CQM) program. This year has been defined by change, collaboration, innovation, and measurable improvements in service delivery and outcomes. Through the collective efforts we have placed the highest quality of care for our clients at the forefront of our CQM program and Quality Improvement Projects.

### Key Milestones & Achievements (see table below for details)

- 87.5% of our LVTGA agencies completed a Lean Six Sigma Yellow Belt training in January of 2024.
- All agencies completed Cycle 1 Quality Improvement Projects (QIP) and are currently finalizing Cycle 2 QIPs.
- 4 Quarterly Lab Data Day were successfully delivered to Single and Secondary Points of Contact to enhance their ability to pull, inspect, and interpret reports.
- The recipient's Clinical Quality Management Analyst provided 42 capacity building, technical assistance and support sessions to providers this year.

Together, these milestones reflect our collective commitment to quality improvement and achieving better outcomes for the communities we serve.

Las Vegas TGA CQM Cycle 1 Committee Milestones	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Submit Cycle (1 & 2) Quality Improvement Project (QIP) Proposal		X						X			
Participate in Cycle 1 QIP Proposal and Outcome presentations			X					X			
Q1 Lab Data Day Session 1   Topic: Aggregate Data Report			X								
Lead data driven conversations with internal CQI teams	X	X	X	X	X	X	X	X	X	X	X
Q2 Lab Data Day Session 2   Topic: Data Visualization Bar Graphs						X					
Enter monthly data collection on PDSA Form	X	X	X	X	X	X	X	X	X	X	X
Submit completed PDSA Form to Basecamp								X			
Q3 Lab Data Day Session 3   Topic: All Services Report (Budget & RFRs)								X			
Q4 Lab Data Day Session 4   Topic: Comparing Reports VLOOKUP & Conventional Formatting											X
Participate in Cycle (1 & 2) QIP Reporting Outcomes presentation							X	X			
Monthly CQM Meetings (Quality Quickies & Quarterly CQM)	X	X	X	X	X	X	X	X	X	X	X
CQM End of Year Data Debrief											X
<b>Capacity Building, Technical Assistance Support Sessions</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
AFAN			X						X		
AHF			X								
AHN	X		X					X	X		
CAN			X		X	X	X		X		
CCC			X			X			X		
COMC			X						X		
DH			X						X		
GR			X			X					
IEx			X								
NCHC			X						X		
Nye			X			X	X		X		
SNHD			X	X			X		X		
UMC			X		X						
UNLV SDM				X		XX	XX				
The Center							X	X			
Project HOME							X				

### CQM December Data Debrief



Las Vegas Transitional Grant Area CQM Committee photographed: Karina Ponce, Becky Borero, Lisa Haymon, Brennen O'Toole, Susana Gonzalez, Jessica Rios, Yendi Webster, Josefa Ozaeta, Christine Baron, Anita Lockhart, Lacey Kennedy, Anthony Castro, Darnell Duwyenie, Albert Sedano, Humberto Chavez Torres, Thomas Rodriguez - Schucker

### CQM Above & Beyond Awards

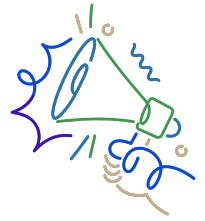
Las Vegas TGA Quality Leaders recognized for going above and beyond their CQM duties by attending the Lean Six Sigma Yellow Belt training, 3 quarterly meetings, 4 or more Quality Quickies. Anthony Castro, Susana Gonzalez, Brennen O'Toole, Jessica Rios, Josefa Ozaeta, Yendi Webster, Christine Baron, Lacey Kennedy. Not pictured - Lorian Angel - Guadron and Clare Waller



# Save the Date! Ryan White Services Report (RSR) Training Series

The Office of HIV is happy to announce an upcoming in-person Ryan White Services Report (RSR) training series. Training will be held 100% in-person. The target audience for this training pertains to Case Managers, Eligibility Staff, and Leads. Contact **Jose Alcazar** at [Jose.Alcazar@ClarkCountyNV.gov](mailto:Jose.Alcazar@ClarkCountyNV.gov) to register. See RSR Learning Objectives below:

1. Enhance participants' capacity of navigating a Ryan White Services Report (RSR).
2. Gain a greater understanding on how to download and upload a zip code file & client-level data report.
3. Improved knowledge on how to address RSR validation errors, alerts, and warnings.
4. Participants will understand how to submit and print their RSRs for future reference.
5. Changes and updates for the 2024 RSR.



**Location:** ODC Training Room #4

500 S. Grand Central Parkway. Las Vegas, NV. 89106

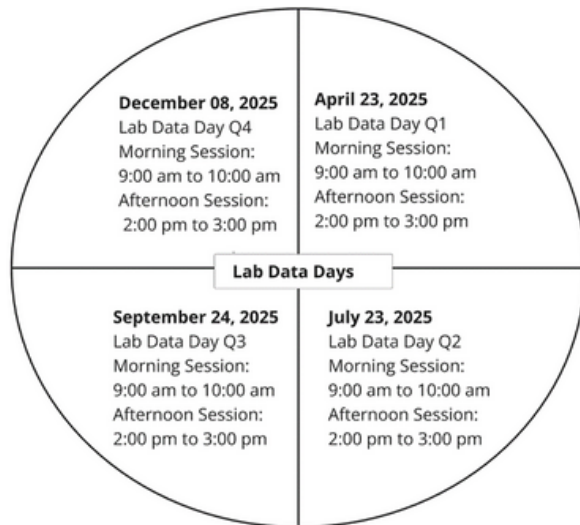
**RSR Training Dates and Times:**

January 14, 2025 from 9:00 am - 10:00 am & 2:00 pm - 3:00 pm

January 15, 2025 from 9:00 am - 10:00 am & 2:00 pm - 3:00 pm

## Upcoming CQM Quarterly, CQM Quality Quickies & Lab Data Days

The charts below display future dates for SPOC committee members to plan ahead. The timeline includes 2025/2026 LVTGA CQM meetings that will fall on the last Tuesday of the month, with a 2:00 pm start time every month, except December. **Quarterly CQM meetings** will take place *January, March, June, September and January 2026*. Community stakeholders and People with Lived Experience (PWLE) are welcome to attend. Please contact Jessica Rios to add you to the calendar invitations. **CQM Quality Quickies** (for providers only) are scheduled for *February, April, May, July, August, October, November, and December*. There will be 4 quarterly **Lab Data Day** morning and afternoon sessions scheduled for the upcoming year, both sessions will cover the same content regardless of the time of day.



**Jessica Rios**

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



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