

2021 Learning Network Overview

Leads: Dan Belanger, Nova West

Description

Quality Learning Networks are a platform for peer exchange, for providers to learn from one another while sharing experiences and reviewing performance data. These Networks combine ongoing quality coaching with structured one-day or half-day group meetings 3-4 times annually that focus on quality management and peer exchange. During the COVID-19 pandemic, these meetings were held virtually, and were facilitated with the use of QI tools and breakout rooms for interactive peer learning.

The goals are to improve the quality of HIV services, strengthen provider quality management infrastructure and increase competency in performance measurement. This model provides an efficient structure to bring together specific groups of HIV providers based on affinity related to type of program (e.g., community health centers) or populations served (e.g., youth). Group quality improvement projects are developed based on statewide data results.

Providers submit reports, which include improvement data, as well as observations on the successes and challenges of improvement activities. These reports are compiled and presented back to providers for comparison with other Network participants. Promising practices throughout the HIV treatment cascade are gathered, developed, and disseminated to promote effective models of care that are responsive to the needs of patients. In addition to continued focus on improving viral suppression rates, Learning Networks prioritize process changes to eliminate gaps in organizational treatment cascades.

Capacity for quality improvement is built through participation in group quality improvement projects, coaching, peer exchange and trainings conducted during in-person (prior to March 2020), and, virtual meetings, and is augmented by additional web-based conferences and onsite technical assistance when possible. Programs share results and improvement strategies related to the treatment cascade results or performance measurement indicators. HIV Quality Learning Networks provide structured environments for group learning among HIV care providers who share a commitment to improving the quality of care they deliver.

Mission

The mission of the NYS Quality of Care Program Learning Networks is to build the capacity of HIV programs to strengthen their quality management programs in order to improve the quality of care and patient experiences for persons living with HIV across the state.

HIV Quality Learning Network Goals

- Improve the quality of HIV care and services.
- Build capacity for quality improvement by increasing competency in performance measurement and quality improvement tools and methodologies.
- Promote the development of a quality management infrastructure that supports ongoing improvement activities.
- Promote consumer involvement in the quality management program.
- Identify and promote best practices through group discussions of strategies, common problems, and interventions to improve care.
- Use robust quality improvement methodologies to improve rates of linkage, engagement in care and viral suppression.

HIV Quality Learning Network Meeting Structure and Activities

- 3-4 meetings a year per Quality Learning Network.
- Pre-meeting webinars and coaching calls with individual participating provider between meetings.
- Group discussions about performance measurement data are used to identify common areas for improvement.
- Development or refinement of standardized indicator definitions for group quality improvement projects.
- Networking among providers/consumer and sharing of promising practices.
- Training opportunities to learn about quality improvement, quality management infrastructure development and performance measurement.
- Expert presentations about emerging issues and innovative models.

Composition

Learning Networks are comprised of New York State HIV clinical providers representing health care organizations that deliver HIV services. A list of participating sites is included for each network at the end of this Fact Sheet. The Adolescent Learning Network is co-facilitated by the Women and Children's Section of the AIDS Institute.

Expectations of Participating Providers

- Commitment to attend and participate in all Network activities, including meetings, webinars, and conference calls.
- Identify an individual or team to participate in Network activities and establish a "point person" as the key contact for the Network.
- Encourage consumer participation in Network activities.
- Willingness to conduct individual quality improvement projects to address gaps in quality infrastructure, performance measurement and improvement activities.
- Implement at least one group quality improvement project per year across each Learning Network.
- Prepare individual site reports regarding activities agreed upon by the Network.
- Provide ongoing updates to program leadership regarding Network activities.

Highlights and Accomplishments

- Learning Networks have a long history: the Adolescent Learning Network has been successfully co-facilitated with the AIDS Institute Family and Youth Services section for 9 years and the Community Health Center Quality Learning Network has been in place for 9 years.

Upcoming 2021 Activities

- Develop and provide new tools for sites to foster and build consumer involvement, while continuing to provide coaching for sites in the development of consumer involvement in quality management programs.
- Continue to measure improvement activities and share between providers for improving viral suppression outcomes.
- Focus upon developing strategies to improve specific gaps of care based on the 2021 organizational treatment cascade findings for care provided in 2020. The Learning Networks offer opportunities for providers to share improvement data and strategies, and to engage in peer learning to improve treatment cascade results or other performance measurement indicators.
- Focus on ongoing sexual health assessment, routine sexual health counseling, STI testing (chlamydia, gonorrhea, syphilis), 3 site testing as appropriate, STI treatment and viral suppression in AQLN.
- Continued focus on improving organizational treatment cascade results.
- The CHCQLN will also focus on health equity and stigma reduction.

The following table provides an overview of the Learning Networks:

Learning Networks	Network Director	Total # Agencies	Initiated	Area of Focus
Adolescent Quality Learning Network (AQLN)	Nova West, Beth Bonacci Yurchak	16	2008	Retention, viral suppression, health literacy, transitioning to adult care, mental health, sexual health
Community Health Centers Quality Learning Network (CHCQLN)	Daniel Belanger	25	2008	Viral suppression, treatment Cascades, health equity, stigma reduction

List of Participating Agencies for the Adolescent Quality Learning

Network: Albany Medical Center

BronxCare Health System

Brooklyn Hospital

Community Health Project

Harlem Hospital

Jacobi Medical Center

Kaleida Health

Montefiore Medical Center/Adolescent

AIDS Mount Sinai Medical Center

New York Presbyterian Hospital - Project

STAY Northwell Health

NYU School of Medicine

RF SUNY Downstate Medical Center - HEAT

Program RF SUNY Stony Brook

RF SUNY Upstate Medical Center

The Brooklyn Hospital Center PATH

Westchester County Health Care Corp.

List of Participating CHCQLN Members:

Asian and Pacific Islander Coalition ON HIV/AIDS (APICHA)
Bedford Stuyvesant Family Health
Center Betances Health Center
Boriken Neighborhood Health
Center Brooklyn Plaza Medical
Center, Inc.
Brownsville Community Development
Corporation Callen-Lorde Community Health
Center
Care for the Homeless
Community Health Care Association of New York
State Community Healthcare Network
Dominican Sisters
Greater Hudson Valley Family Health
Center Harlem Unite
Heritage Health
Center Housing
Works
Hudson Headwaters Health
Network Hudson River Health
Center Institute for Family Health
Joseph P. Addabbo Family Health
Center Middletown Community
Health Center Montefiore Medical
Center (CICERO) Morris Heights
Health Center
Mount Vernon Neighborhood Health
Center Nassau Health Care Corporation
Open Door Family Medical Center -
Ossining Project Renewal, Inc.
Ryan Chelsea - Clinton
Ryan NENA Community Health
Center Settlement Health & Medical
Services Southwest Community
Health Center Sunset (Lutheran
Family Health Center) Suffolk County
Health Services
Village Care
Whitney M. Young Jr. Health
Services William F. Ryan CHC