The Power of QI: Promoting Peer Learning and Engagement for Quality Improvement

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Disclosures

Presenter(s) has no financial interest to disclose.

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Commercial Support was not received for this activity.
Learning Objectives

- Describe the processes and strategies to promote peer learning in quality management and improvement among providers and consumers of health and supportive services, representing a variety of program models, for people living with HIV.

- Demonstrate the utility of participatory research methods in QI and provide an example of participatory QI in practice by describing a consumer-led project.

- Illustrate how building the capacity of consumers to carry out QI activities can improve the Ryan White planning process.
What is Quality Improvement?

• Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups.

• The Institute of Medicine (IOM), which is a recognized leader and advisor on improving the Nation’s health care, defines quality in health care as a direct correlation between the level of improved health services and the desired health outcomes of individuals and populations.

• In efforts to improve services and outcomes of patients/clients, the services should be “client centered” and they must involve the meaningful and sustained input of the clients/consumers.
Workshop Questions

• How can you address the quality of RW-funded supportive services for PLWH?

• What opportunities for peer learning can you create?
RWPA services in the NY EMA

System summary
Ryan White Part A (RWPA) NY EMA Overview

- Grantee: NYC Department of Health and Mental Hygiene (DOHMH)
- Bureau of HIV/AIDS Prevention and Control, Care & Treatment Program (CTP)
NY EMA RWPA Program by the Numbers

- 15,378 Clients served who are HIV+
- 88% Are From Racial/Ethnic Minority Populations
- 70% Are enrolled in Medicaid
- 20% Are uninsured

Data retrieved from the New York City Ryan White Part A (Base and MAI) Annual Enrollment Report: March 2016-February 2017—Active HIV Positive Clients
NY EMA RWPA Service Categories

- AIDS Drug Assistance Program (ADAP)
- Case Management (non-Medical)
- Early Intervention Services
- Emergency financial assistance (Tri-county only)
- Food/Home Delivered Meals
- Harm Reduction Services (Outpt. Substance Abuse Services)
- Health Education/Risk Reduction
- Housing Services
- Legal Services
- Medical Case Management
- Mental Health Services
- Medical Transportation (Tri-county only)
- Oral Health Care (Tri-county only)
- Psychosocial Support Services
QM Plan for the NY EMA

Goals & objectives
Vision

• NY EMA QM Program promotes a comprehensive range of high quality care and treatment by ensuring that medical and supportive services address gaps in the HIV Care Continuum for PLWH in the NY EMA.

• Services prioritized by the HIV Health and Human Services Planning Council support the needs of PLWH and assist them in accessing medical care and adhering to care and treatment, leading to improved care and health across the region.

• The NY EMA QM Program responds to current challenges in HIV care and promotes the health priorities of PLWH throughout the NY EMA.
Stakeholders

- NYC DOHMH CTP
  - QMTA
  - REU
- Clinical Operations
- Housing
- Prevention
- HIV Health and Human Services Planning Council

- NY State Dept. of Health AIDS Institute
- NY EMA QM Committee
  - Planning Council
  - Consumers Committee
  - DOH BHIV
  - AI
  - PHS
  - WCDOH
Goals

**Goal 1: Meaningful consumer involvement leading to informed decision-making and effective implementation**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Engagement</td>
<td>• Increase &amp; diversify opportunities for consumers to provide timely feedback on service quality &amp; guidance for improving services</td>
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<td>• Improve coordination between NY EMA QM committee &amp; Planning Council consumers committee</td>
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**Goal 2: Align priorities and form partnerships to leverage all available resources while avoiding service duplication**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Objectives</th>
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</thead>
<tbody>
<tr>
<td>Collaboration &amp; Coordination</td>
<td>• Improve coordination between RWPA-funded programs to reduce barriers for PLWH in accessing needed services</td>
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**Goal 3: Provide tools and resources that key stakeholders need to achieve the goals necessary for ending the epidemic.**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Objectives</th>
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</thead>
<tbody>
<tr>
<td>Capacity Building</td>
<td>• Improve capacity to use data for quality management &amp; improvement</td>
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## Goals

**Goal 4: Help medical providers engage in relationships with providers of RWPA services to optimize patient engagement in care.**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Objectives</th>
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<tbody>
<tr>
<td>Service</td>
<td>• Increase awareness of biomedical interventions for HIV prevention</td>
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<tr>
<td>Engagement</td>
<td>• Improve coordination between providers of clinical care and RWPA-funded service providers</td>
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**Goal 5: Establish clear expectations for performance and provide timely feedback guiding the steps to be taken for service improvement**

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<thead>
<tr>
<th>Domain</th>
<th>Objectives</th>
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<tbody>
<tr>
<td>Service Quality</td>
<td>• Increase responsiveness to the technical assistance needs of RWPA-funded service providers</td>
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<tr>
<td></td>
<td>• Improve coordination of technical assistance provided to organizations receiving RWPA-funding</td>
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The Power of QI

Cornerstone of the QM program for the NY EMA
Background

- Launched in 2014 in partnership with NYS DOH AIDS Institute
- Builds capacity and fosters programmatic improvement
  - An individual project can generate knowledge applicable to situations that can be applied and adapted to other service settings
- Peer learning drives this conference
  - Provides a forum for peer learning to support continued improvement efforts among Part A programs
- Provides opportunity for professional development (submission of abstract, experience with presenting QI project content)
Conference presentations

• QM Committee chooses a broad public health theme
• RWPA providers throughout the EMA are invited to submit abstracts
• Accepted projects receive coaching to turn projects into presentations
• Presentations highlight distinctive role that providers of supportive services play to help PLWH engage in care and treatment and achieve viral load suppression.
• Poster presentations recognized for awards
# Submission summary

<table>
<thead>
<tr>
<th>Power of QI Theme</th>
<th>Abstract Submissions</th>
<th>Posters</th>
<th>Panel Sessions</th>
<th>Workshops</th>
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<tbody>
<tr>
<td>Engagement for Improvement (2018)</td>
<td>28</td>
<td>13</td>
<td>4</td>
<td>2</td>
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<tr>
<td>Turning the Corner (2017)</td>
<td>26</td>
<td>9</td>
<td>7</td>
<td>3</td>
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<tr>
<td>Promoting Health Equity (2016)</td>
<td>35</td>
<td>14</td>
<td>6</td>
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<tr>
<td>Work to End the Epidemic (2015)</td>
<td>31</td>
<td>15</td>
<td>6</td>
<td>-</td>
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<tr>
<td>Improving Care Together (2014)</td>
<td>29</td>
<td>14</td>
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## Conference

**Engagement for Improvement**

**The Power of Quality Improvement**

**Ryan White Part A Services**

**November 19, 2018 - New York University Kimmel Center**

#PowerofQI2018

## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
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<tbody>
<tr>
<td>08:00 - 09:00</td>
<td>Registration</td>
<td>4th FL Eigser &amp; Lubin</td>
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<tr>
<td>09:00 - 09:05</td>
<td>Welcome/Introductory Remarks: Kristina Rodriguez, Project Director, Care and Treatment Program, NYC DOHMH</td>
<td>4th FL Eigser &amp; Lubin</td>
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<tr>
<td>09:05 - 09:15</td>
<td>NY Consumers Committee Welcome: Lisa Besl, Consumers Committee Co-Chair, Billy Fields, Consumers Committee Co-Chair, Danny Wong, Deputy Director, HIV Health and Human Services Planning Council of NY, NYCDOHMH</td>
<td>4th FL Eigser &amp; Lubin</td>
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<tr>
<td>09:15 - 10:00</td>
<td>Addressing Health Disparities to Improve Engagement: Oni Blackstock, MD, MPH, Assistant Commissioner, NYC DOHMH</td>
<td>4th FL Eigser &amp; Lubin</td>
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<td>10:00 - 10:20</td>
<td>Care and Treatment Program Remarks: Graham Harriman, Director, Care and Treatment Program</td>
<td>4th FL Eigser &amp; Lubin</td>
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<td>10:20 - 10:30</td>
<td>Break</td>
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<tr>
<td>10:30 - 12:00</td>
<td>Morning Workshops I: IA - Improving Care along Status Neutral Continuum, IB - Engagement Improvement in RW Services, IC - Using QI Tools to Address Disparities - Workshop</td>
<td>4th FL 405, 8th FL 802, 4th FL 405/406</td>
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<tr>
<td>12:00 - 1:15</td>
<td>Poster Presentations/Lunch</td>
<td>4th FL 405, 4th FL Eigser &amp; Lubin</td>
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<tr>
<td>1:30 - 3:00</td>
<td>Afternoon Workshops II: IA - Excellent Engagement: Systems of Consumer Input, IB - Advancing Health Equity, IC - Strategies to Address Viral Load Suppression</td>
<td>8th FL 802, 4th FL 405/406</td>
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<tr>
<td>3:15 - 3:45</td>
<td>Poster Award Presentations/Closing Remarks: Jennifer Carmona, Director, Quality Management and Technical Assistance, NYCDOHMH / Graham Harriman</td>
<td>4th FL Eigser &amp; Lubin</td>
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2018 Poster Conference Winners
Best Poster: Engagement for Improvement
Impact of Group Members on Consumer Satisfaction and Quality of Care
- NY Presbyterian Hospital, Special Needs Clinic
Best Overall Poster
Addressing Disparities in Viral Load Suppression Through Drilldown of Demographic Data

- Family Health Centers at NYU Langone
Acknowledgements

• Jennifer Carmona, NYC DOHMH
• Tracy Hatton, NYS Dept. of Health AIDS Institute
• Graham Harriman, NYC DOHMH
• NY EMA QM Committee
• All the presenters – both providers and consumers
Thanks!

Any questions?

You can find me at:
Kristina Rodriguez
krodriguez2@health.nyc.gov
Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

http://ryanwhite.cds.pesgce.com