

Minimize to maximize: A cadence of accountability the key to optimizing service delivery abstract ID#: 20487

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ON HIV CARE & TREATMENT

Utah Department of Health and Human Services Ryan White Part B Program (RWB) and medical case management (MCM) providers collaborate to implement an innovative approach to improve care and outcomes for Ryan White Part B clients by following the

Franklin Covey's 4 Disciplines of Execution methodology:

- 1) Focus on the Wildly Important Goal (WIG)
- 2) Act on lead measures
- 3) Keep a compelling scoreboard
- 4) Create a cadence of accountability (COA)

Focus on the WIG

- Always more good ideas than capacity to execute
- Minimize the number of goals to maximize success
- Focus on less so the team can achieve more
- Psychologically it is important to have a single measure of success
- WIG = Lag measure

RWB WIG (X to Y by Z)

Increase viral suppression rate for RWB clients from a 2020 baseline of 88.9% (X) to 91% (Y) by December 2021 (Z)

Lead measures

- Influenced directly by the team
- Drive and predict the success of the WIG (lag measure)

RWB lead measures

Identify and monitor RWB clients who are:

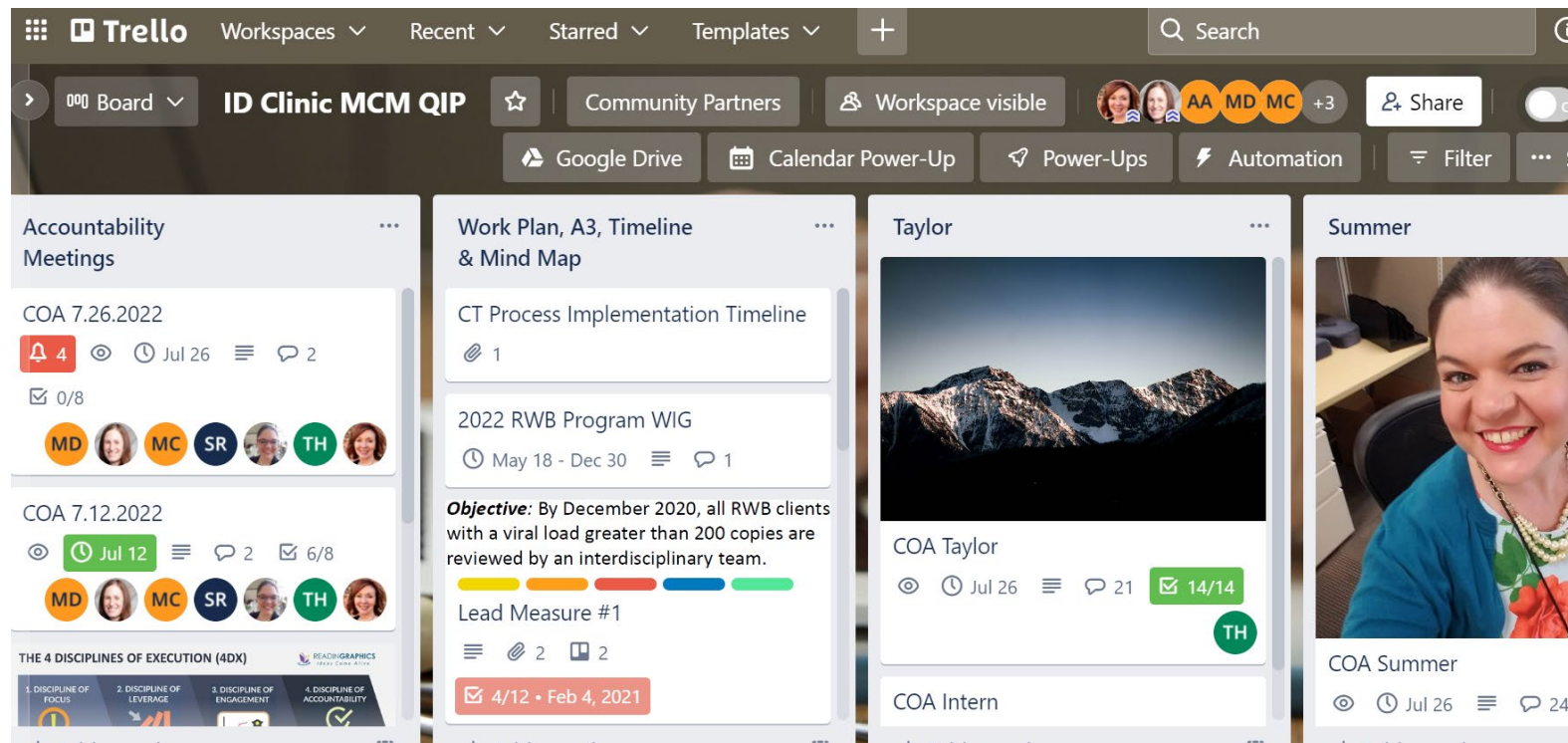
- Missing current HIV viral load lab results
- Non-adherent with ART
- Not virally suppressed

Identified clients are assigned a MCM who will:

- Notify providers
- Coordinate interdisciplinary team case review to:
 - Identify adherence barriers
 - Set goals
 - Plan interventions
- Document the case review, care plan, and outcomes in the client record

Keep score Trello

- A virtual collaboration tool used to keep score
- Documents commitments, activities and follow-up



Cadence of accountability (COA)

COA

- 30-minute, twice-monthly, structured meeting
- Focus on the WIG
- Highlight successes
- Analyze failures
- Course-correct as needed

Each team member

- Reports progress on the commitments from the previous meeting
- Describes how commitments impact lead and lag measures
- Commits to 1 or 2 actions they will do before the next meeting

Improved HIV viral suppression rate from a 2020 baseline of 88.9% to 90.4% By December 2021