

March 14, 2014

Dear Colleague:

On behalf of the New York State Department of Health AIDS Institute Office of the Medical Director, I am pleased to send you materials on the Healthcare Stories Project which include a poster, instructional guide, and activity worksheets. The Project builds on an ethnographic study entitled “Through a Consumer’s Lens: Examining Ideas and Experiences of Quality in New York State HIV Health Service Programs.” The study explored the perceptions and experiences of ‘quality care’ among HIV positive consumers receiving services in New York’s HIV healthcare programs. Findings have been used to generate innovative strategies to engage consumers in processes of quality improvement.

I encourage you to please read through the materials, hang the poster in a designated area where consumers and staff have an opportunity to see it, and engage in the activities outlined in the instructional guide.

You can find more information about the Healthcare Stories Project on the New York State Department of Health website at [www.hivguidelines.org/hcsp](http://www.hivguidelines.org/hcsp) or by emailing Dan Tietz, Consumer Affairs Management, at [det01@health.state.ny.us](mailto:det01@health.state.ny.us).

Sincerely,

Bruce D. Agins, MD, MPH

Director

Office of the Medical Director  
New York State Department of Health  
AIDS Institute