

# Persons Living with HIV at Work in Planning and Quality Improvement

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Sera Morgan, Moderator

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## Workshop Objectives

- Gain insights about how broad PLWH involvement improves services & health outcomes
- Identify different forms of PLWH involvement in CQM programs
- Understand the importance of sharing the impact and results of PLWH involvement with the broader community
- Describe the purpose and activities of the “Training of Consumers in Quality”
- Understand the basic knowledge and skills consumers need to fully participate in Ryan White Part A programs
- Gain insights into engaging PLWH leadership
- Identify creative approaches to PLWH recruitment

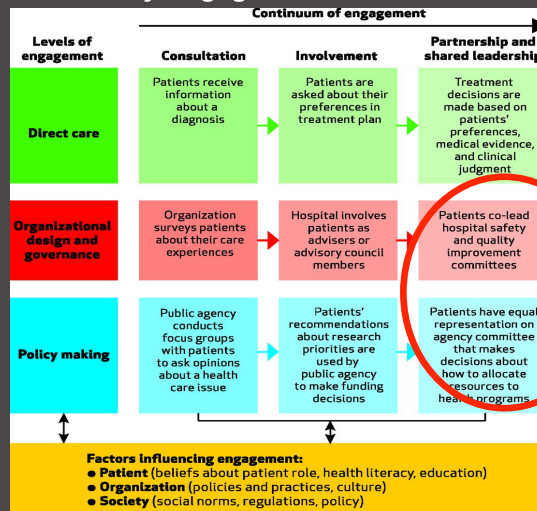
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# Learning Objectives

- To review frameworks for consumer involvement in Quality Improvement
- To build capacity-building to engage consumer in QI
- To provide an overview of the National Quality Center Training of Consumers on Quality (TCQ) program
- To discuss plans for national diffusion of the TCQ

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## A Multidimensional Framework For Patient And Family Engagement In Healthcare

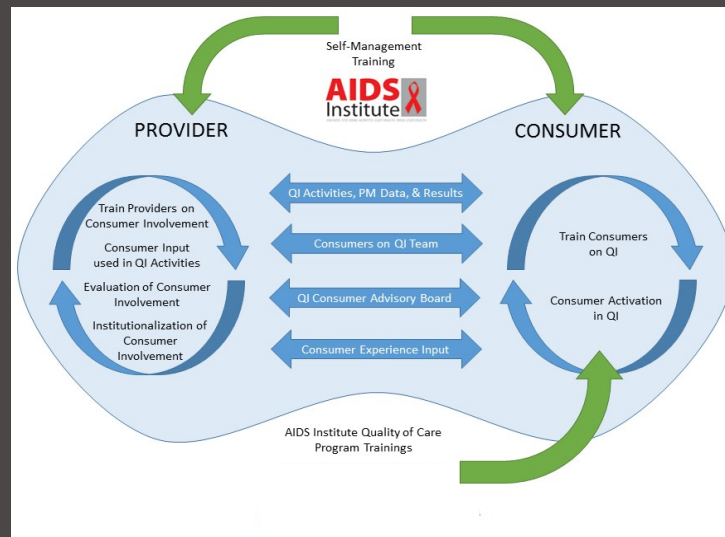


Carman K L et al. Health Affairs 2013;32:223-231

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## New York State Model for Consumer Involvement in Quality Improvement



## Training of Consumers on Quality (TCQ)

- To build capacity of consumers to be equal partners in the planning, implementation, and evaluation of QI efforts at both clinical and regional levels
- To increase and prepare people living with HIV/AIDS to be formally engaged in ongoing quality management (QM) programs, internal QI teams and regional QI activities

## TCQ Learning Objectives

- Increased understanding of expectations and requirements for quality management
- Increased understanding of basic vocabulary for quality improvement tools, methodologies, activities and processes
  - Includes knowledge related to numeracy for better understanding of indicator development and performance measurement data interpretation
- Increased competency to be a consumer champion in local or regional quality management committee activities
- Understanding of the distinction between individual care and the system in which care is delivered

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## Post 2-day Training Participant Expectations

- Serve on internal QM committees and QI team activities within supporting organization, or regional QI activities
- Attend and actively participate in post-TCQ conference calls and complete post TCQ evaluation assessment tool (4 hours)

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## Post-TCQ Sponsor Expectations

- Review and offer feedback to participant on personalized action plan developed during TCQ
- Coach/mentor TCQ participant and support active engagement in QI activities for continued capacity development
- Participate in post-training evaluation activities via webinars, focus groups or interviews to assess TCQ program impact on consumer involvement in QI

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## TCQ Evaluation Results

- More than 200 PLWHA nationally have participated in the training
- Evaluation results from 3 pilot trainings revealed the following (n=17)
  1. Nearly half of survey respondents reported engaging other people living with HIV in QI activities after attending TCQ
  2. Nearly half of survey respondents reported engaging in QI work outside of the organization which supported their TCQ attendance, (i.e., public speaking, involvement in local and state planning boards, and collaborating with NGOs)
  3. Over 70% of respondents indicated that the TCQ met goals in each of six areas
    - 59% reported that TCQ increased their awareness of basic HIV care and treatment
    - 82% reported that two TCQ goals, preparing participants to be a consumer champion on quality management committee and providing an opportunity to engage with peers and develop a learning community, were met.
  4. Three-quarters of respondents reported retaining QI skills learned during the training
  5. More than 87% of respondents stated that they have a good, very good or excellent understanding of QI, have an ability to work on QI projects, understand the consumer(s) role in Q, and have the ability to be a QI consumer champion
  6. Three-quarters of respondents (12) also found TCQ very helpful in improving their ability to work on QI projects

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To what extent are consumers effectively engaged and involved in the HIV quality management program?	
Getting Started	0 <ul style="list-style-type: none"> <li>There is currently no process to involve consumers in HIV quality management program activities.</li> </ul>
Planning and Initiation	1 <p><u>Consumer involvement:</u></p> <ul style="list-style-type: none"> <li>Is occasionally addressed by soliciting consumer feedback, but no formal process is in place for ongoing and systematic participation in quality management program activities.</li> </ul>
Beginning Implementation	2 <p><u>Consumer involvement:</u></p> <ul style="list-style-type: none"> <li>Is addressed by soliciting consumer feedback, with development of a formal process for ongoing and systematic participation in quality management program activities.</li> </ul>
Implementation Meets HAB requirements	3 <p><u>Consumer involvement:</u></p> <ul style="list-style-type: none"> <li>Includes engagement with consumers to solicit perspectives and experiences related to quality of care.</li> <li>Is formally part of HIV quality management program activities through a formal consumer advisory committee, satisfaction surveys, interviews, focus groups and/or consumer training/skills building. However, the extent to which consumers participate in quality management program activities is not documented or assessed.</li> </ul>

To what extent are consumers effectively engaged and involved in the HIV quality management program?	
Progress toward systematic approach to quality	4 <p><u>Consumer involvement:</u></p> <ul style="list-style-type: none"> <li>Is part of a formal process for consumers to participate in HIV quality management program activities, including a formal consumer advisory committee, surveys, interviews, focus groups and/or consumer training/skills building.</li> <li>In improvement activities includes three or more of the following:               <ul style="list-style-type: none"> <li>sharing performance data and discussing quality during consumer advisory board meetings</li> <li>membership on the internal quality management team or committee</li> <li>training on quality management principles and methodologies</li> <li>engagement to make recommendations based on performance data results</li> <li>increasing documentation of recommendations by consumers to implement quality improvement projects.</li> </ul> </li> <li>Information gathered through the above noted activities is documented and used to improve the quality of care. However, staff does not review with consumers how their involvement contributes to refinements in quality improvement activities.</li> </ul>

**To what extent are consumers effectively engaged and involved in the HIV quality management program?**

*Full systematic approach to quality management in place*

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Consumer involvement:

- *Is part of a formal, well-documented process for consumers to participate in HIV quality management program activities, including a consumer advisory committee with regular meetings, consumer surveys, interviews, focus groups and consumer training/skills building.*
- *In quality improvement activities includes four or more of the items bulleted in E2#4.*
- *Information gathered through the above noted activities is documented, assessed and used to drive QI projects and establish priorities for improvement.*
- *Includes work with program staff to review changes made based on recommendations received with opportunities to offer refinements for improvements. Information is gathered in this process and used to improve the quality of care.*
- *Involves at minimum, an annual review by the quality management team/committee of successes and challenges of consumer involvement in quality management program activities to foster and enhance collaboration between consumers and providers engaged in quality improvement.*

## TCQ Next Steps

- Further analysis of training programs
- Key informant interview guide will be used to conduct follow-up participant interviews to determine the degree to which individuals have integrated learning into their QI work
- Follow-up with participants who did not complete the online evaluation survey
- Stratify the survey results by participant's QI competency levels
- Link training uptake with organizational assessment scores and performance measurement scores on the agency-level when available.
- Development of a Training of Trainers (TOT)-style delivery for national diffusion
- Development and delivery of quarterly booster session webinars for peer learning and capacity building
- Development of a Training of Trainers (TOT)-style delivery for national diffusion

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## Project L.E.A.P.



- **L**earning
- **E**mpowerment
- **A**dvocacy
- **P**articipation

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## Presenters

**Tori Williams** Manager, Houston Ryan White  
Planning Council Office of Support;  
Co-Facilitator, Project L.E.A.P.

**Isis Torrente** Graduate, Project L.E.A.P. 2015

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## 2015 Project L.E.A.P. Students



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## What do Local Planning Bodies Need?

Consumers who are:

- Not afraid of the planning process
- Not afraid of Robert's Rules of Order
- Not afraid to speak up and advocate for the needs of consumers

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## What do Consumers Need to Serve on a Planning Body?

- A safe environment to:
  - Be ourselves
  - Learn
  - Ask questions
- Education, education, education

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## 2014 Project L.E.A.P. Students



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## 2013 Project L.E.A.P. Day Class



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## After Graduating from Project L.E.A.P.

### Consumers feel:

- Less intimidated
- More knowledgeable
- Motivated to join a planning body

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## 2012 Project L.E.A.P. Students



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## Angela F. Hawkins

2014 Project L.E.A.P. graduate

Project L.E.A.P. has given me knowledge that will help me be a positive contributor to the community.

It has taught me to be tolerant and respectful of others even if I may not always agree.

I feel empowered to be able to go out into the world and in some small way give back what I have learned



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## Ted Artiaga

2014 Project L.E.A.P. graduate

*To me Project L.E.A.P. is...*  
a wonderful opportunity to  
learn about the entire Ryan  
White system as well as the  
many organizations providing  
services to PLWHA.



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## Curtis Bellard

2012 Project L.E.A.P. graduate

Project L.E.A.P. gives  
people knowledge and  
understanding on what  
Ryan White does for  
them and the community.

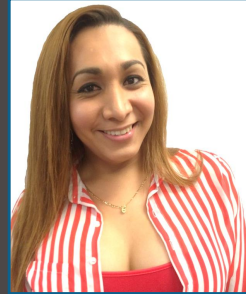


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## Viviana Santibañez

2015 Project L.E.A.P. graduate

Communication, knowledge, information and so much more is what Project L.E.A.P. means to me. Thanks to all the information I have received now I feel more prepared to help and find those needs that my community has. Thanks Project L.E.A.P . to support the transsexual Latin community because by you educating me you created a resource of information to help others.

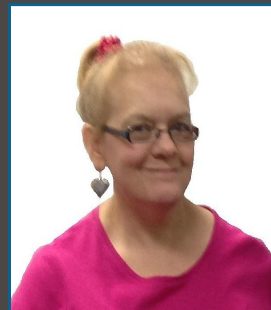


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## Ruth Atkinson

2014 Project L.E.A.P. graduate

*To me Project L.E.A.P. is...*  
Information, Information,  
Information.



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## Nuts and Bolts



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## Service Definition

The Council develops a service definition which includes:

- A unit of service definition
- Goals for the program
- Objectives
- Activities

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## Service Definition

The service definition lists the:

- Curriculum requirements
- Allowable number of students
- Percent of students who must be HIV-positive
- Demographics of the students
- Number of class hours
- Role of the Advisory Committee

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## Project L.E.A.P. Advisory Committee

The role of the Advisory Committee is to :

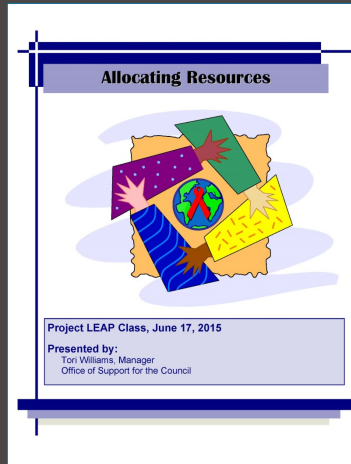
- Assist in curriculum development
- Recruit applicants
- Review the annual program evaluation
- Review and make recommendations on the program service definition

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## Class Project



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## Administrative Details

### Costs:

- Outside vendor = \$52,000/year - or -
- In-house facilitation = \$6,500 – 14,000/year

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## Administrative Details

The program budget includes:

- Office supplies (binders, pens, etc.)
- Student reimbursement for:
  - Transportation
  - Dependent care
- Food
- Room Rental (Graduation)
- Miscellaneous (Graduation shirts)

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## Results

In 2015:

- 25 of our 38 Council members (66%) are Project L.E.A.P. graduates.
- 11 applicants are waiting to fill 3 Council vacancies in 2016. Of these, 9 (82%) of the applicants are Project L.E.A.P. graduates.

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# Important

Continue to educate, educate, educate!

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# Zavion Knox

2014 Project L.E.A.P. graduate

The less we fear, the more  
we understand.

The more we understand,  
the more we can help.



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## Contact

**Isis Torrente , Project L.E.A.P. Graduate or  
Tori Williams, Manager, Office of Support**

Ryan White Planning Council  
2223 West Loop South, Suite 240  
Houston, TX 77027

Office: 713 572-3724

FeedbackRWPC@cjo.hctx.net

[www.rwpcHouston.org](http://www.rwpcHouston.org)

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***Project L.E.A.P. has allowed me the  
chance to stop standing on the  
sideline of the HIV/AIDS field,  
now I can start being an  
actual player.***

**~ Project L.E.A.P. Graduate**

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# Boston EMA Ryan White Part A Planning Council Information Video

Presented by Erika Moreno  
Outgoing Chair, Boston Ryan White Planning  
Council



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## Consumers Who Participated

Lawrence Day

David Hawkesworth

Heather Kough

Alan McClendon

Erika Moreno

Jonathan Reveil

Carmen

Rios

Oscar Guevara Perez

Darren Sack

Jessica Stuart

Lawrence Vinson

Arthur Ware

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## Planning Council Recruitment Challenges in Boston EMA

- EMA in MA & NH
- Commitment
- Travel
- Reaching minority/at-risk populations

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## Previous Recruitment Methods

- Blog
- Events
- Newspaper
- Consumer to Consumer
- Provider Networks

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## Why a Video?!

- 2015 Recruitment efforts announced
- Suggestion by Council Member
- Method not previously utilized
- Capture audience in new way

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## Methods for Video Production

- PCS Support Staff recruit BPHC Communications Department
- Producer, Patrick Henderson, Multimedia Producer
- Producer researched Planning Council work
- Questions submitted by Chairs/PCS Staff
- 'One word' to capture thoughts on PC
- 50 minutes of video captured/3 minutes produced
- Focus on individuals more than meetings
- Data interspersed in video/Focus on HIV/AIDS
- 2 Drafts/1 week

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# Incorporating Consumer Involvement

PCS Support Staff

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# Utilization of Video

- Video linked with social media
- Mayor Marty Walsh tweeted
- Members shared in number of ways

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## Social Media Outlets

Twitter



Facebook

Boston Public Health  
Commission website



[www.bphc.org](http://www.bphc.org)

LinkedIn



Youtube

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## Success

- 35 new applicants in 2015
- 20 new members appointed
- 2 applicants credited twitter tweet for applying
- 1 applicant credited Facebook post for applying
- 2 applicants credited video on BPHC
- 2015-2016 Planning Council year: 20 new/22 incumbents appointed by Mayor Marty Walsh



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