



NATIONAL QUALITY CENTER



Quality Institute #1: Improve Your Care and Services with Consumer Input Session 1

Daniel Tietz
Monday, August 23, 11-12:30pm
Delaware A
RWA-336

20 Years of Leadership
A LEGACY OF CARE



2018 RYAN WHITE ALL GRANTEE MEETING AND 10TH ANNUAL CLINICAL CONFERENCE

Agenda

- Presentation - 20 minutes
- Group Activity - 30 minutes
- Report Back - 30 minutes
- Q&A - 10 minutes

Learning Objectives

- Understand the importance of consumer participation in your quality management program
- Learn effective strategies to overcome common barriers in engaging consumers in quality management programs
- Know where to access best practices and existing resources to improve participation of consumers in quality improvement efforts



Consumer Involvement in Quality Management (QM) Framework



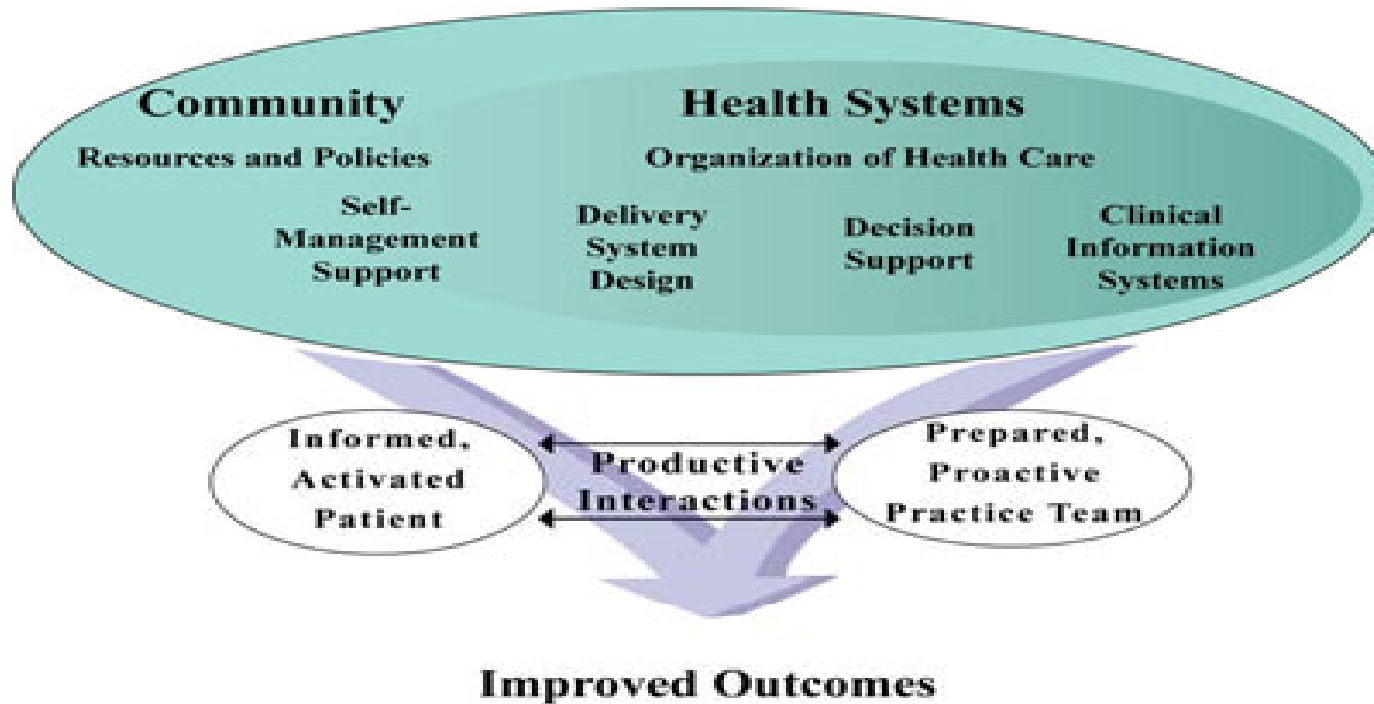
- **Quality improvement (QI) models used in health care were created for the automotive industry**
- **Critical dimension of QI is determining consumer needs as well as developing products and services that meet and exceed customer expectations.**
- **Adapted for use in health care settings, although many medical disciplines are still grappling with how and to what extent they should involve consumers**

Technical vs. Experiential



Chronic Care Model

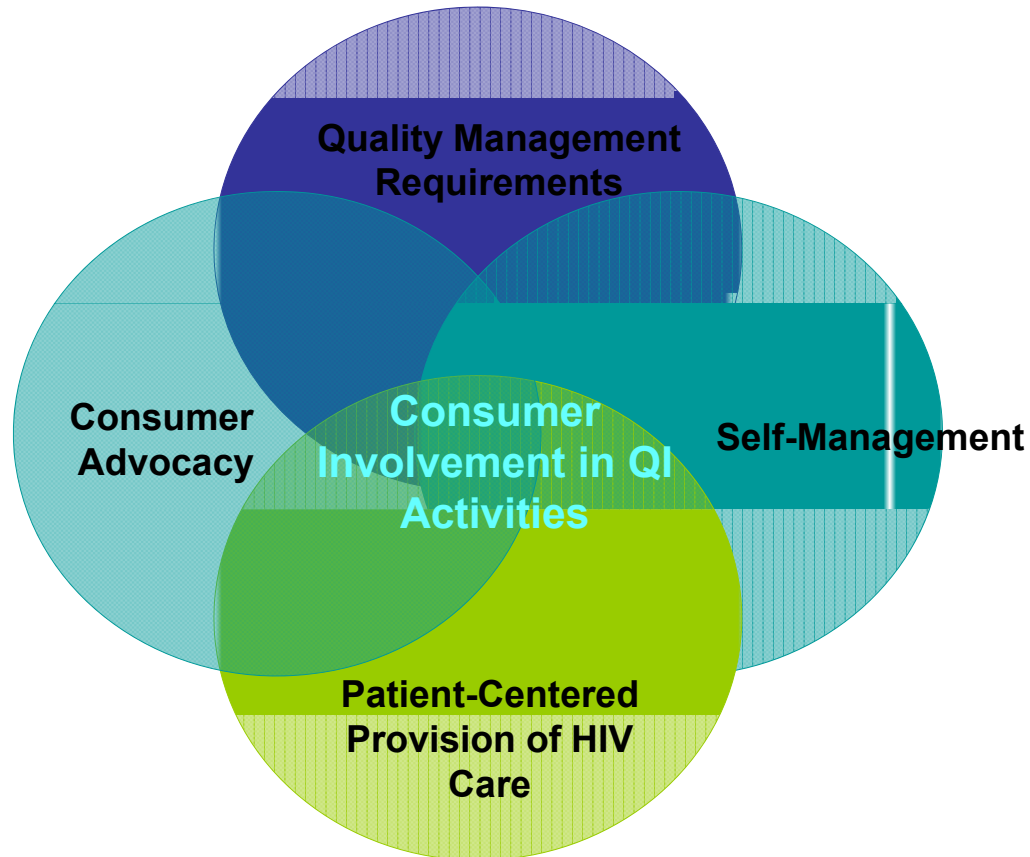
The Chronic Care Model



Developed by The MacColl Institute
© ACP-ASIM Journals and Books

QI Diagram for PLWHA Involvement

(training is required and need to achieve these competencies)



Conceptual Framework PLWHA Involvement in QM/QI

- Defines the ways to involve PLWHA in HIV facility-wide QI activities and the mechanisms during each stage of the QI process

**Dimensions of
PLWHA Involvement**

**Routinely solicit
PLWHA input from
“broadest”
recipients of
HIV PC services**

**Ensure discussion
about
“Quality”
are included
during all
CAB meetings**

**Include
“PLWHAs” on
internal QM teams**

**Formalize
recommendations
provided by
consumers,
implement and
develop a system
to evaluate how
recommendations
lead to
improvements**

**Inform
PLWHA of
evolving
QI activities**

**Annually assess
programmatic level
of
PLWHA involvement**

Dimensions of PLWHA Involvement

- **Routinely solicit PLWHA input from “broadest” recipients receiving HIV primary care services:**
 - Conduct satisfaction surveys, focus groups, or patient interviews to gather ideas for improvement from the consumer perspective
 - Clearly define and prioritize ideas for improvement and share with staff for feedback

Dimensions of PLWHA Involvement

- **Ensure that discussions about “Quality” are included during all Consumer Advisory Board meetings:**
 - When appropriate, form a CAB and engage in planning discussions about QI goals/objectives/activities, methods used for data collection, performance measures and areas identified that need to be improved
 - Routinely present HIV clinical performance data results to consumers and explain/discuss routine data reports with to solicit PLWHA recommendations when planning (ex: PDSA cycles, fishbone diagrams, etc.) next steps

Dimensions of PLWHA Involvement

- **Include PLWHA on Internal QM teams and support them in this process:**
 - Nominate and appoint appropriate consumers as equal members on QI teams to identify and improve aspects of HIV care
 - Develop skills-building and training opportunities for consumers so they can fully participate in agency-wide HIVQM committees and QI teams
 - Build further understanding among HIV staff about the benefits of engaging consumers in QI activities
 - Discuss key findings during QM team meetings
 - Link QI activities of the HIV QM team to CAC discussions

Dimensions of PLWHA Involvement

- **Formalize recommendations provided by consumers, implement, and develop a system to evaluate how they lead to improvements**
 - **Implement QI activities based on feedback offered by consumers and determine if they lead to positive changes**
 - **Evaluate if and how the recommendations are effective**

Dimensions of PLWHA Involvement

- **Routinely inform PLWHA of evolving QI activities via multiple communication venues/media:**
 - Openly share the results of QI activities, including performance data results and updates from quality improvement projects, with all patients via displays in the waiting room, storyboards, or newsletters
 - Inform consumers about facility-wide QI activities and in doing so, highlight their role in improving key aspects of HIV care
 - Celebrate and publicize the successes of consumer involvement in QI activities among patients and staff

Dimensions of PLWHA Involvement

- **Annually assess the programmatic level of PLWHA involvement throughout the HIV Program:**
 - Develop and/or adopt a standardized assessment tool to evaluate the level and effectiveness of consumer involvement
 - Conduct assessment annually and discuss the results with the QM team/committee
 - Respond to the findings and make adjustments moving forward

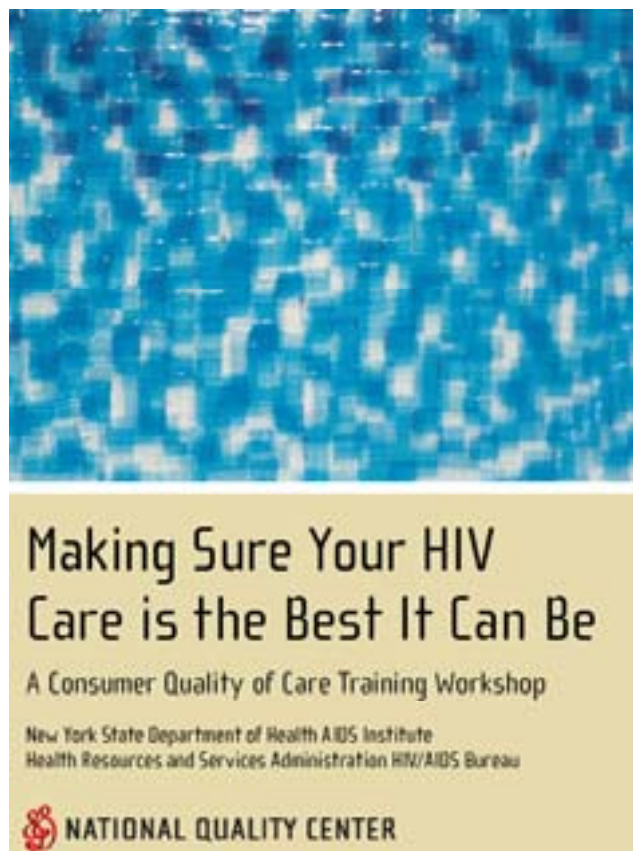
Group Activity

- Each group chooses a leader
- Each group chooses a facilitator (can be same as the group leader), recorder and someone to report back
- Develop an “Action Plan” to involve consumers in quality improvement activities (each group has different dimensions for PLWHA involvement to focus on)
- Each group will report back to the larger group on the “Action Plan” developed

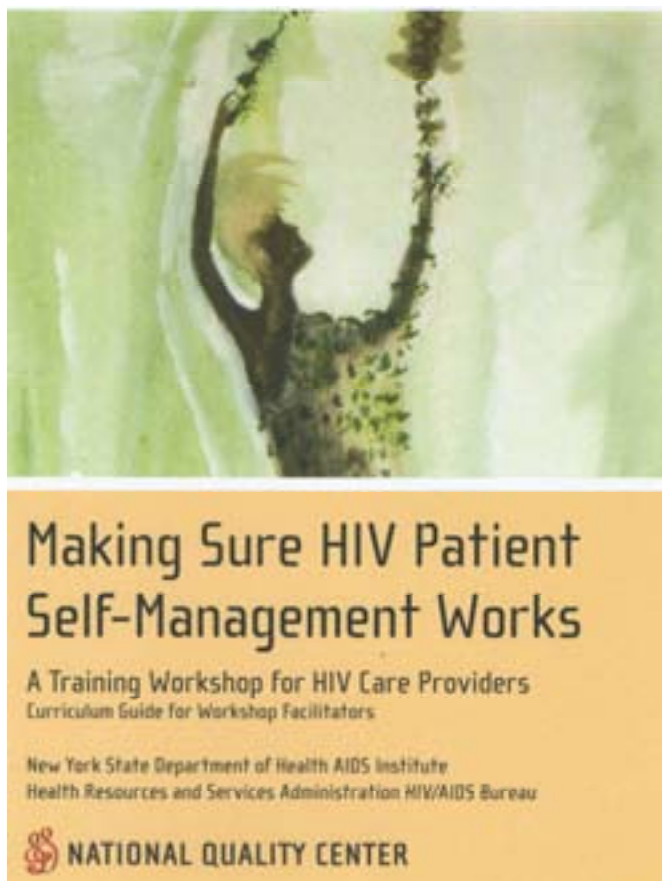
Group Activity

- Group 1: How will you obtain PLWHA input to improve quality of care from your entire patient population receiving services?
- Group 2: How will you ensure discussions about quality of care are included during all CAB meetings
- Group 3: How will you involve PLWHAs on an internal QM team to improve quality of care and support PLWHA in this process
- Group 4: How will you routinely inform PLWHA of evolving QI activities that have lead to improvements in quality of care
- Group 5: How will you annually assesses the level of PLWHA involvement to improve quality of care throughout the HIV Program.

Consumer-Related Resources



Consumer-Related Resources



Aha Moment and Action Planning

- What have you learned from this workshop?
- What will you do differently in response to this workshop?
- Complete the Action Planning Form on your chair

NQC Activities at the AGM 2010 – Join Us!

Monday, August 23, 2010

- 11am: Improve Your Care and Services with Consumer Input (Quality Institute 1) - Delaware A
- 2:30pm: Creating a Culture for Quality Improvement (Quality Institute 1) - Delaware A

Tuesday, August 24, 2010

- 8:30am: Quality in Hard Times (Quality Institute 1) - Delaware A

Wednesday, August 25, 2010

- 8:30am: Quality Improvement 101/HAB Quality Expectations (Quality Institute 2) - Maryland B
- 11am: An Introduction to Performance Measurement (Quality Institute 2) - Maryland B
- 3:30pm: How to Share Performance Data to Spur Improvement (Quality Institute 2) - Maryland B

Thursday, August 26, 2010

- 8am: Strategies to Measure and Improve Patient Retention Rates - Washington 2
- 10am: Aligning Quality Initiatives: Lessons Learned from Cross-Part Collaborative - Washington 4
- 10am: Quality Management for Non-Clinical Care - Washington 1

Visit our NQC/HIVQUAL Exhibit Booth in the Exhibit Area

- Pick up hard copies of QI Publications and meet NQC staff and consultants

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