

Dr. Will Staywell:

Implementation of a quality improvement activity across all services

Mindy He

Orange County Health Care Agency, Ryan White Part A TGA



Disclosures

Presenter(s) has no financial interest to disclose.

This continuing education activity is managed and accredited by Professional Education Services Group in cooperation with HSRA and LRG. PESG, HSRA, LRG and all accrediting organization do not support or endorse any product or service mentioned in this activity.

PESG, HRSA, and LRG staff has no financial interest to disclose.



Learning Objectives

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

1. Identify appropriate quality indicators for a system-wide initiative
2. Engage and get buy-in from multiple providers (medical and non-medical) to participate in one quality initiative activity
3. Design an effective health campaign





Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>





Overview

- Orange County TGA was tasked to implement a quality initiative (QI) focusing on one performance measure across all Part A services
- Grantee facilitated the conversation between providers and consumers to develop materials to remind clients to see their HIV doctor
- Providers and consumers guided campaign development



Identify Measure

- QM reviewed HIV AIDS Bureau (HAB) Quality Management Measures
- Members also considered:
 - NHAS
 - Care Continuum
 - Consumer engagement and empowerment
- Members agreed that medical visit frequency would be a QI project that can be positively impacted by all providers
- QI project was a short-term project

Designing Health Campaign

when did you last see
your doctor?



It is recommended that each
patient see their doctor at least
every **six months**.

See Your
Doctor

ME

Check
Eligibility

MYSELF &

Know
Your #'s

HIV

Need
Help?

WHEN WAS THE LAST TIME YOU SAW YOUR DOCTOR?



* You Should See Your Doctor
At Least Once Every Six (6)
Months

* Make Your Appointment Now if
You Haven't seen your Doctor
Recently.

* Remember your Appointments

* Be On Time for your
Appointments

* If you Miss an Appointment call
to reschedule

Stay in Care and Live Longer

Designing Health Campaign-Messaging

Dr. Will Staywell says, "See your HIV doctor at least every 6 months!"



Dr. Will Staywell

- *Go to your medical appointments**
- *Ask your doctor questions about how to stay healthy**
- *Follow your doctor's orders**
- *Talk about your labs**

Designing Health Campaign-Messaging

Client Stickers

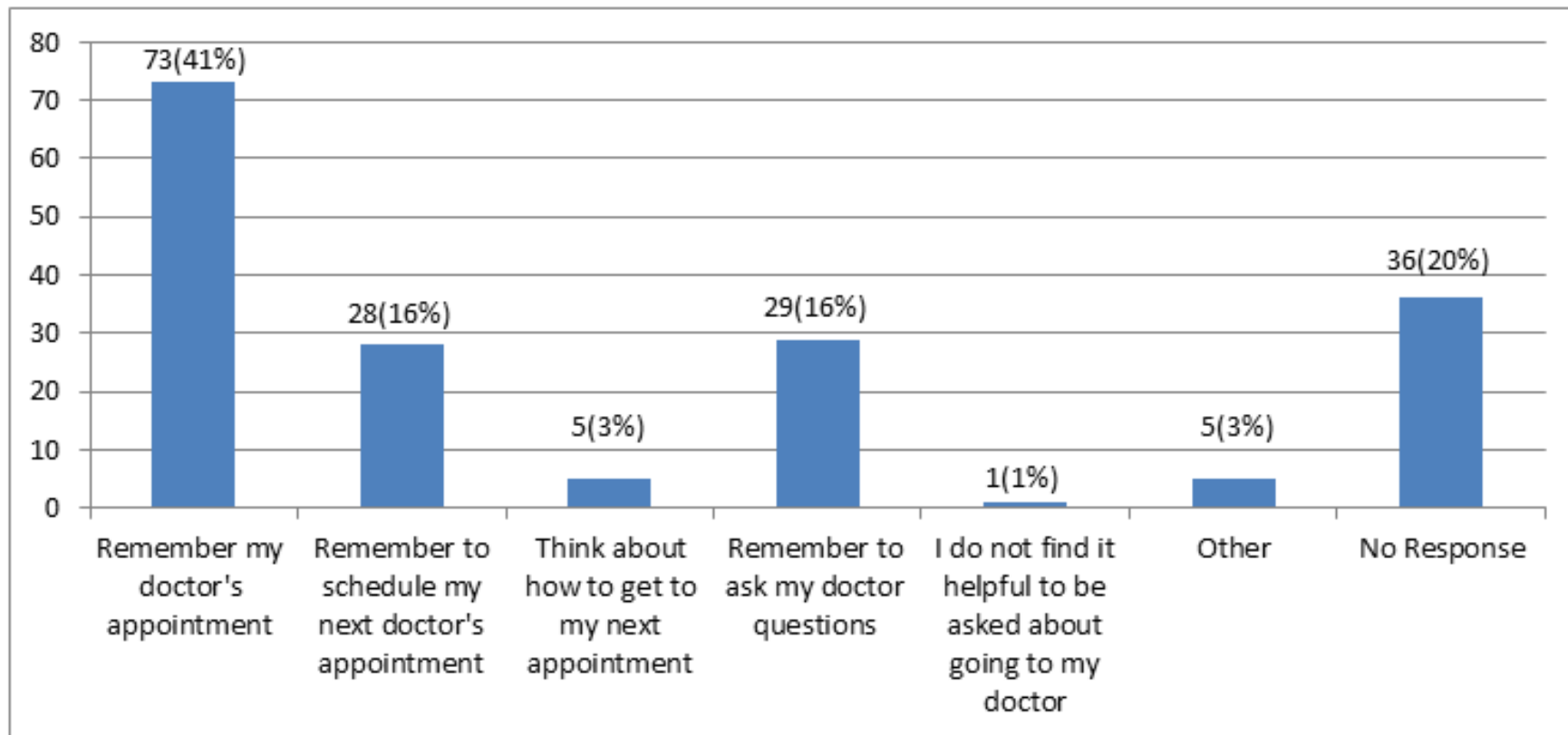


Provider Buttons



Results

Respondents reported that being asked/talked to by their provider(s) about their last HIV appointment helped them to:



*Respondents could have marked more than one response on this question.

Dr. Will Staywell Legacy

Our+Care OC

A newsletter created by HIV-positive individuals for people living with HIV

This issue of the Our+Care newsletter is about the Orange County HIV Planning Council (Council) and its committees. The Council and its committees make important decisions for people living with HIV in Orange County. The Council and its committees are always looking for new members who want to get involved. If you are interested in participating, go to a meeting to check it out! This newsletter is to provide information on what each committee does. Keep reading to find out more!

What is the Council?

The Council is made up of different



What are the Council committees and what do they do? The following are committees of the Council. Interested individuals are always welcomed to attend as guests.

HIV Client Advocacy Committee (HCAC) is made up of consumers of HIV services and provides feedback on Council items from a consumer point of view. This committee develops the biannual Our+Care newsletter, contributes client surveys and focus groups, and recommends service priorities for Council consideration.



Dr. Will Staywell appeared in biannual client newsletter www.ochealthinfo.com/phs/about/dcepi/hiv/newsletters/living_with_hiv

Dr. Will Staywell helps recruit for Planning Council Members