

The logo features a large, stylized red graphic element on the left, resembling a square with a horizontal bar extending to the right and a vertical bar extending downwards. The year '2018' is written vertically in light blue text within the vertical bar. To the right of the graphic, the word 'NATIONAL' is written in light blue, uppercase letters. Below 'NATIONAL', the name 'RYAN WHITE' is written in large, bold, white, uppercase letters. Underneath 'RYAN WHITE', the text 'CONFERENCE ON HIV CARE & TREATMENT' is written in light blue, uppercase letters. The entire logo is set against a dark blue background with a vertical red bar on the far left and a horizontal red bar at the bottom.

**2018** NATIONAL  
**RYAN WHITE**  
CONFERENCE ON HIV CARE & TREATMENT

# Engaging Consumers in Program Development through the Use of QI Projects

Laurali Riley, Alaska Native Tribal Health Consortium

# Workshop Objectives

- Demonstrate methods of supporting and sustaining a consumer advisory board in a rural setting
- How to use PDSAs in a consumer setting to drive change
- Effective incentives and buy in from consumers

# Disclosures

Presenters have no financial interest to disclose.

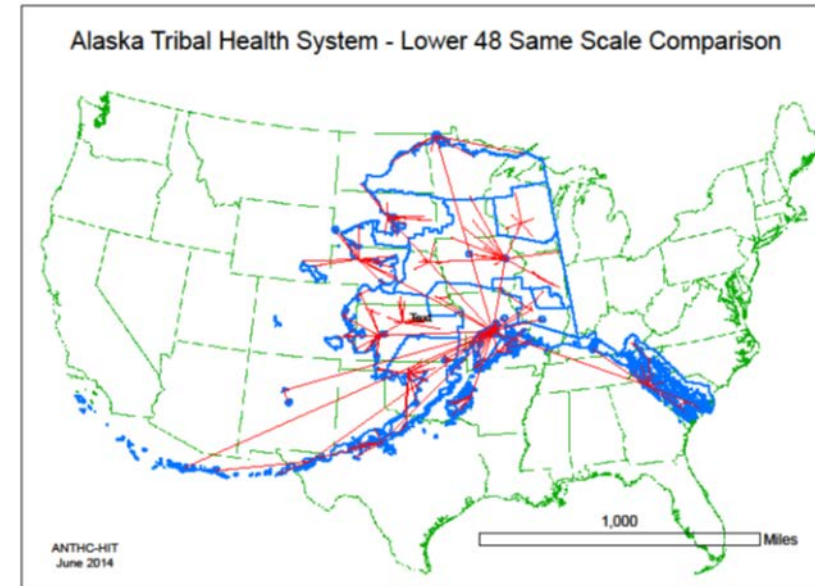
# Obtaining CME/CE Credit

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

<http://ryanwhite.cds.pesgce.com>

# Patient Demographics

- ❖ 245 patients total
  - 130 living in ASU
  - 115 living throughout the state
- ❖ in 2016 we had an average of 8 clients attend Anchorage based clients attending consumer advisory board meetings

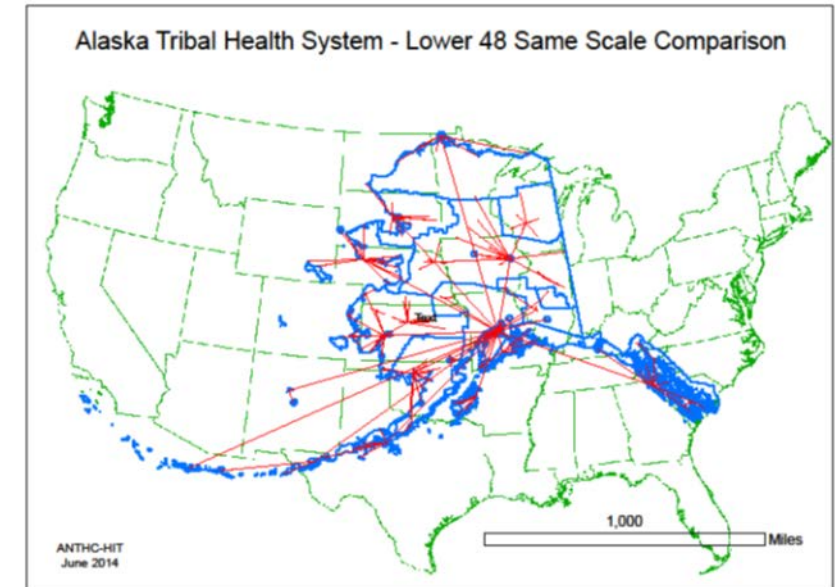


# Past methods of client engagement in CAB and RW Support Services Projects

- In person meetings every 4 months for consumer advisory board
  - Gift Cards, transportation and Meal tickets available
- In person presentations of services available on campus
- Lunch or meal provided
- Reminder calls for upcoming meetings

# Why people weren't engaged in CAB and QI Projects

- Client feedback from CAB development survey
  - We just come for the food
  - We just come for the gift card
  - We don't show up because we are not sure who will be in the room
  - Nothing changes anyway





# Solutions for Developing a CAB committee after many, many...one more many-attempts

## Things we did right

- Have it on campus
- Provide incentives and transportation
  - Presenters
  - Reminder calls

## What we were missing

- A mission statement
  - Rules and Regs
  - A board of peers
  - A planning session
    - GOALS
- Post meeting follow up and rural inclusion

# Developing a new way



# We made policies and procedures ...and agendas!

Meeting start at 11:00am

Introductions

Agenda

Review CAB Guidelines

Set meeting Rules

Establish chair positions

Next meeting agenda

Guideline reiew

Guidelines were reviewed and updated by the group. The new version of the guidelines will be presented on Sept 15th 2016.

Meeting Rules

Meeting rules established- please see attached.

Chair Poisitons

Two persons volunteered to work with the EIS program team on goal initiatives through calendar year 2016

# Our members made guidelines and created a mission

## VALUES STATEMENT

The opinions, experiences and knowledge of people living with HIV/AIDS (PLWH/A) are essential to providing the highest quality of care. EIS consumers and their representatives must have the opportunity to be actively involved in directing the care and services they receive.

## MISSION STATEMENT

The mission of the CAB is to support and improve the quality of care and treatment services affecting all EIS consumers. The CAB provides a means for EIS consumers and their representatives to address issues of concern and to develop a means of on-going consumer participation and program service advisement.

**MEMBERSHIP ELIGIBILITY.** CAB membership is drawn from:

EIS enrolled consumers within the Municipality of Anchorage (MOA) who are regularly receiving services through the EIS program.

Representatives of PLWH/A within the MOA who are enrolled in EIS services and are unable to speak for themselves, e.g., children under the age of 18, severely ill consumers.

PLWH/A or their representatives outside the MOA who travel to Anchorage for EIS services or whose primary care providers consult with EIS providers.

# How did we choose goals for the year

**We looked at each of our overall goals- and created a GAP analysis**

To advise the EIS providers on ways to improve the quality of care and treatment services they receive.

To act as a liaison between Alaska Native/American Indian PLWH/A community within the MOA and all rural PLWH/A receiving EIS services and the EIS providers.

To develop a Consumer Involvement Plan for EIS patients statewide.

To serve as volunteer peer educators, mentors and outreach volunteers.

To develop a tool for consumer evaluation.

# How did we choose board members

## ROLES AND RESPONSIBILITIES

At a minimum, the CAB will establish volunteer positions of Chair and Co-Chair to serve for a minimum of one-year terms.

The CAB Chair is responsible for:

- a. Working with the EIS and/or SCF CAB staff representative to plan the agenda of CAB meetings.
- b. Conducting the regularly scheduled meetings of the full CAB membership.
- c. Serving as the primary link between the CAB and EIS staff.
- d. Other duties the Chair agrees to assume at the request of or with the permission of the membership or EIS/SCF staff representatives.

The CAB Co-Chair will assume the responsibilities of the Chair if the Chair is unable to carry them out.

CAB positions will be elected by anonymous, majority vote of the CAB members in attendance.

CAB members are responsible for attending regularly scheduled CAB meetings.

Members may serve as volunteer peer educators and mentors to newly diagnosed EIS patients.

EIS staff will be responsible for facilitating and providing technical support in creating a Consumer Involvement Plan and consumer evaluation tool.

# How did we choose projects and presentations- with a survey of course!



## ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

Office of Community Health Services  
Early Intervention Services



3900 Ambassador Drive Anchorage, Alaska 99508 Phone: (907) 729-2907 Fax: (907) 729-3952

### EARLY INTERVENTION SERVICES (EIS) CONSUMER SATISFACTION SURVEY

Date: \_\_\_\_\_

Please completely fill in the circle next to the answer that most closely fits your situation and return to an EIS staff member or in the enclosed pre-paid envelope. Your answers are completely anonymous and confidential. Thank you for helping us improve!

1. How satisfied were you with your treatment for HIV in the EIS Clinic during the year of 2015?

- Extremely satisfied    Very satisfied    Satisfied    Somewhat unsatisfied    Very unsatisfied    Not Applicable

2. Do you receive EIS services primarily in Anchorage or in one of the regional EIS HUB sites?

- Anchorage    Bethel    Fairbanks    Juneau    Sitka

3. How satisfied are you overall with the quality of the EIS services that you currently receive?

- Extremely satisfied    Very satisfied    Satisfied    Somewhat unsatisfied    Very unsatisfied

# How did we manage progress OUTSIDE of the meetings

- Work groups were created from volunteers and lead by board members
- Sub-meetings were set on campus with transportations provided
- Reports were due by CAB meeting date
- EIS staff to monitor and support all sub-meetings



# How many people actually started to participate

- 24 active clients currently serve on the CAB since September, 2016
  - Each client is responsible to a workgroup or a task
  - Goals were set and tracked through PDSAs
  - ALL grant funding/program updates provided at the beginning of each CAB meeting
  - We are also using the ONtimeTEXT system for CAB meeting reminders and group project reminders
  - Newsletter creation and video sharing for clients outside of Anchorage

# What did we accomplish last year

- ❑ We raised the allotment for meal cards from 7 to \$15
- ❑ We had MAJOR issues with our yellow cab company
- ❑ A subgroup and program staff had a meeting with their management
- ❑ We improved the internal referral process for BH options and services
- ❑ We went for additional funding for an intensive care coordinator
- ❑ We increased the healthy food items we have in our supply area
- ❑ We are creating a peer navigation team
- ❑ We addressed physical barriers to care with ANTHC leadership
  - ❑ We really got people involved and promoted their passions

# Client newsletter

EIS Consumer Advisory Board Committee Volume 3 August 14th

2018



*Hello all! We hope summer was beautiful and fun for everyone! Our 3<sup>rd</sup> meeting of 2018 started off with updating contact forms. If you need to update your phone number, address or would to be added to the text message reminder program, please call the office! 729-2907. We introduced our new case management assistant, Gigi to the group. She has been with us for almost three months, and has been learning so much! She loves dogs, flowers, Alaskan hiking, and berry picking. Say, 'Hi' when you're in, or when you talk to her on the phone!*

## **OLD Business!**

### **Working with Yellow Cab**

*We have decided to escalate ride voucher concerns with the district dispatch manager. Two consumer advisory members volunteered to*

## **NEW NEWS!**

**Our Ryan White Part C application for 2018-2020 funds will be submitted August 14<sup>th</sup>. As we stated in the meeting, a majority of Part C programs have received a cut across the country. All your EIS staff and services will remain in place, but we need you help tightening the belt a bit to make our resources last**

# Client photos

## Field Clinic Update

Terri, Lisa and the EIS crew are working hard in 2018! We are currently scheduling trips every 6 weeks. Call the clinic to find out when we will be in your area. 907-729-2907



Last, but certainly not least...thank you to Gigi and Linda for shopping for presents for everyone that attended our holiday CAB meeting. You ladies really made the day special. And thank you to all of you that participated this year in our Consumer Advisory Board transformation. We had so many successes this year! We were able to improve all client services, address scheduling, develop a process for behavioral health and substance use program access, improved our partnerships with 4A's and Anchorage Community Health...just to name a few. ☺ Your hard work is shining through, and we can't wait to see what 2018 brings! Next CAB meeting is January 30<sup>th</sup> at 12PM! Call 907-729-2907 for details. Happy Holidays and a wonderful new year from Laurali, Terri, Lisa, Linda, Jenn, Thor and Gigi...Much love 💙

the federal award during the period of performance. Essentially, program income is revenue earned as a direct result of activities funded under the Ryan White grant. For example, if a service were paid for by Ryan White grant funding and also billed to Medicaid, any money recovered from Medicaid would be deemed program income as Ryan White funding allowed ANTHC to provide the services that generated the payment from Medicaid.

Program income will be reported out every quarter from January 1<sup>st</sup> 2018 on to assist us in improving client/program services. The committee decided that the best use for these funds would be to continue field clinic travel, patient transportation services, provide more food options for appointment/ lab draw days and to provide gift cards for our rural clients. Since this is a new process, we will be discussing this further during the January 30<sup>th</sup> CAB meeting

# If you would like any of the forms, or newsletters- email me!

Laurali Riley

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# Special thanks- Meet the team!

