

QI CULTURE ASSESSMENT: FY25 RESULTS

The Boston EMA's annual assessment of CQM capacity at the recipient and subrecipient agencies, measuring infrastructure, CQM capacity, and success.

Overall average score: 16.13/20 (81%)
Median score: 17/20

01. CQM INFRASTRUCTURE

Section Score: 82%

This section measures CQM planning, participation in QI teams, and involvement of Ryan White clients and agency leaders in CQM.

Strengths:

- 91% of subrecipients have a current CQM/QI Plan
- 88% of subrecipients have an active QI team

Areas to improve:

- Increase clinical leader participation in QI discussions (68%)
- Increase client participation in QI discussions (76%)

02. PERFORMANCE MEASURES

Section Score: 86%

This section measures data use: collecting data and monitoring performance, and using data to guide improvements.

Strengths:

- 97% of subrecipients share PM data with program staff
- 88% of subrecipients collect client satisfaction surveys

Areas to improve:

- Increase subrecipients who take action based on the results of their client satisfaction surveys (71%)

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03. IMPROVEMENT CAPACITY

Section Score: 94%

This section measures staff and agency capacity to get QI training, use data to inform improvements, and initiate and participate in QI activities.

Strengths:

- At 100% of subrecipients, staff have access to QI learning opportunities and can make process improvements

Areas to improve:

- Increase subrecipients where most staff have received intro QI training (82% have trained at least half of RW staff)

04. IMPROVEMENT SUCCESS

Section Score: 60%

This section measures success in QI work - setting and meeting improvement goals, completing projects, and sharing results.

Strengths:

- 88% of subrecipients set reasonable goals to improve process measures for their Ryan White program
- 79% of subrecipients set reasonable goals to improve health outcomes of their Ryan White clients

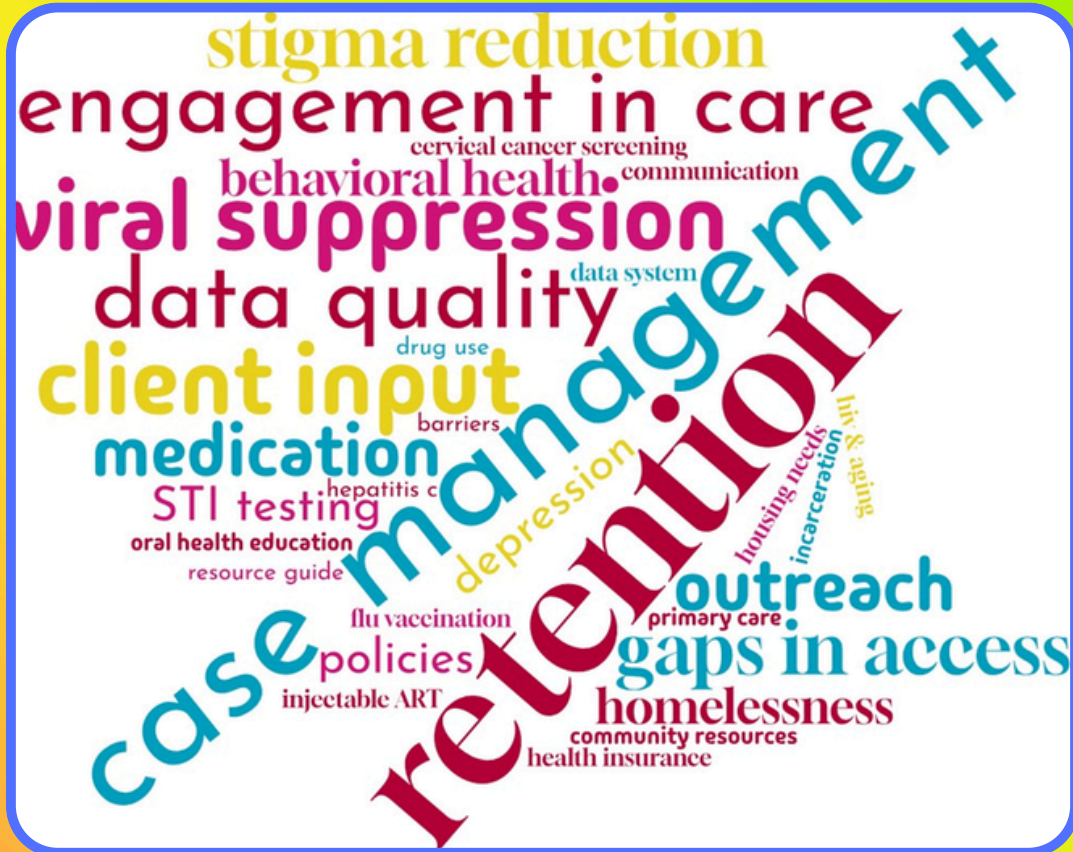
Areas to improve:

- Increase completion of annual RW-based QI projects (44%)
- Increase success in meeting process improvement goals (43%) and health outcomes improvement goals (48%)

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Themes from agencies' FY2025 Quality Improvement projects

05. CQM Team Response

To keep improving QI culture in the Boston EMA in FY26, the CQM team plans to:

- Hold workshops on client involvement in CQM
- Create and distribute reference materials on CQM & data literacy
- Launch regular CQM capacity-building sessions for subrecipients
- Create more opportunities for subrecipients to share their CQM activities with us and with each other

06. Interested in learning more?

Anyone can get in touch with the CQM team by email at cqm@bphc.org! Subrecipient agencies may also contact their assigned contract manager to discuss their CQM work and technical assistance needs.