

Improve Your Care and Services with Meaningful Consumer Input and Participation

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Consumer Involvement Expectations

- Patient Self-Management

Developing Patient Self Management support programs that emphasize the patient's role in the management of their health.

- Clinical Quality Management

The involvement of people living with HIV (PLWH) should reflect the population that is being served to ensure that the needs of PLWH are being addressed through clinical quality management activities

N.Q.C. Improving Care



Together, we can make a difference in the lives of people with HIV. NQC provides assistance to RWHAP recipients to improve HIV care since gaps in HIV care still exist and advances are uneven across HIV populations.

Training and Educational Fora: monthly webinars, advanced trainings, online QI tutorials

- over 90% of the 587 RWHAP recipients accessed NQC services
- ~1,300 individuals (61% of recipients) graduated from 45 three-day advanced trainings

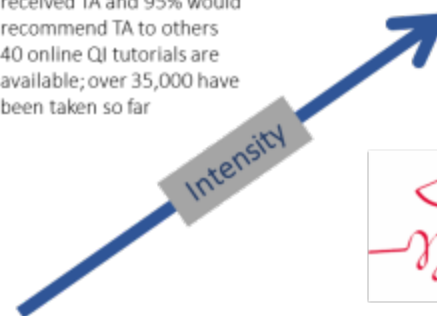
Information Dissemination: monthly newsletters, websites, publications, exhibits, QI awards

Consultation: On/off-site coaching of recipients to advance their clinical quality management programs

- 40% of RWHAP recipients received TA and 95% would recommend TA to others
- 40 online QI tutorials are available; over 35,000 have been taken so far






Communities of Learning: collaborative, QI campaign, Regional Groups

- 250 recipients (or over 700 individuals) participated in 25 Regional Groups
- 51% of all recipients joined the largest HIV QI campaign; viral suppression increased from 70% to 76%, a statistically significant improvement



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Consumer Capacity Building Resources: QI Publications

Soliciting Patient Feedback	 
Empowering Patients to Partner with their Health Care Providers	
Best Practices for Consumer Involvement	
Teaching Providers about Patient Self-Management	

Consumer Capacity Building Resources: QI Trainings

TCQ Program: To build capacity for quality improvement among consumers of Ryan White HIV/AIDS Program services

TCQPlus Program: To strengthen the training capacity among consumers and RWHAP recipients to conduct local quality improvement trainings to consumers; in short ‘a QI training by consumers to consumers.’

Consumer Capacity Building Resources: Quality Academy Tutorials

- In January 2007, NQC launched its online training course
- Consists of 32 interactive tutorials, offering more than 800 training minutes and all presentation slides are available for download
- Developed a Consumers in Quality section of the Academy
 - recently released consumer self-management tutorial
 - more consumer-focused material to come



TCQ vs TCQPlus Objectives/Outcomes

TCQPlus Goals	TCQ Goals
1. Develop the national training capacity among consumers and RWHAP recipients to deliver quality improvement trainings to consumers in local jurisdictions	1. Develop the capacity for quality improvement among consumers of Ryan White HIV/AIDS Program services
2. Foster a working relationship between RWHAP recipients and consumers to form TCQPlus training partners	2. Increase understanding among TCQ participants of basic vocabulary for quality improvement tools, methodologies, performance measurement processes and Ryan White HIV/AIDS Program quality expectations
3. Conduct local training sessions by the TCQPlus training partners to implement the NQC-developed TCQ training	3. Increase confidence of TCQ participants in participating in quality improvement efforts
4. Increase the number of consumers who attend a TCQ training conducted by TCQPlus graduates	4. Foster active consumer engagement of TCQ graduates in local clinical quality management program activities of Ryan White HIV/AIDS Program recipients
5. Increase the number of consumers who are active members of RWHAP recipient clinical quality management programs	

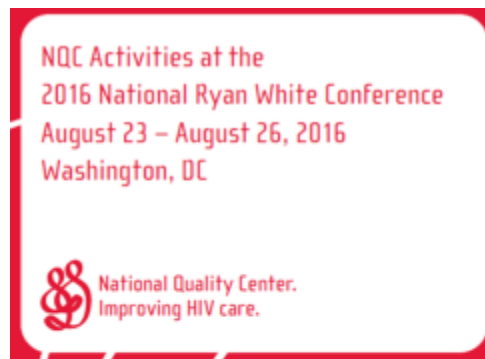


TCQPlus Expectations

Consumer Expectations	Recipient Expectations
Outreach & recruitment of peers for upcoming TCQ training	Secure the necessary funding and logistical support to plan and execute the TCQ training
Expertise on the content of training modules and how to deliver them	Conduct the recruitment and solicitation of TCQ training participants
Lead trainer to conduct TCQ training modules	Co-presenter of specific modules, where indicated, such as presenting local performance data or HIV Care Continua
Peer support & mentorship to TCQ participants	Mentorship and support for consumer lead trainer
Logistical advisor/assistance to establish the appropriate learning environment	Objective observer of TCQ training and providing constructive feedback to lead trainer
Active participation in RWHAP recipient QM program	Support consumer to be an active participant on the RWHAP recipient QM program

NQC is excited to offer a variety of learning opportunities for you during the RW Conference.

Think big and start small.



Tuesday August 23	Wednesday August 24	Thursday August 25	Friday August 26
11:30 AM - 1:00 PM Exhibit Hall	10:00 AM - 10:30 AM Exhibit Hall	10:00 AM - 10:30 AM Exhibit Hall	9:30 AM - 10:00 AM Exhibit Hall
	10:00 AM - 11:30 AM Regional Groups Networking and Peer Sharing Session	10:30 AM - 12:00 PM Using Regional Groups to Effect Positive Change in HIV Care	10:00 AM - 11:30 AM Lessons Learned from Fostering Consumer Involvement in Quality Management Activities
	10:30 AM - 12:00 PM The Improvement Journey: From Beginning to Continued Improvement	12:00 PM - 1:30 PM; 3:00 PM - 3:30 PM Exhibit Hall	11:30 AM - 11:45 AM Exhibit Hall
	12:00 PM - 1:30 PM Exhibit Hall	3:30 PM - 5:00 PM Addressing Disparities Through Multiple Modalities	
	1:30 PM - 3:00 PM Lessons Learned from the H4C Collaborative: What Other States Can Learn from this Improvement Initiative	3:30 PM - 5:00 PM Fostering the Clinical Quality Management Program Using Quality Improvement Practices	
	3:00 PM - 3:30 PM Exhibit Hall	5:00 PM - 6:00 PM HIV Cross-Part Care Continuum Collaborative Networking and Peer Sharing Session	

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NATIONAL QUALITY CENTER



JOIN US.

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