



**RYAN WHITE D
WOMEN, INFANTS, CHILDREN AND
YOUTH-HIV SERVICES CONSORTIUM OF
CONNECTICUT (WICY-HSCC)**



CONSUMER LED QUALITY MANAGEMENT TEAM



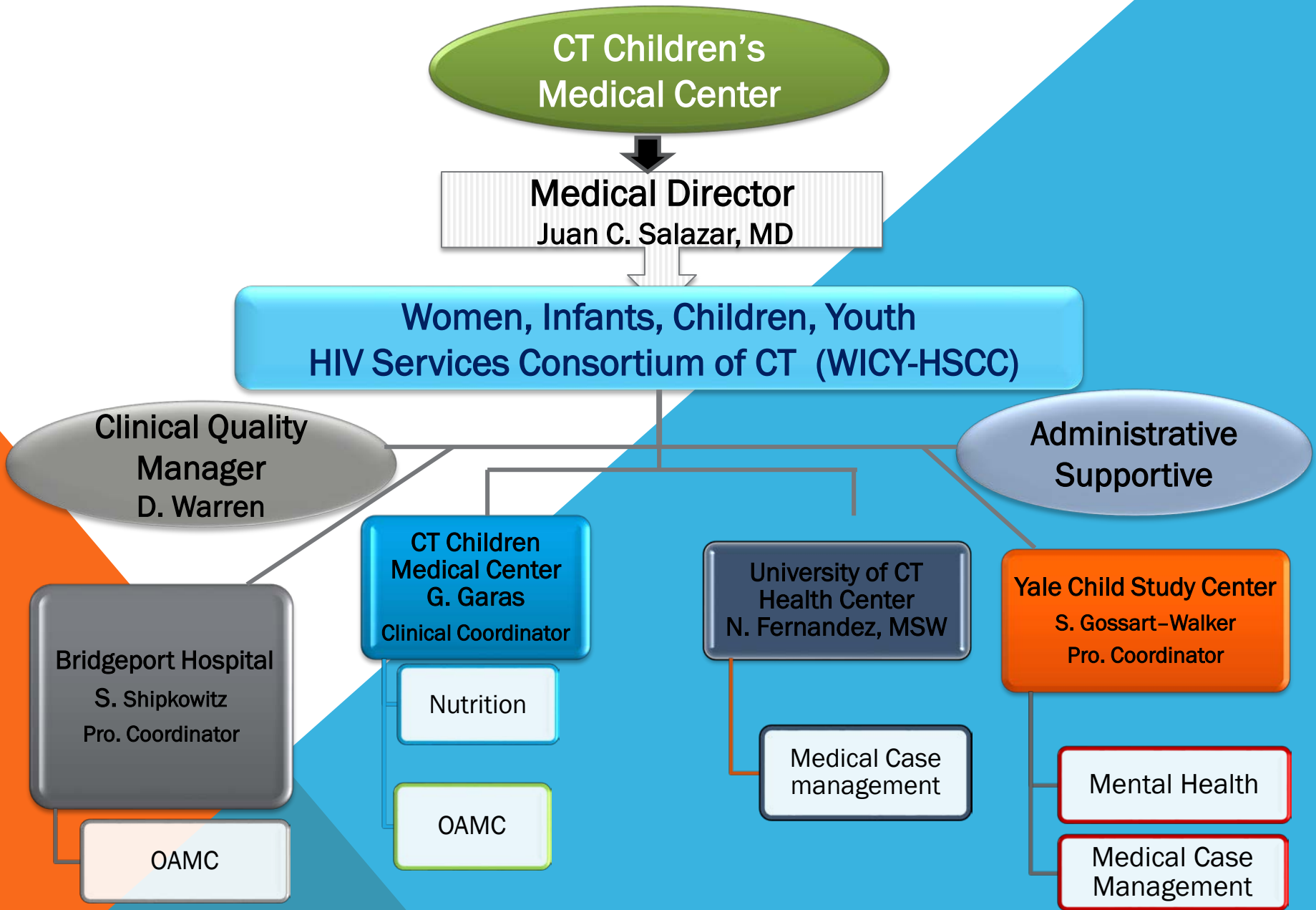
HISTORY OF THE COLLABORATION OF WOMEN INFANTS CHILDREN AND YOUTH HIV SERVICES CONSORTIUM OF CT (WICY-HSCC)

Provides family-centered care involving outpatient or ambulatory care for women, infants, children, and youth with HIV/AIDS through what is called Ryan White Part D(RWD) funding that is overseen by U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB).

Four Agencies came together to ensure services for specialized care for families with HIV infected and affected infants, children and youth as well as their parents, due to the lack of prioritization of this population:

1. Connecticut Children's
2. UConn Health
3. Yale University New Haven (Yale Child Study)
4. Bridgeport Hospital

Part of the RWD funding for the state of CT was awarded to the WICY-HSCC that began on August 1, 2012.




KEY: Outpatient Ambulatory Medical Care: OAMC,

QUALITY MANAGEMENT STATEMENT


Mission:

It is our mission to ensure cutting edge medical and support services that are caring, culturally inclusive and family centered that promotes quality of life for women, infants, children and youth impacted by HIV.



Core Values

It is our core value that women, infants, children, youth and families receiving services be treated with respect, dignity, consideration, compassion, and patience in a non-judgmental manner that supports and empowers a holistic pathway to wellbeing. Individuals will receive culturally sensitive, confidential and up to date services.

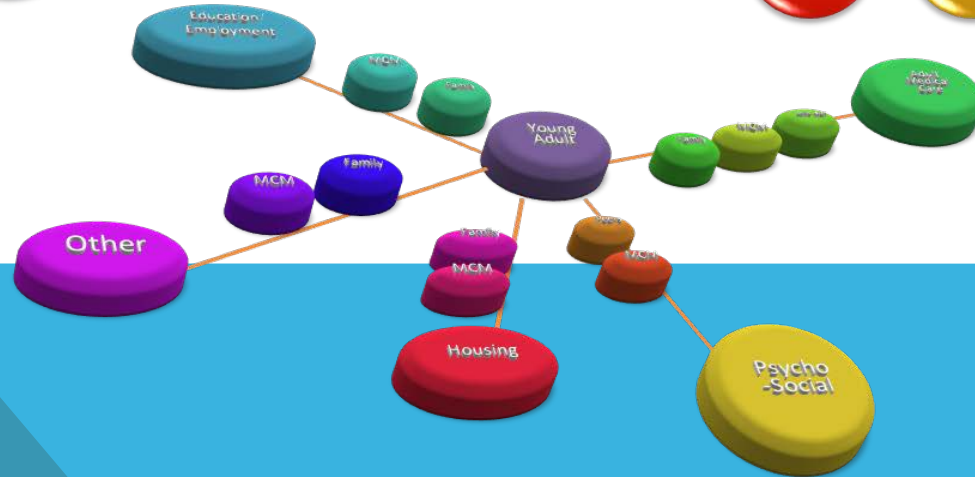
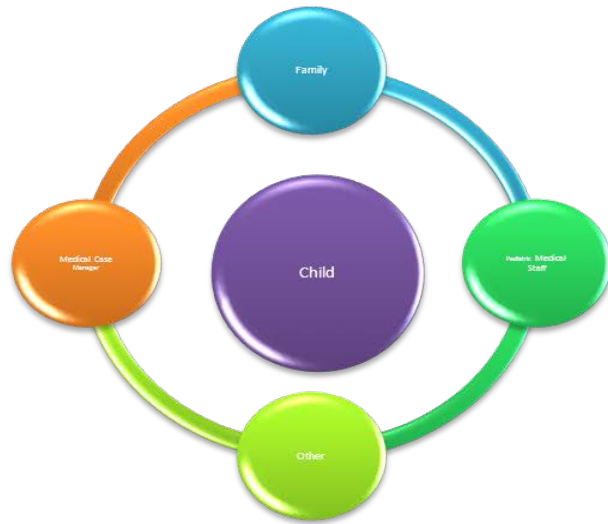


The QMT efforts are focused on optimum services that are:


- Patient Driven
- Family Centered Care
- Bridge/linkage to care
- Specialized services for women, infants, children, and youth
- Risk reduction services in conjunction with medical care
- Continuity of Care




PATIENT MODEL



CONSUMER LED QUALITY MANAGEMENT TECHNIQUES FOR ENGAGEMENT

- 75% of the RWD WICY-HIV Services Consortium of CT quality management team is people living with HIV
 - We integrated the consumer advisory board and steering committee into the quality management team to respect consumer's time, to amplify their voices in order to have significant impact on services provided
 - We keep the language used in our endeavors simple and easy to understand for providers and consumers
 - We foster a shared learning environment
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CONSUMER LED QUALITY MANAGEMENT TECHNIQUES FOR ENGAGEMENT

- We have the meetings in a central location (Yale Child Study)
 - Certificates of participation are given and recipients are encouraged to put it on their resumes.
 - Consumers take the lead in developing quality improvement projects
 - Training is condense and concise
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QUALITY MANAGEMENT TEAM (QMT)

- **Quality Management Planning:**

The act of overseeing all activities and tasks needed to maintain a desired level of excellence. This includes creating and implementing quality planning and assurance, as well as quality control and quality improvement.

- **Quality Improvement:**

Means to continuously make things better (care).

-Monitoring the progress

What is a Quality Management Team?

A quality management team is a group of individuals charged with assessing performance, determining areas for improvement, developing improvement plans and monitoring progress.



Expectations for consumer involvement

- Be engaged
 - Be involved
 - Voice your opinion
 - Ask questions
 - Teach us
 - **Commitment and Responsibility** (ie. attend meetings/conference calls, let someone know when you can't participate, etc.)
 - Inspire others
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