



**Department
of Health**

Ryan White Part B

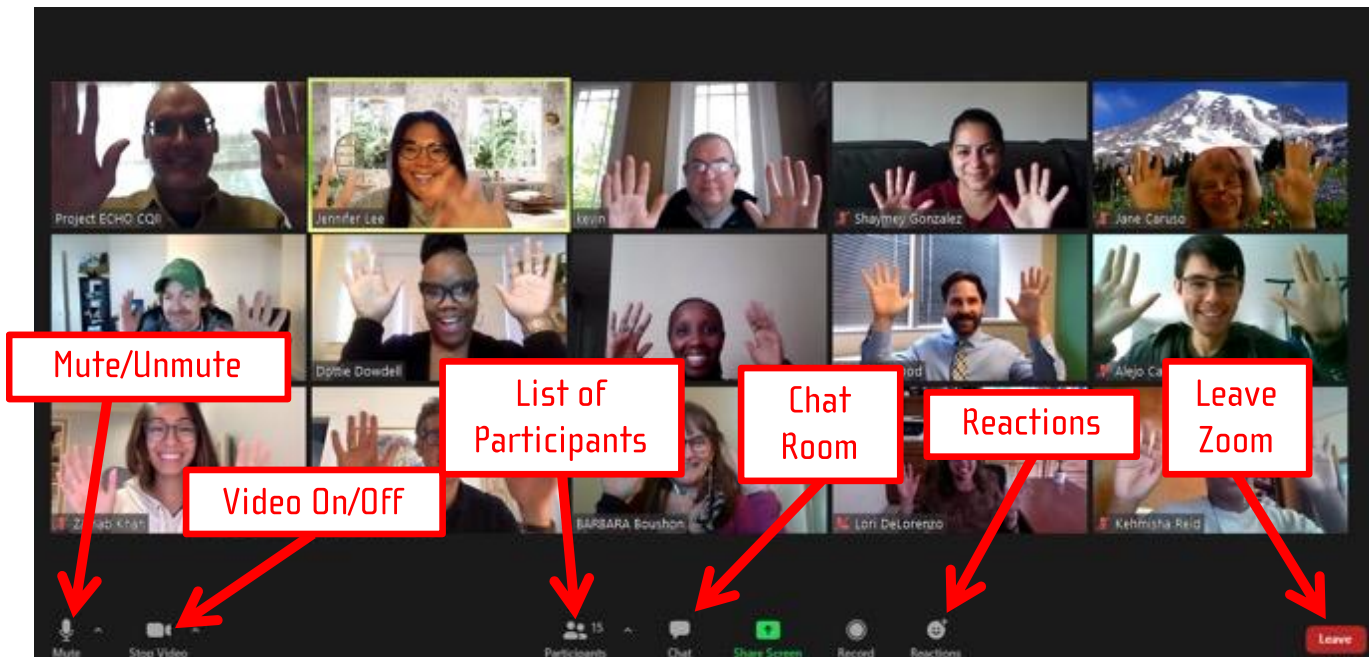
Consumer QI Training

Session 1: Defining Quality and the Consumer Voice

Objective

Increase the capacity of consumers involved in quality improvement activities at Ryan White HIV/AIDS Program Part B funded agencies.

Reminder about Basic Zoom Functions



Good Practices for Zoom Participation

- ✚ **Re-label your Zoom tile** to state your first name & preferred pronouns
- ✚ **Keep video on** and mute your line when needed
- ✚ **Use the chat room** to ask for clarifications, post questions, or share your wisdom



Please be reminded that we will record our session for later replay!

Ground Rules

- Privacy & Confidentiality are Top Priority
- One Mic
- ELMO (Enough Let's Move on)
- Don't Yuk My Yum
- Agree to Disagree
- Step Up Step Back
- Ouch

Introductions

Please share your name and one expectation for this training?



What will you learn in this webinar?

- Define Quality Improvement
- Describe the Importance of Consumer Involvement
- Introduce Basic Quality Improvement Tools and Techniques

Define Quality Improvement



Quality of Care

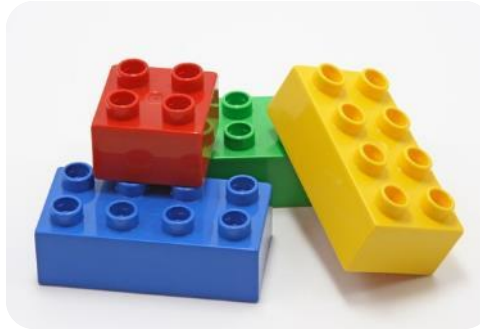
The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.

- Institute of Medicine

Institute of Medicine. Lohr KN, editor(s). Medicare: a strategy for quality assurance. Vol. 1. Washington (DC): National Academy Press; 1990 May. p. 21.

History of Involvement

- Fingerprints – The Denver Principles; Authors and Souls
- Blueprints – RWHAP; Drafters and Supporters
- Nuts and Bolts – Community Planning Members
- Betterment – Quality Improvement Advocates



Methods of Involvement

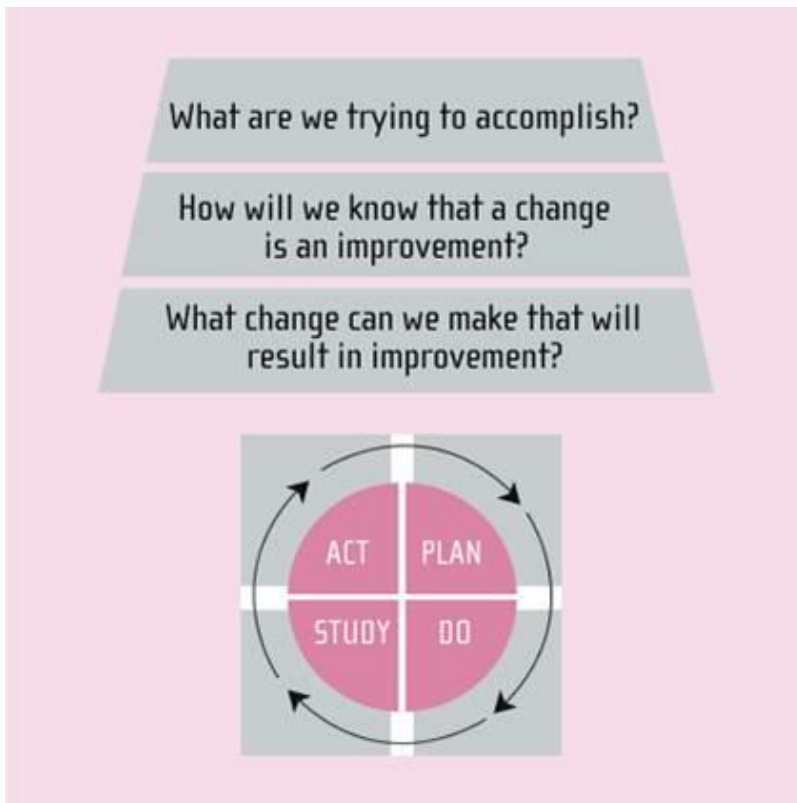
- Agitation
- Activism
- Advocacy



Engaging Consumers in Quality

- Surveys
- Focus Groups
- Consumer Advisory Boards (CAB)
- Staff
- Board of Directors
- Feedback

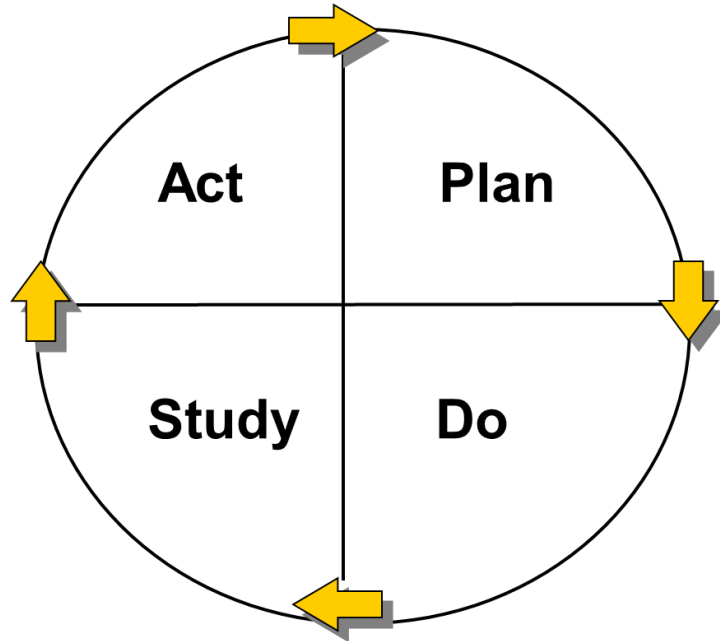
Model for Improvement



Three Questions:

- What are we trying to accomplish?
- How will we know that change is an improvement?
- What change can we make that will result in improvement?

PDSA Cycle



Why use the PDSA Cycle to test for change?

- Increase your confidence that the change will result in improvement
- Learn to adapt the change to conditions in the local environment
- Minimize resistance when you move to implementation

Define Quality Improvement



PDSA Cycle

Plan

- What is the goal?
- Why do we think this is happening and what might be the needed action?
- Plan to carry out the cycle (who, what, where, when)

Do

- Carry out the plan (**on a small scale**)
- Document problems and unexpected observations
- Begin looking at data from the experiment

Study

- Reach conclusions and form opinions
- Compare outcomes to hunches
- Summarize what was learned

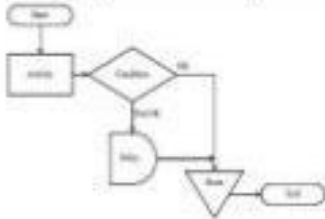
Act

- Adapt?
- Adopt ?
- Abandon?
- Next cycle?



Quality Tools

Process Flow Chart: Finds trouble spots of the process



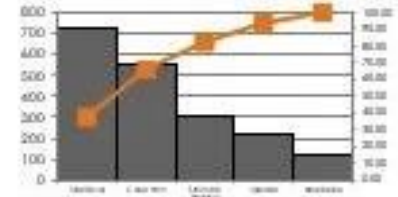
Check Sheet: Confirms the physical presence of defects



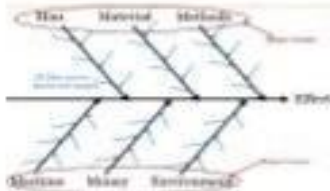
Histogram: Presents and understands the spread of data



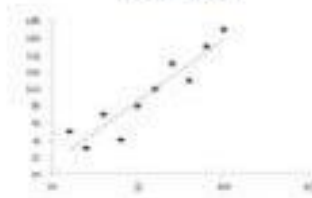
Pareto Chart: Identifies vital few instead of trivial many



Fishbone Diagram: Finds root cause for an effect



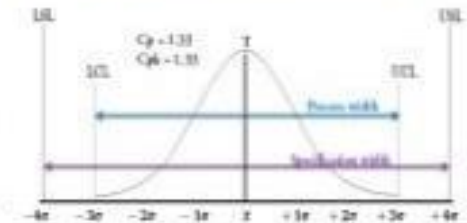
Scatter Chart: Confirms the relationship between two variables



Control Charts: Remove assignable causes and control the process

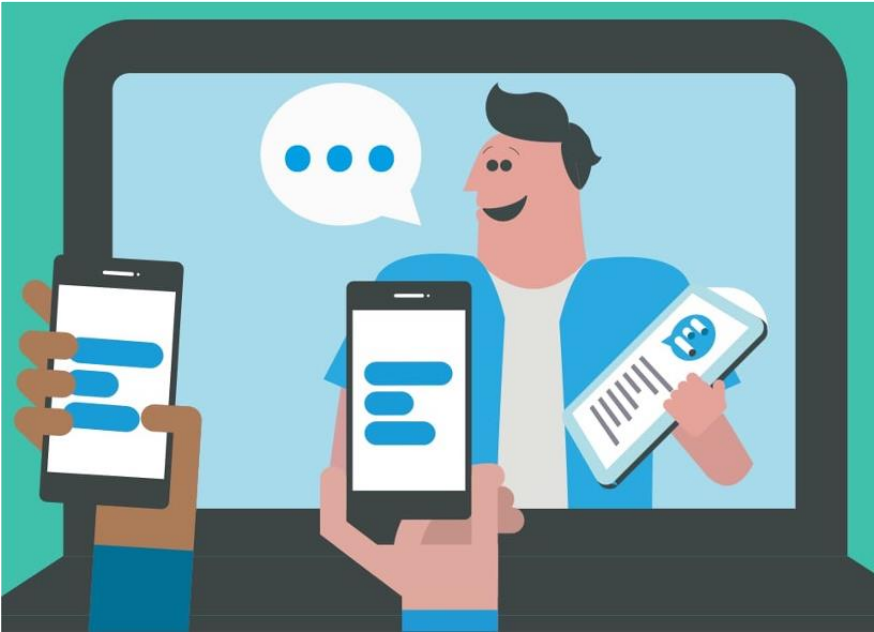


SPC and Process Capability Analysis for process improvement



Aha Moments & Wrap Up

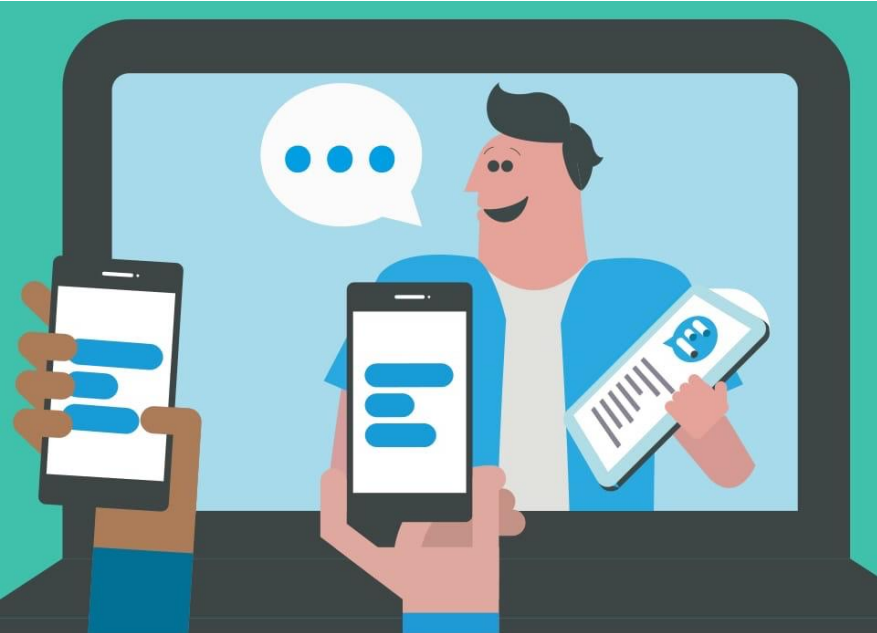
Time for Some Polling Questions



How helpful was today's session to learn about quality improvement?

[Select one]

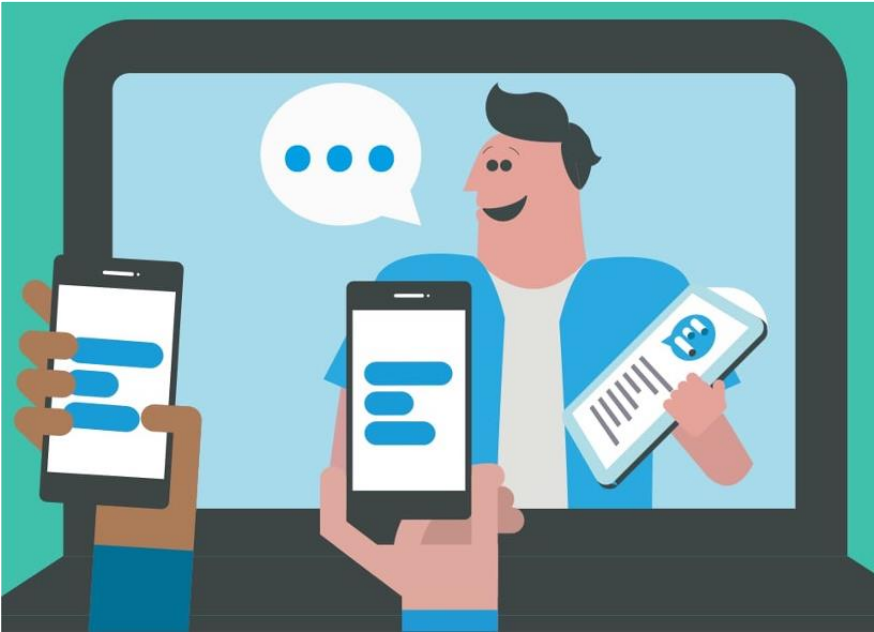
Time for Some Polling Questions



How engaged were you in today's session?

[Select one]

Time for Some Polling Questions



How likely will you implement the lessons learned of this session when working with your programs?

[Select one]

Next Session

Title: Defining Data and Putting Quality into Practice

Date: Tuesday - April 5, 2022 at 11AM

Contact Information

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<https://quality.aidsinstituteny.org/PartBClinicalQualManage/PartBClinicalQualManage>



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