



VIRTUAL
2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT

Peer-Led Advocacy for Quality Initiative in Portland

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Acronyms



- **RWHAP:** Ryan White HIV/AIDS Program
- **RW providers:** Providers receiving Ryan White funding
- **Portland TGA:** Portland Transitional Grant Area
- **HSC CAC:** The Health Services Center (Portland TGA Part C Grant Recipient) Community Advisory Council
 - We will refer to them as “the HIV Clinic Client Advisory Council” or “the Clinic’s Advisory Council”
- **CQII TCQ Plus or TCQ Plus:** Center for Quality Improvement and Innovation Training for Consumers on Quality Plus Program or the Training for Consumers on Quality Plus Program
 - We will refer to this as either the “TCQ training” or “the Cincinnati Training”
- **HGAP:** HIV Grant Administration and Planning (the Portland TGA Part A Grant Recipient)
 - We will refer to them as “H-GAP”
- **QI:** Quality Improvement

Learning Objectives



1. Learn new methods around peer-to-peer self-advocacy and how this applies to quality advocacy
2. Learn about participatory exercises for engaging peers in quality improvement and performance measure strategies, including peer-based health numeracy and data interpretation
3. Encourage peers to engage with providers and health systems around quality management

Introduction: Who We Are - Team Frequency

Brandi:

“No better advocate
than being your own
advocate”



Carlos:

“Your life has or will be full of
challenges and obstacles
during your life’s journey.
From birth to death there is
one opportunity to create
memories. The game of life is
to do this: Don’t Give Up.”

Background



- First Center for Quality Improvement and Innovation (CQII) Training for Consumers on Quality (TCQ) Plus cohort from Oregon
- Objectives of the CQII TCQ Plus program are to:
 - Develop the national training capacity among consumers and Ryan White HIV/AIDS Program (RWHAP) recipients to deliver quality improvement trainings to consumers
 - Foster a working relationship between consumers and RWHAP recipients to form TCQ Plus training partners
 - Conduct local training sessions by the training partners

Team Frequency Training Plan



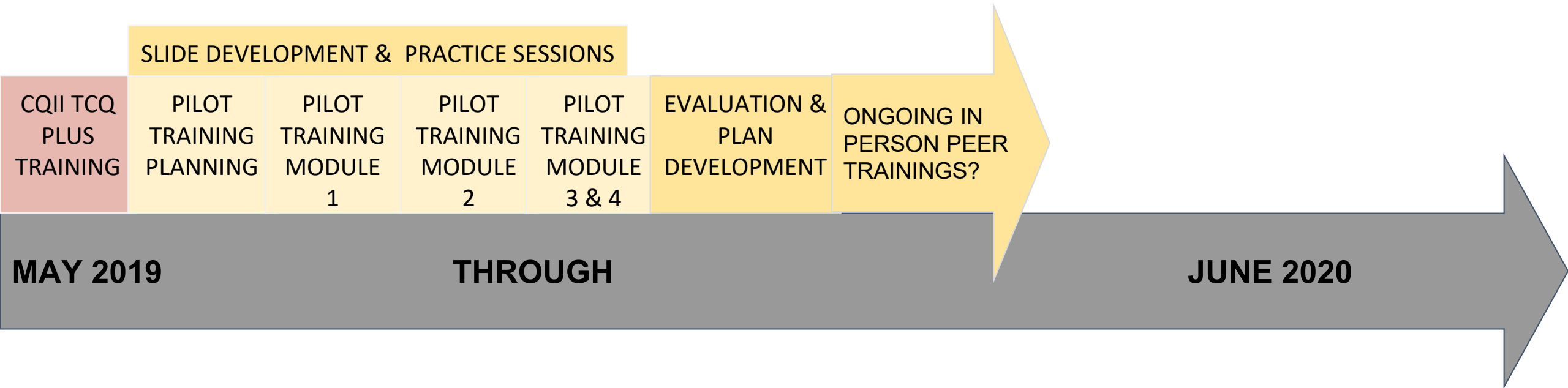
Initial Training Plan:

- Train 1 Client Advisory Council from 1 RW recipient on all 4 training modules:
 - Advocacy for Quality
 - Quality Improvement Principles
 - Health Numeracy
 - Performance Measurement
- The trainings will consist of a TCQ module + an activity/game
- Fernando, Brandi, and Carlos will be training facilitators; Marisa will assist with the materials/logistics; Aubrey & Jesse joined efforts

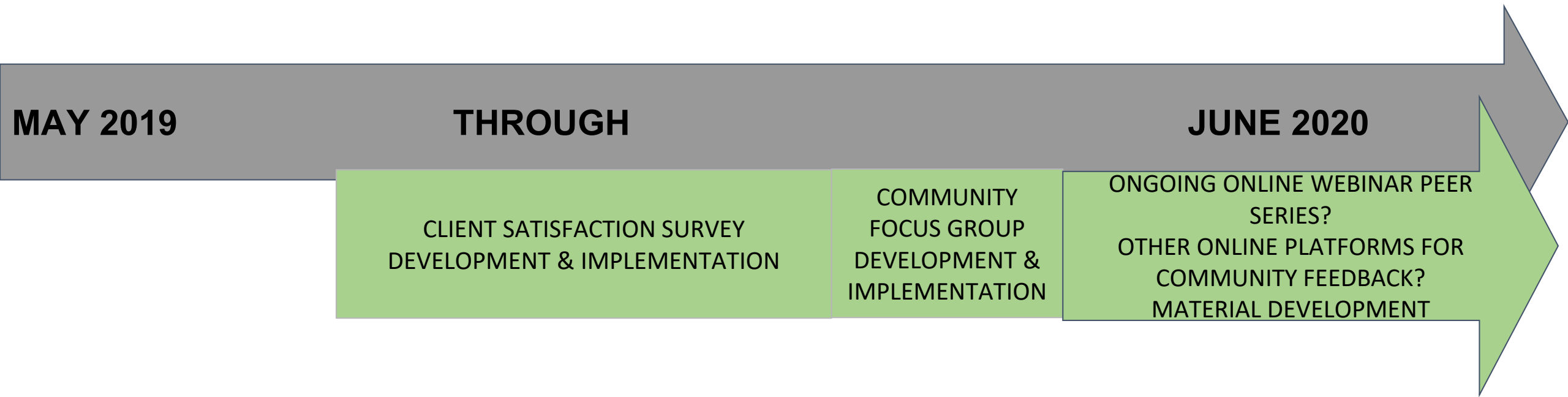
Current Plan:

- Ongoing community feedback
- Expand peer led quality training audiences
 - New Employees
 - All providers involved with QI
 - New Planning Council members
- Transition to increased online platforms and materials for peers
- Expanded Pacific Northwest TCQ cohort
- Expanded peer-provider partnerships

Timeline: MAY 2019 - JUNE 2020



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MAY 2019

THROUGH

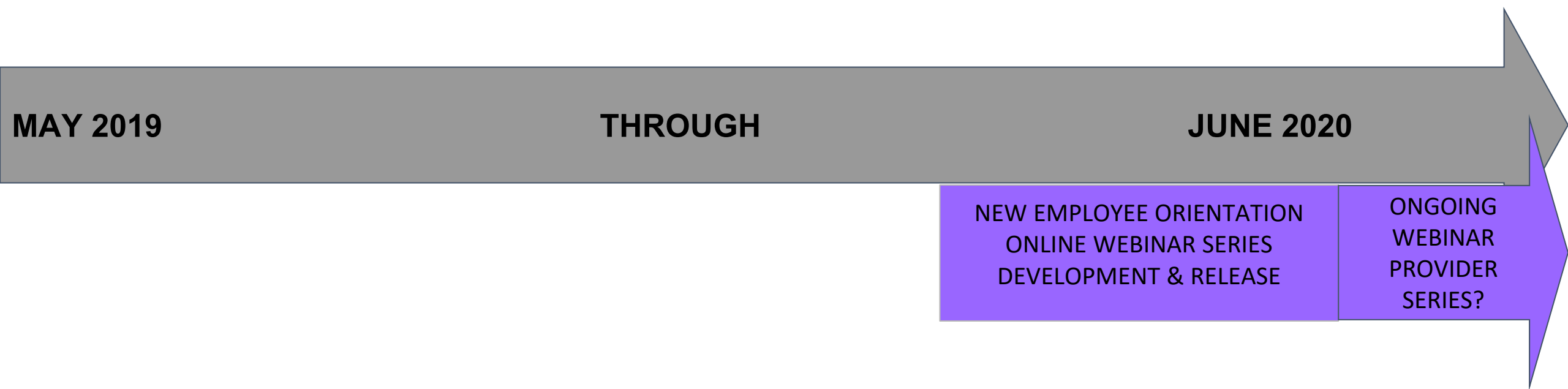
JUNE 2020

CLIENT SATISFACTION SURVEY
DEVELOPMENT & IMPLEMENTATION

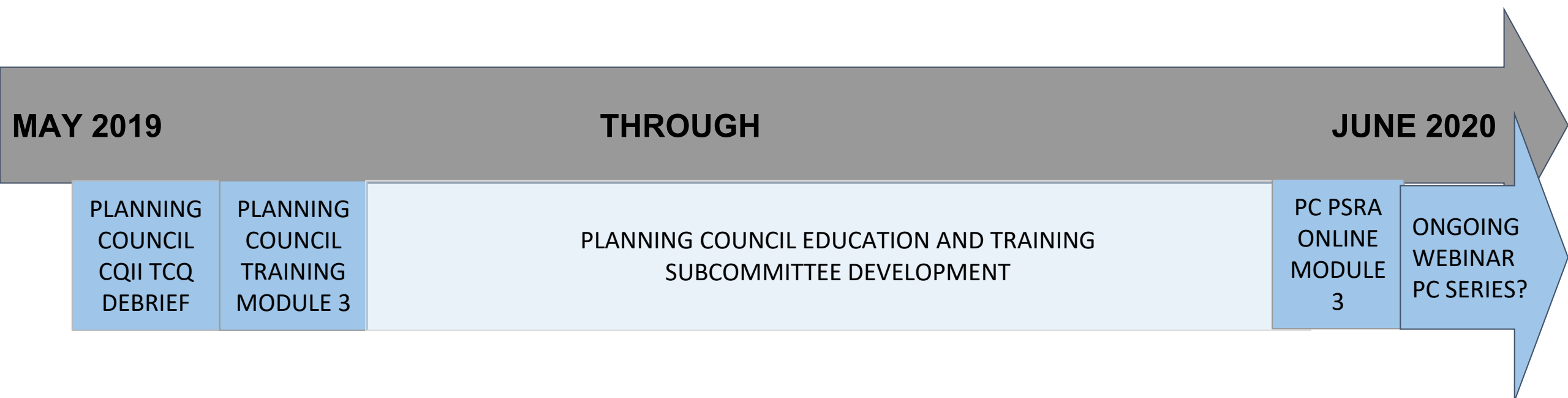
COMMUNITY
FOCUS GROUP
DEVELOPMENT &
IMPLEMENTATION

ONGOING ONLINE WEBINAR PEER
SERIES?
OTHER ONLINE PLATFORMS FOR
COMMUNITY FEEDBACK?
MATERIAL DEVELOPMENT

Timeline: MAY 2019 - JUNE 2020



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Community Advisory Council Training: Module 1



Assertiveness
Opportunities
Advocacy/Activism
Honesty Recruitment Speaking
Outreach Empathy Proactive
Listens Based Leadership Grassroots
Excited Share Critical concerns
Fed Ongoing Non-verbal Reignited
Reactive communication Enraged
Increase thinking Boundaries
Standing Speak Allies Solutions
Defense Consistency Healthy
Volunteers Role-models Encouraging
Issues/Frustrations
Self-Advocacy
Planning
Supportive

- Advocacy for Quality
- Tennis Ball Game
- Large Group Discussion

Community Advisory Council Training: Module 2



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- Quality Improvement Principles
- Satisfaction Continuum
- Large Group Discussions



Community Advisory Council Training: Module 3 and 4



- Health Numeracy & Performance Measurement
- Bag of Data Activity
- Large Group Discussions

Community Advisory Council Training Evaluation: Quantitative



- 8 CAC members completed an evaluation after the completion of the training series.
 - 100% agreed that “the information presented was helpful” to them as a council member
 - 88% agreed the “the information was easy to understand”
 - 100% were “satisfied overall with the trainings”
 - 100% would “recommend these training to another community advisory board members”

Suggestions and Takeaways:

“Let’s do an all Client Advisory Board meeting/retreat across different RW agencies and medical clinics! We can all learn from each other, and looking for ways to ensure higher quality care”

“Getting the information from peers helps build trust and takes the mystery out of the information given”

“Have over 3 days instead of over 3 months”

“Maybe more time per session”

“Inclusive representation on graphs” and “More social data”

What Was Next for Team Frequency?



Team Frequency Debrief and Suggestions

- Training other RW funded agency Client Advisory Boards & Planning Council
- Video trainings: Using a video platform to provide short trainings on these concepts aimed towards clients and providers
- Training at a local client retreat or conference
- Empowered to Thrive Long term survivor series partnership
- Listening sessions related to Client Satisfaction Surveys
- Presenting at conferences around this work:
 - RW Conference
 - SYNC 2020

Community Forums and Community Feedback



- Feedback on client satisfaction survey implemented in Fall
- Community focus groups following the client satisfaction survey:
 - In-depth conversation on wants and needs and what's currently lacking among the community at large
 - Team Frequency helped develop the plan, recruitment strategy, script development and carried out the focus groups
- Ongoing ideas for consumer engagement include:
 - Increase consumer access to information
 - Increase consumer engagement with HGAP
 - Connecting consumers and providers
 - Accountability for programs

Community Advisory Council Training Transition to Provider Trainings



What did we transition to training wise?

- Brief transition from community to provider training.
- Provider orientation series for new providers

Why providers?

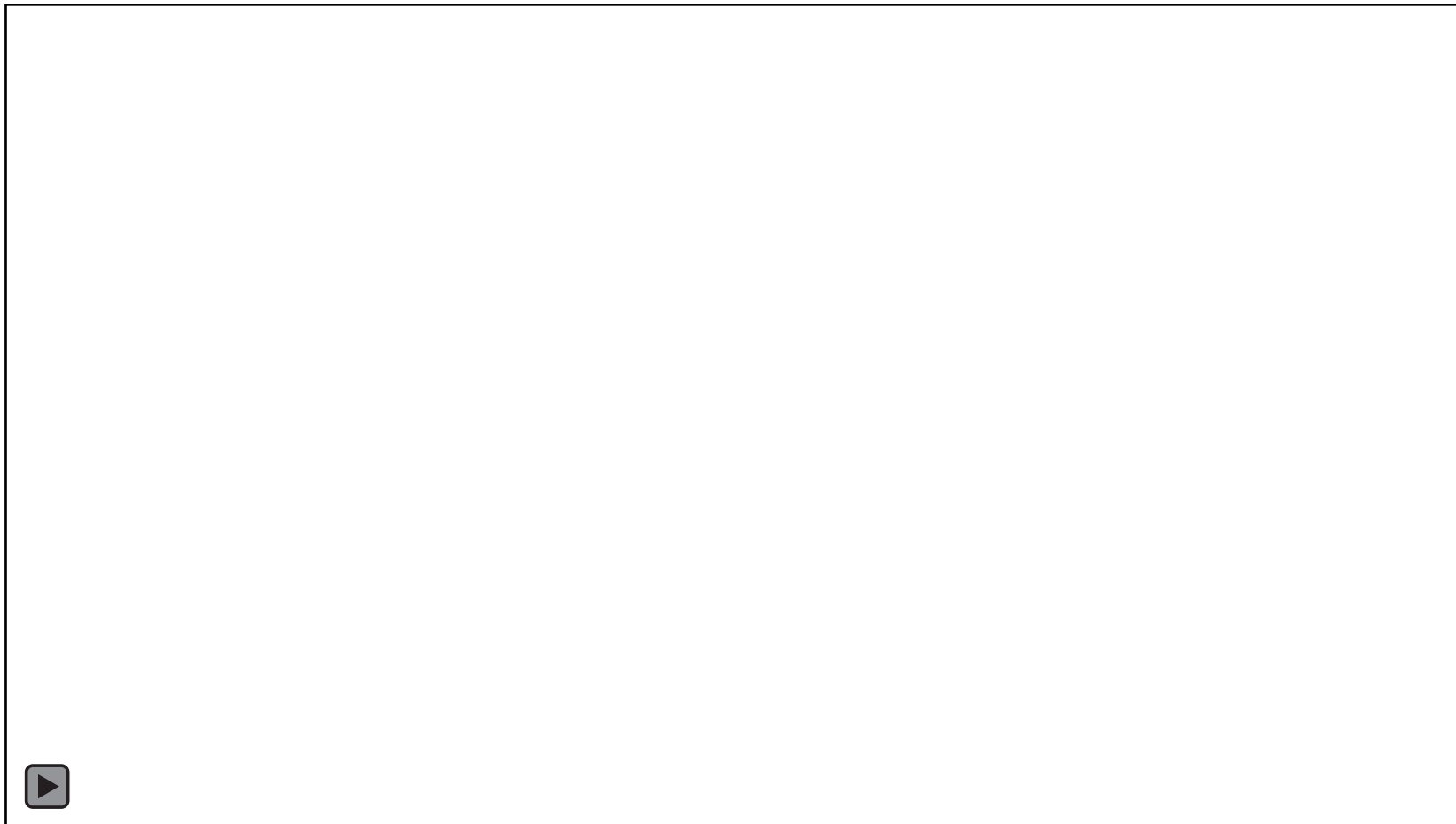
- Timing: Grantee had been working on Provider Orientations
- Clients educating providers on quality improvement was critical to improvement work
- Important for providers to have an open-mind set

How?

- Long version (45 minutes)
- Short version (2 different versions to be accomodating)
- New Providers and all staff before quality planning sessions with providers



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Provider Feedback and Other Audiences



What providers had to say:

“It was very informative and well put together. I liked how different people presented. It held my attention.”

**Training was also used for Planning Council education
Health Numeracy and the PSRA Process**

Next Steps



Video based training formats for peers

Goal: Orientation and quality management education video accessible to all RW clients

Expanding the cohort

Goal: Engage new individuals and community partners

Lessons Learned - “We are not just the numbers”



- Partnerships are important, peers and grantees supporting each other in peer-led work.
- Understanding the data
 - How this applies to daily life
 - Importance of data
- Having alternative ways of presenting information
- Meeting peers where they were at
- Portland TGA needs more peer-to-peer led work and trainings
- People are receptive to information and share more openly when coming from peers

Wrapping Up



“Your life has or will be full of challenges and obstacles during your life’s journey. From birth to death there is one opportunity to create memories. The game of life is to do this: Don’t Give Up.”

-Carlos

“There is no other advocate like being your own advocate”

-Brandi