

# QI CULTURE ASSESSMENT: FY24 RESULTS

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

**Overall average score: 15.67/20 (78%)**

**Median score: 16/20**

## 01. SECTION SCORES

- Infrastructure: 80%
- Performance Measurement: 87%
- Improvement Capacity: 83%
- Improvement Success: 64%

## 02. AREAS FOR IMPROVEMENT



- Ensure clients and program leadership participate in QI discussions
- Train program staff in QI basics
- Set & meet reasonable goals to improve process measures
- Set & meet reasonable goals to improve health outcomes
- Complete Ryan White-based Quality Improvement projects

## 03. CQM TEAM RESPONSE

The CQM team uses EMA-wide Culture Assessment results to plan our trainings and capacity-building activities. In FY24, this included a data literacy training for case managers, access to QI training through IHI, guidance for writing a subrecipient CQM plan, and more!

## Spotlight:

### Client Involvement in QI

**Our CQM program works to keep improving client care, health outcomes, and client satisfaction. Client input is key to our success!**

- Clients participated in Ryan White program QI discussions at 79% of agencies in FY2024, an increase from 71% in FY2023.
- 82% of agencies collected a client satisfaction survey in FY2024, but only 74% of them (61% of all agencies) acted on the results they received.



## 04. Interested in learning more?

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