



Santa Rosa
COMMUNITY
HEALTH

All of us. For all of you.

a californihealth⁺ center

Leadership in Quality Improvement
Ben Leroi, Sr. Dir, Special Population Programs for
Paola Diaz, VIDA Program Manager
at Santa Rosa Community Health

United in heart, health, and justice

About Santa Rosa Community Health Center

As a Community Health Center, Santa Rosa Community Health believes that health care is a fundamental human right—everyone should have the opportunity for a full and healthy life.

We welcome everyone and care for the whole person with compassion and respect for their culture, language, identity, and values.

We do this because each person is unique and deserves to be seen and valued for who they are and the life circumstances that bring them to us.

None of us should ever receive anything less than the best care possible.



About Team VIDA

Team VIDA leverages Ryan White HIV/AIDS Program funding to provide excellent, culturally sensitive health care and supportive services to people living with HIV/AIDS and their affected family members.

Provides whole person care through outpatient ambulatory health services, medical case management including treatment adherence, non-medical case management or psychosocial support services, clinical pharmacist services and comprehensive benefit enrollment.

Team VIDA has a dedicated quality specialist who leads the team's quality improvement projects and data feedback to team members.

Comprehensive Health Care Coverage QI Project

Purpose and Goal

Purpose

Align with CA Dept. of Public Health Office of AIDS Non-Medical Case Management performance measure for RW Part B grantees.

Ultimate Goal

To ensure that all PLWH/A receiving care from SRCH's Team VIDA are continuously enrolled for the most comprehensive health care insurances and coverages for which they qualify and that this data is being accurately entered into CDPH Office of AIDS ARIES database.

About Benefit Enrollment QI Project

Methods

We used simple steps in this project:

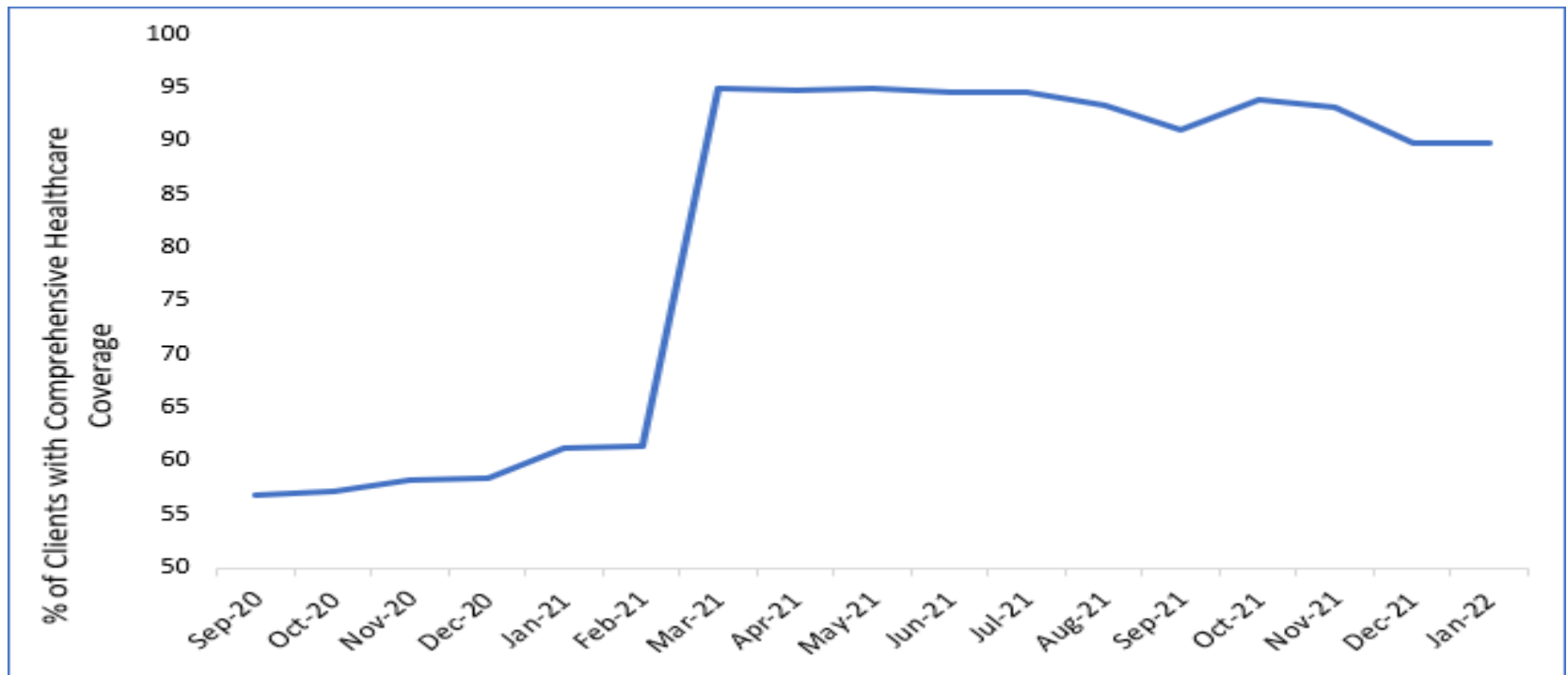
- A project with a good cause
- Continuous improvement and check in

Activities

- We shared the goal with our team members, and we tied it with a true story from our clinic. Our team was emotionally touched and motivated to do their best because they believed in the good cause.
- Continuous improvements and check in. We scheduled a monthly check-in using the insurance report status then provided it to our enrollment specialist

Visualizing the Change

Percentage of Clients receiving Non-Medical Case Management Services and were enrolled in Comprehensive Healthcare Coverage - Santa Rosa Community Health Centers



Lessons Learned – QI Leadership

Successes/facilitating factors

- Employing a dedicated HIV Quality Specialist is essential to driving projects forward and providing periodic data feedback to the team
- Using an external data warehouse and report writing application ensured easy and accurate on-demand data updates
- Team attendance at an annual quality conference helps reinforce the basic tenets of quality improvement
- Team members were given adequate time to work on this project and illustrate improvement
- Continuously checking-in with the team members and monthly recognition for their effort made improvement possible

Lessons Learned

Challenges/limiting factors

- Because several patients missed their appointments, our enrollment specialist was unable to discuss insurance options
- Income updates for some patients were not performed
- We had to adjust our workflow to have patients meet with our enrollment specialist prior to meeting with the provider as some patients skip appointments after their provider visit

Best Practices – QI Leadership

- Develop a quality resource guide that is easily accessible to the team
- Allowing for ample administrative time to address the team's questions and to provide guidance
- Designate a quality specialist for the team

Culture of Quality

How to create

- Everyone is included from management to clinic staff
- Explain to the team the main impact of carrying out this project and how it will affect patients' lives
- Share the happy success stories that are the results of regularly carrying out this project
- Share progress of projects with the team
- Make sure the assigned staff has the appropriate skills set to effectively function throughout the project

How to sustain

- Add project updates to the daily workflow of the team
- Monthly insurance status check-ins
- Openly recognize team achievements during staff meetings

Other staff that works with our patients

Dr. Krumland

Psychiatry

Residents

Rose Lapierre
RN Case Manager

Ben Leroi
Sr. Dir., Special
Population Programs

Paola Diaz
VIDA Program Manager

Patricia Ibarra
Clinical Team Assistant

Paloma Blair
VIDA Program Specialist

Judith Brazis
ADAP and Access Coordinator

Angela Walker
Pharmacy Support Specialist

Nadya Hristeva
Clinical Pharmacist

Dr. Toub
VIDA Clinician

Arcelia Reyes Delgado
RN Case Manager

Dr. Lozares-Lewis
VIDA Clinician Lead

Lily Rosales
Medical Assistant

Dr. DeGast
VIDA Psychologist

Ibeth Hernandez
Medical Assistant

Mona Alsaffar
VIDA Sr. Quality Specialist

Social Work
Case Manager

Team Positions
not filled

Patient
Care



When we work together,
united in heart, health, and justice,
we can create something magnificent.

We already have.

Q & A



CONTACT INFORMATION

Paola Diaz

VIDA Program Manager

paolad@srhealth.org

707- 483-6128



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