

# Bridging the Gap Between Best Practices and the Consumer



# Objectives

- To describe an interactive approach to quality management practice
- To describe the common goals and elements of a Consumer Roundtable
- To describe the benefits of the event from a consumer perspective

# TGA Quality Management Initiative

- Implemented HAB Performance Measures 11/1/2008
- Bi-monthly Reporting and Monitoring in conjunction with NJ Cross Part Collaborative
- PDSA 1- Quarterly Provider Meetings
- Quarterly Individual Provider Reports detailing performance on each indicator (outcome measure)

# PDSA 2 & 3

- Consumer Roundtable Event
- Enhanced Consumer-Physician communication



# Genesis of the Consumer Roundtable



- Patients needed a constructive forum for their concerns about their care
- Patients expressed interest in self-advocating
- Part A providers mentioned a number of consumer specific barriers to improving quality of care

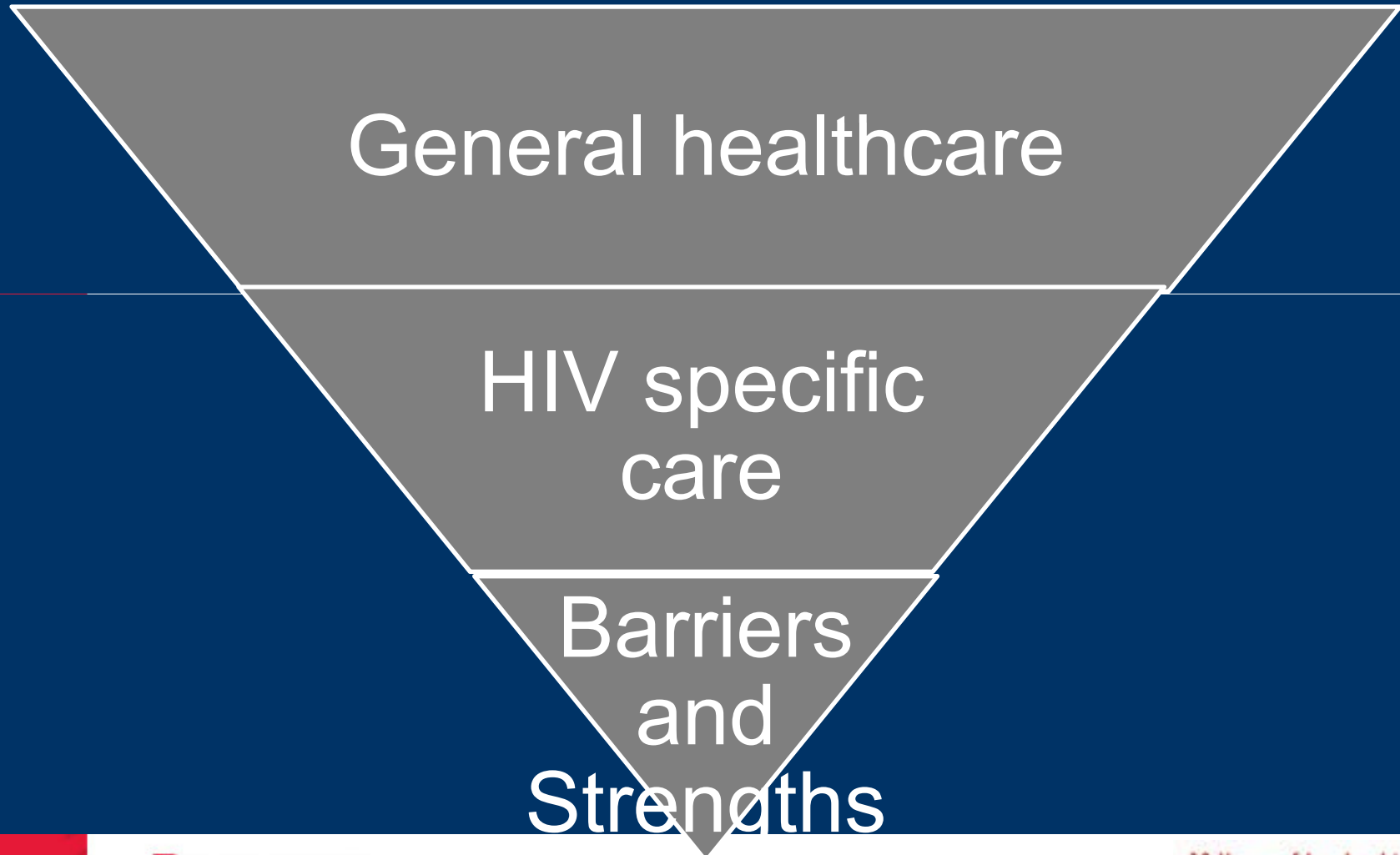
# Additional Benefits to Collaboration

- Not duplicating efforts towards same goal
- Diverse Perspective
- Opportunity to address increase in syphilis rates by providing consumer education
- Sharing of slim resources
  - Part A was able to budget food for the evening
  - Chandler provided staff support

# Welcome TO THE Client Roundtable Discussion



# Construction of the Agenda





# Client Roundtable Agenda

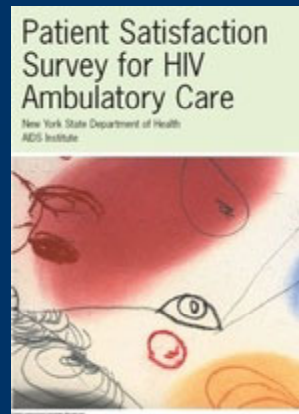
- Introductions 😊 (real names not required for confidentiality purposes)
- Roundtable Goals
- Benefits of Consumer Participation
- “How *satisfied* Are You?” activity
- Orientation to Quality Management Process
- *Middlesex-Somerset-Hunterdon Transitional Grant Area* QM data presentation
- *Roundtable Discussion & Dessert!*
- Post-Survey

# Roundtable Goals:

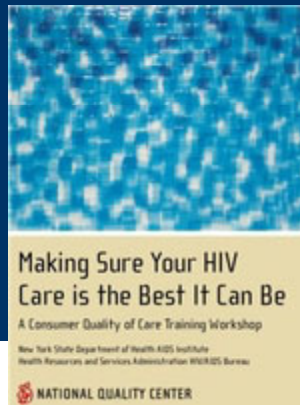
- **IDENTIFY** individual needs/barriers
  - **EMPOWER** consumers
  - **EVALUATE** services
- **EDUCATE** consumers & providers



HIV consumer involvement is an essential part of any effective HIV medical practice or organization. Ongoing consumer involvement is needed in order to address patient needs, solicit valuable feedback, empower the HIV-infected



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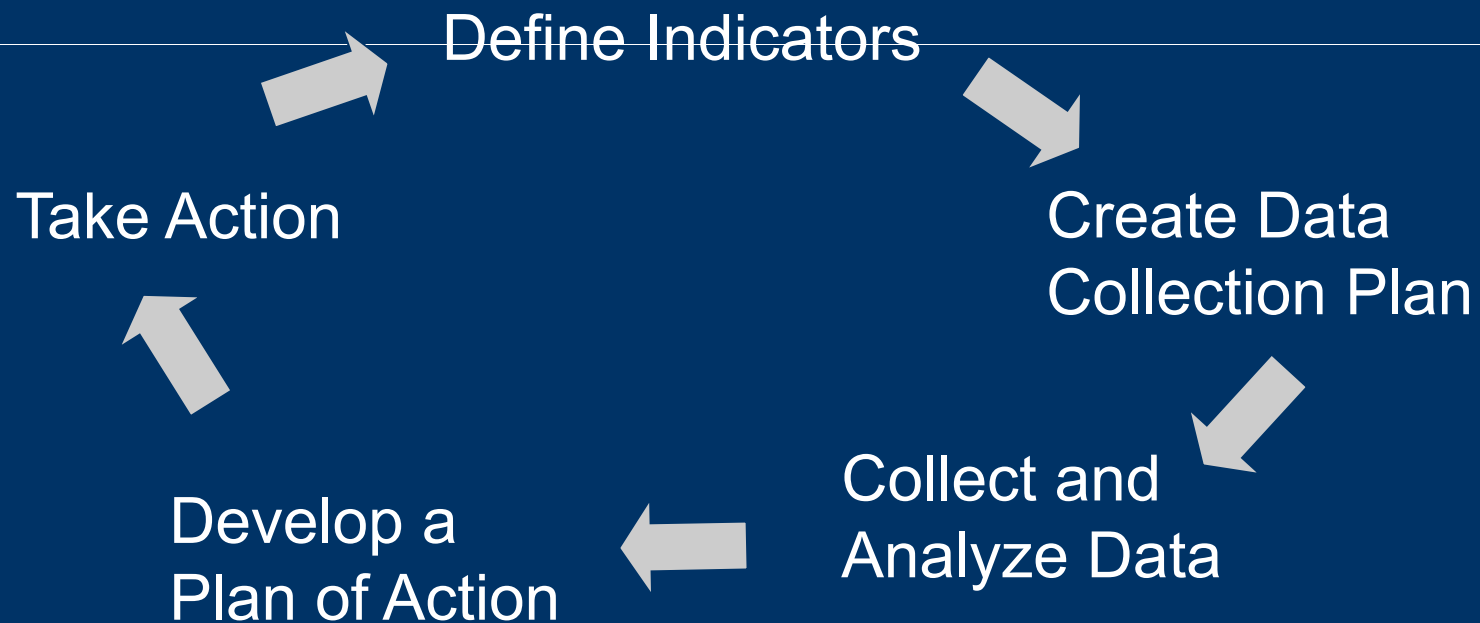


NATIONAL QUALITY CENTER *Improving HIV Care.*



# The Quality Management Process

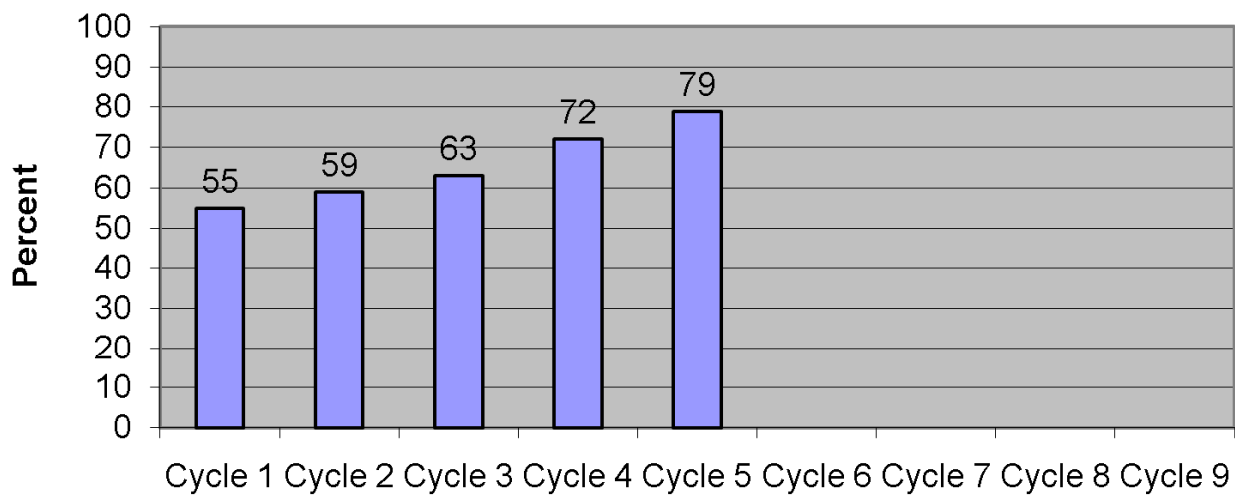
1. Ensure Standards of Care are current
2. The quality management process



# HAB Performance Measures

- At least two visits three months apart annually
- At least two CD4 counts three months apart annually
- Consumers with AIDS prescribed HAART
- PCP prophylaxis prescribed to consumers who had a CD4 count below 200
- Annual syphilis screening

## Middlesex TGA: Syphilis Screenings



# Benefits of Participation for the Consumer

- Learned how other clinics operate
- Learned about the experiences of other consumers
- Learned how we can help one another and make care better
- Learned how to live longer and have better health
- Increased quality of conversation between patient and physician
- Increased awareness of what could be expected from a visit
- Increased input into decisions about care

# Client Roundtable Results

- Consumers openly discussed not wanting to tell their doctors everything
- In order to improve or maintain high quality care
  - ☑ Consumers need to feel connected to the provider agency
  - ☑ Consumers respond to the quality of communication that they experience with the physician (in either direction)
  - ☑ Consumers appreciate 'firm but compassionate' care (need additional instruction at times)



# PDSA 3 Enhanced Consumer-Physician Communication

- Developed questions for physician to ask consumers during the next visit
- Measured the number of disclosures consumers made about side effects to medications



# Purposeful Dialogue with Consumers

- I understand that some patients have difficulty telling their doctors about the side effects of their medications but I really need to know if you are having any problems taking your medication?
- Is there anything going on in your life that is keeping you from following your treatment schedule?

# Results

- As a result of asking these questions, consumers disclosed the following issues:
  - Mental health problems
  - Active substance abuse
  - Active alcohol consumption
  - Fear about taking medications at work
  - Fear of domestic violence in the home
  - Ability to manage minor symptoms caused by new medications

# Next Steps



# Contact Information

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