

Transforming the definition of Consumer Involvement

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Disclosures

Presenter(s) has no financial interest to disclose.

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Learning Objectives

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

1. Explain the importance of consumers as equal partners in the recipients' clinical quality management programs
2. How to identify indicators for a system-wide quality initiative, engage providers and consumers in quality management initiatives, and design an effective health campaign
3. Describe several models of consumer involvement in quality management activities



Obtaining CME/CE Credit

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

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

Consumer Quality Workgroup

- Recruitment of consumers
- Dialogue about quality issues
- Closed membership
- Review the unique language that comes with Ryan White
- General understanding of funding structures
- Empowerment
- Participation=Improvement

Consumer Quality Workgroup

- Transdisciplinary Code of Ethics
- Consumer Award for Quality
- Data Day review
- Selected the focus of consumer roundtables (housing)
- Grievance Policy
- Defined membership criteria
- Shape cross-over events