

QI CULTURE ASSESSMENT: FY23 RESULTS

Understanding QI infrastructure, capacity, and success in the Boston EMA.

Overall average score: 16.79/20 (84%)

Median score: 17.75/20

01. SECTION SCORES

- Infrastructure: 81%
- Performance Measurement: 87%
- Improvement Capacity: 95%
- Improvement Success: 73%

02. AREAS FOR IMPROVEMENT



- Act on the results of client satisfaction surveys
- Set & meet reasonable goals to improve process measures
- Set & meet reasonable goals to improve health outcomes
- Complete a Ryan White-based Quality Improvement project
- Share successful changes across teams & departments

03. CQM TEAM RESPONSE

The CQM team uses EMA-wide Culture Assessment results to plan our trainings and capacity-building activities each year. The FY23 results guided our restructuring of the CQM program during FY24, and we revised the questions to better inform our program in FY25 and beyond!

Spotlight: Quality Infrastructure

Infrastructure is the foundation of a CQM program - effective performance measurement and quality improvement rely on good infrastructure!

- 79% of agencies had a current, written CQM/QI plan in FY23, up from 71% in FY22.
- Clients participated in Ryan White QI discussions at 71% of agencies in FY23, an increase from 52% in FY22.
- Senior leaders participated in QI discussions at 91% of agencies.



04. Interested in learning more?

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