

The Role of Persons with HIV in Quality Improvement in Ending the HIV Epidemic

Deloris Dockrey and Adam Thompson

Objectives

- Identify the Role of the Ryan White HIV/AIDS Program (RWHAP) and Clinical Quality Management (CQM) in The Plan for America
- Discuss the Roles for Persons with HIV (PWH) in Quality Improvement in End the HIV Epidemic (EHE) Efforts
- Share Best Practice for PWH Engagement in Quality Improvement Projects



THE PLAN FOR AMERICA



Ending
the
HIV
Epidemic

HHS Has Launched A New Initiative to End the HIV Epidemic in America

GOAL:

75%
reduction
in new HIV
infections
in 5 years
and at least
90%
reduction
in 10 years.



Diagnose all people with HIV as early as possible after infection.

Treat the infection rapidly and effectively to achieve sustained viral suppression.



Prevent people at risk for HIV using potent and proven prevention interventions, including PrEP, a medication that can prevent HIV infections.

Respond rapidly to detect and respond to growing HIV clusters and prevent new HIV infections.



HIV Workforce will establish local teams committed to the success of the Initiative in each jurisdiction.



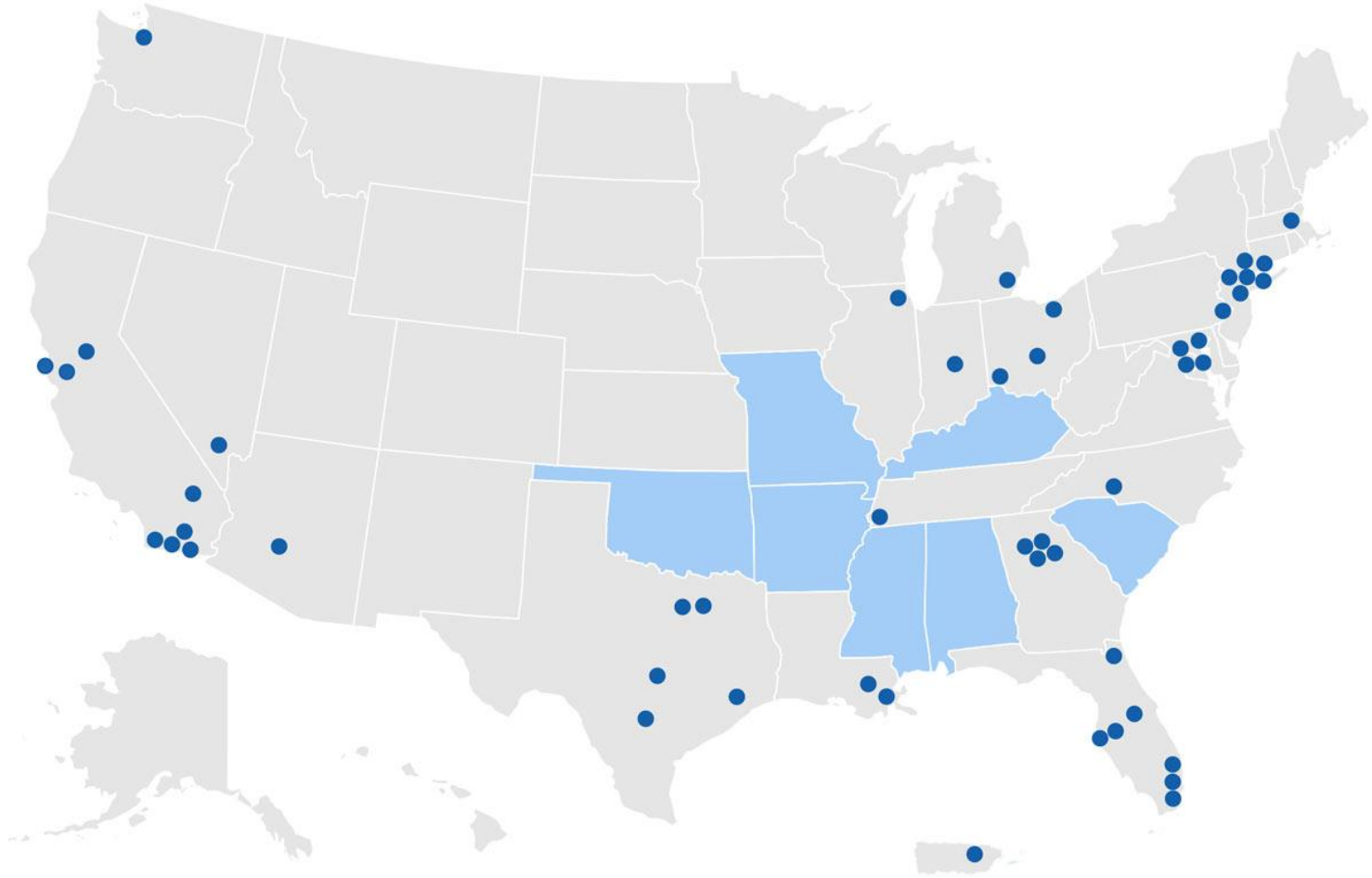
Three Main Areas

- Increasing investments in geographic hotspots through our existing, effective programs, such as the Ryan White HIV/AIDS Program
- Using data to identify where HIV is spreading most rapidly and guide decision-making to address prevention, care, and treatment needs at the local level.
- Supporting the jurisdictions to establish local teams committed to the success of the Initiative and expand HIV prevention and treatment services.

Key Strategies of the Plan for America

- **Diagnose** all individuals with HIV as early as possible after infection;
- **Treat** the infection rapidly and effectively after diagnosis, achieving sustained viral suppression;
- **Protect** individuals at risk for HIV using proven prevention approaches; and
- **Respond** rapidly to detect and respond to growing HIV clusters and prevent new HIV infections.
- **HIV Workforce** capacity building and development

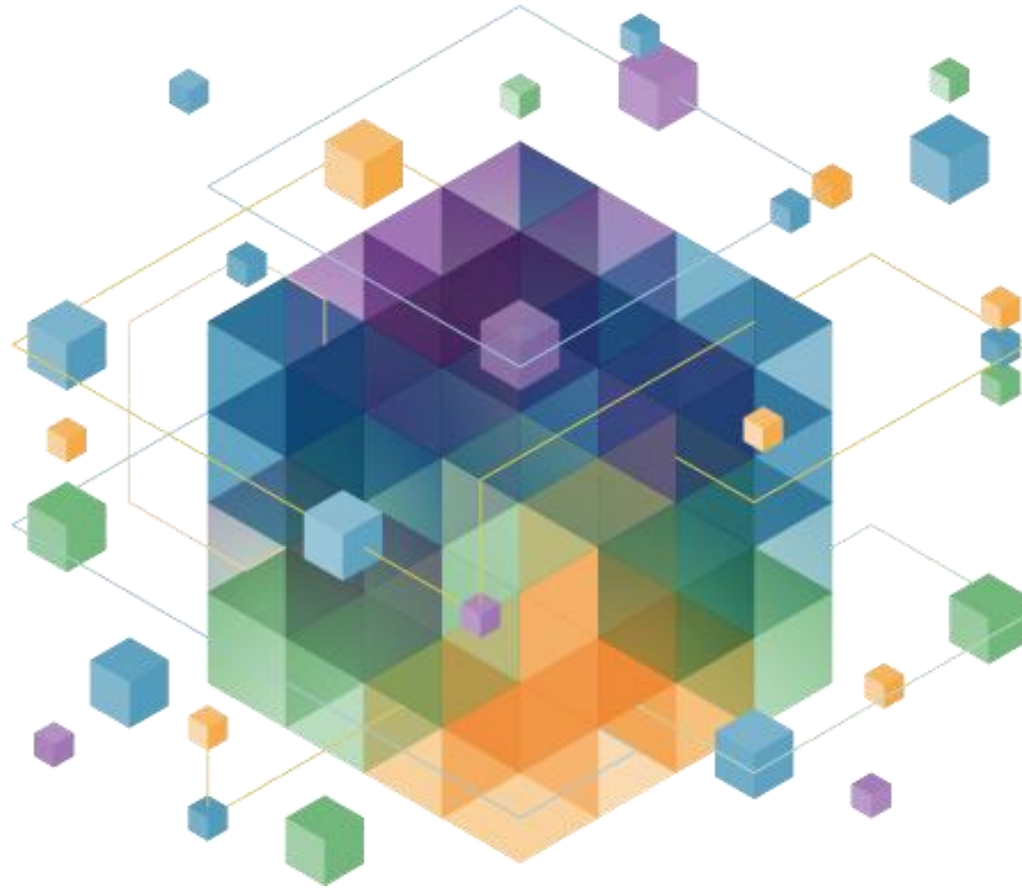
A Plan for America - Phase One



A Plan for America

- **Phase Two** will focus on the wider dissemination of strategies into other jurisdictions
- **Phase Three** will involve the use of intensive case management

Improvements in our Systems and Practices



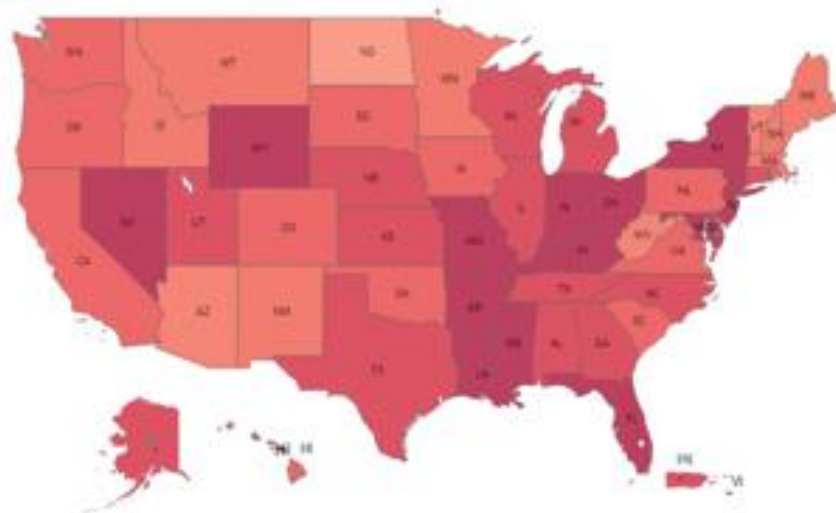
Policy Clarification Notice 15-02 (PCN 15-02)

- The purpose of this policy clarification notice (PCN) is to clarify the Health Resources and Services Administration (HRSA) Ryan White HIV/AIDS Program (RWHAP) expectations for clinical quality management (CQM) programs.

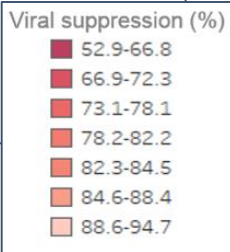
The Change Engine

QUALITY IMPROVEMENT AND THE RWHAP

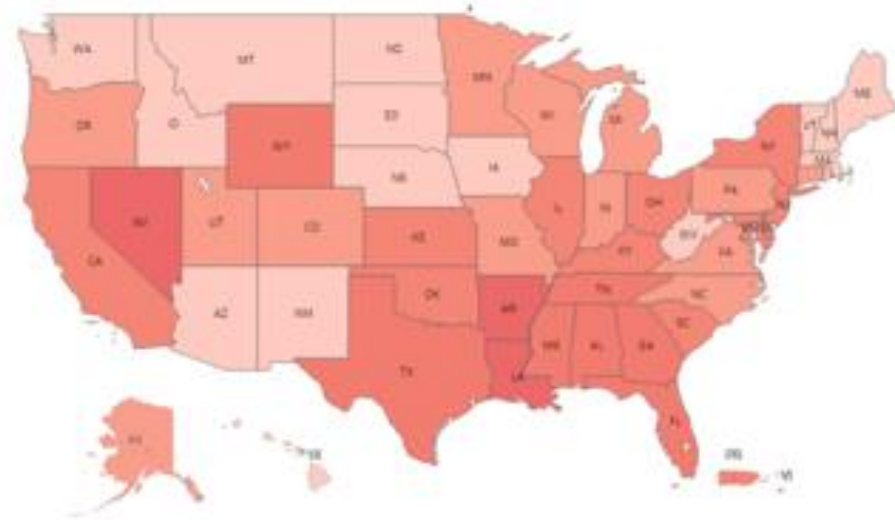
Viral Suppression among Clients Served by the Ryan White HIV/AIDS Program (non-ADAP), by State, 2010–2015—United States and 3 Territories*



IN 2010
69.5%
VIRALLY SUPPRESSED



IN 2015
83.4%
VIRALLY SUPPRESSED



* Health Resources and Services Administration, HIV/AIDS Bureau. Ryan White HIV/AIDS Program Services Report 2014. Rockville, MD, 2015.
 Viral suppression: ≥1 OAMC visit during the calendar year and ≥1 viral load reported, with the last viral load result <200 copies/mL

The Role of Quality in EHE



Improvements in:

- Services
- Systems
- Workforce
- Community

Levels of Involvement in Quality

National

State and Territorial

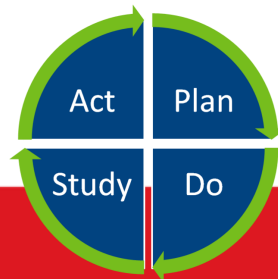
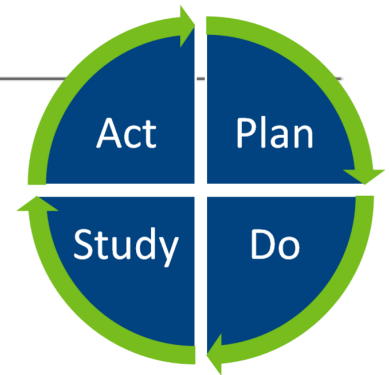
Jurisdictional

Metropolitan

Clinic and Community-Based



RWHAP Providers and Systems



Quality Improvement Patient Engagement

- Patient Representative on Clinical Quality Management Committee or Quality Improvement Team
- Participation on a Community/Patient/Consumer Advisory Boards
- Membership or Participation in Jurisdictional Planning Bodies
 - Integrated Planning Bodies, Planning Councils
- Participation in Focus Groups, Key Informant Interviews, Patient/Client Experience Surveys



Spotlight

What does engagement and involvement look like during a Quality Improvement project?

Three Examples of Involvement

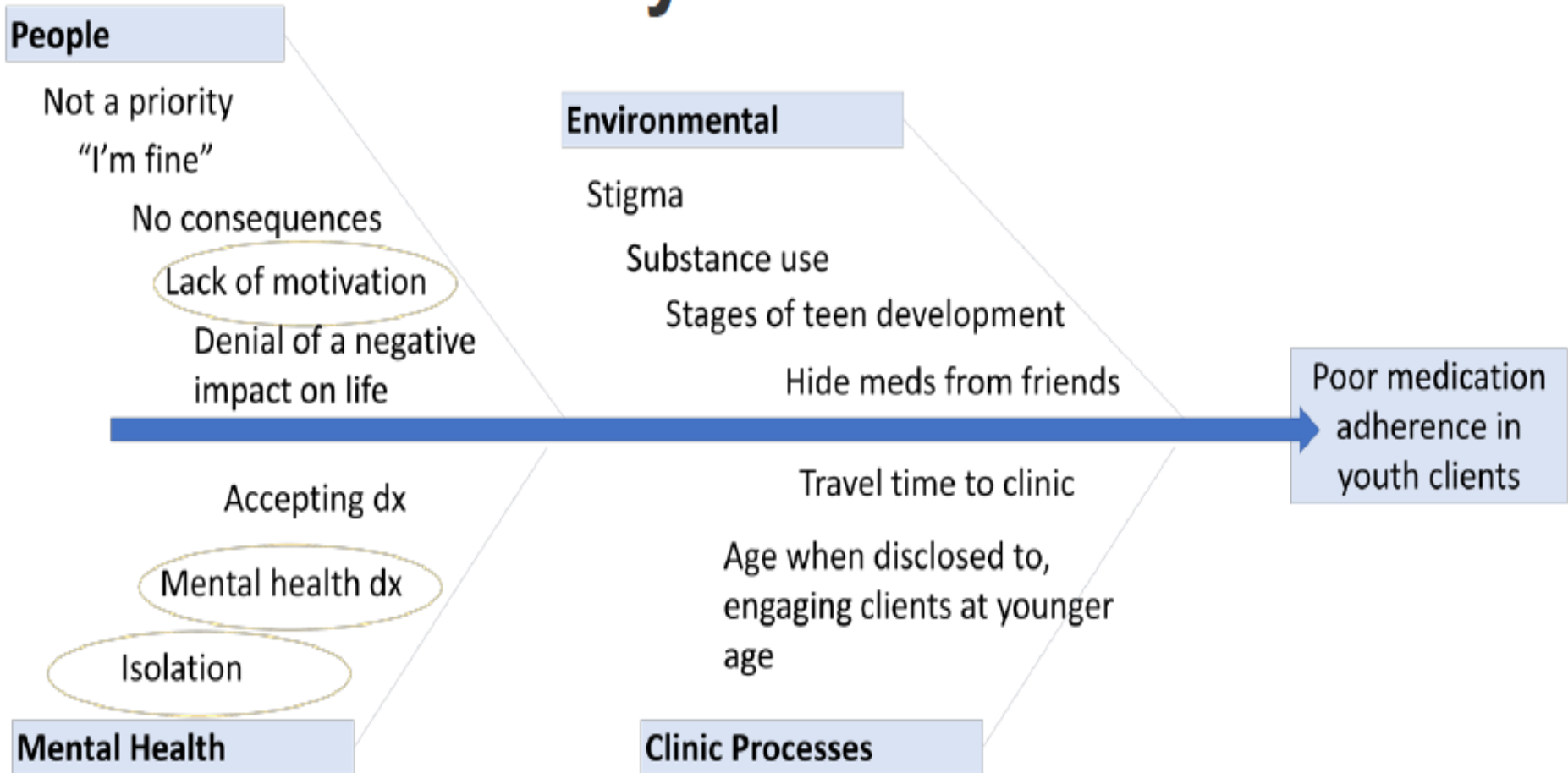
- Root Cause Analysis
- Ideation
- Prioritization
- Tailoring and Adaption
- Implementation

Root Cause Analysis

- A Root Cause Analysis or RCA is a critical step in the quality improvement process helping a team refine and understand the problem(s) facing their systems
- An RCA can be conducted using a tool like a Fishbone Diagram
- PWH can be involved in the RCA by:
 - Participating during the Fishbone Analysis with the QI Team
 - Participating as part of a Patient/Client Fishbone Analysis used for comparison

Fishbone Diagram Example

Key Causes



Ideation

- Another step in the quality improvement process is ideation – producing changes or interventions which could drive improvement
- PWH can be helpful during ideation because we are closest to the barriers and bring experiential knowledge of real-world challenges
- A “Drill-Down” is a process which a clinic goes through to identify barriers to care and solutions for overcoming them
- PWH can participate in Drill-Down activities to support more creative brainstorming and solutions!

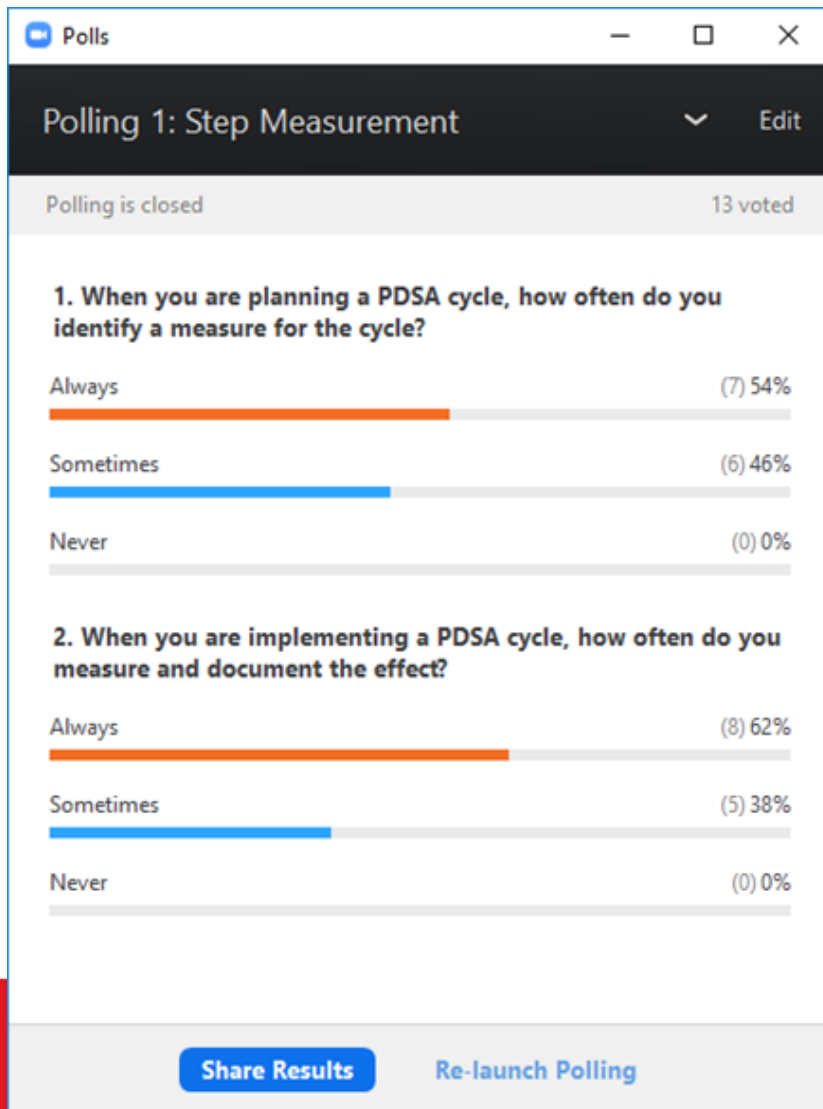
Providing Options and Support

- A clinic using a case conference to conduct a drill-down reviewed a patient living with HIV
- The woman is a long-term survivor with a history of intermittent adherence; she does not enjoy the medications and worries they are too toxic
- The care team has spoken to her many times about the importance of her medication and now it's even more important with her CD4 count dropping as her viral load increases
- The care team is looking for ideas on how to approach the situation ...

Prioritization

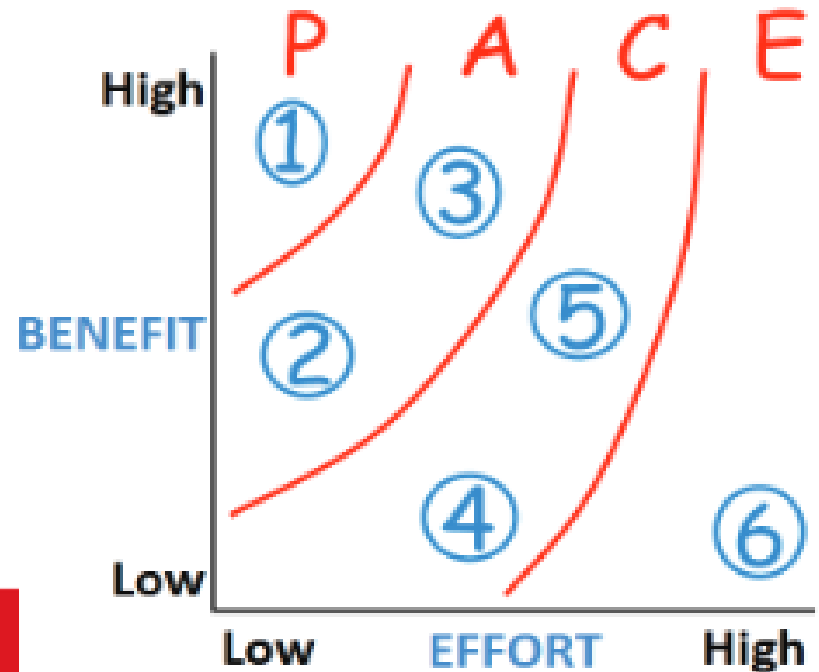
- After ideation, quality improvement teams must decide which idea or intervention will be the focus of the project
- Determining which idea will be tried first can be a collaboration opportunity for RWHAP programs and PWH
- PWH could be polled, surveyed, or participate in a process which would help determine which idea to try
 - Polling and PACE Charts are different methods to drive prioritization

Polling & Pace Charts



Key:

- P** Prioritize; within 30-45 days
- A** Action; act on these ideas as soon as the priority items have been implemented
- C** Consider; keep these ideas on the radar for possible activity in the future
- E** Eliminate; these ideas will not significantly benefit the organization and require too much effort to implement.



Tailoring and Adaptation

- Ensuring cultural responsiveness of services is a strategy to address HIV-related health disparities
- PWH serve as cultural brokers between systems and communities and can ensure that materials and interventions are acceptable to the community and appropriate to the real barriers facing patients
- Supporting projects that aim to increase communication – such as text-messaging – can help ensure the cultural responsiveness of the interventions and the messaging

Implementation

- The implementation of peer programs is one strategy being used to improve services in RWHAP
- PWH can serve in formal and informal roles supporting other PWH through navigation and emotional support
- The use of PWH in the delivery of health services is growing in the form of Peer Mentors, Peer Navigators, and Community Health Workers
- PWH can also support and inform the development of peer programs to ensure they are reflective of and acceptable to the community

Discussion

What are some ways you have been involved in improvement activities related to End the HIV Epidemic?

What are some ways you think we could be more involved in the improvement of RWHAP services to help EHE efforts?

The Power of We



Questions or Comments

