

**THE POWER OF QUALITY IMPROVEMENT**



# **PROMOTING HEALTH EQUITY**

**RYAN WHITE PART A SERVICES**

**NYU KIMMEL CENTER  
ROSENTHAL PAVILION**

**NOVEMBER 9, 2016**

**#POWEROFQI2016**

# WELCOME



## THE POWER OF QUALITY IMPROVEMENT

### PROMOTING HEALTH EQUITY THROUGH RYAN WHITE PART A SERVICES

In this third annual Power of QI conference our organizing theme focuses on the broad goal of promoting health equity. While health equity often seems an idealistic concept, there are actual examples to be found in the work of our colleagues in the NY EMA. Ryan White Part A providers have been promoting health equity for as long as they have been engaged in providing services for people living with HIV. In the NY EMA, providers are working to address the immediate consequences of stigma, bias, disparities, food insecurity, social injustice, and discrimination; the projects presented at this conference demonstrate many such efforts in the context of quality improvement.

As we think about ways to achieve health equity, we should acknowledge the transformative effects that HIV social service providers have brought to the healthcare delivery system, bringing together supportive and medical providers, breaking down barriers between preventive and clinical services, linking medical and behavioral health models to the public health system, all of which were undertaken to address the needs of people with HIV. And we should note that the best teachers in these endeavors have been the peers who live with these challenges; we continue to learn from the experiences of patients. In the spirit of promoting health equity throughout communities of New York City and Tricounty, Part A providers have reached beyond clinical settings and promoted quality healthcare at all stages along the care continuum. Because of these remarkable accomplishments, ending the epidemic in New York is within our reach.

In these conferences, providers have shared what has been achieved in RW programs, applying quality improvement methods to improve care together, to end the epidemic, and now to promote health equity. The improvement projects included in the 14 poster and 21 workshop presentations at this conference show that public health change often begins in small settings, can be addressed by one program and may initially affect just a handful of patients. Each quality presentation shown today represents the collaborative efforts of those who sought to push their programs further and identified areas to improve, tested them, and learned from the results. They demonstrate the ways we can all build on the successful activities which our colleagues initiate, pointing us in directions we need to explore.

Therefore, this program is intended not only to reflect today's activities, but also to be used as a reference in our work going forward. This program contains the presentations and contact information of your colleagues who shared their work at this conference. Health equity may be a broad aspirational goal, but it can be reached by improving care in each program, for one patient at a time.

# SPEAKERS



## INTRODUCTORY SPEAKERS

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

Sera Morgan  
Project Officer, Health Research and Services Administration (HRSA)  
HIV AIDS Bureau

Nova West  
Program Manager, Part A Quality Management Program  
NYS DOH AIDS Institute

Demetre Daskalakis  
Assistant Commissioner, Bureau of HIV Prevention and Control  
NYC Department of Health and Mental Hygiene

# POSTERS



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Apicha Community Health Center, Care Coordination Program

**Project Title: Measuring Engagement in Care through Documented PCP Visits**

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Project Street Beat at Planned Parenthood of New York City, Non-Medical Case Management Program

**Project Title: General Non-Medical Case Management at Project Street Beat: Monitoring and Evaluation of the First Year of Services**

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Housing Works, Inc., Mental Health Services Program

**Project Title: Linking MHV Participants to Psychiatric Care**

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Promesa, Inc., Transitional Care Coordination Program

**Project Title: Ensuring Consistent Services for Consumers in a Transitional Care Coordination Program**

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Heritage Health and Housing, Food and Nutrition Program

**Project Title: Outreach to Increase Home Delivered Meal Participation at Heritage Health and Housing Food and Nutrition Program**

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Greyston Health Services, Medical Case Management Program

**Project Title: Improving the Quality of Treatment Adherence Sessions**

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Elizabeth Hurley

LaShonda Cyrus

Christina Gardella-Cavalluzzi

Hudson Valley Community Services, Case Management Program

**Project Title: Improving Reassessment Completion Rates**

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Harlem United, Integrated Harm Reduction Program

**Project Title: Using Continuous Quality Improvement to Increase Reassessment of Harm Reduction Program Participants**

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GMHC, Mental Health Program

**Project Title: Keeping on an Even Keel: A Quality Improvement Project Addressing Fluctuating Service Provision Capacity**

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Michelle Montgomery

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CAMBA, Food & Nutrition, Supportive Counseling, and Transitional Care Coordination Programs

**Project Title: Improving Quality Together: A Shared Project to Better Coordinate Outreach and Internal Referrals among CAMBA's RW Part A Programs**

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Interfaith Medical Center, Care Coordination Program

**Project Title: Developing a Patient-Centered HIV Care Continuum**

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The Partnership for Care Program of Family Services of Westchester, Medical Case Management

**Project Title: Improving Client Engagement in Medical Case Management**

Jennay Thompson  
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Jay Gabor  
GMHC, Transitional Care Coordination Program  
**Project Title: Using Data to Drive Individual and Program-Level Performance**

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Maria Sariol  
Mercedes Chavez  
Hope Center-St. John's Riverside Hospital, Medical Case Management Program  
**Project Title: The Impact of Mental Health and Substance Use on Retention in Care**



# WORKSHOPS



## WORKSHOP: INVOLVING PEERS IN QUALITY IMPROVEMENT

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ASCNYC, Harm Reduction Program

**Project Title: Peer Program Infrastructure and Its Impact on Preparing Peers to Return to Work**

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GMHC

**Project Title: Client Involvement is Vital to Improving Program Services**

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Harlem Hospital Center, RAP Program

**Project Title: Improving New Patient Retention: A Peer Intervention**

### FACILITATOR

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## WORKSHOP: CONTINUOUS IMPROVEMENT: RETHINKING AND REWORKING PROGRAM AND QI

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Hudson River Healthcare, Medical Case Management Program

**Project Title: Developing a Quality Management Program and Using Your Organizational Cascade to Effect Change**

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Mount Sinai Roosevelt/Mount Sinai St. Luke's, Care Coordination Program

**Project Title: Getting "Unstuck": A Staff-Led Patient Graduation Project**

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God's Love We Deliver, Food and Nutrition Services

**Project Title: Enhancing the Home-Delivered Meal Client Experience**

### FACILITATOR

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## WORKSHOP: PROGRAMMATIC IMPROVEMENT DRIVERS TO ADDRESS DISPARITIES

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Sunset Park Health Council, NYU Lutheran Family Health Center

**Project Title: Achieving Health Equity for Newly Diagnosed HIV+ Homeless Persons who Receive Care in Non-Clinical Shelter Settings**

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GMHC, Supportive Counseling and Food and Nutrition Services

**Project Title: The Triad Management Paradigm Promotes Success in New Programs with Developing Identities**

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Callen-Lorde Community Health Center

**Project Title: Addressing Disparities for Transgender Patients**

### FACILITATOR

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## WORKSHOP: INCREASING AWARENESS OF PREP IN RYAN WHITE SERVICES

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Jacobi Medical Center, Care Coordination Program

**Project Title: Dissemination of PrEP among High-risk Negatives in the Bronx: Development of a Clinic-based Campaign**

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**Project Title: Getting the Right Prevention Messages to the Right People**

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SUNY Downstate Medical Center, Care Coordination and Supportive Counseling Programs

**Project Title: Partners in Prevention: An Introduction to Biomedical Counseling for PrEP**

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TOUCH, Case Management Program

**Project Title: Integrating Education on Pre-Exposure Prophylaxis into Treatment Adherence Sessions**

### FACILITATOR

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## WORKSHOP: ADDRESSING THE WHOLE PATIENT

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Harlem Hospital Center, Mental Health Services

**Project Title: Fostering Health Literacy and Life Skills Development Necessary for Successful Transition to Adult Care**

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Bridging Access to Care, Harm Reduction Program

**Project Title: Leveraging Technology to Integrate Trauma Informed Care in Everyday Practice**

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**Project Title: Personalizing Tobacco Cessation: Using Care Coordination to Augment Provider-Based Screening & Counseling**

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**Project Title: Women's Narratives: The Role of Group Health Promotion in Increasing Social Support among Women Living with HIV**

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**Project Title: Improving HIV Annual Comprehensive Medical Visits for Care Coordination Patients**

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**Project Title: Increasing Collaboration to End the Epidemic**

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**Project Title: Tracking Our Efforts: The Creation of a Collaborative and Comprehensive Tracking Tool to Improve Staff Performance & Patient Outcomes**

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**Project Title: Identifying and Addressing Barriers to Engagement and Retention to Care in a Community Based Setting**

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THANK YOU

