



**Department
of Health**

Ryan White Part B

**Make Your Voice Count
Consumers in Quality**

Session 4

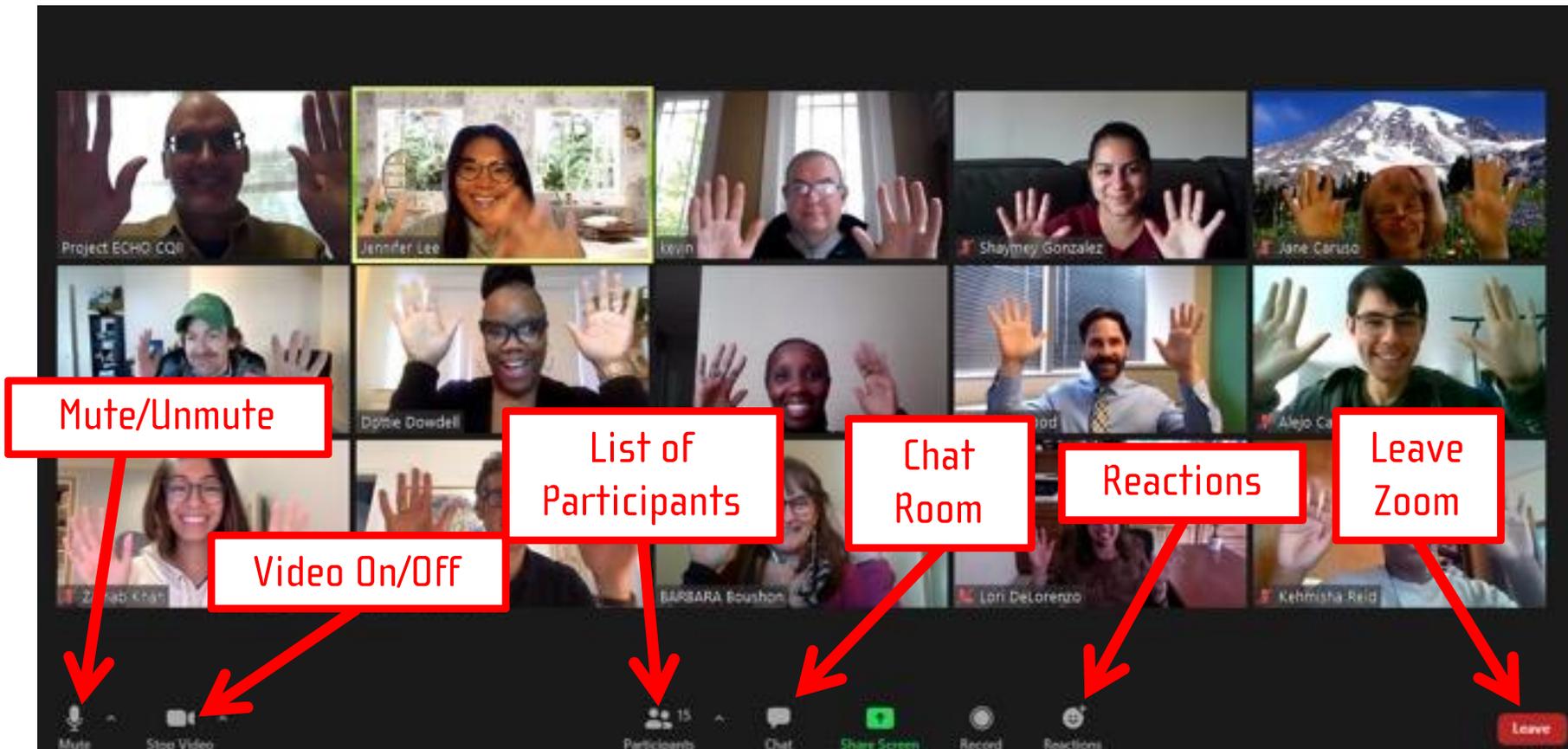
June 7, 2022

Session 4: Quality Improvement Tools & Techniques

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
 - 3) Consumer Involvement and Engagement
- Quality Tools
- Developing a PDSA

Defining Quality and the Consumer Voice

Session 1 Summary

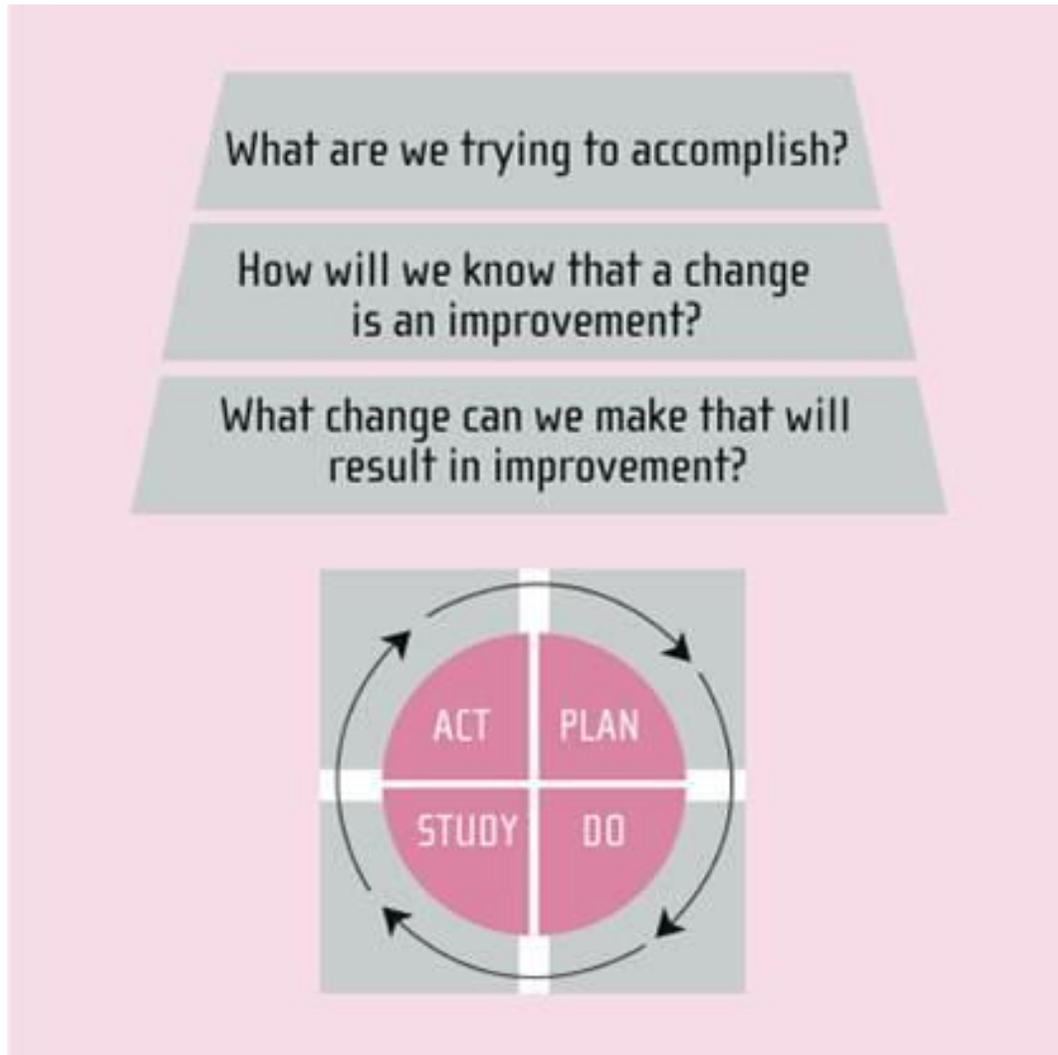
- What is Quality Improvement?
- Why is Consumer Involvement important?
- What does Consumer Involvement look like?
- What are some QI Tools and Techniques?

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

Engaging Consumer in Quality

Session 3 Summary

- Consumer Involvement
- Tools for Engaging Consumers
- Importance of Being at the Table

Peer Certifications

- 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>

Engaging Consumers in Quality

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

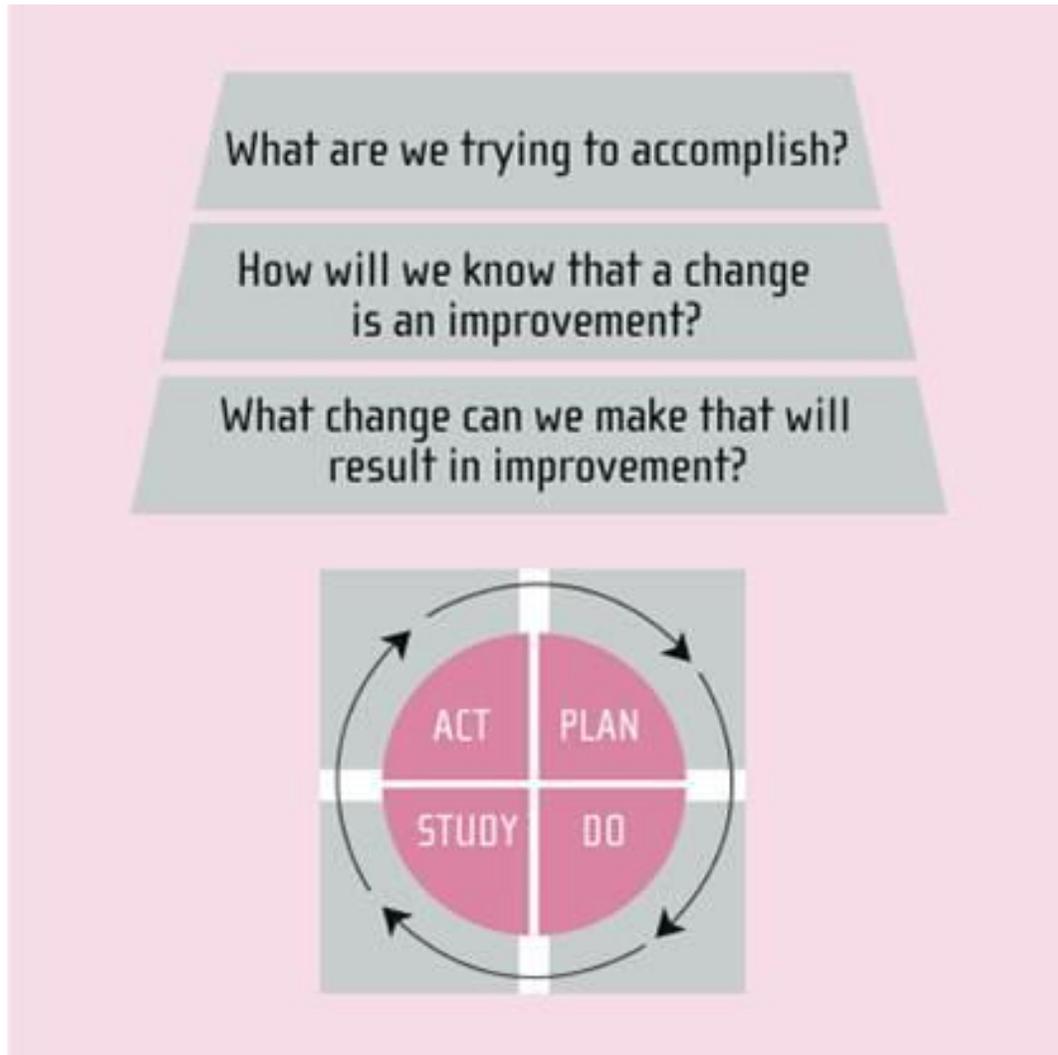
Quality Tools & Developing a PDSA

Quality Improvement

What are three keys in Quality Improvement?

- Need for Improvement
- Plan for Improvement
- Success and Sustainability

Model for Improvement

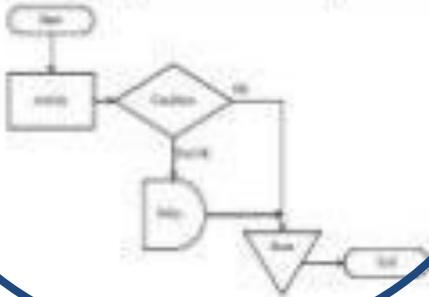


Three Questions:

- What are we trying to accomplish?
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Quality Tools

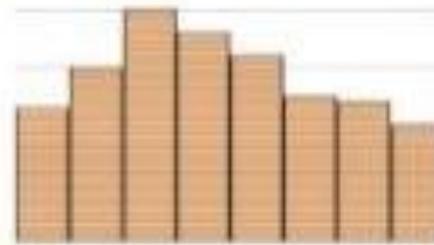
Process Flow Chart: Finds trouble spots of the process



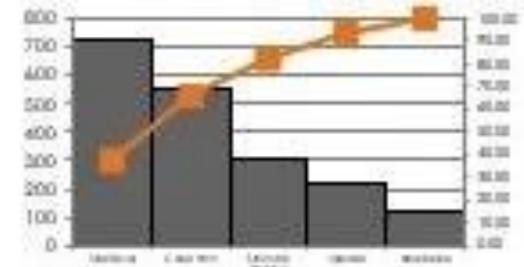
Check Sheet: Confirms the physical presence of defects



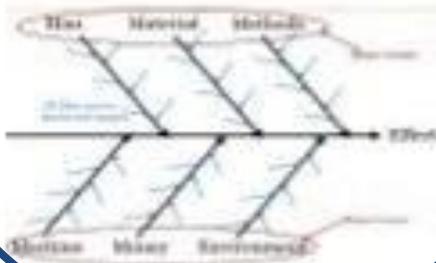
Histogram: Presents and understands the spread of data



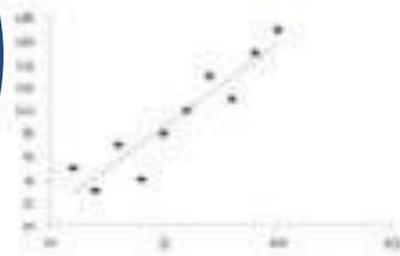
Pareto Chart: Identifies vital few instead of trivial many



Fishbone Diagram: Finds root cause for an effect



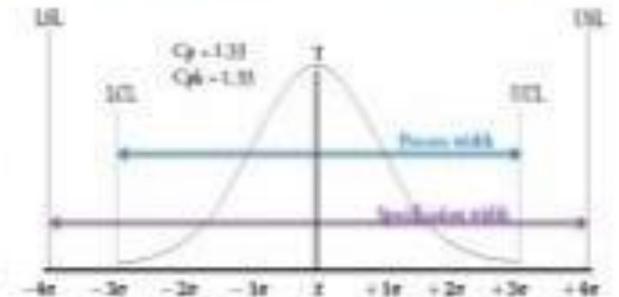
Scatter Chart: Confirms the relationship between two variables



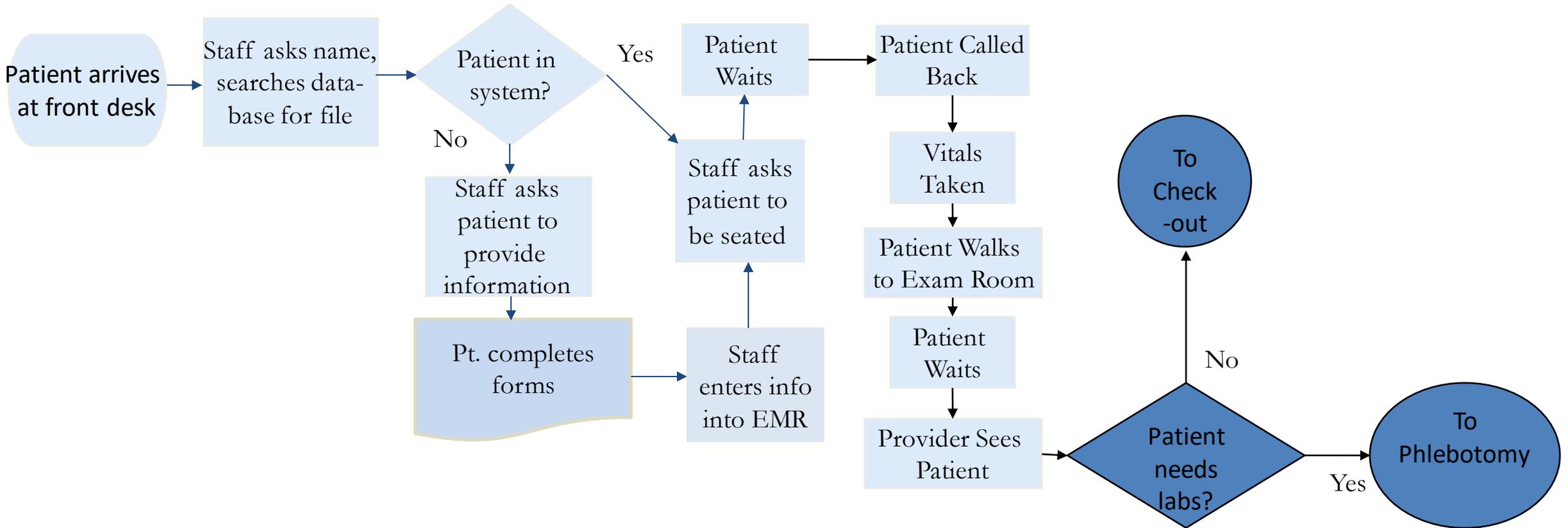
Control Charts: Remove assignable causes and control the process



SPC and Process Capability Analysis for process improvement



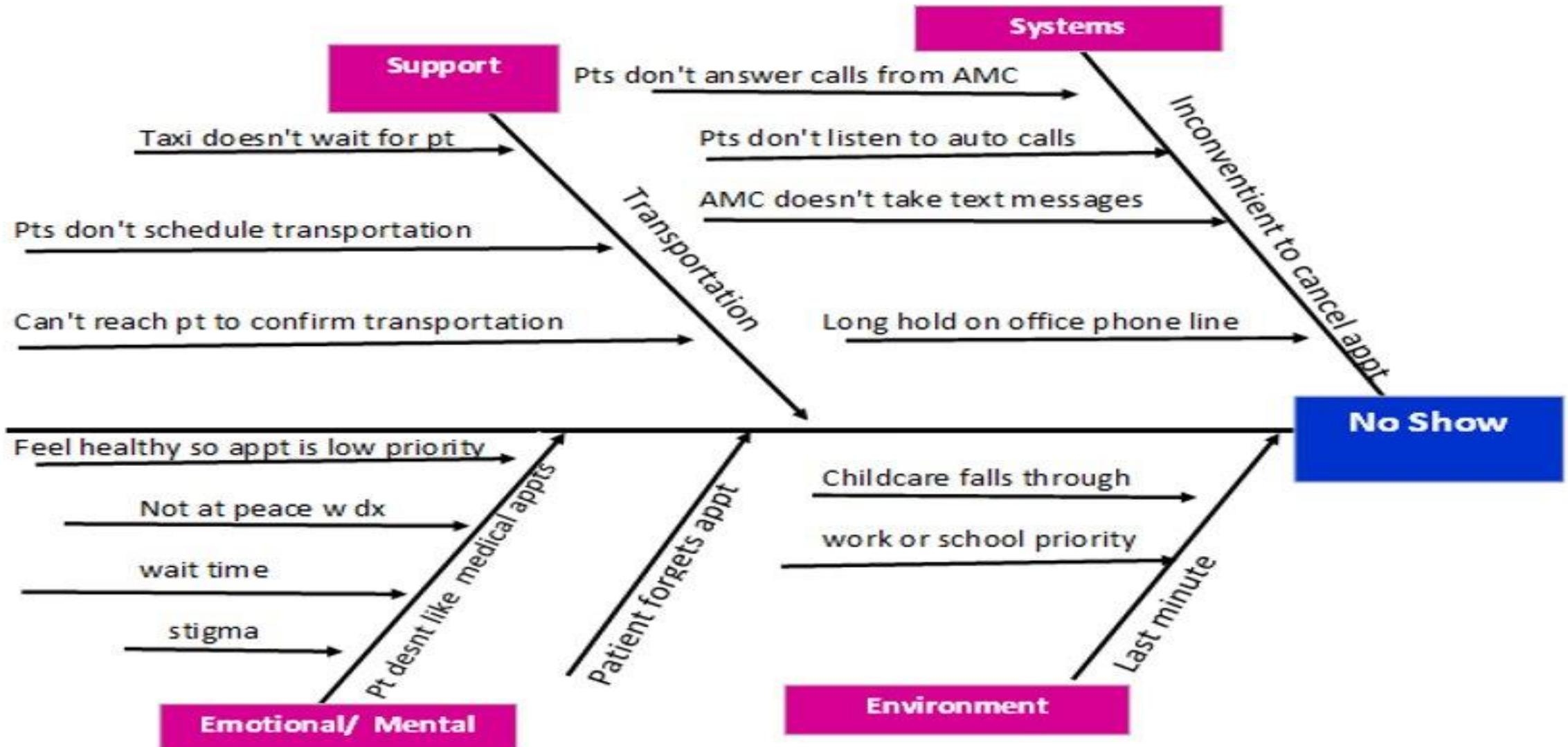
Flow Chart



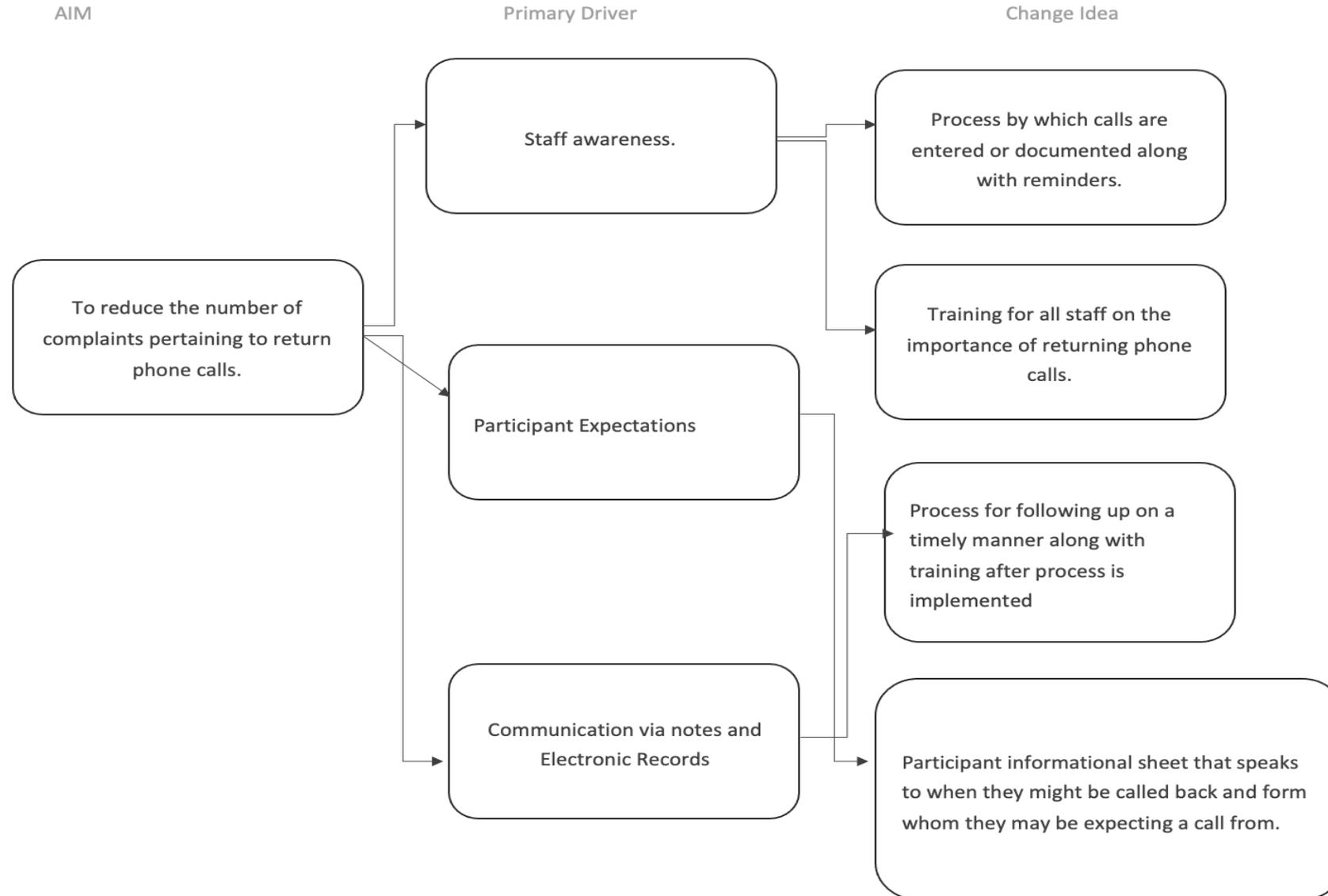
Check Sheet

	Patient scheduled for dual appointments	Patient checks in with receptionist	Patient keeps MH appointment	Outcome documented in CAREWare
Julia	X	X	X	X
Janie	X	X		X
Justin	X	X	X	X

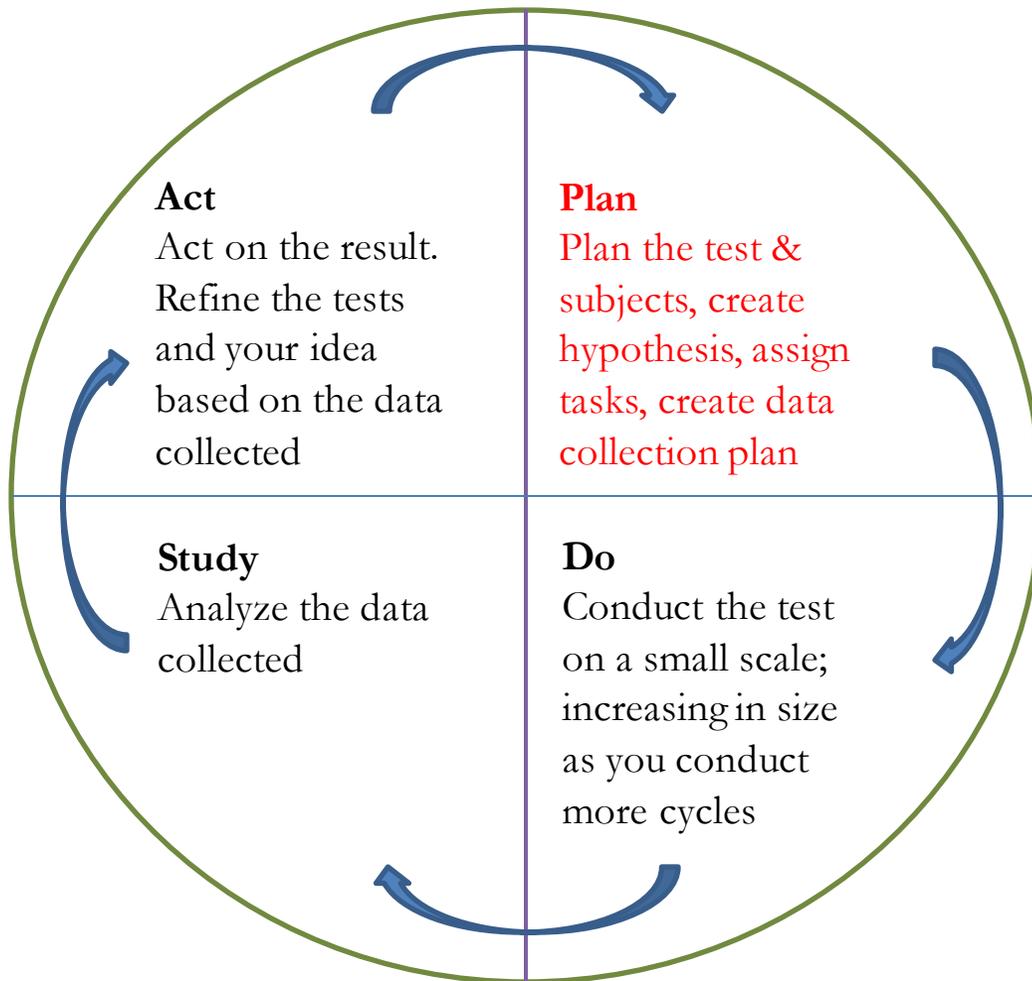
Fishbone Diagram



Driver Diagram

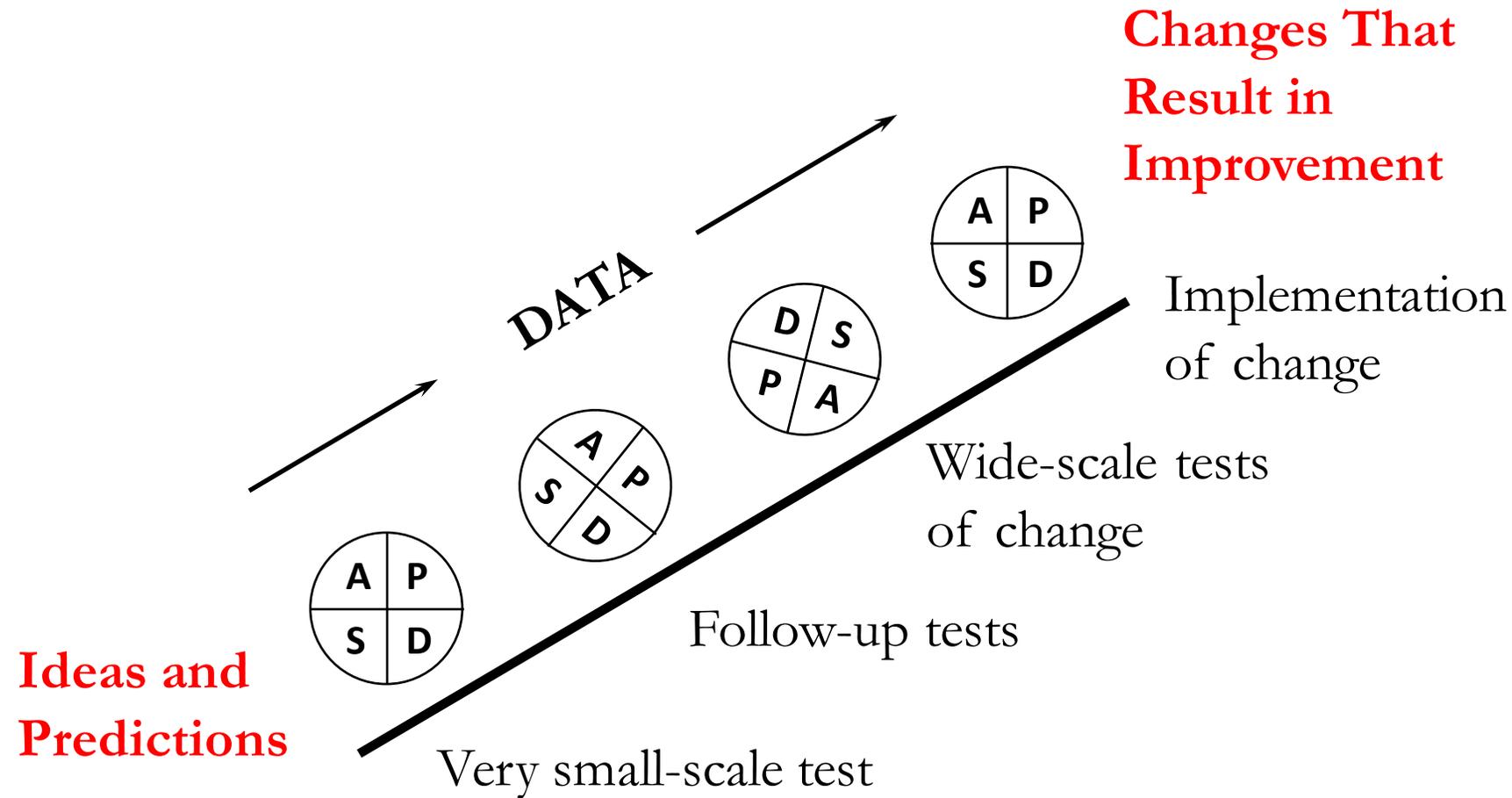


Plan, Do, Study, Act (PDSA) Cycle



- Do we have the right voices at the table?
- Is the new intervention ready to test?
- Do we have a hypothesis?
- Do we know who is doing what and when?
- Do we have a plan to collect and use our data?

PDSA Cycle: The Cycles Build on Each Other...



Sharing Results

- Story Board Posters
- Newsletters
- Agency Staff & CAB Meetings
- Healthcare Stories



Affinity Group:
Substance Use
 Intervention:
Harm Reduction
 QI Coach:
Clemens Steinbock

Defining the Problem

Bronx, NYC has the lowest health index score in New York State:
 Mental health burden is 55% among people with HIV
 Substance use disorder is 50% among people with HIV

"Comprehensive care cannot be provided without addressing Social Determinants of Health. It's integral to every visit and every encounter." - Provider

"Patients appreciated that management wanted to hear their experiences and would be using this group to help make positive changes in the clinic and to help with their health care." - Consumer Focus Group Member



Collaborative Activities

- Used learning sessions to drive data collection efforts
- Utilized our QI coaches to find CME and Non-CME accredited bi-monthly lectures for teams
- Incorporated QI project interests into Language of Caring, Trauma Informed Care, PrEP and stigma prevention projects
- Implemented an art project to promote patient engagement while creating a visual display depicting what helps our patients maintain their health

Sun River Health

- A network of 43 FQHCs in New York State, Hudson Valley and Long Island
- 16 sites have integrated HIV/HCV
- Integrated medication assisted treatment and behavioral health
- RW/HAP Part C NYC/Hudson Valley
- 2 Bronx Sites:
 - Inwood Health Center
 - HUB

Sun River Health



create+equity Collaborative

Learning Session 4 – May 18-19, 2022

Sun River Health – New York

Aarathi Nagaraja, MD, Medical Director of HIV & Hepatitis C; Lisa Reid, LCSW, VP of Grant Funded Clinical Services; Mary Correa, MS, CASAC, Senior Director, Genesis and Hepatitis C; Dani Chen, Coordinator of Clinical Programs

Creating a Culture of Harm Reduction to Improve Viral Suppression Among People with HIV with Substance Use Disorders

Viral Suppression Rates



Data Breakdown



Driver Diagram



Step to Select the Intervention: Harm Reduction

- Reviewed data on social determinants of health experienced by our patients
- Presented project to executive leadership for support of implementation
- Identified team members from key departments
- Held a kick-off meeting with the team and completed a driver diagram
- Presented the project to the Consumer Advisory Board
- Promoted and implemented the project at each site, quarterly meetings across all regions, Annual HIV/Hepatitis/MAT conference, and updates to leadership
- Integrated Trauma Informed Care, Stigma, Language of Caring



QI Team Members:

Aarathi Nagaraja, MD; Lisa Reid, VP of Clinical Services; Mary Correa, Sr. Director; Dani Chen, Clinical Program Coord.; Sarah Usher, HCV Coordinator; Ashley Hall, Adherence Educator; Elizabeth Pizarro, Adherence Educator; Carl Tyler, Adherence Educator

Embedding a Harm Reduction Approach in Primary Care Setting:

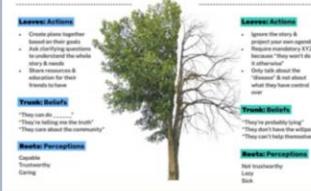
- Obtained support of leadership to implement intervention
- Conducted consumer focus groups using intervention process measures to obtain feedback
- Conducted kick off meeting, reviewed harm reduction principles and overall project
- Conducted staff training utilizing professional development orgs and evidence-based interventions
- Incorporated harm reduction approach into clinical staff orientation and ongoing training
- Reviewed environmental assessment, signage, waiting room, flow
- Reviewed registration forms and EMR templates, case conference language
- Currently reviewing job descriptions, interviewing process, documentation
- Continue to utilize weekly meetings to share updates, training
- Share project updates at quarterly cross-regional quality meetings, Annual Genesis Conference
- Embedded approach in organizational structures:
 - Staff Orientations
 - MAT Lunch & Learns
 - EMR structured data
 - Provider Grand Rounds
 - Job descriptions – staff expectations
 - Annual conference
 - Case conference language
 - Collaborated with other Sun River projects



Aim Statement

By Jun 2022, increase the viral suppression rate for patients with substance use disorders by 15% by integrating harm reduction approach into primary care, prescribe antiretroviral (ART) and retain those patients in care by above 90-95%.

TREE OF LIBERATION vs TREE OF STIGMA



Consumer Involvement

- Invited peers to kick off training to learn about project and participate in the completion of the driver diagram - peers were very engaged
- Presented project to Consumer Advisory Board and provided quarterly updates
- Completed annual surveys on quality of services
- Attended psychosocial education groups on harm reduction, prevention
- Peers attend monthly QI meetings, Affinity Group meetings, NYLinks trainings increasing knowledge of quality improvement
- Peer facilitated art group to promote patient engagement
- Peers co-facilitated focus groups to obtain consumer feedback

Lessons Learned

- Culture change takes time and collaboration
- Discuss regularly with consumer group for feedback
- Be flexible and ready to integrate project activities and findings into new initiatives
- Maintain a schedule of meetings to keep the team focus when competing projects emerge
- Cheerleaders are critical to maintain momentum
- Social determinants of health continue to be the greatest barrier & require macro level change
- Embed approach in organizational structures - training, documentation - for sustainability
- Awareness and knowledge promotes a harm reduction lens among staff
- QI projects are hard work but build unity!

Sun River Health
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 Caseload: ~670
 Subpopulation: ~330





Aha Moments & Wrap Up