

When Business as Usual isn't Good Business

Charles Kolesar, RN, MPH

Memphis Ryan White Program

Objectives:

1. Participants will have opportunity to evaluate our approach to QI
2. Participants will learn specific strategies to help their programs succeed
3. Interactive session will allow shared learning and collaboration beyond the limits of this conference

The Memphis Legacy

Poverty

Segregation

Underperforming Public Schools

Discrimination

Isolated Minority Communities with high HIV incidence and prevalence

Fragmented healthcare

Stigma

Memphis TGA

6th in the U.S. for New HIV infections

2nd in the U.S. for New cases of AIDs

27th out of 28 for viral suppression rates (among all TGAs)

Majority of new HIV and AIDS among 15-34 year olds

CDC. HIV Surveillance Report, 2014

Stagnation

Providers burned out – disillusioned – siloed

Disinterested in QI

QM committee flat, boring, poorly attended

Unaligned goals (NHAS 2020)

Care Ware Issues created distrust of data

Weak consumer participation

How are we breaking through?

Person Centered Care

- Building Relationships*
- Personalizing QI*
- Activating PLWHAs*

Building Relationships: focusing on individual needs

Leaders:

financial marketing compliance

Providers:

education training priorities

PLWHAs:

empowerment voice respect

Personalizing QI

Re-focus on PLWHAs rather than on #'s and %'s

Medical providers are trained to care for one person at a time

Aggregate data may not be meaningful to them

Try the List

A Fresh Look at Data

ASCC		3/31/16	4/30/16	5/31/16	Threshold 16-17
Numerator	Viral Load Suppressi on	1542	1567	1580	
Denomina tor	Viral load Suppressi on	2166	2160	2155	
Percent	Viral Load Suppressi on	71.2%	72.5%	73.3%	72.3%
# of People		(24)	5	22	

Engaging Consumers

Increase personal capacity:

Role playing exercises: emphasize self-esteem and assertiveness

QI basic training

Recruit for QM committee, Planning Council, LPAP formulary

Research Project on Retention

Question Survey

*Please write two (or three) questions you would like to ask your medical provider at your visit today.

Question 1.

Question 2.

Question 3.

After you have had your questions answered by your provider, please fill in the survey below:

Question Survey II

How did you feel about this visit?

Good

Fair

Bad

As a result of having had your questions answered, are you more or less likely to return to this provider for another visit?

More

Same

Less

(I am more likely to come back)

(I am less likely likely to come back)

Results

Clinic based PDSA: 20 patients

Question 1: 95% good 5% fair

Question 2: 84% more likely, 16% same

Group Activity PDSA: 15 clients

Question 1: 88% good, 6% fair, 6% bad

Question 2: 88% more likely, 6% same, 6% less likely

*Consumer group to present results at QM committee meeting

Summary

Re-engaged HIV care Community in QI Focusing on Individual needs: Leaders, Providers, PLWHAs

Preliminary Results:	Jan. 2016.....July 2016
Viral Suppression:	69.7%.....???
Prescription of ART:	78.65%.....???
Medical Visit Frequency	59.37%.....???
Gap in Visits	17.35%.....???