



The Health Resources and Services Administration (HRSA) is the primary Federal Agency for improving access to health care services for people who are uninsured, isolated, or medically vulnerable. The Health Resources and Services Administration’s vision, mission, and goals are closely aligned with the aims and priorities of the National Quality Strategy, and the Health Resources and Services Administration’s programs and activities manifest that alignment.

The Health Resources and Services Administration’s vision is “Healthy Communities, Healthy People,” and its mission, as articulated in its Strategic Plan for fiscal years 2010–2015, is to improve health and achieve health equity through access to quality services, a skilled health workforce, and innovative programs. The Health Resources and Services Administration operates primarily as a grant-making organization that engages in collaborations/partnerships with communities, States, nonprofit organizations, and other stakeholders to achieve the following goals:

- Improve access to quality health care and services
- Strengthen the health workforce
- Build healthy communities
- Improve health equity

The Health Resources and Services Administration relies on quality-related leadership, management, and measurement as tools in its ongoing efforts to advance improvements in health, health care delivery, and health systems.

The Health Resources and Services Administration had many quality-related achievements during fiscal year 2013. Highlighted here are several programmatic accomplishments and other accomplishments related to quality measurement.

- The Health Resources and Services Administration’s Patient-Centered Medical Home Initiative, which seeks to improve the quality of care provided by health centers, helped 33 percent of health centers achieve at least one site recognized by a national accrediting body as a patient-centered medical home, exceeding the target of 25 percent. The Health Resources and Services Administration has provided funding, training, and technical assistance to support health centers in the transformation of their practices needed to become recognized as medical homes.
- The Health Resources and Services Administration continued the expansion of the Patient Safety and Clinical Pharmacy Collaborative, which works to integrate evidence-based clinical pharmacy services into the care and management of high-risk, high-cost, complex patients. The Patient Safety and Clinical Pharmacy Collaborative helps

community providers transform their delivery systems to effectively address patient safety and incorporate medication management services. More than 930 organizations and 368 Patient Safety and Clinical Pharmacy Collaborative teams were involved in the collaborative at the end of fiscal year 2013.

- The Health Resources and Services Administration concluded a Healthy Weight Collaborative, a national quality improvement initiative designed to advance the use of promising evidence-based interventions to prevent and treat obesity for children and families. Implemented through 49 multisector, community-based teams, the Healthy Weight Collaborative tested best practices in obesity prevention, quality improvement, coalition building, virtual learning, and community change and then spread these practices beyond the initial participants. The Health Resources and Services Administration is developing a strategy to further disseminate the learnings from this collaborative.
- The Health Resources and Services Administration co-funded the Substance Abuse and Mental Health Services Administration–Health Resources and Services Administration Center for Integrated Health Solutions to promote the development of integrated primary and behavioral health services to better address the needs of individuals with mental health and substance use conditions. The Center provided training, technical assistance, resources, and tools to community behavioral health organizations, community health centers, and other primary care and behavioral health organizations to improve the effectiveness, efficiency, and sustainability of integrated services.
- As part of the work of its Measures Management Review Board, the Health Resources and Services Administration provided information and technical assistance on the alignment of quality measures used by Health Resources and Services Administration-funded programs with nationally endorsed measures. This laid the foundation for ongoing work to harmonize measures across the Health Resources and Services Administration and advance the use of nationally recognized measures in order to reduce the reporting burden as well as facilitate cross-program quality monitoring.
- The Health Resources and Services Administration sought and achieved National Quality Forum endorsement for four HIV-related quality measures developed by the Health Resources and Services Administration’s Ryan White HIV/AIDS Program. The measures—covering medical visit frequency, gaps in medical visits, viral load suppression, and prescription of antiretroviral therapy—are being used by Health Resources and Services Administration-supported and other HIV care providers in quality improvement efforts.
- The Health Resources and Services Administration worked to expand the number of rural Critical Access Hospitals participating in the Medicare Beneficiary Quality Improvement Project, which is a means for collecting and monitoring the Critical Access Hospitals’ quality-related data and for providing guidance on the use of these data to improve

performance. The percentage of Critical Access Hospitals participating in this project rose to 93 percent in fiscal year 2013, up from 81 percent in fiscal year 2012.

Several of the Health Resources and Services Administration's quality-related programmatic and measurement activities are notable for fiscal year 2014.

Examples of programmatic initiatives include:

- **Patient Centered Medical Home Initiative**—Continue implementation of this initiative to enhance the quality of care in health centers and support health center efforts to achieve national Patient Centered Medical Home Initiative recognition.
- **Home Visiting Collaborative Improvement and Innovation Network**—Develop and begin implementation of a quality improvement collaborative for grantees of the Maternal, Infant, and Early Childhood Home Visiting Program to improve learning and action related to (a) extending breastfeeding, (b) alleviating maternal depression, (c) screening and service provision for developmental delays, and (d) identifying innovations related to family engagement.
- **HIV Cross-Part Care Continuum Collaborative**—Implement a quality improvement collaborative addressing viral load suppression and retention in care to provide peer learning opportunities for Ryan White HIV/AIDS Program grantees and providers.

In the quality measurement arena, the Health Resources and Services Administration will:

- Continue to explore potential areas for aligning the measures used by the Health Resources and Services Administration-funded programs with U.S. Department of Health and Human Services Measurement Policy Council core measures, pursuing full alignment where feasible.
- Work to expand the number of Critical Access Hospitals participating in the Medicare Beneficiary Quality Improvement Project.
- Provide leadership for Centers for Medicare & Medicaid-funded task orders executed by the National Quality Forum to address measurement gaps in two priority areas (1) health workforce, and (2) care coordination. Also, the Health Resources and Services Administration will provide input for a Centers for Medicare & Medicaid-funded task order executed by the National Quality Forum on developing a framework for community action to improve population health.

More generally, the Health Resources and Services Administration will continue to promote the National Quality Strategy aims and priorities across Health Resources and Services Administration programs and grantees to increase awareness and support among its stakeholders.