



VIRTUAL
2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT

Increasing Opportunities for Persons Living with HIV (PLWH) to Participate in Quality Management Activities

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Disclosures



Jocelyn McKenzie and Barry Sermons have no financial interest to disclose.

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Learning Objectives



At the conclusion of this activity, the participant will be able to:

1. Identify barriers to engaging PLWH in quality improvement activities
2. Develop attainable goals and strategies to solicit valuable input to quality improvement activities
3. List the approaches involved in engaging subrecipients and the Planning Council in quality management initiatives

Agenda



- Ryan White Part A Overview
- PLWH Involvement
- Planning Council Activities
- Recipient-level QM Activities
- Subrecipient-level QM Activities
- Recap

Atlanta EMA Part A Program



Recipient

Fulton County
Government.



Planning Council

Metropolitan
Atlanta HIV
Health Services
Planning Council.



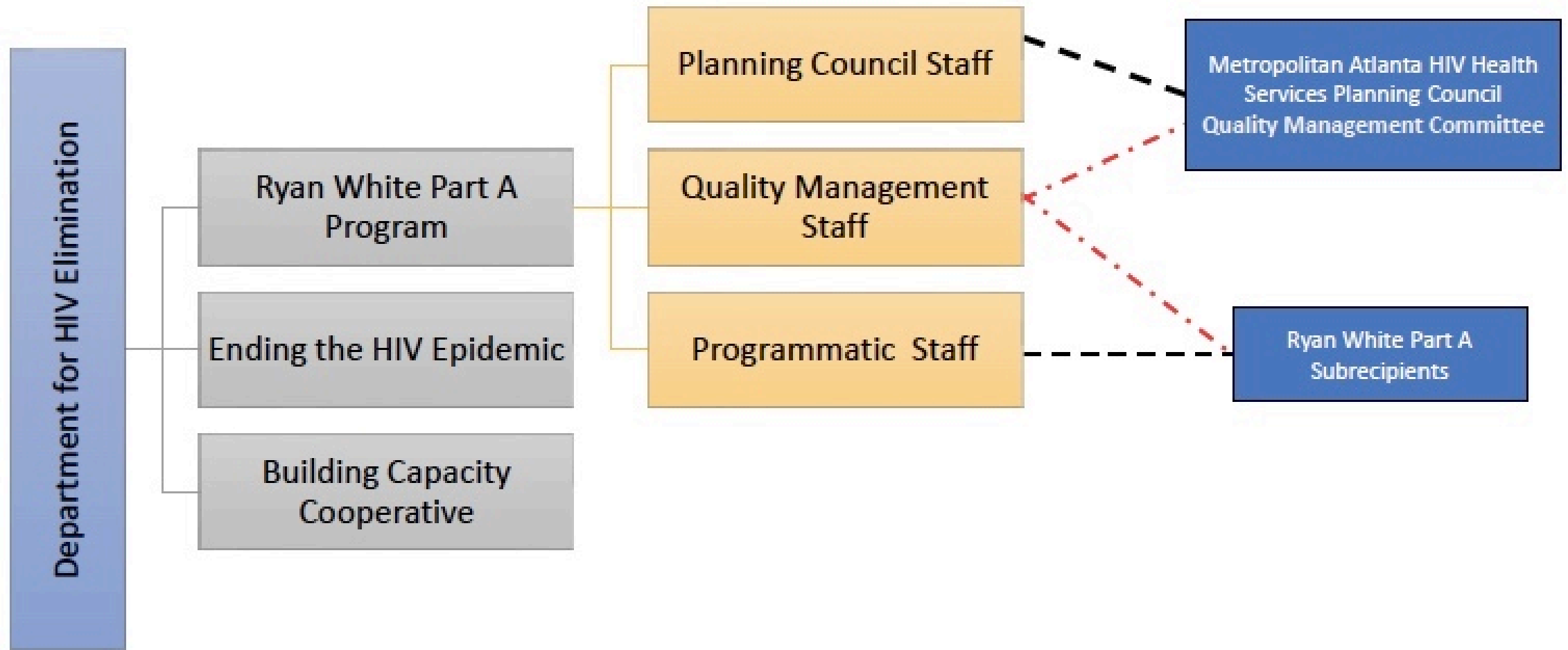
Persons
living with
HIV



Subrecipients

17 funded
community based
organizations,
community health
centers, and/or
AIDS Services
Organizations

Fulton County Government



Purpose

- Large body of evidence suggest a robust and effective QM program contributes to overall improvements in healthcare quality delivery
- Improved health outcomes of our clients
 - **Retention in Care**
 - **Viral Load Suppression**
- Major component in the National HIV/AIDS Strategy (NHAS), for optimizing health outcomes



PLWH Involvement Model



- Critical to the success of any HIV program
- Provide a necessary perspective on the development, implementation, and evaluation of programs and services that are designed to ultimately meet their needs
- Roles of PLWH can be a form of:
 - Active participation
 - Feedback
- Resource: [Electronic Version of Resource Book](#)



PLWH Involvement in Quality Management

Methods of Involvement

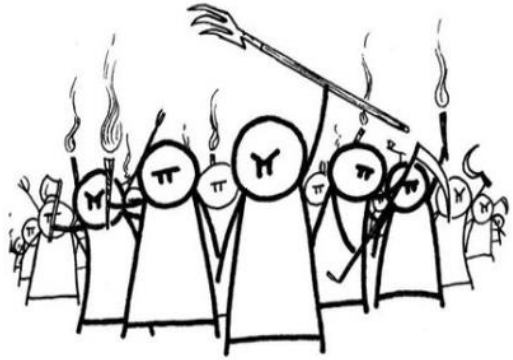
- Agitation
- Activism
- Advocacy



Examples of Involvement



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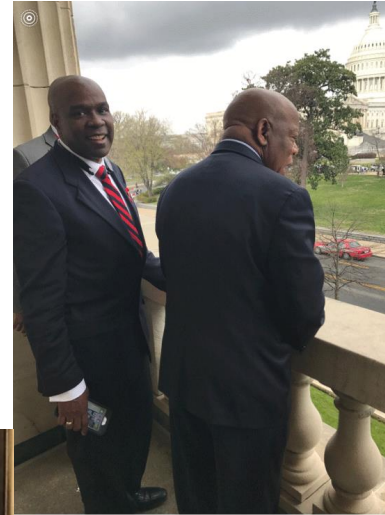
Results of PLWH Involvement



- The Denver Principles
- Ryan White HIV/AIDS Program
- Community Planning Members
- Quality Improvement Advocates



Personal Experience



Quality Advocates



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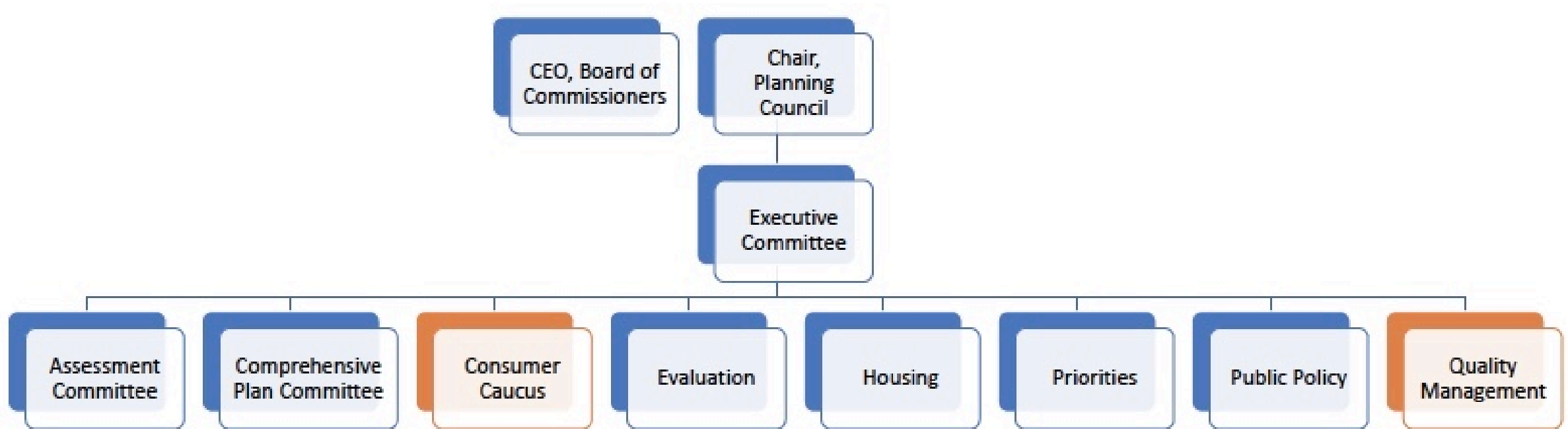
Quality Advocates are...

- Self-managing patients
- Comfortable with data
- Effective communicators
- Comfortable with technology
- Effective and supportive team members
- Quality improvement literate



Metropolitan Atlanta HIV Health Services Planning Council

Overview of Metropolitan Atlanta HIV Health Services Planning Council



Quality Management Committee

- Comprised of PLWH, Service providers, agency representatives, Part A staff, and volunteers
- Up to 50 individuals meet monthly
- Review Performance Measures data quarterly
- Update Standards of Care
- Engage in QI Activities



Consumer Caucus



- Comprised of PLWH, clients and peer staff
- Up to 50 individuals meet monthly to discuss select topics
- Guest Speakers are invited
- Review Performance Measure data quarterly or QI activity



PLWH Involvement at the Recipient-level

Leadership Support

Expectations for PLWH involvement in improving services is outlined by our Department leadership throughout our:

- Request for Proposals
- Annual Contracts
- Progress Reports
- Program Activities



- Active Participation
 - QI Project Assistants
 - QI Project Activities
- Feedback
 - Focus Groups
 - Surveys



QI Project Assistants

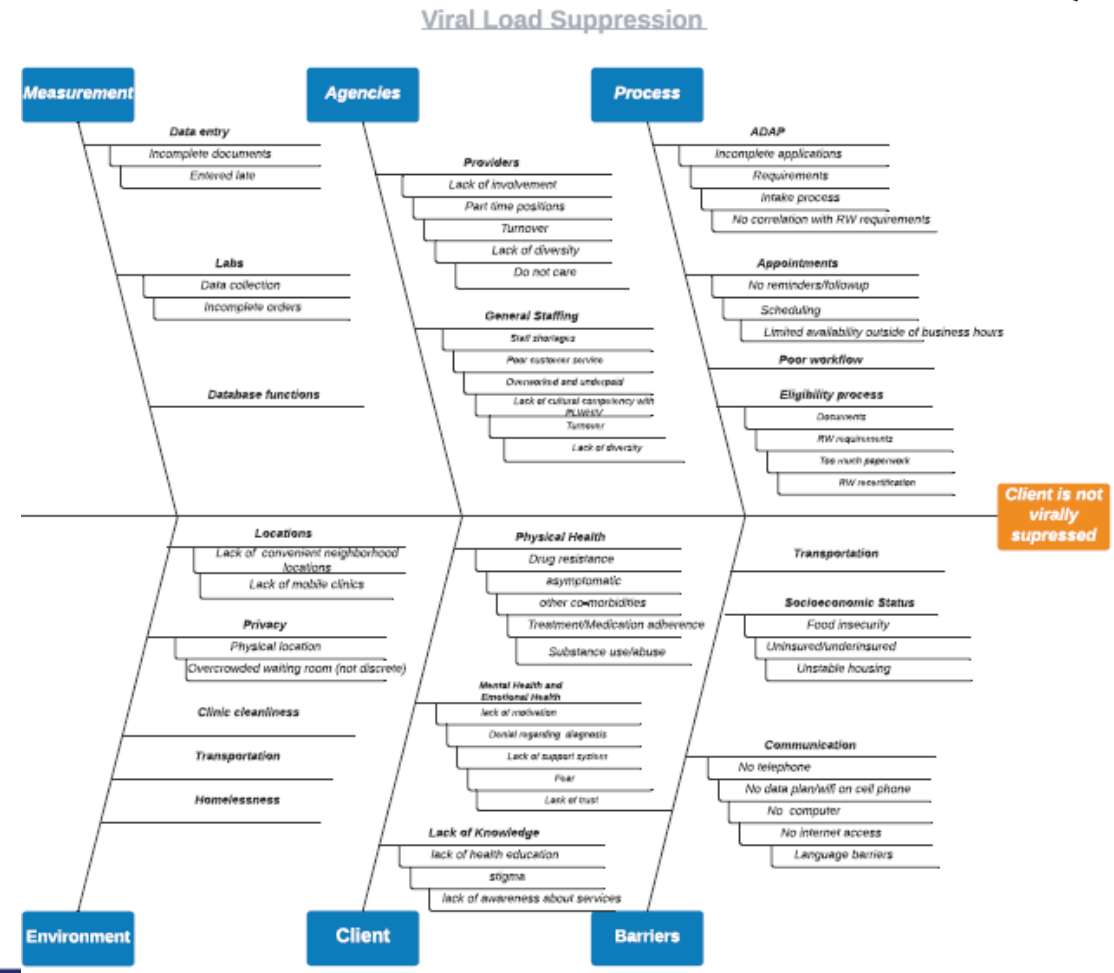


- Interviewed and hired 6 short-term project assistants
- Developed and piloted survey to assess satisfaction and expectations related to:
 - Client Wait-time
 - Linkage to Care
- Onsite data collection at 13 OAHS agencies
- Collected over 400 surveys

QI Project Activities

Recipient staff attends Consumer Caucus to assist with the execution of QI Project activities such as:

- Fishbone Diagrams
 - Linkage to Care
 - Viral load suppression
- Survey Development
 - Client Satisfaction Survey
- Prioritization Matrices



Focus Groups

- Provision of Psychosocial Support Services by peer staff
- Development of Client Satisfaction Survey
- Creation of Social Media Targeted Advertisements
- “Sip & Solve” Listening Sessions

Surveys

- Voice of the Customer: Client Wait-Time
- Barriers to Linkage to Care
- Roles and Responsibilities of Peer Staff

QI Trainings/Workshops



- **FY2018**
 - Training Consumers on Quality (TCQ)
 - Facilitators attended CQII TCQPlus and returned to Atlanta to deliver a 2-day training to peer staff and CAB members
 - Using PDSA to Improve Linkage to Care
 - CQII facilitated a training for PLWH and agency members to brainstorm strategies for PDSA linkage to care
- **FY2019**
 - Quality Management and You!
 - Part A staff discussed basic quality management concepts
 - Agencies and PLWH shared best practices
 - Centralized Linkage to Care Model Workshop
 - 2 day brainstorm session to identify current system issues and propose solutions for systematic change to linkages



PLWH Involvement at the Subrecipient level

Ryan White Part A Subrecipient Contract



Per Subrecipient contract, funded Part A agencies are required to have:

- Quality Management Program
- Consumer Advisory Board (CAB)
- Annual Client Satisfaction Surveys

Subrecipient QM Infrastructure



- Leadership
 - Medical Director
 - Director of Quality
 - Program Director
- QM Committee/Team
- Stakeholder Involvement
- PLWH Involvement
- Evaluation
- Performance Measurement System

QM Committee

Agency
Staff

CAB
Member

PLWH
Feedback

Agency Example



Mission: *Client centered care for the HIV community to have a life worth loving.*

- Client Size: 3,800 clients
- Hours of Operation: Varies – Weekdays and select Saturdays
- Multiple locations:
 - Location A – OAHS, MCM, Mental Health/Substance Abuse Treatment, HIV/STI Testing and treatment, and PrEP services
 - Location B – OAHS, MCM, Mental Health Services, HIV/STI Testing and treatment, and PrEP services
 - Location C – OAHS, MCM, Mental Health Services

Agency Example: PLWH involvement



- **Members of the QM committee**
 - Currently, recruiting for membership on newly formed Locations B and C QM committees
- **Participate on agency board**
 - Location A CAB President serves as secretary on Agency's Board of Directors
- **Give input to programmatic decisions**
 - Participates in strategic planning process, programs present to CAB, give feedback on their experience as patients
- **Input into annual survey**
 - Give input into development of survey
- **Input into performance improvement projects**
 - Provide input to QM committee



Spotlight: Consumer Advisory Board

Barry Sermons

Consumer Advisory Board



- **Structure**
 - According to approved by-laws that outline the structure, purpose, membership, officers and procedures for each CAB
- **Leadership**
 - Autonomous
 - Led by elected officers
- **Leadership selection**
 - Members are nominated for leadership positions and chosen by member vote for a two year term.
- **CAB Size**
 - Location A – established 2010, currently has 20 members.
 - Location B – established 2003, currently has 12 members.
 - Location C – established 2019, currently 6-7 members.

Structure of CAB Meetings



➤ When do we meet?

- Location A – monthly, the first Wednesday of each month
- Location B – monthly, the second Tuesday of each month
- Location C – quarterly, the second Wednesday of the first month of the quarter
- Due to COVID-19, combined monthly meeting via Zoom

➤ Who is present?

- Cab officers and members
- Agency is represented by the retention manager and patient navigator.

➤ How do we determine what to discuss?

- Agenda is set by each individual CAB determine the agenda
 - Old Business (45 minutes)
 - Lunch
 - New Business (45 minutes)
 - The focus is generally a specific population or issue the group has chosen to address.
- Special projects
 - Provides opportunities for members to attend educational conferences which brings information back to the community and builds relationship between community members

➤ How long are the meetings?

- 90 to 120 minutes

Joining a Consumer Advisory Board....



Members are generally recruited by....

- Word- of - mouth
- Referred by agency staff
- Flyer Advertisements
- By meeting the qualifications outlined in the bylaws
 - interest in the empowerment of PLWH and those at risk
 - interest in the mental health/substance use treatment needs of PLWH and those at risk

QM in CAB Meetings



- How do you incorporate quality management into your cab meetings?
 - **Patient engagement survey** – Gave input into design, get the feedback.
 - **Improvement Strategies** – CAB suggested ways to educate patients about agency services which led to patient – to – patient orientations
 - **In-house focus group** – Agency vets and informs CAB of proposed programmatic decisions



Lessons Learned

PLWH Roles in Quality Management activities included...

- Active Participation as...
 - QI Project Assistants
 - QM Committee Members
 - Agency Staff
 - Consumer Advisory Board Members
- Providing meaningful feedback in...
 - Open Forums
 - Focus Groups
 - Surveys

Successes



- Increased interest and engagement in improving services
- Provided outlets for regular communication with community by using:
 - Proper and clear communication
 - Reminders
- CAB Involved in celebrations and events at agency
- Attended national, regional, and local conferences
- Offered *Lunch n' Learns* to community on various topics of interest
- Increased visibility in program activities
- Reviewed and updated standards of care based on feedback
- Modified QI projects based on identified needs

Barriers and Challenges



- **Access to quality management activities**

- Transportation
- Technology and tools
- Awareness of quality management activities

- **Knowledge of quality management**

- Understanding real-life application of quality management concepts

- **Gaining Interest**

- Sustaining and maintaining interest in quality management
- Competing priorities
- Key topics or areas of concern

Future Considerations



- Provide ongoing training and technical assistance using varied methods
- Encourage collaborations across agency Consumer Advisory Boards
- Increase frequency of Open Forums and Focus Groups
- Create sustainable and fulfilling roles for PLWH in Quality Management

Acknowledgements



We would like to thank

Metropolitan Atlanta HIV Health Services Planning Council

- Quality Management Committee
- Consumer Caucus

Center of Quality Improvement and Innovation

- TCQPLUS
- A Guide for Consumer Involvement
- Using PDSA Model to Improve Linkage to Care Training

Positive Impact Health Centers

- Decatur Consumer Advisory Board
- Heather Wademan, QM Coordinator

Fulton County Government, Recipient

- Department for HIV Elimination
- Planning Council Support Staff

Questions & Comments

