

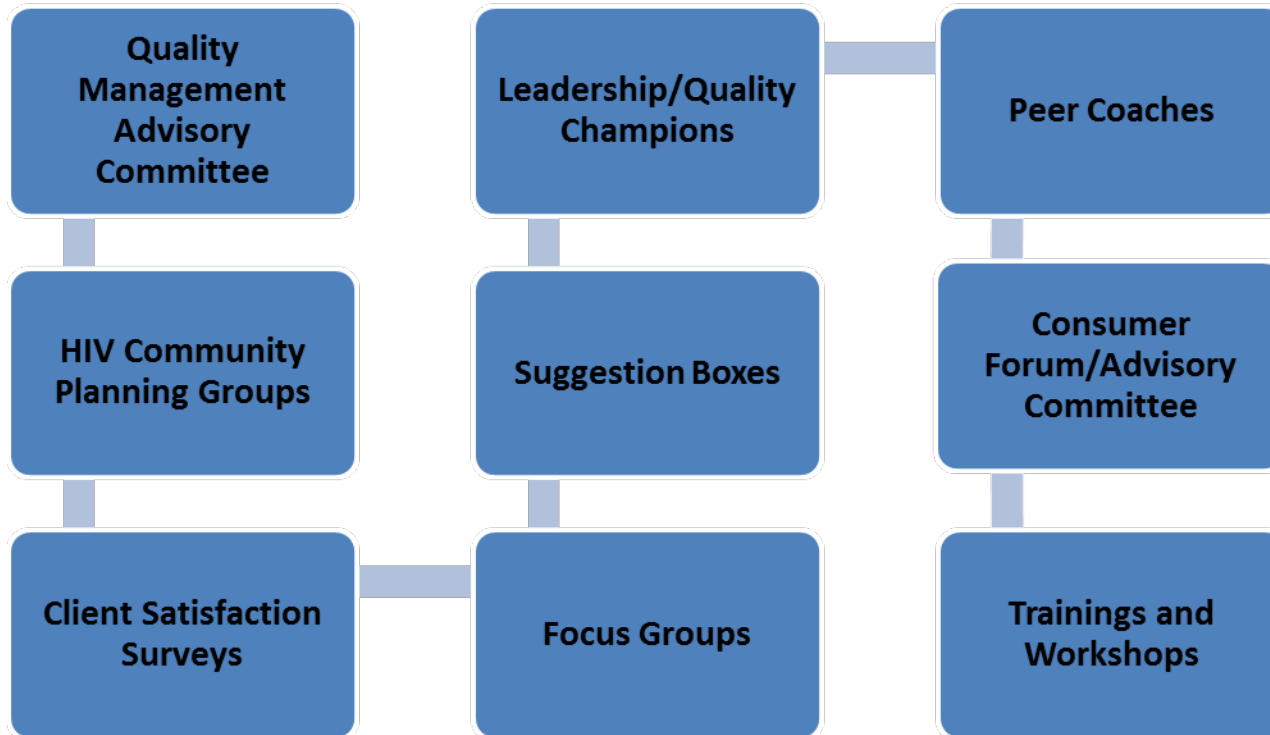
Virginia Ryan White Part B

Lessons Learned from Fostering Consumer Involvement in Virginia Quality Management Activities

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INFRASTRUCTURE: Multiple Avenues for PLWHA Engagement



OUR ACHIEVEMENTS

- Consistency in PLWHA Involvement
- Increased PLWHA capacity to improve quality
- Different methods of engagement
- Recognition for leadership
- Consumer Forum/training in quality
- Consumer Advisory Committee
- Peer education training program
- Culinary Education Pilot Program

LESSONS LEARNED

- Provide transportation, employment, and incentives as needed
- Develop and administer ongoing, brief consumer satisfaction survey
- Report all survey results to all stakeholders
- Ability and willingness to make operational changes
- Ensure assessments reflect the needs of consumers
- Ensure PLWHA are aware of involvement opportunities
- Ensure PLWHA see positive effects of their involvement

Questions

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