



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

September 13, 2018

Dear Colleague:

On behalf of the New York State Department of Health AIDS Institute Office of the Medical Director, I am pleased to officially launch “The Living Cascade” project. The Living Cascade is a tool to capture the patient experience along the HIV cascade of care. The Living Cascade was developed at the same time as organizational HIV cascades were being incorporated into the Quality of Care Program. It has been shaped by feedback from the Consumer Advisory Committee and a pilot at six organizations throughout the state.

The enclosed Living Cascade template and instructional guide was designed to engage consumers in quality improvement activities at your facility. The template was designed to complement your organizational cascades and includes performance measure definitions for open, active, ART, and viral load suppression bars. It also includes qualitative and quantitative questions about the patient’s experience along each bar on the cascade which may help to inform improvements.

While the Living Cascade project is not mandatory, I encourage all organizations to consider implementing this activity as a strategy to involve consumers in quality improvement activities, which is an expectation of our quality of care program. Understanding consumers’ experiences and engaging consumers in quality improvement is vital as we strive to End the Epidemic in New York State.

If you have any questions regarding The Living Cascade project or would like coaching/technical assistance to implement the Living Cascade project, please contact Daniel Tietz of my office via email at daniel.tietz@health.ny.gov or telephone at (877) 874-0776.

Sincerely,

Charles Gonzalez, MD

Medical Director

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