



# Clinical Quality Improvement: Health Centers' Perspectives on Enhancing Alignment and Integration

Primary Health Care 2005 All Grantee Meeting  
June 22, 2005

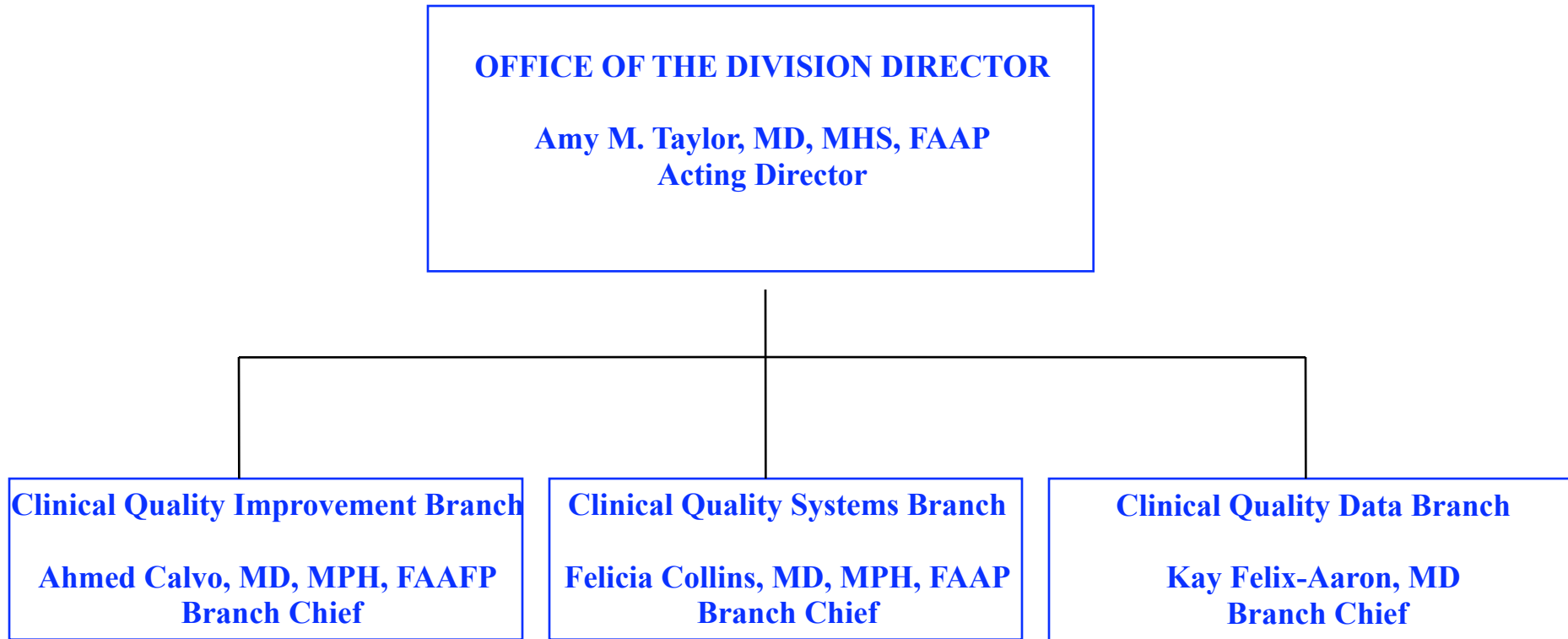
Amy M. Taylor, MD, MHS  
Acting Director  
Division of Clinical Quality

# Division of Clinical Quality

Supports and enhances the provision of high quality clinical care within the national system of Federally funded health centers.



# Division of Clinical Quality



# DCQ Staff

- **Office of the Director**

Sharon Newsome

Carolyn V. Williams

- **Clinical Quality Improvement Branch**

Jay Anderson

Fred Butler

Ada Determan

Richard Lee

Harriet McCombs

Leah Suter

- **Clinical Quality Systems Branch**

Isaac Banks

Barbara Bartman

Barbara (Bobbie) Braden

Shannon Faltens

Sonsy Fermin

Susan Lewis

Julie Pinkham (Wright)

Aida Stark

- **Clinical Quality Data Branch**

Amy Chanlongbutra

Charles Daly

Amisha Pandya

**Disciplines: business, dental hygiene, dentistry, law, medicine, nursing, psychology, public health, research**

**FTCA**

**Risk Management**

**Health Disparities Collaboratives**

**Division of Clinical Quality**

**IMPROVING**

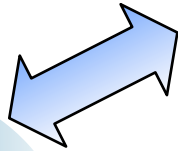
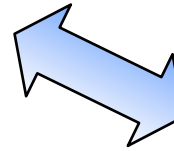
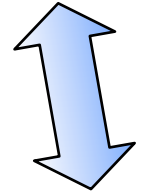
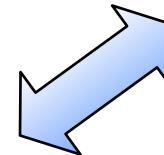
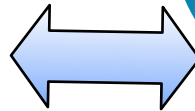
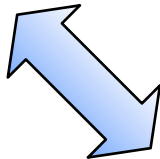
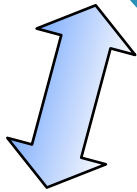
**QUALITY HEALTH CARE**

**Evaluation**

**Oral Health**

**Mental Health  
Behavioral Health**

**Accreditation**



# Clinical Quality Improvement Branch (CQIB)

## Roles and Activities

- **Provides an infrastructure to assist health centers in responding to key health issues:**
  - **mental health**
  - **substance abuse**
  - **oral health**
  - **integration of science into prevention and the management of acute and chronic health conditions**
- **Coordinates BPHC participation in Healthy People 2010 activities**
- **Leads the Health Disparities Collaboratives activities**

# HRSA Health Disparities Collaboratives (HDC)

A national effort to improve health outcomes for all medically underserved people.

# HRSA Health Disparities Collaboratives

## Four Types of Collaboratives

- 3) Disease Systems Collaboratives: Chronic and Acute Conditions
- 2) Prevention Systems Collaboratives: Diabetes Prevention, Cancer Screening, General Prevention
- 3) Business Systems Collaboratives: Access, Patient Flow, Fiscal, Redefine
- 4) Community systems collaborative: Perinatal and Patient Safety Collaborative, Workforce Development

# The Anticipated Future at 100 % HRSA's Health Disparities Collaboratives

## **Primary Health Care Collaborative (Core Collaborative)**

- **Disease Management**
- **Prevention and Cancer Screening**
- **Access and Redesign**
- **Community Systems**
- **Clinicians**
- **Management**
- **Support Staff**
- **Infrastructure HIT**

# Clinical Quality Data Branch

- Demonstrate the value of health centers (access, quality, and cost)
- Evaluate and improve selected HRSA programs
- Disseminate new knowledge about health centers
- Support BPHC's part of HRSA's health information strategy
- Provide TA to HRSA's BPHC

# Demonstrate the value of health centers (HCs)—access, quality, and cost

- Sentinel Centers Network database
  - Representative of the Health Center Program
  - Developed to monitor Health Center care semi-annually
  - Meant to function as data laboratories for the HRSA with some participatory research
  - Designed to be low burden, sustainable, scalable, timely, and population based
  - Designed to serve multiple HRSA needs (quality improvement, evaluation, and policy)
- Periodic survey
  - Community Health Center User/Visit
  - Healthy Schools, Healthy Community User/Visit
  - Health Care for the Homeless User/Visit

# Evaluate and improve selected NRCOA programs

- HDC evaluation
  - In-depth study of diabetes collaborative
  - Evaluation of the collaborative across multiple diseases
- Healthy Community Access Program (HCAP) national evaluation report to Congress

# Clinical Quality Systems Branch

## Roles and Activities

- Develops risk management and quality assurance activities for health center implementation
- Administers the Federal Tort Claims Act (FTCA) medical malpractice insurance programs
  - Health centers
  - Free clinics
- Formulates and provides leadership for health center emergency and disaster preparedness

# **Clinical Risk Management and Quality Assurance**

## **Clinical Risk Management**

- An approach to improving the quality and safe delivery of health care by:**
  - Identifying general areas of potential risk in the clinical aspects of patient care and safety**
  - Providing resources to assist health centers in correcting or reducing risk in the clinical aspects of patient care and safety.**

# Clinical Risk Management and Quality Assurance

## BPHC Accreditation Program

- BPHC strongly supports health center accreditation by an independent third party as a key indicator of high quality care
- Program goals
  - Increase health centers' competitiveness in the marketplace
  - Provide structure for health centers to integrate ongoing quality improvement into daily operations

# Clinical Risk Management and Quality Assurance

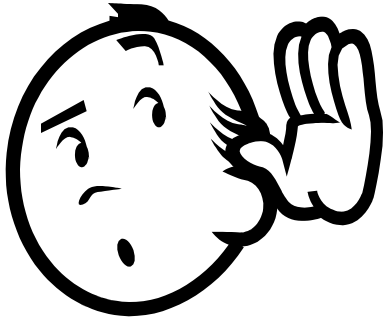
## Benefits of Accreditation

- Is a benchmark of quality
- Increases competitiveness in marketplace
- Enhances staff recruitment and retention
- Improves staff morale and cohesion
- Provides systemic performance improvement

# **Administers the Federal Tort Claims Act (FTCA) medical malpractice insurance programs**

- Two programs
  - Health Centers
  - Volunteers in Free Clinics
- A scheme that provides immunity from lawsuit
- Appears similar to an occurrence malpractice policy
- Health Center FTCA medical malpractice program in existence for 13 years
- Very successful in terms of savings for health centers and coverage of health centers and staff.

# Health Centers' Perspective on Enhancing Alignment and Integration



We want to hear from you!



# Questions to Consider

**How are the clinical quality improvement activities related and supportive?**

**What steps should be taken to enhance alignment of the clinical quality improvement activities?**



# DCQ Contact Information

- **Acting Division Director**
  - Amy M. Taylor, MD, MHS, FAAP
  - ataylor@hrsa.gov
- **Branch Chief, CQIB**
  - Ahmed Calvo, MD, MPH, FAAFP
  - acalvo@hrsa.gov
- **Branch Chief, CQSB**
  - Felicia Collins, MD, MPH, FAAP
  - fcollins@hrsa.gov
- **Branch Chief, CQDB**
  - Kay Felix-Aaron, MD
  - Kfelix-aaron@hrsa.gov

**DCQ: 301-594-0818**