

QI NEWS YOU CAN USE

Newsletter from the Las Vegas TGA Recipient's Office

2023 Quarter 2 | By: Jessica Rios

The Value of Lived Experience

Our Clinical Quality Improvement Committee consists of healthcare professionals, consumers, and other community stakeholders from Ryan White Parts A through D who are knowledgeable about HIV care and treatment and participate in the decision - making process to help improve healthcare outcomes for clients receiving services.

The aim is to ensure the comprehensive involvement of people with HIV in the quality improvement process.

Our committee focuses on improving access to care, reducing stigma associated with HIV, and providing education about HIV prevention and treatment options. By listening to the voice of the consumer, this committee helps to ensure that all participants are receiving quality healthcare services regardless of their HIV status.

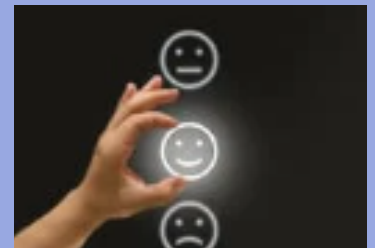
One way people with lived experience can be heard through participant satisfaction surveys. Surveys are an essential measure to help maintain a more stable relationship with healthcare providers by building trust and rapport. In return, participants are more inclined to keep their scheduled appointments and comply more closely with medical advice and treatment through the HIV Care Continuum of care.

Collecting and measuring patient satisfaction helps providers by:

- Increasing communication and relationship building with patients
- Assessing the strengths and weaknesses of your HIV program from the patient's perspective.
- Focusing provider's quality improvement efforts.
- Creating baseline data against which to measure changes in patient satisfaction.

4 REASONS TO PARTICIPATE

- CONSUMER CHOICE
- AUTONOMY
- SERVICE
- LEADERSHIP



Consumers' voices can be heard in the following ways:

- Attending and participating in quarterly CQI Committee meetings
- Attending monthly Planning Council meetings
- Completing satisfaction surveys (in person, online, email, or text)
- Participating in focus groups, market research, and observations
- Sharing lived experiences or testimonials on Quality Improvement newsletters
- Client advisory group

Sample Surveys:

- [Patient Satisfaction Surveys for HIV Ambulatory Care \(PSS-HIV\)](#)
 - [Encuesta de Satisfaccion de Pacientes de Centros Abulatorios de Servicios Medicos para el VIH \(Espanol\)](#)
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- [Case Management Module](#)
 - [Seccion de Servicios Sociales \(Espanol\)](#)

Additional Resources:

Greater Involvement of People Living with HIV (GIPA)

[UNAIDS Policy Brief 2007](#)

Meaningful Involvement of People with HIV/AIDS (MIPA)

[May 11, 2021 | AIDS United](#)

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Clinical Quality Management Analyst
jessica.rios@clarkcountynv.gov
Contact Jessica Rios for any newsletter ideas, comments, questions or concerns.

