



**Department
of Health**

Ryan White Part B

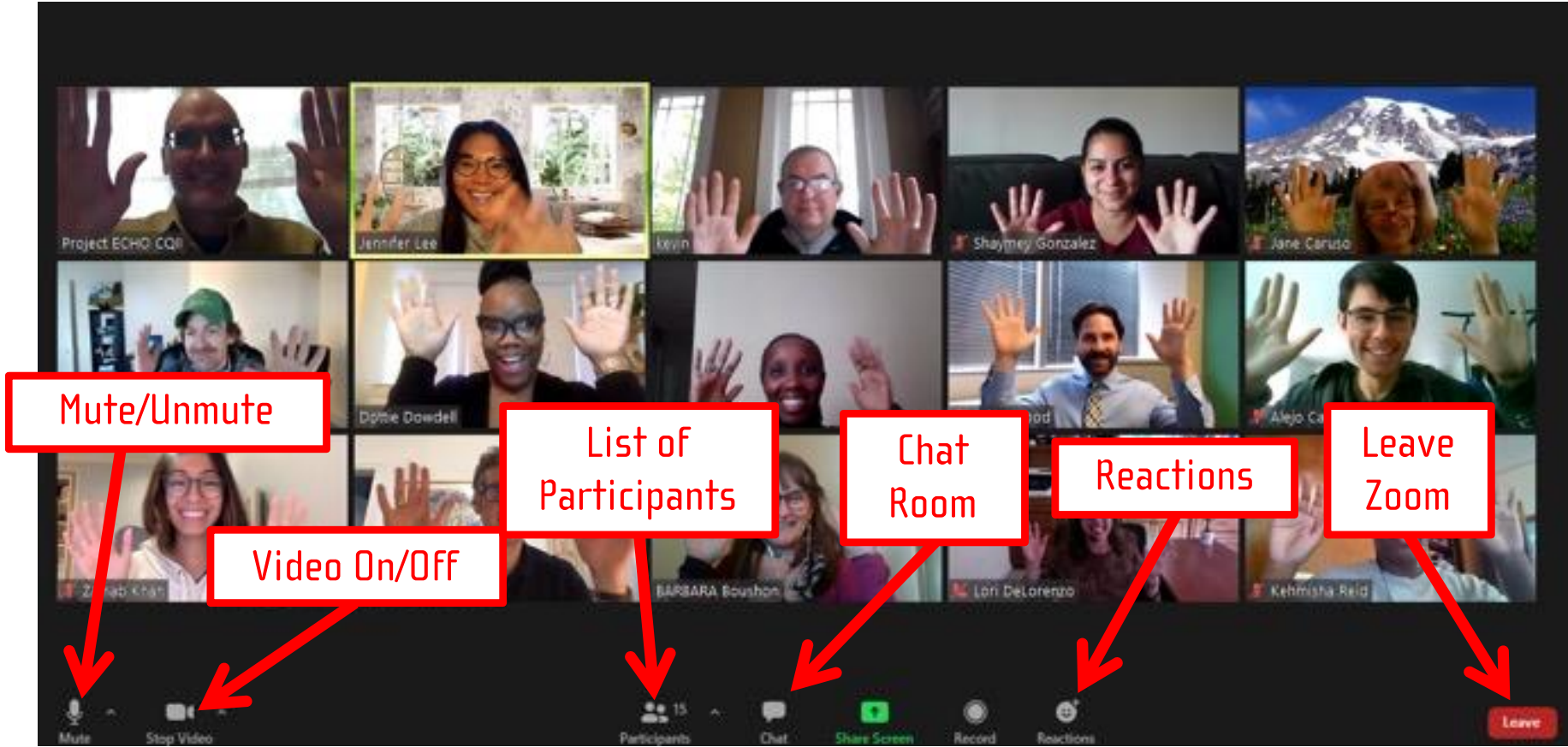
**Make Your Voice Count
Consumers in Quality**

Session 3: Engaging Consumers in Quality

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?

- Previous Session Overview
 - 1) Quality and the Consumer Voice
 - 2) Defining Data, the Quality Plan and Quality Teams
- Consumer Involvement and Engagement

Defining Quality and the Consumer Voice

Session 1 Summary

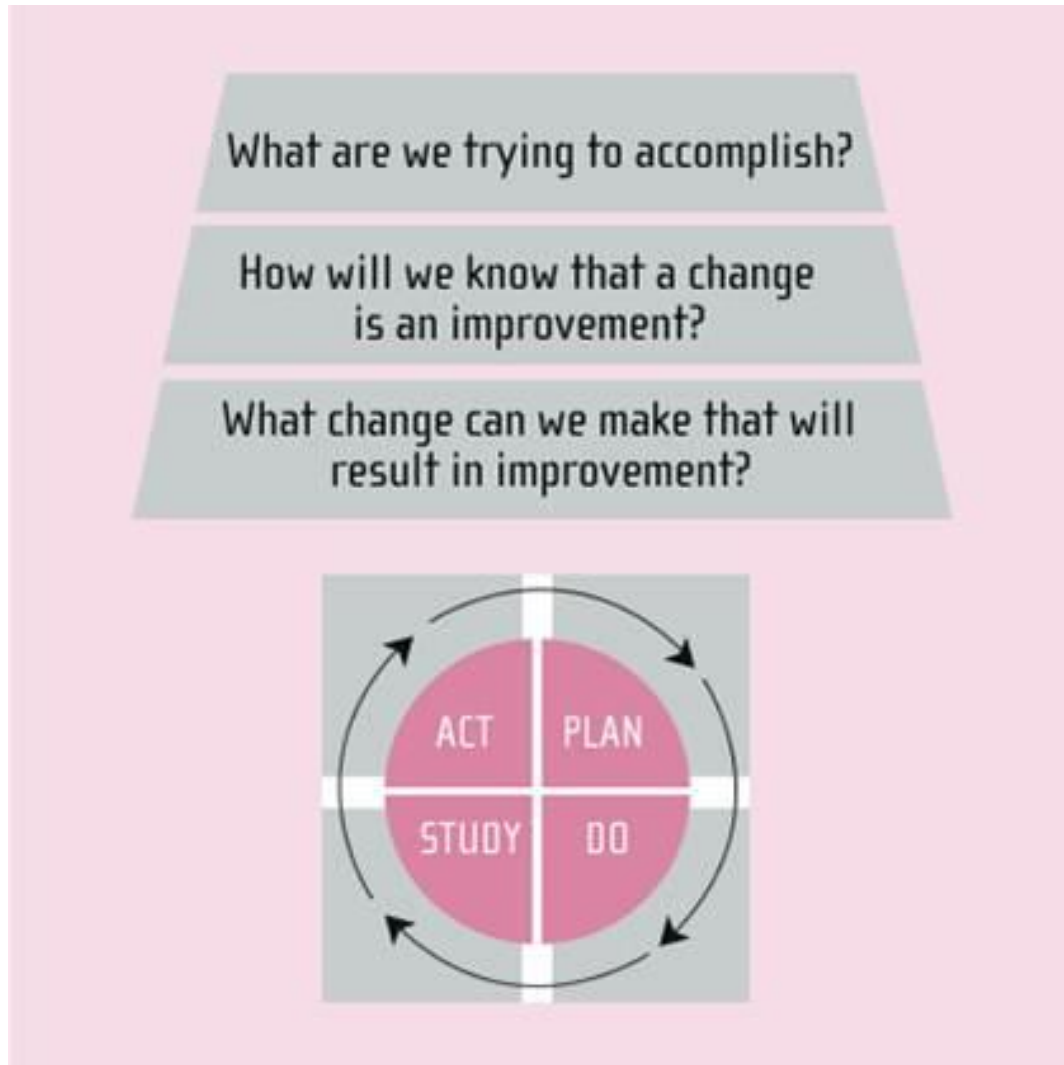
- What is Quality Improvement?
- Why is Consumer Involvement important?
- What does Consumer Involvement look like?
- What are some QI Tools and Techniques?

Quality Improvement



- Balance of performance measurement and improvement activities
- Quality management program support improvement activities

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?

Defining Data and Putting Quality into Practice Session 2 Summary

- Data Types and Terms
- The Quality Management Plan
- The Quality Management Team

What are Data?

- Factual information, especially information organized for analysis or used to reason or make decisions
- Numerical or other information represented in a form suitable for processing by computer
- Values derived from scientific experiments

Types of Data

Quantitative Data

Counting Things

Qualitative Data

Describing Things



Clinical Quality Management Team

- A quality improvement committee, is cross-functional to ensure that multiple viewpoints are represented
- The Clinical Quality Management Team has the responsibility to develop and implement all quality improvement projects

Who should serve on the Clinical Quality Management Team?

- **Clinical Leadership**
 - Has authority to test and implement a change and understands how this will affect clinical care process and organization
- **Technical Expertise**
 - Has knowledge of the process and area in question like information technology or data systems
- **Day-to-Day Leadership**
 - Lead for clinical quality management team or committee and ensures completion of tasks
- **Consumers**
 - Bring the voice of patients and their shared lived experience to the group

Consumer Involvement

The HIV/AIDS community has been a historic leader in ensuring that the consumer voice is not only heard loud and clear but that those hearing us are paying attention to what we are saying.

Consumer Involvement

- In the days of Ryan White CARE Networks regulations required that each region be represented by a consumer advisory group.
- Today most agencies receiving Ryan White or other state and federal HIV/AIDS funding are required to report consumer involvement in their management process.
- This representation of service recipients can be achieved in many ways.

Engaging Consumers in Quality

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

Surveys



- Annual
- Program or Service Specific
- Point of Service
- Custom
- Comparative

Annual Satisfaction Survey

- Conducted at least once a year
- Designed to meet organizational, funder or regulatory requirement
- Recognized methodology
- Allows national benchmarking and program comparison

MARKING INSTRUCTIONS

- Use a No. 2 pencil to fill in a blue or black ink pen only.
- Do not use pens with ink that streaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

Correct:  **Incorrect:** 

Please tell us how we are doing

To Our Patients:
We want to know how you feel about the care you get at our health center. Please take a few minutes to complete this survey and then return it to us. Let us know your feelings about today's visit and any visits during the last year or so. Safe and effective care is our goal. Your answers are important to us.

About Patient

What is your age?
 0-12 13-19 20-29 30-39 40-49 50-64 65+

Do you consider yourself Hispanic or Latino?
 Yes, Hispanic or Latino No, not Hispanic or Latino

What is your race? (mark one or more)
 Asian Black/African American Other Pacific Islander
 Native Hawaiian American Indian/Alaskan Native

How would you rate your general health?
 Very Good Good Fair Poor

Ease of Getting Care

Able to get appointment for checkups (yearly exams, well-visits, regular follow-up visits)
 Very Good Good Fair Poor

Able to make same day appointment when sick or hurt
 Very Good Good Fair Poor

Health center hours work for me
 Very Good Good Fair Poor

Phone calls get through easily
 Very Good Good Fair Poor

I get called back quickly
 Very Good Good Fair Poor

Length of time waiting at the clinic
 Very Good Good Fair Poor

Facility

Easy to find clinic
 Very Good Good Fair Poor

Lobby and waiting room was comfortable and clean
 Very Good Good Fair Poor

Exam room was comfortable and clean
 Very Good Good Fair Poor

Handicap accessibility
 Very Good Good Fair Poor

Front Desk

Friendly and helpful to you
 Very Good Good Fair Poor

Lists to you
 Very Good Good Fair Poor

Friendly and helpful to you
 Very Good Good Fair Poor

Answers your questions
 Very Good Good Fair Poor

Please see questions on other side

Office Use Only

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General, Program Specific, Ad Hoc

- Developed for a specific purpose
- Generally short, simple questions
- Results may be used in developing quality or process improvement, or program enhancements



Consumer Lens

What words would you use?

Quality means . . .

What's your most important story?

YOUR STORY

Words Used

Positive Themes

Negative Themes

Shared Decision Making, Thorough Listen, Informative, Care, Respectful, Concern, Understanding, Treatment Success, Welcoming, Safety, Friendly, Pleasant, Attuned, Flexible, Conversant, Caring, Timely, Coordinated, Supportive, Trustworthy, Knowledgeable, Professional, Efficient, Affordable, Convenient, Accessible, Comprehensive, Effective, Timely, Partnership, Understandable, Reliable, Confidential, Affordable, Knowledgeable, Universal Access, Honesty, Great Customer Service, Data, Professionalism, Clean, Concern from Staff, Compassion, Consistent, Accuracy, Cooperative, Hospitality, Efficiency, Together, Acceptance, Detail-oriented.



Consumer Advisory Boards

Advisory Boards are a place where there is a healthy exchange of information, ideas, and suggestions that might be used by the Administrators and/or a Board of Directors in decision making.

Consumer Advisory Boards

- May be comprised of patients, clients and caregivers
- Usually meets monthly with a standardized agenda that includes regular updates on programing, quality improvement activities and allows time open discussion.

Staff Members

- **Patients & Clients as Staff**

This may be but is not always in a peer role.

- **Dedicated Consumer Advocate & Voice**

Trillium Health employs a full-time **Consumer Relations Coordinator** to provide direct consumer input, promote and sustain patient and client involvement, and serve as an internal consultant to assist with emerging consumer concerns.

Peer Certification

- The AIDS Institute (AI) has, for many years, recognized the important role that peers can play in improving health outcomes and many health and social service programs have a long history of successfully engaging clients in a wide range of activities. Peer certification is highlighted in the NYS Blueprint for Ending the AIDS Epidemic and peer services can play a key role in meeting the state's goals of increasing linkage and retention in care, rates of viral suppression and preventing new infections.
- <https://www.hivtrainingny.org/Home/PeerCertification>

Focus Groups

Another avenue of securing consumer input is through **focus groups** or polling members of existing support and/or educational groups.

This technique is valuable in soliciting feedback on a specific topic, community needs, or may be used to evaluate the success of that group or the associated department or program.

Community Partners

Agency participation and/or representation throughout the community allows you to gain valuable information from a wide range of sources.

- HIV/AIDS Provider Consortia
- Provider Groups, i.e., County Medical Associations
- Regional or State Planning Bodies

Board of Directors

Consumer participation in planning and development of new programs, feedback on existing services and identifying consumer needs will include diverse consumer representation on an organization's Board of Directors.

This can be compounded through participation of your consumer council members on a Board quality committee and/or in process improvement workgroup.

Feedback

The quickest and easiest way to get input from your consumers may be through simple feedback. This can be structured or informal; written, electronic or verbal.

- Questions at Checkout
- One Minute Measures
- Comment Cards
- Survey Monkey
- Kiosks

The image shows two overlapping feedback forms. The top form is a comment card with the heading 'Tell us more!!' and several horizontal lines for writing. Below the lines, it says '(optional) I would like to be contacted by' followed by a line for 'Name'. At the bottom, it says 'Thank you for your input helps us to improve'. The bottom form is a 'One Minute Measure' survey card from Trillium Health. It has a header 'Please circle the picture that sums up your experience' and a table with five rows of services and five columns of feedback options: 'Thumbs Up', 'Needs work', 'Not cool', and 'Not Applicable'. The rows are: 'Programs and Services', 'My whole visit', 'Check in/ Check out', 'My Case Manager', 'Testing Staff', and 'Wait time'. Each cell in the table contains a small icon representing the feedback option. The 'Not Applicable' column has a red circle with a white slash through it. At the bottom of the survey card, it says 'How did we do today?' and 'Please see back of card to make additional comments'.

keep it simple – short and sweet

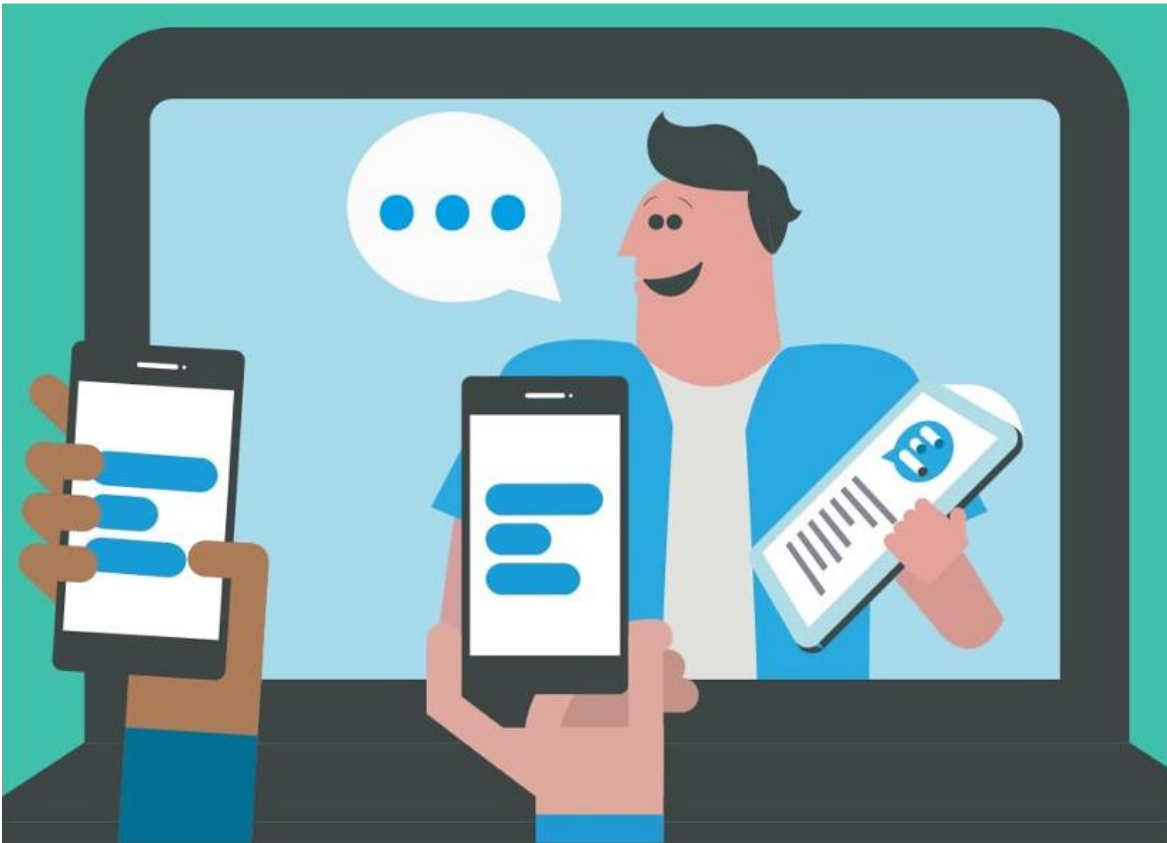
Consumer Involvement

An agency's choice to implement a multi-faceted approach for including the consumer perspective in upholding their mission, striving to reach their vision and improving the quality of services they provide will serve them and you well.



Aha Moments & Wrap Up

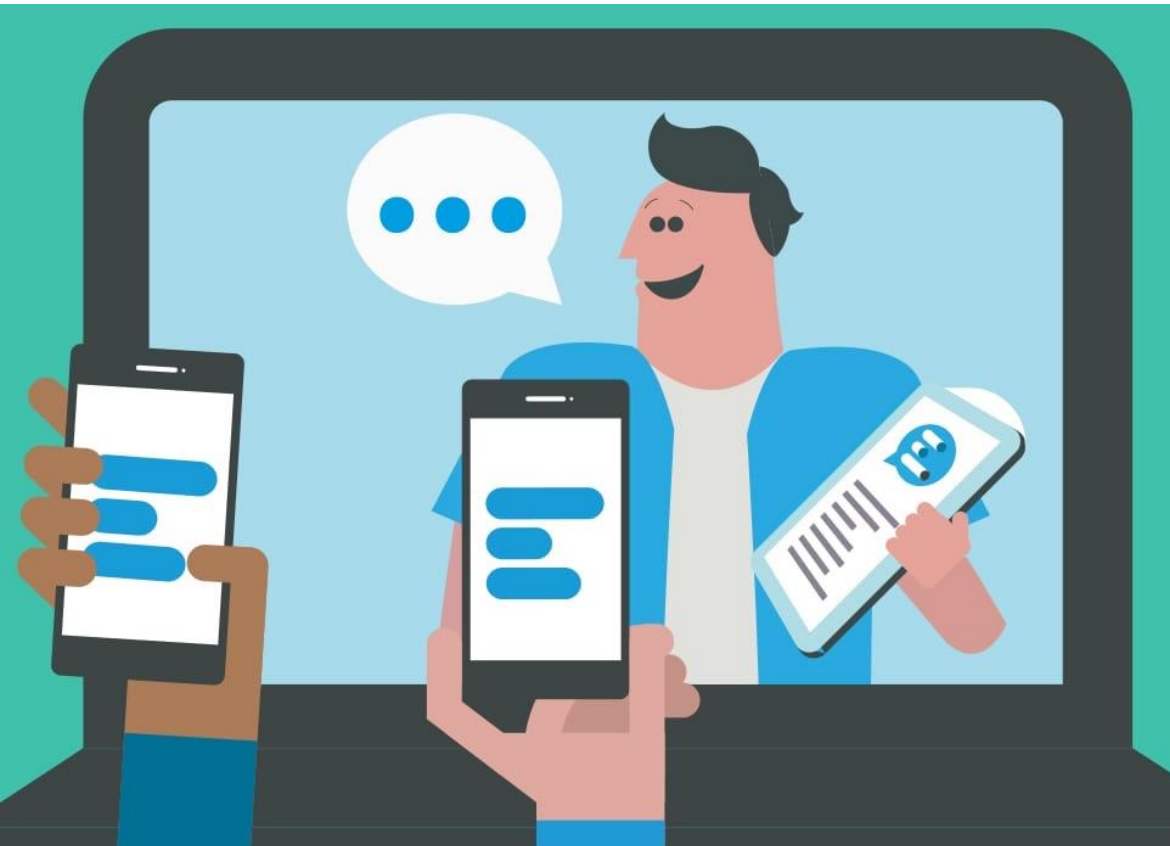
Time for Some Polling Questions



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

[Select one]

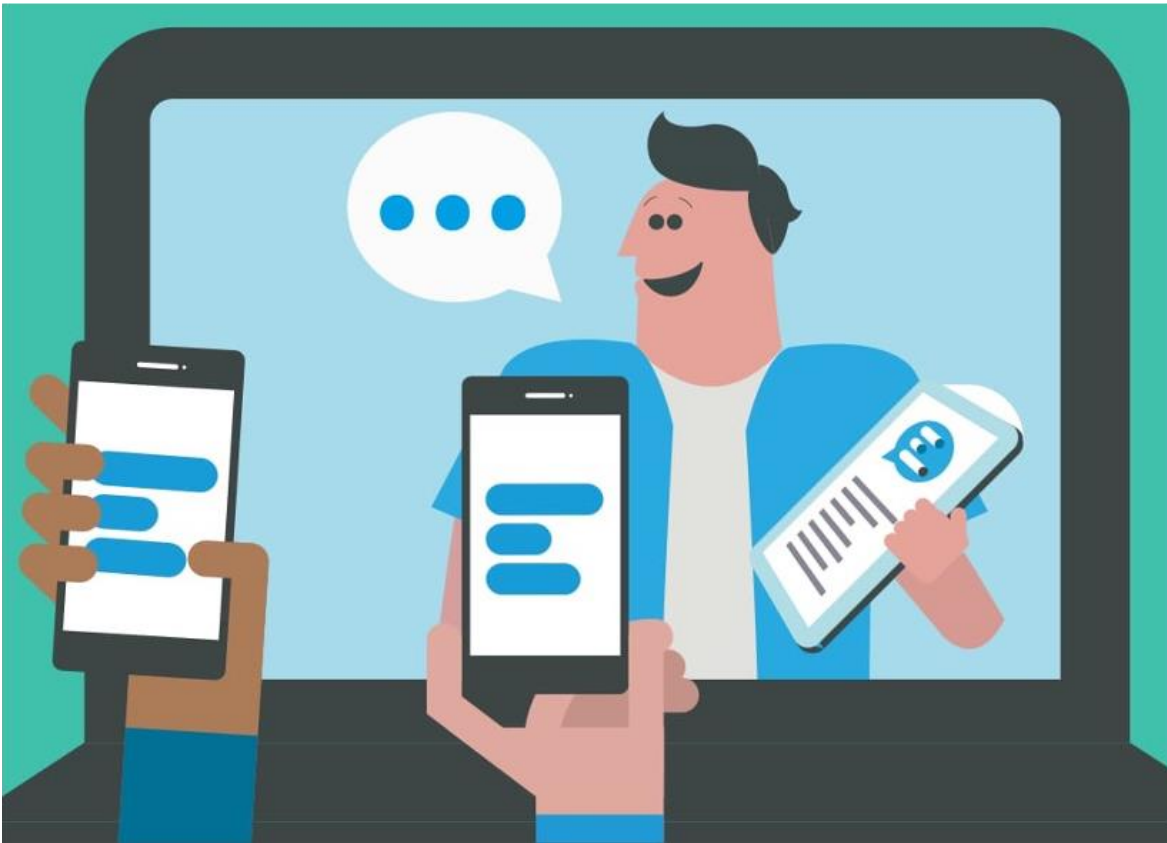
Time for Some Polling Questions



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 & Final Session

Title: QI Tools & Techniques in Practice

Date: Tuesday - June 7, 2022 at 11AM

Contact Information

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



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