

# QI NEWS YOU CAN USE

Newsletter from the Las Vegas TGA Recipient's Office

Pharmacists play a critical role in public health in local and national levels. They understand federal legislation and can explain how laws provide patient benefits and positive outcomes. Pharmacists also provide access to essential medications, promote health and wellness, and deliver services to improve medication use. Below are two fabulous pharmacists in our jurisdiction leading the charge in HIV care by creating a pathway towards better living and spearheading systemic change in our community.



Christina Madison, PharmD, FCCP, AAHIVP is an Associate Professor of Pharmacy Practice with Roseman University of Health Sciences and works as a clinical pharmacist specializing in public health with a focus on infectious communicable diseases. Dr. Madison maintains two active practice sites with Huntridge Family Clinic and Volunteers in Medicine of Southern Nevada (VMSN). She has been caring for those affected and infected with HIV for over 15 years in the Las Vegas Metropolitan area and has been credentialed with the American Academy of HIV Medicine since 2013. Dr. Madison is also the Founder and CEO of The Public Health Pharmacist, PLLC a public health consulting firm. A trusted and valued health care professional who has been asked to share her clinical public health and infectious disease expertise with Local, State, and International Media outlets and NGO's. Dr. Madison has been featured in over 250+ on-air TV appearances since January 2020 related to the pandemic and public health. Advocating for public health and the profession of pharmacy to improve the health and wellness of vulnerable populations and the underserved is her passion and mission.

## **Healthcare Related Bills from 2021 Nevada Legislative Session Impacting HIV Care: What You Should Know**

Access to healthcare services incredible due to the pandemic. The disruption in routine healthcare services has allowed for the expansion of telehealth and telemedicine but access to these services has not been equal. The 81st Session of the Nevada Legislature was February 1<sup>st</sup> to June 1<sup>st</sup>, 2021. Several very important bills that impact LGBTQ+ Nevadans, Public Health, and Expanded Scope of Practice for Pharmacists were passed and signed into law. The short synopsis included below reviews the legislation and how it will impact the health and wellness of Nevadans.



## LGTBQ Laws

### Senate Bill 109 – SOGIE (Sexual Orientation and Gender Identity or Expression) Data Collection

This legislation requires local governments to collect demographic information related to race, ethnicity, gender identity, and gender expression. This allows governmental agencies to continue to take steps to ensure representation that better reflects our community.



### Senate Bill 275 - HIV Modernization

This legislation modernizes Nevada’s human immunodeficiency virus (HIV) criminal laws (decriminalizing HIV infection) and reestablishes the Advisory Task Force on HIV Exposure Modernization for 2021-2022 Legislative Interim. Criminalizing people living with HIV does not stop the spread of infection but hurts public health efforts to end this epidemic.

## Expanding Pharmacist Scope of Practice

### Senate Bill 325 – Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP)

This legislation will allow pharmacist to use their expert knowledge to increase access to HIV infection prevention services for patients without requiring a prescription from another healthcare provider. It requires the NV-BOP to establish protocols allowing pharmacist to prescribe, dispense, and administer medications to prevent HIV infection. This bill also requires ALL state regulated health plans, including Medicaid and state employee plans to provide coverage and reimbursement for medication and related pharmacist clinical services at a rate equal to other practitioners.

## Public Health

### Senate Bill 211 – Sexually Transmitted Infection (STI) testing in Emergency Departments (ED) and Primary Care Providers (PCP)

This legislation requires that physicians, physician assistant, advanced practice registered nurse or midwife who provide emergency medical services in hospital or primary care to a patients at least 15 years conduct the following: 1) consult with the patient to ascertain if they wish to be tested for STIs and determine which test is medically necessary 2) to the extent practical and medically indicated provide the patient with a test for STIs. The National Institutes of Health declared STIs to be a major public health crisis worldwide and in the United States in 2019. The incidence of gonorrhea, syphilis, chlamydia, and trichomoniasis have increased by over 1 million new curable cases daily. The ability to diagnosis asymptomatic patients will enable healthcare providers to initiate treatment sooner and curb the risk of transmission faster. This legislation helps to achieve this goal.

Increasing access to care through these important pieces of legislation improves public health and creates healthier and happier communities.

By: Christina M. Madison, PharmD, FCCP, AAHIVP

Founder and CEO, The Public Health Pharmacist, PLLC

Website: [ThePublicHealthPharmacist.com](https://www.thepublichealthpharmacist.com) Social Media: @ThePublicHealthPharmacist (Facebook/Instagram)

@PublicHealthRx (Twitter) LinkedIn: <https://www.linkedin.com/in/drchristinamadisonthepublichealthpharmacist>

KayLynn Bowman is a consultant pharmacist for Dignity Health and specializes in Medication Therapy Management (MTM). She provides care services including healthy lifestyle coaching for Diabetes Management, Heart Healthy, Congestive Heart Failure and patients living with HIV. Dr. Bowman works with the Ryan White grant program Flip the S.C.R.I.P.T. (Supportive Care Recognizing Individualized Prescribed Treatment) that provides health education and risk reduction classes along with medication adherence for people living with HIV. As part of the grant work. Dr. Bowman provides community education courses for the public and specialized training courses for pharmacists and pharmacy students.



She recently joined the Roseman Medical Group as a clinical pharmacist and provides medication management for patients living with chronic diseases.

The Flip the S.C.R.I.P.T (Supportive Care Recognizing Individualized Prescribed Treatment) program was developed as part of the Ryan White Part A grant programs funded through St. Rose Dominican-Dignity Health Community Wellness. The first enrollment started in March of 2021 and is currently accepting new participants.

Flip the SCRIPT is an innovative program that allows eligible participants to work with the Community Pharmacist, Dr. Kaylynn Bowman, to develop skills that will improve their overall health. Flip the SCRIPT provides individualized support to help participants to understand their medications, address adherence issues, and incentive programs. Additional support is available through bi-monthly group classes that focus on personal health and wellness.

To participate in the program, clients need to be Ryan White Part A eligible and contact their case managers or contact Dr. Bowman.

To learn more about the Ryan White HIV programs at Dignity Health: <https://www.dignityhealth.org/las-vegas/classes-and-events/ryan-white-program>

Dr. Bowman's contact information is [bowman@rxhealthyliving.com](mailto:bowman@rxhealthyliving.com), 702-218-1456, for enrollment and questions.



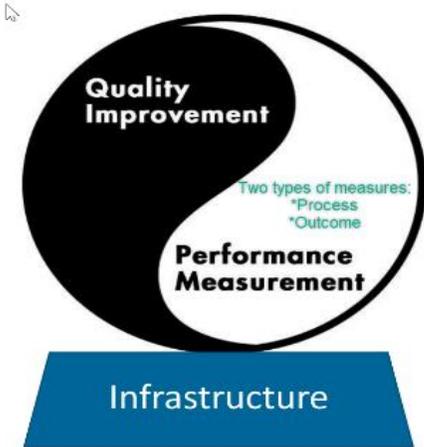
# Performance Measures Explained

Achieving a consensus on applicable and appropriate measures leads to improved performance. Our Las Vegas Transitional Grant Area has a dedicated team of Clinical Quality Improvement (CQI) members that work diligently to balance the duality of quality improvement and performance measurement for the best outcomes to make a difference in our community.

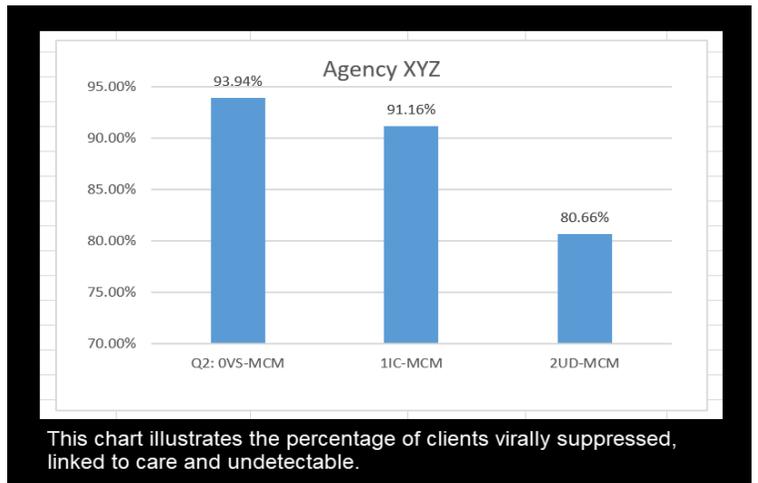
The components of a Clinical Quality Management (CQM) program in HIV care consist of an infrastructure that includes **Quality Improvement** and **Performance Measurement**; one cannot exist without the other. Both are useful, valid, and strengthen the other.

Quality improvement and performance measurement include collecting and reporting data to set a baseline for improving patient care, health outcomes, and patient satisfaction. Quality Improvement is the framework used to systematically improve the way care is delivered to patients. Performance measurement is the systemic collection and analysis of data that inform how we are doing; they also tell us if we are meeting our goals, if improvements are necessary, and if our process aligns with our plan. There are two fundamental performance measures, **outcome measures** and **process measures**. **Outcome measures** look at the effect or result of an action taken and provide valuable data to guide our work.

Examples of Outcome Measures Include:



- Percent of clients retained in care
- Percent of clients virally suppressed
- Percent of clients linked to care
- Percent of undetectable clients

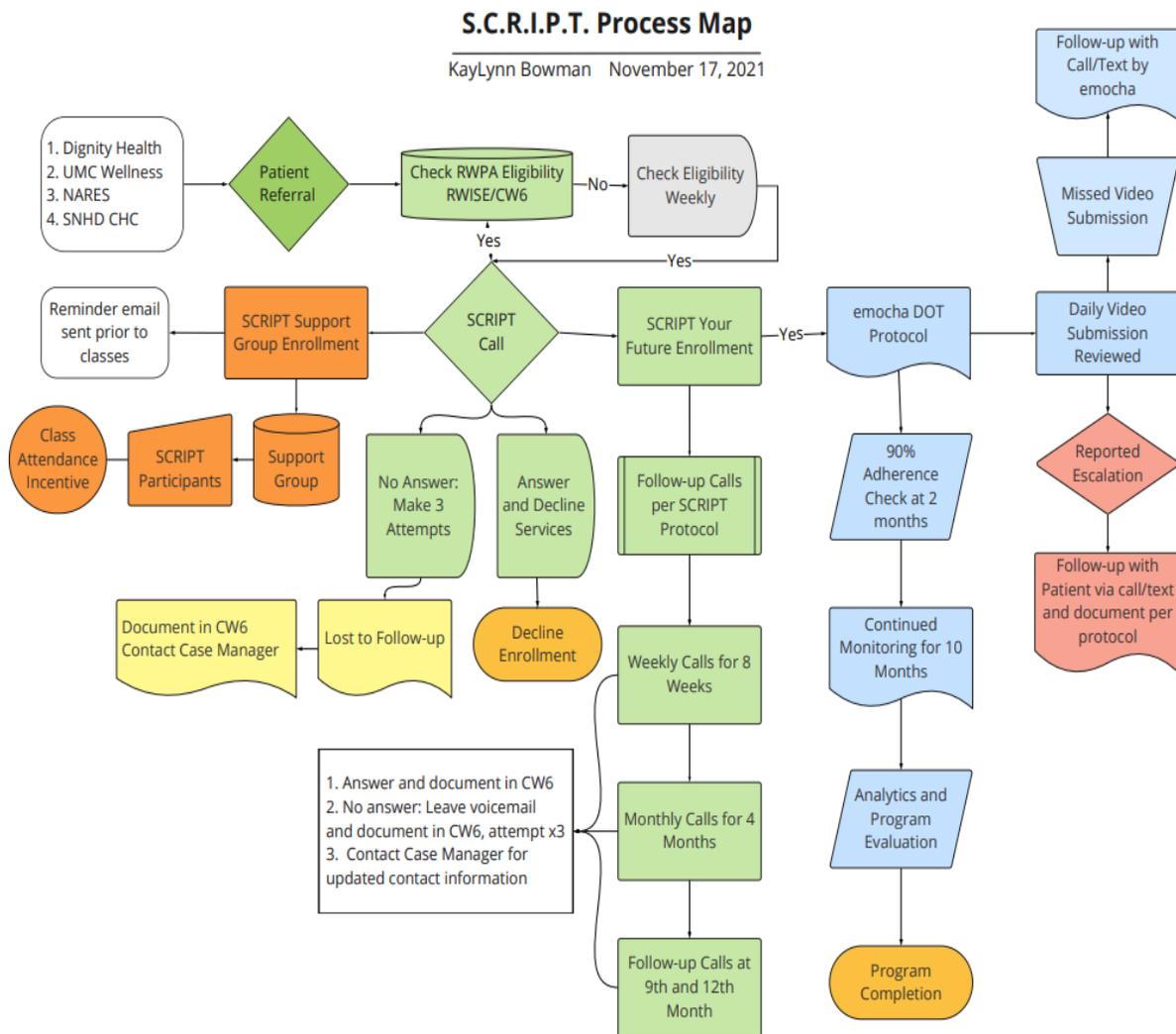


**Process measures** are the specific steps that positively or negatively lead to a particular outcome metric that helps pinpoint a concrete opportunity for healthcare process improvement. Process measures include determining root causes to solve problems specific to a process to make a system more efficient. One example of a process measure is a process map. A **process map** is an excellent planning and management tool that visually illustrates the

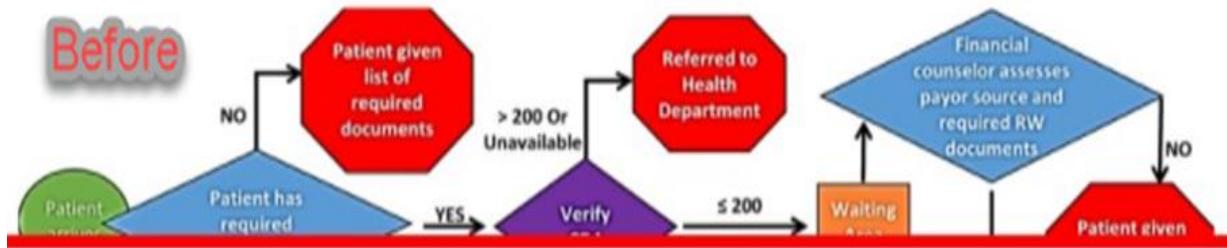
workflow and is also known as a flowchart. Process maps allow the team or individual to identify the actual flow or sequence of events in a process. A shared understanding of the current process helps to:

- Identify problems, bottlenecks, redundancies, delays, or unexpected complexities
- Highlights areas where simplification and standardization may be possible
- Develop ideas about how to improve a process
- Focus discussions
- Identify resource

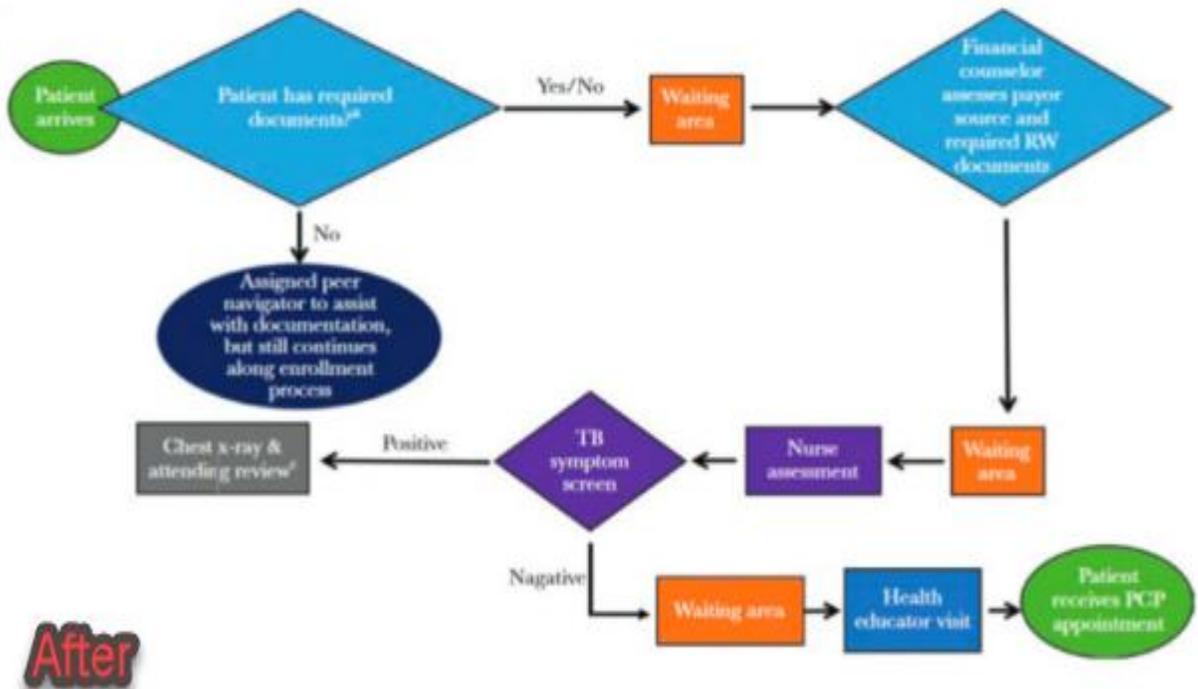
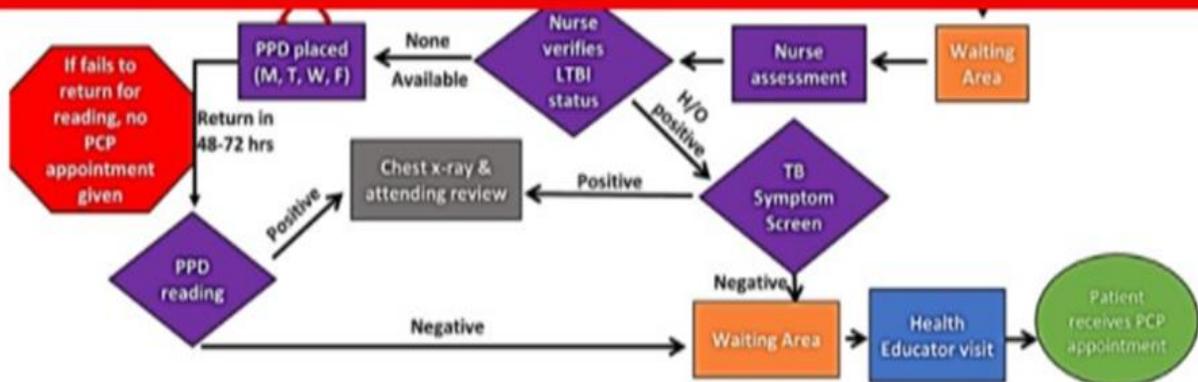
The **Process Map** below illustrates Dignity Health’s Flip the S.C.R.I.P.T Medication Adherence Program



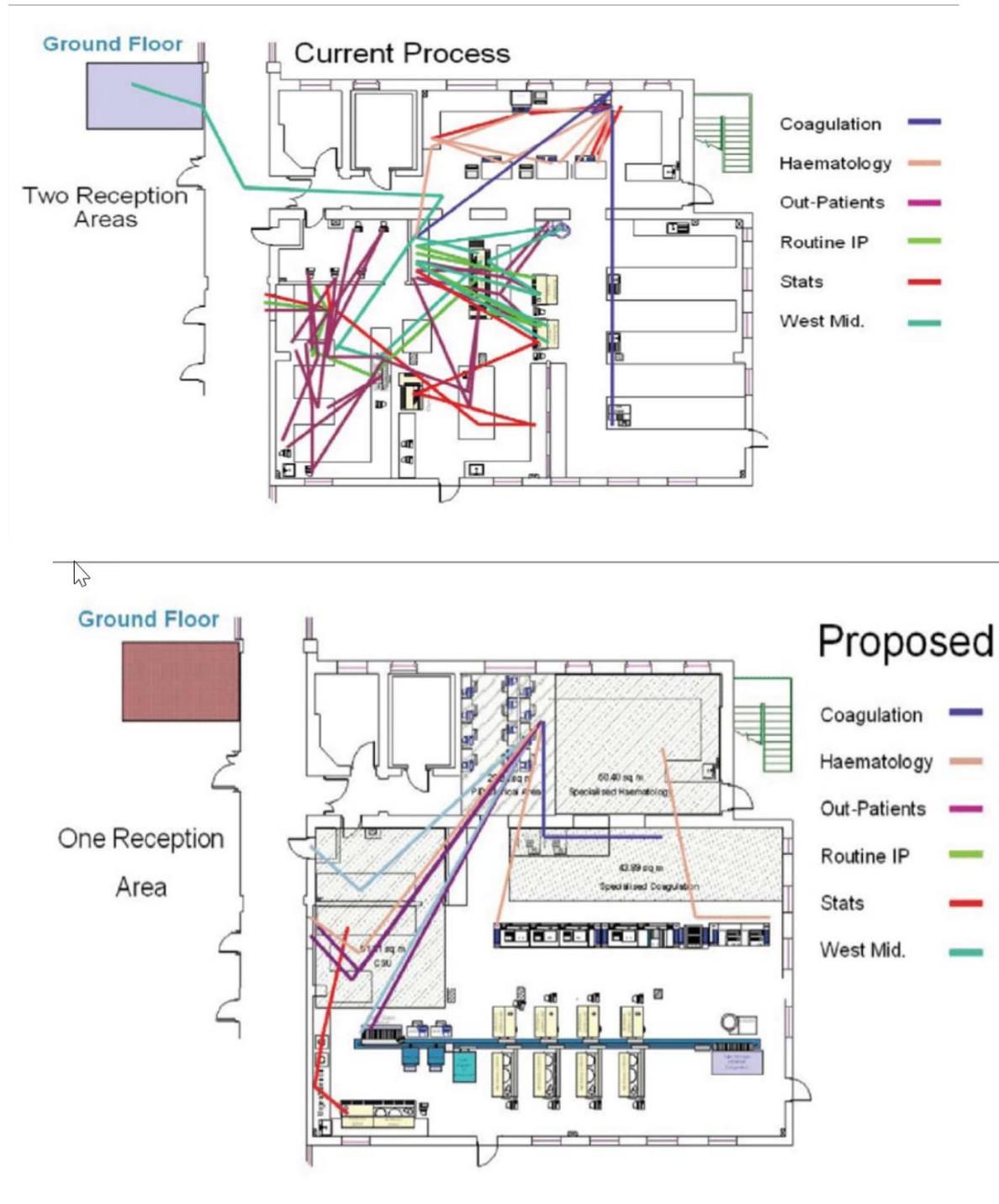
The **Process Map** below illustrates the Patient Enrollment Process at a Sample Clinic.



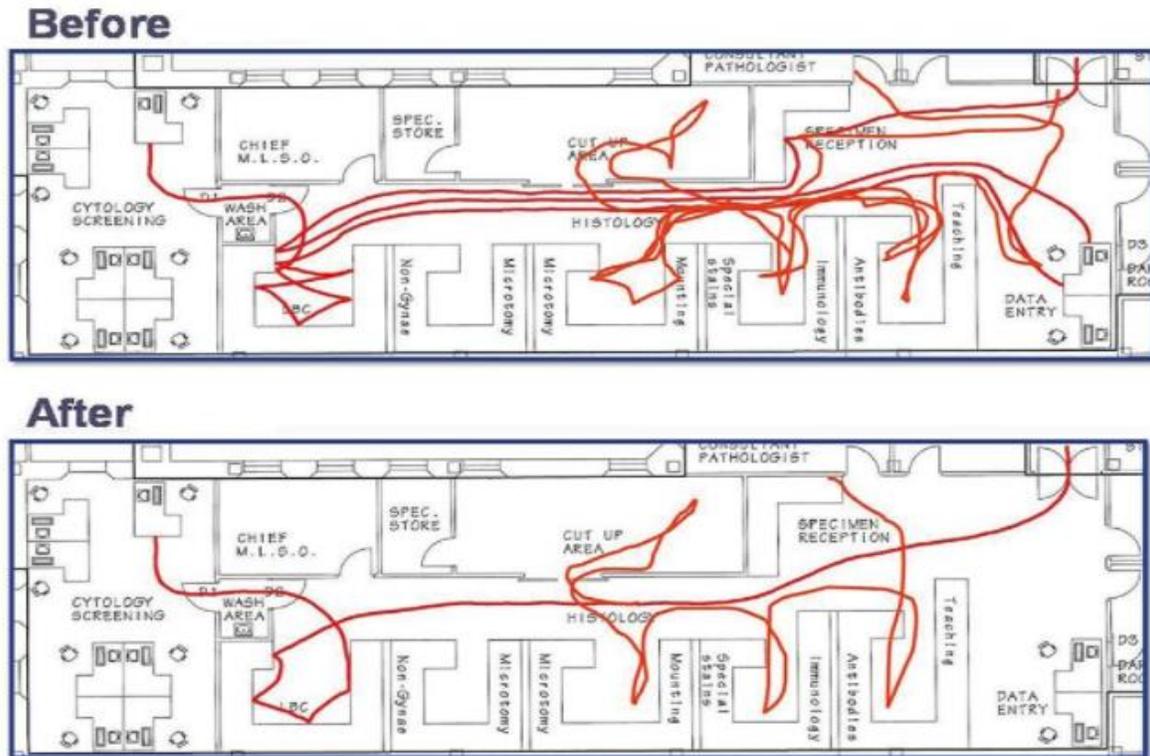
## Remove Institutional Barriers



A **Spaghetti Diagram** is another kind of process analysis tool that can be used to identify redundancies in workflow and support opportunities to improve the efficiency of process flow. The **Spaghetti Diagrams** below show the current and proposed processes to streamline the workflow from two reception areas.



The **Spaghetti Diagram** below illustrates the before and after workflow of a Cytology Laboratory.



The diagrams above are examples of analysis tools working simultaneously to assist providers and teams as they remove barriers, prevent errors, create systems, and improve efficiencies. Understanding the difference between outcome measures and process measures is essential to achieve common goals in a scalable and widely applicable way.

Click on the resources below to assist with creating a process map for your organization.





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