

**Santa Cruz County Health Services Agency  
RW Part C  
QM Calendar 2020**

Staff Satisfaction Survey	April 30, 2020
<b>2020 Work Plan Tasks</b>	<b>Frequency</b>
HIV QM Committee meetings	The 3 <sup>rd</sup> Wed of each month
Updating and clarifying performance measures	Ongoing
Committee Approval of Quality Management Plan	April, 2020
Performance Measures Report	Quarterly based on the previous year: 1/1/19-12/31/19 4/1/19-3/31/20 7/1/19-6/30/20 10/1/19-9/30/20  Report to be run within 1 month of end date
PDSA	-At least twice per year; to be driven by data outcomes -Ongoing Retention to Care PDSA to be reviewed bi-annually April, 2020 and October, 2020 -Oral Exam PDSA 5/20 and 8/20 -Demographics and Viral load outcomes-began 4-20
Aggregate Data Comparison	March, 2020
Manual Audits	PCP Prophylaxis May, 2020 Cervical Pap July,2020
Organizational Quality Program Evaluation	March 18, 2020
Consumer Participation Forums	3 Times a year, next forum to be determined once Covid-19 pandemic has stabilized
Consumer Satisfaction Survey	Started Jan, 2020, to be completed once Covid-19 pandemic has stabilized
Staff Satisfaction Survey	April, 2020