



Office of Infectious Disease – HIV Community Services

CQM BASICS – COMMUNITY/CLIENT ADVISORY BOARD  
(CAB)

# Learning Objectives:



Provide a basic understanding of the purpose of Community/Client Advisory Boards (CAB)s

Identify benefits or intended outcomes of Community/Client Advisory Boards (CAB) meetings

Discuss QM/QI Resources for sustaining (CAB)s

# CQM Policy Clarification Notice 15-02

## **Purpose:**

This policy clarification notice (PCN) is to clarify the Health Resources and Services Administration Ryan White HIV/AIDS Program expectations for clinical quality management programs. It is the responsibility of the RWHAP recipient to work directly with their subrecipients to provide overall direction and to implement, monitor and exchange any needed data for performance measure data and/or quality improvement activities.

## **Scope of Coverage:**

RWHAP Parts A, B, C, and D

Recipients and Subrecipients

<https://hab.hrsa.gov/sites/default/files/hab/Global/CQM-PCN-15-02.pdf>

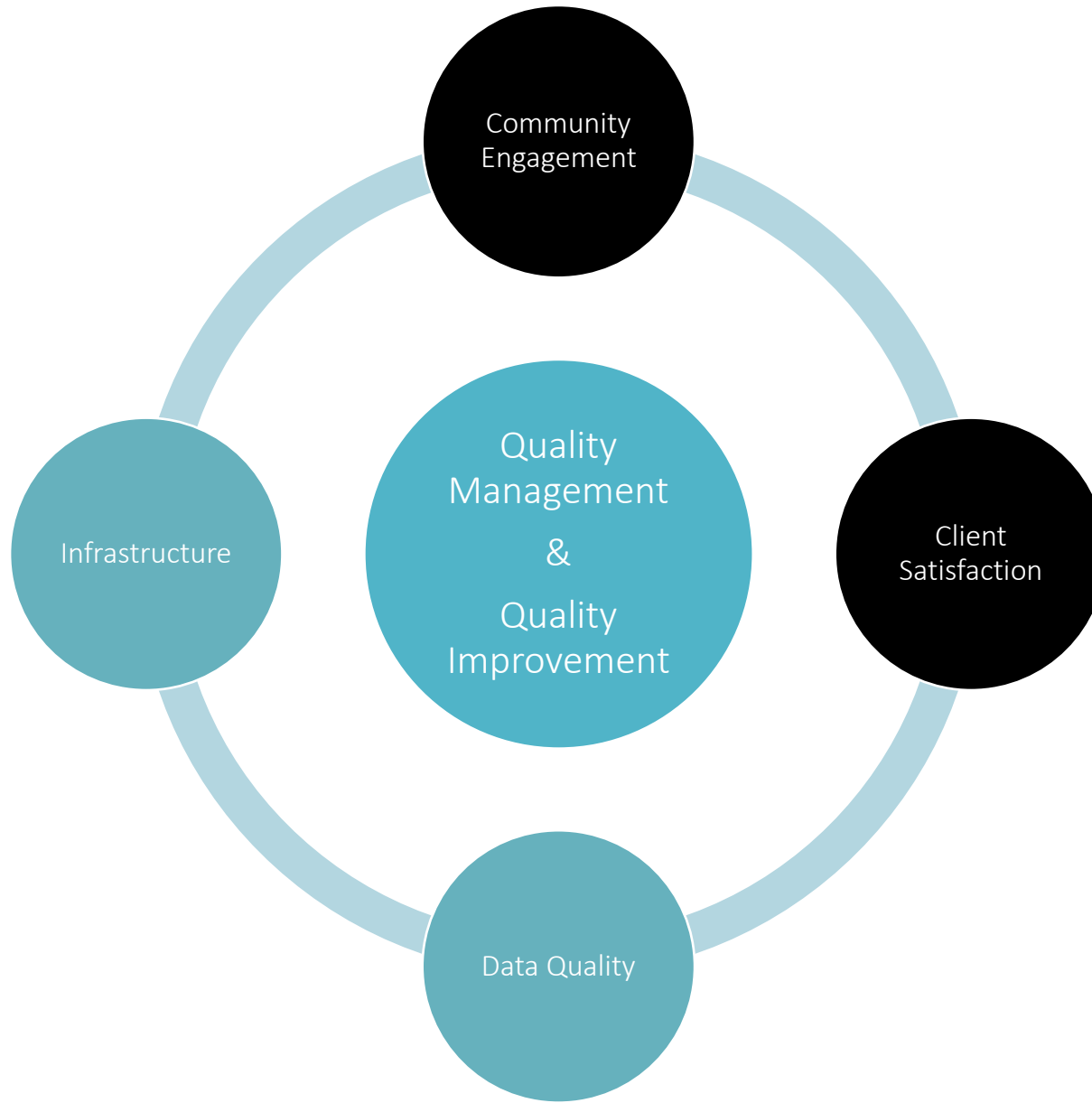
# Clinical Quality Management (CQM) Program – Summary

---

The CQM Program is established to work collaboratively with Ryan White Part B HIV Community Services Programs to support the implementation of services. As a result, utilizing CQM principles can lead to increased **patient care**, **healthy outcomes**, and **patient satisfaction**.

As a Ryan White Part B Recipient, DOH oversees the implementation of Quality Improvement activities for all agencies receiving Part B funding for HIV treatment, care, and supportive services.





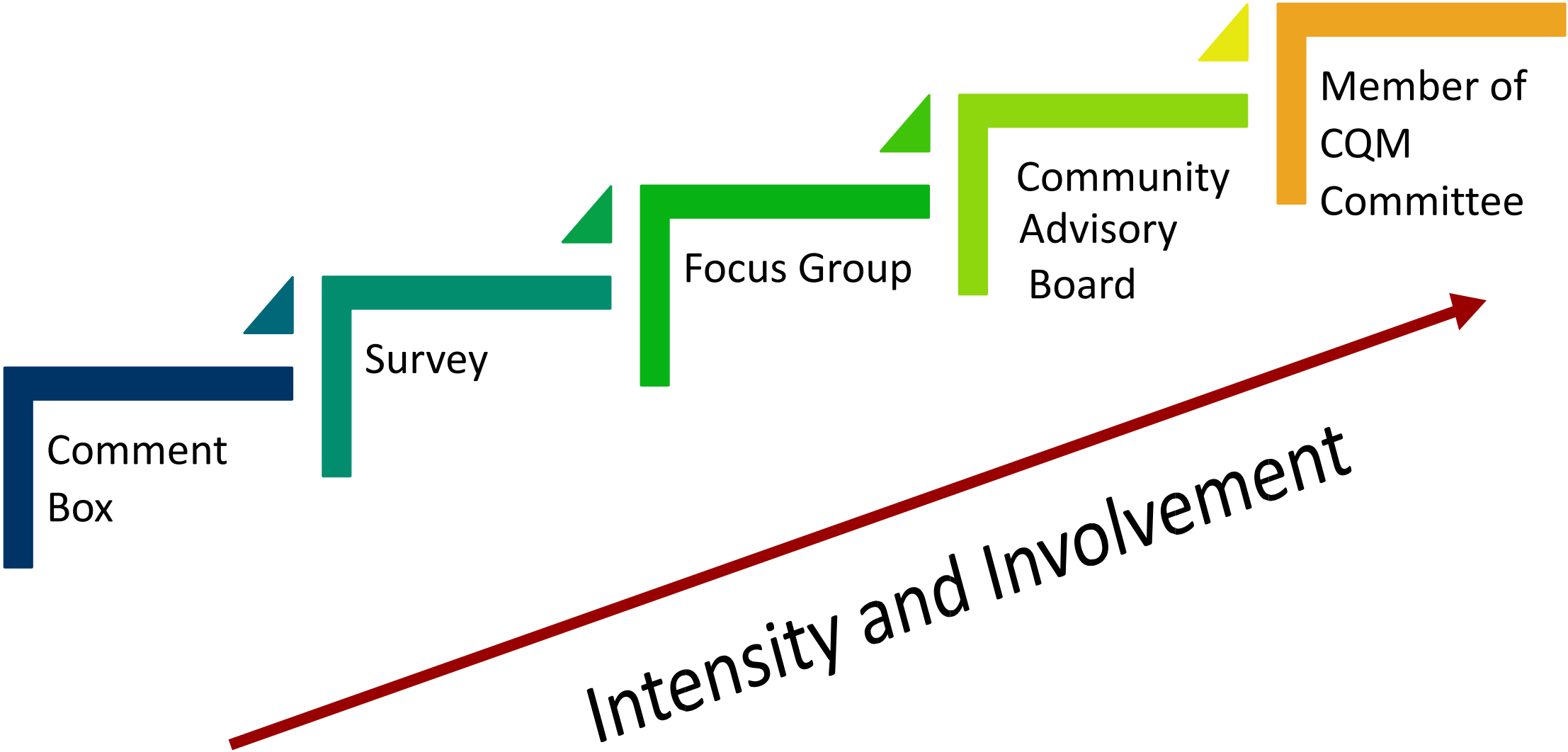
# Community Engagement & Client Satisfaction

---

## Examples:

- **Client centered Quarterly Meeting**
  - a)Community Advisory Board
  - b)Focus Group
  - c)Steering Committee
  - d)Planning Council
  - e)Lunch & Learn
- **Client specific Client Satisfaction Survey's**
  - a)Semi-annual or Annual
  - b)Evaluation or Feedback
  - c)Needs Assessment

# How to Involve People with HIV in the CQM Program?



# Community Advisory Boards - Defined

---

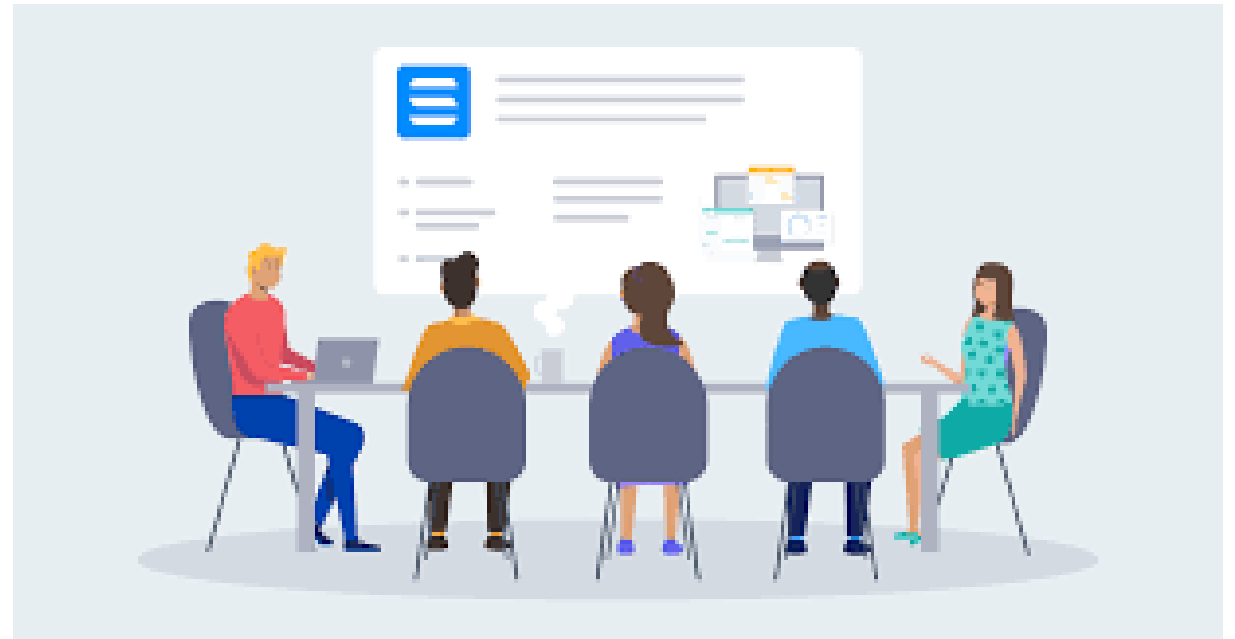
Community Advisory Board (CAB) – A client-centered advisory board specifically created to increase the involvement of people with HIV. This boards reflects the population being served to help ensure that the needs of people with HIV are being addressed by clinical quality management activities.

Also referred as:

Client Advisory Boards

Consumer Advisory Boards

Patient Advisory Boards



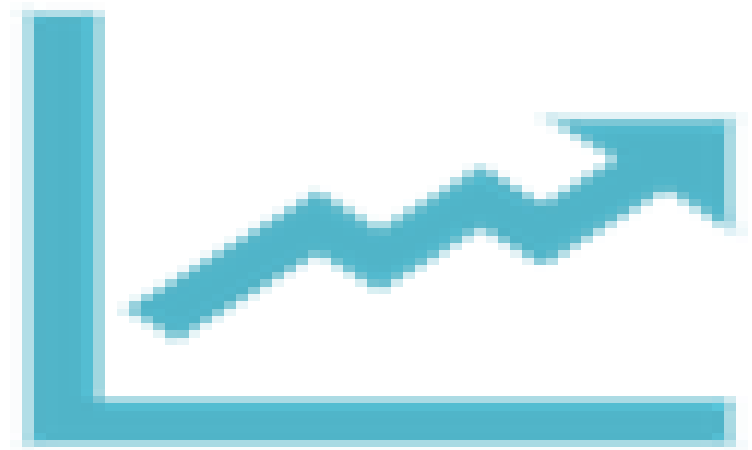


# Community Advisory Boards - Benefits

---

The benefits of patient involvement in quality improvement activities:

- Insight into Patient Experience
- Identify Emerging Issues
- Support
- Transparency
- Link to Community Focus
- Needs Assessments
- Demonstrate Commitment to Patient Voices



# Community Advisory Boards - Frequency

---

Agencies with established CABs, are encouraged to conduct quarterly meetings (at minimum) to discuss client satisfaction, Ryan White service delivery, opportunities for improvement, and elevating the voices of those with lived experience



# Frequently Asked Questions

---

**Q: Community Advisory Boards are specifically Persons Living with HIV?**

*A: Yes. CABs ensure people with HIV are involved in a meaningful way that utilizes their input and guidance to have a measurable impact on patient care. Agencies may have an internal CAB (RW Providers) or external (client centered/driven).*

**Q: How can I get involved with a Community Advisory Boards?**

*A: Clients engaged or receiving Medical Case Management services can receive information from the agency or request information at [HIV.QualityImprovement@doh.wa.gov](mailto:HIV.QualityImprovement@doh.wa.gov)*



# Community Engagement – Resources

---

Our Community Members

Center for Quality Improvement & Innovation (CQII)

Target HIV

Institute of Healthcare Improvement (IHI)

National Minority AIDS Council (NMAC)



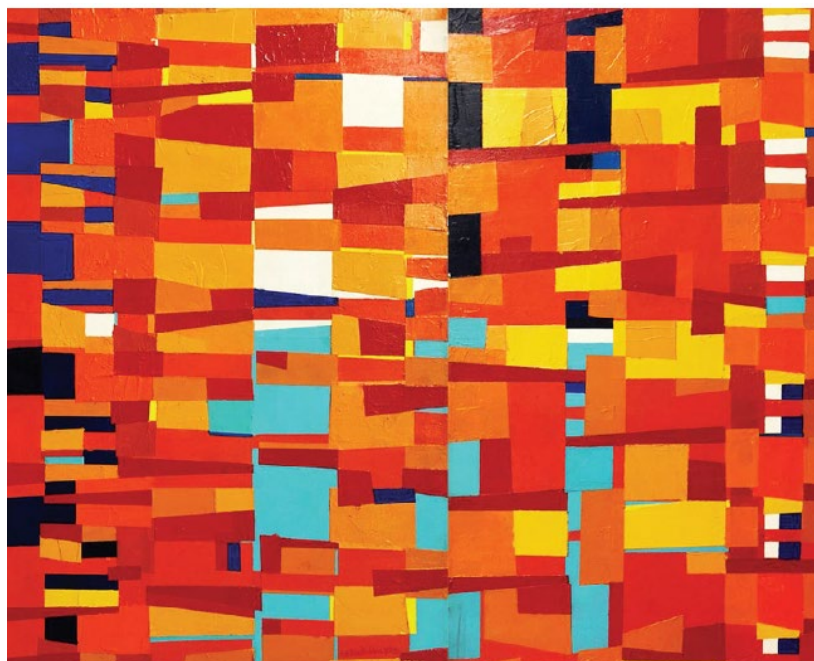
# A Guide to Patient Involvement in Quality Improvement

Building Meaningful Partnerships to Improve HIV Care

New York Department of Health AIDS Institute  
Health Resources and Services Administration HIV/AIDS Bureau



[www.cqi.org](http://www.cqi.org)



# Patient-Reported Outcomes and Experiences

Elevating Patients' Voices to Improve the  
Quality of HIV Treatment and Care

New York State Department of Health AIDS Institute  
Health Resources and Services Administration HIV/AIDS Bureau



[www.cqi.org](http://www.cqi.org)

# Questions?

Karlos Johnson  
Clinical Quality Management Coordinator

P: (360) 628-1004

Email: [Karlos.Johnson@doh.wa.gov](mailto:Karlos.Johnson@doh.wa.gov)  
<[HIV.QualityImprovement@doh.wa.gov](mailto:HIV.QualityImprovement@doh.wa.gov)>



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).