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## Background

Harlem United's (HU) Integrated Harm Reduction Program (IHRP)'s Ryan White Contract/H4RP provides group services throughout Manhattan, Brooklyn, and the Bronx while also operating a mobile syringe exchange with targeted harm reduction counseling for people living with HIV/AIDS. Intake and reassessments are key components of the program; these assessments enable team members to ensure that service plans are client-centered, up to date, and relevant to client identified needs. For the 2014-2015 fiscal year, IHRP completed 75.5% of its yearly goal for reassessments. Based on historically low numbers and the significance of reassessments, IHRP's management team wanted to increase this particular deliverable by completing 90% of the YTD reassessment goal for the 2015-2016 fiscal year.

## Methods

The IHRP team convened for a Continuous Quality Improvement (CQI) planning meeting in July 2015. Team members identified barriers to reassessment completion. All barriers were documented on easel paper during the workshop. Staff members voted for the areas they thought were most significant by going up to the paper and initialing their choice; voting occurred during a break to avoid reporting bias. The following areas were identified as the three most prevalent obstacles in achieving reassessment numbers:

- Problems accessing eSHARE in the field made it difficult to identify clients eligible for reassessment
- Lack of buy-in from clients
- Staff burnout/lack of motivation

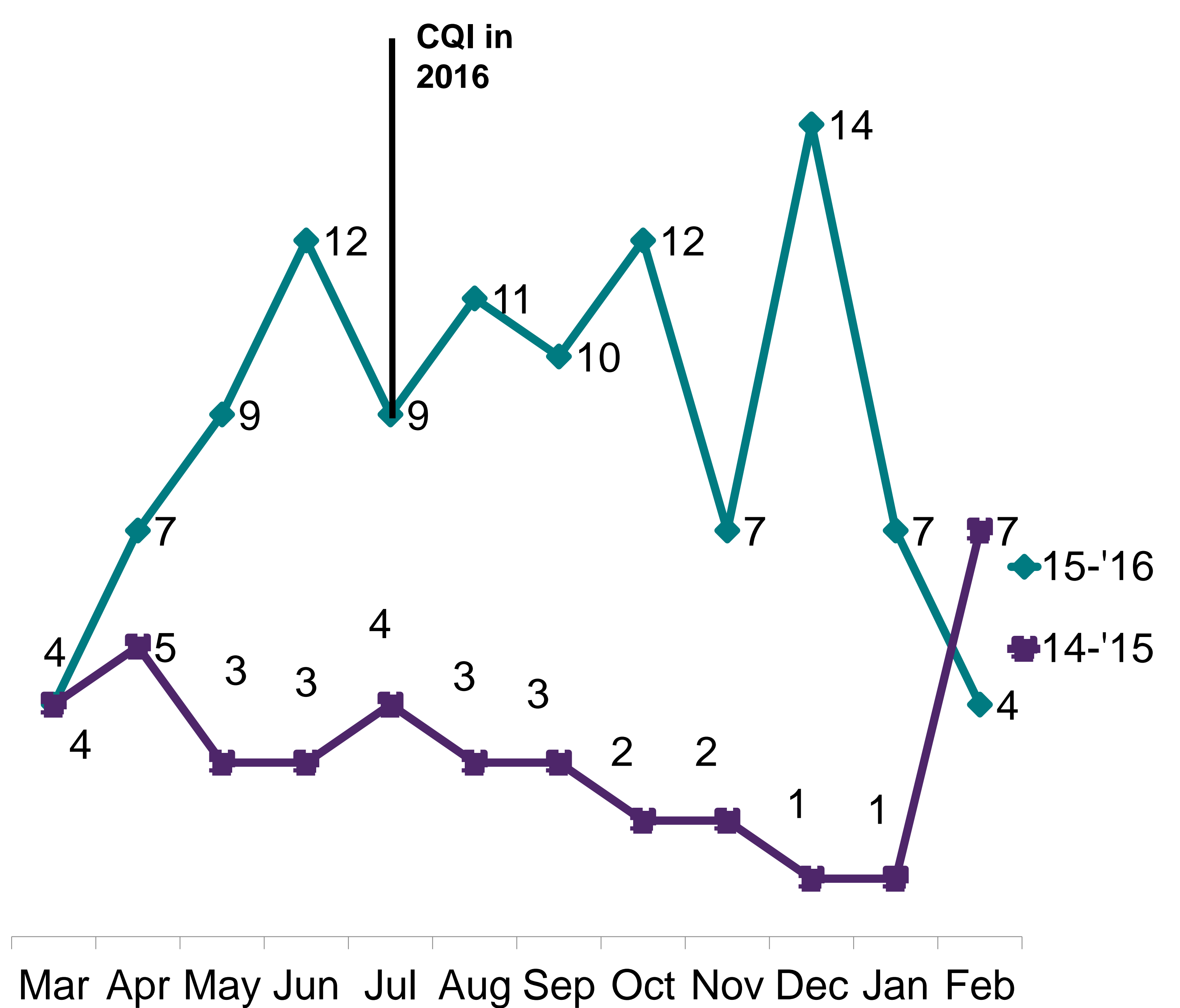
IHRP team members generated the following solutions to address the identified barriers:

- Providing staff better access to information during outreach by supplying hardcopy lists of clients due for reassessment to be kept on the vans
- Engaging clients eligible for reassessment before and after on-site group counseling sessions
- Monitoring progress toward reassessment targets and celebrating successes (free food!)

## Results

The team surpassed its goal of 90% completion of reassessments for the 2015-2016 contract year. One hundred six (106) re-assessments were completed for a 96.4% YTD fulfillment of this deliverable, representing a 26% increase from IHRP's 75% YTD completion rate for reassessments in 2014-2015.

### Number of Reassessments Completed



## Conclusions

This project highlights the dramatic effects that can occur following a well-executed CQI project. In addition to the overall increase in reassessments, which helps IHRP ensure pertinent individualized care, secondary gains included improvement in IHRP team's communication during weekly team meetings and monthly supervision between front line staff and management.

The more streamlined process for conducting reassessments allowed for increased productivity and led to effective dissemination of information. As a result, staff members reported feeling more included in the process and had an increased stake in the positive outcomes observed.