

PROVIDERS  CONSUMERS

ENGAGEMENT FOR IMPROVEMENT

THE POWER OF QUALITY IMPROVEMENT

RYAN WHITE PART A SERVICES

NOVEMBER 19, 2018 – NEW YORK UNIVERSITY KIMMEL CENTER

#PowerofQI2018

WELCOME

THE POWER OF QUALITY IMPROVEMENT ENGAGEMENT FOR IMPROVEMENT

Engagement creates a dynamic for participation, as action needs to be taken by everyone involved to achieve success. Engagement for improvement involves collective participation, and in this EMA that has been enhanced by committed work from innovative consumers sharing their experiences to improve engagement in care. Part A services have been guided by the belief that it is necessary to listen to clients to meet their needs, rather than apply what we think they need. Engagement for improvement means having an ongoing awareness of these issues, being engaged in work for clients and communities, as well as sharing experiences together, as we are doing today. Meeting the supportive service needs of HIV consumers has defined RWPA; engagement activities assist clients, make services stronger, and identify elements to improve.

In this 5th Power of Quality Improvement conference, many themes have emerged from the quality work being presented within the framework of engagement for improvement. These topics include the important contributions of behavioral health services; listening to the voice of consumers throughout the engagement process; the need to address the impact of disparities, and the imperative of ensuring services improve outcomes. Many projects focus on the ultimate outcome of HIV services, viral load suppression. Several presentations reinforce New York City's

status neutral approach to HIV prevention and treatment, by promoting engagement and quality improvement all along the care continuum. Engagement services encapsulate all stages of the HIV supportive service experience, with the goal of improving health equity by facilitating access and lowering barriers, recognizing that many patients require support beyond medical needs for their treatment to succeed.

As we have done for prior conferences, we present this program booklet as a record of the work presented at this conference, and as a resource to promote peer learning to improve the collective engagement in this EMA. We are pleased that in this Power of QI conference we have presenters who are sharing their work for the first time, joining colleagues to demonstrate many ways engagement leads to improvement in RWPA programs. To succeed, we all need to be engaged with clients, engaged with partners, engaged with services, engaged with each other. Engagement requires the commitment of us all, the client and the provider, programs and the community; the presentations at this conference today address that nexus in the context of improvement.

As with quality improvement, engagement is continuous and never complete, it is iterative and non-binding, using energy to accelerate our work to end the HIV epidemic and to continue to be a model for promoting equity. As we will learn today, there is no single path to effective engagement, but rather many. Engagement for improvement defines the objectives of RW Part A supportive services; it is what we do.

SPEAKERS

THE POWER OF QUALITY IMPROVEMENT
ENGAGEMENT FOR IMPROVEMENT

INTRODUCTORY SPEAKERS

Graham Harriman
Director, Part A Care and Treatment Program
NYC Department of Health and Mental Hygiene

Lisa Best, Consumers Committee Co-Chair, HIV Planning Council

Billy Fields, Consumers Committee Co-Chair, HIV Planning Council

Darryl Wong, Deputy Director, HIV Health and Human Services
Planning Council of NY, NYC DOHMH

Oni Blackstock, MD, MPH
Assistant Commissioner, Bureau of HIV Prevention and Control
NYC Department of Health and Mental Hygiene

POSTERS

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Project Title: Impact of Group Members in Consumer Satisfaction and Quality of Care

New York Presbyterian Medical Center, MHS

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Project Title: Improving the Mental Health of Depression-Diagnosed Clients

Apicha Community Health Center, Care Coordination

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Project Title: Awareness of Ryan White Part A Funding: A Mixed Methods Study of Non-Traditional Venues

New York City DOHMH, Care and Treatment Program

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Project Title: Improving the Food and Nutrition Service Program Voucher System

Heritage Health and Housing, Food and Nutrition

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Project Title: Building Positive Community

The Family Center, Positive Life Workshop

Vientos, Migdalia

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Project Title: Addressing Disparities in VLS through Drilling Down Demographic Data

Sunset Park Health Council, Care Coordination

Yuelles, Deborah

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Project Title: The Positive Life Project: Retaining Clients in Care

Alliance for Positive Change, The Positive Life Project

Zern, Adria

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Project Title: 'Seeking Safety': Process and Fidelity Evaluation

New York City DOHMH, Care and Treatment Program

WORKSHOPS

WORKSHOP PANEL: IMPROVING CARE ALONG THE STATUS NEUTRAL CONTINUUM

Tider, Diane

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Ferraris, Christopher

Project Title: Improving Rates of STI Screening in PrEP Consumers

Mount Sinai-Institute for Advanced Medicine

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Project Title: Collapsing the Care Continuum: Updates on a Community-Based Approach to Rapid Treatment

Callen-Lorde Community Health Center

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Project Title: Proving Value: Using Reliable and Valid Outcome Measures to Prove Positive Impact on Daily Life and Trauma Symptoms

Bridging Access to Care, Harm Reduction

Nava Molero, Luis

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Project Title: The Stigma of Status: An Intersectional Approach

Latino Commission on AIDS, Positive Life Workshop

FACILITATOR

AMANDA RAKER

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WORKSHOP PANEL: ENGAGEMENT IMPROVEMENT IN RYAN WHITE SERVICES

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Lindner, Rebecca

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Project Title: Improving Engagement and Retention in Primary Care:

The Role of Food and Nutrition Services

Mount Sinai West, Food and Nutrition

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Project Title: Casa Maria: Increasing Engagement and Retention

Promesa, Acacia Network, Transitional Care Coordination

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Project Title: Implementation of a Tailored Nutrition Intervention with Health Bucks to Improve Outcomes

Mount Sinai Beth Israel, Care Coordination

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Lindner, Rebecca

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Vann, Najah

Project Title: Routinizing Appointment Reminder/Outreach Calls

Mount Sinai, Care Coordination

FACILITATOR

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WORKSHOP: USING QI TOOLS TO ADDRESS DISPARITIES IN HIV CARE

The Center for Quality Improvement and Innovation (CQII)

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Mount Sinai Health System

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Co-Chair, Consumers Committee, HIV Planning Council

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Co-Chair, Consumers Committee, HIV Planning Council

CAB Panel:

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Katz, Jason
Hetrick Martin

Beal, Linda
Hudson Valley Community Services

WORKSHOP PANEL: ADVANCING HEALTH EQUITY

Winters, Kristina

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Project Title: The Wellness Group: Motivation to Engage in Mental Health Services

Institute for Family Health, Care Coordination

Lindner, Rebecca

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Project Title: Leveraging Data to Identify Key Populations with Health Disparities Related to Persistent Viremia

Mount Sinai, CCP, FNS, HR

Goykhberg, Natasha

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Project Title: Addressing Viral Suppression among Vulnerable Populations

Callen-Lorde Community Health Center, Care Coordination

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Project Title: Measuring Stigma among Healthcare Workers and Engaging Consumers to Reduce Stigma in HIV Care

Mount Sinai, CC, FNS, HR

FACILITATOR

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WORKSHOP PANEL: STRATEGIES TO ADDRESS VIRAL LOAD SUPPRESSION

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Project Title: Evaluation of the Undetectables Program as an Intervention

Wyckoff Hospital, Care Coordination

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Project Title: QI Strategies to Increase Treatment Adherence and Viral Load Suppression

Alliance for Positive Change, Care Coordination

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Project Title: The High Viral Load Initiative: A Get to Zero Mission

NY Presbyterian Special Needs Clinic, MHV

FACILITATOR

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