

PROVIDERS  CONSUMERS

TURNING THE CORNER

THE POWER OF QUALITY IMPROVEMENT
RYAN WHITE PART A SERVICES

NOVEMBER 16, 2017 – NEW YORK UNIVERSITY KIMMEL CENTER

[#POWEROFQI2017](https://twitter.com/POWEROFQI2017)

WELCOME

THE POWER OF QUALITY IMPROVEMENT TURNING THE CORNER AND LEADING THE WAY

The theme of this fourth RWPA Power of QI conference is *Turning the Corner*, referring to our collective goal to change the direction of and ultimately end the HIV epidemic, by becoming better in what we do, improving the services we provide. As such, this conference is intended to provide a forum for peer learning to support continued improvement efforts among Part A programs. While there has been significant progress made in improving care along the HIV continuum, programs continue to address barriers and challenges to making care accessible; at this conference you will see projects aimed at closing these gaps, which will allow RWPA to turn the corner and bend the curve in a positive direction. By learning from each other, we will not only turn the corner but lead the way in NYC and Tri-County.

The projects you will encounter today range from small tests of change to overall programmatic revisions, each demonstrating the steps taken in those programs determined to improve their services. At this conference, there are 9 poster displays and 14 workshop project presentations that demonstrate examples of the ways RWPA programs are advancing their goals.

For the first time at a Power of QI conference, the Consumer's Committee of the Planning Council is presenting a workshop, *The Consumer Solar System*, reflecting the experience of quality of care from the consumer perspective. In addition, we are pleased to have two NYC

DOHMH workshops on accessibility challenges and unnecessary mortality, addressing areas that directly impact RWPA services. This year, several provider projects involve multiple service categories, integrating activities through quality improvement. There are programs that are focusing on improving data systems, and those that are aligning their service-provision processes. A number of projects presented today demonstrate a variety of programmatic efforts to address behavioral health issues and other comorbidities.

As peer learning drives this conference, the emphasis is on bringing success and transformation from one program to a wider range of providers. We believe it is an effective means to build capacity and foster programmatic improvement, as an individual project can generate knowledge that is applicable to situations well beyond the one in which it was initially utilized. Many projects presented at this conference involve methods that can be applied and adapted to other service settings.

As in previous years, this program is intended to be used not only as a guide to today's activities, but also as a reference for quality efforts moving forward. Included are the presentation topics and contact information of your colleagues who presented their improvement work at this conference.

If you want to turn the corner in your program or service, look around at the work of your colleagues to see the direction ahead.

SPEAKERS

INTRODUCTORY SPEAKERS

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

Demetre Daskalakis, MD, MPH
Deputy Commissioner, Division of Disease Control
NYC Department of Health and Mental Hygiene

POSTERS

Au, Timothy

tau@apicha.org

Ko, Kazuko

kazuko@apicha.org

APICHA, Care Coordination

Project Title: Measuring ART Initiation within 30 Days from Initial HIV Clinical Visit

Goldsborough, Theresa

tgoldsborough@institute.org

Institute for Family Health, MHV

Project Title: Improving Initial Engagement in Mental Health Treatment

Johnson, Symone

s.johnson@housingworks.org

Ogbeh, Alex

a.ogbeh@housingworks.org

Housing Works, MHV

Project Title: Re-engaging MHV Clients to PCP to Update HIV Viral Load Lab Work

Joseph, Christopher

christopher.joseph@mountsinai.org

Mount Sinai Health System, Institute for Advanced Medicine, Care Coordination

Project Title: Personalizing Tobacco Cessation: Utilizing Care Coordination to Augment Provider-based Screening and Counseling

Ledbetter, Jenora

jledbetter@fsw.org

Family Services of Westchester, Medical Case Management

Project Title: A QI Action Plan to Improve Medical Case Management

Mahajan, Ashima

amahajan@harlemunited.org

Spiegler, Scott

sspiegler@harlemunited.org

Goldberg, Rebecca

rgoldberg@harlemunited.org

Harlem United, Integrated Harm Reduction Program

Project Title: Implementing Client-Program Standard Contracts for Improved Service Delivery of Healthy Living Project

Perkins, Tempestt

t.perkins@housingworks.org

Pierce, Leslie

l.pierce@housingworks.org

Housing Works, Engagement and Retention in Care

Project Title: Retention in Care: The Rise Above Project

Roque-Lewis, Annette

anut4110@aol.com

La Nueva Esperanza, Food and Nutrition Services

Project Title: Implementing a QI Plan to Increase Reassessment Appointment Adherence Rates

Vazquez-Brown, Carmen

cvazquez@riversidehealth.org

St. John's Riverside Hospital, Medical Case Management

Project Title: Impact of Mental Health and Substance Use on Retention in Care/Viral Load Suppression

WORKSHOPS

WORKSHOP: THE CONSUMER SOLAR SYSTEM

CLIENT-CENTERED CARE:

Randall Bruce

sreb075@hotmail.com

Saul Reyes

saularnoldo@outlook.com

ROLE PLAY:

Paul Carr

jperciii@gmail.com

John Schoepp

jsc714@verizon.net

Billy Fields

punchie620@yahoo.com

Jose Colon Berdecia

jcolonberdecia@health.nyc.gov

WORKSHOP: THE CONSUMER SOLAR SYSTEM

LIVING CASCADE:

Lisa Best

lrbest61@hotmail.com

Maria Diaz

marisa5256@yahoo.com

Ron Joyner

rjoyner1133@gmail.com

Jesus Maldonado

jesusmjam@aol.com

Christina Rodriguez-Hart

crodriguezhart@health.nyc.gov

Darryl Wong

dwong@health.nyc.gov

WORKSHOP: TURNING THE CORNER-IMPROVING ENGAGEMENT

Simmons, Glynis

glyniss@gmhc.org

GMHC, HRM

Project Title: Re-energizing Women's Services to Increase Enrollment and Morale

Bickford, Bryan

bbickford@institute.org

Lee, Michael

Institute for Family Health, Status Neutral Continuum

Project Title: Let's Talk about PrEP

Hayes, Laverne

laverneh@gmhc.org

Hirschland, Hannah

hannahh@gmhc.org

GMHC, SCG, HRM, TCC, and MHV

Project Title: Target Zero

MODERATOR

NOVA WEST

PROGRAM MANAGER

NYSDOH AIDS INSTITUTE, QUALITY OF CARE PROGRAM

nova.west@health.ny.gov

WORKSHOP: INNOVATIVE APPROACHES TO ENHANCE PROGRAM SERVICES

Hawley, Perri

phawley@callen-lorde.org

Fisher, Katie

kfisher@callen-lorde.org

Callen-Lorde Community Health Center, Care Coordination

Project Title: Rapid Treatment at Callen-Lorde CHC

Grant, Sonia

sgrant@heritagenyc.org

Heritage Health and Housing, Food and Nutrition Services

Project Title: Say Yes to Gardening in the City

Newton, Amy

amy.newton@mountsinai.org

Mount Sinai Health System, Care Coordination, Harm Reduction, Food and Nutrition

Project Title: Improving Tobacco Screening across the Institute for Advanced Medicine

Ferraris, Christopher

christopher.ferraris@mountsinai.org

Fleharty, Esther

Esther.fleharty@mountsinai.org

Mt. Sinai Health System, Routine Testing

Project Title: A Nursing-led QI Initiative Promoting Routine HIV Testing

MODERATOR

GUADALUPE DOMINGUEZ PLUMMER

PROGRAM MANAGER, NYC DOHMH, CARE AND TREATMENT

gdominguez@health.nyc.gov

WORKSHOP: APPROACHES TO SYSTEMIC IMPROVEMENT

Nimmons, David

dnimmons@thefamilycenter.org

The Family Center, The Positive Life Workshop

Project Title: The Positive Life Workshop 2017: Collecting HIV Lab Indicators

Setton, Leon

leons@gmhc.org

GMHC, HRM, MTH

Project Title: Expanding Meth Programming to Include HIV Clients

Smalls, Romall

RomallS@gmhc.org

GMHC, SCG

Project Title: Nurturing Spirituality to Build Client Capacity and Engagement

Rodriguez, Leandro

lrodriguez@latinoaids.org

Latino Commission on AIDS, The Positive Life Workshop

Project Title: Organizational Development to Support Quality Management and Improvement

MODERATOR

AMANDA RAKER

IMPLEMENTATION SPECIALIST

NYC DOHMH, CARE AND TREATMENT

araker@health.nyc.gov

WORKSHOP: OPTIMIZING DATA SOURCES FOR QUALITY IMPROVEMENT

Katz, Sandra

skatz@hudsonvalleycs.org

HVCS, Case Management

Project Title: Improving Primary Care Physician Visit Compliance

Mandel, Karen

kmandel@odfmc.org

Open Door Family Medical Center, Medical Case Management

Project Title: A QI Project to Improve QI: Lessons from One Organization's Quest for the Most Accurate Data

Balakumar, Kavitha

kavitha.balakumar@mountsinai.org

Fleharty, Esther

Esther.fleharty@mountsinai.org

Lindner, Rebecca

Rebecca.lindner@mountsinai.org

Mount Sinai Health System, Food and Nutrition Services

Project Title: Development and Utilization of a Custom Food and Nutrition Program Database

MODERATOR

JULIA COHEN

eSHARE TECHNICAL ASSISTANT/TRAINER

NYC DOHMH, HIV PREVENTION AND CONTROL

jcohen8@health.nyc.gov

DOHMH WORKSHOP:
ACCESSIBILITY SURVEY RESULTS AND NEXT STEPS IN RWPA

WORKSHOP FACILITATORS

Ashley Azor

aazor@health.nyc.gov

Kalani Dodampahala

kdodampahala@health.nyc.gov

**DOHMH WORKSHOP:
FACTORS ASSOCIATED WITH PREMATURE DEATH IN PLWH**

WORKSHOP FACILITATORS

Kristina Rodriguez
krodriguez2@health.nyc.gov

Amanda Raker
araker@health.nyc.gov

Sahani Chandraratna
schandraratna@health.nyc.gov

Scarlett Macias
smacias@health.nyc.gov

Kaity Lloyd-Styles
kaitylloyd@gmail.com

Amida Castagne
acastagne@health.nyc.gov

Monica Sull
msull@health.nyc.gov