

# 15-02 Clinical Quality Management Policy Clarification Notice

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A clinical quality management program is the coordination of activities aimed at improving patient care, health outcomes, and patient satisfaction.

- Infrastructure
- Performance measurement
- Quality improvement

# Policy Clarification Notice 15-02: Quality Assurance

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- Quality assurance refers to a broad spectrum of activities aimed at ensuring compliance with minimum quality standards (e.g. site visits and chart reviews).
- Quality assurance is not the same as quality improvement. Data collected as part of quality assurance processes should feed back into the clinical quality management program to ensure improvement in patient care, health outcomes, and patient satisfaction.
- Quality assurance is part of the larger administrative function of a recipient's program or organization and informs the clinical quality management program, but quality assurance activities by themselves do not constitute a clinical quality management program.

# Grants Management

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- Grant administration refers to the activities associated with administering a RWHAP grant or cooperative agreement (e.g. contracting of services, receipt and disbursement of program funds, data collection and submission of reports, monitoring of subrecipients, and compliance with audit requirements).
- Although these functions are necessary to comply with the terms and conditions of the award, their intent is not on improving health outcomes. Therefore, they are not clinical quality management activities.

# Relevant Activities under Quality Assurance and Clinical Quality Management

Activity	Quality Assurance (Admin. Costs)	Clinical Quality Management
Performance measurement prioritization and alignment with other RWHAP Parts in the service area		X
Development of service standards	X	
Data extraction for clinical quality management purposes (collect, aggregate, analyze, and report on measurement data)		X
Chart audits/reviews	X	X
Monitoring site visits	X	If the purpose for the site visit is to assess or monitor the CQM Program
Extracting data for reporting to internal and external stakeholders	X	
Electronic health records interface with other providers; system operations	X	
CQM committee in planning for quality improvement projects		X