

QI News You Can Use

Newsletter from the Las Vegas TGA Recipient's Office

By: Jessica Rios

Establishing a partnership with HIV participants is imperative. Engagement helps develop mutual respect and trust between the patient, care partner and healthcare providers. Yendi Webster has been a part of the Ryan White Program for 16 years. She is currently the Lead Case Manager and Community Health Worker (CHW) at Community Counseling Center in Las Vegas. She assists clients with enrolling them in the Ryan White Part A Program after they receive an HIV diagnosis. Her goal is to retain them in care so they can live strong and healthy lives. To achieve that goal, Yendi helps clients navigate the HIV Care Continuum by linking them to care and monitoring their medical care and treatment. She also assists clients with support services if needed. In addition Yendi facilitates a Spanish group called Evolución Positiva, a Psychosocial support group for Spanish-speaking clients. Yendi is an active member of the Las Vegas Transitional Grant Area Clinical Quality Management Committee and took a Lean Six Sigma Yellow Belt course that has helped her problem solve and improve organizational processes and outcomes.

Why do you do what you do?

Growing up, I helped my Spanish-speaking parents communicate to navigate life in the U.S. I also found myself helping others from my immigrant community in Las Vegas. There weren't any smartphones or translation apps at that time. Translating and helping others has been rewarding, valuable. These transferrable skills have helped me in my professional life. I am very passionate about my job and dedicated when I assist a client.

How do you develop a care plan for a client?

I develop a care plan by writing down my responsibilities as their Medical Case Manager (MCM) as well as what their responsibilities are as participants. I listen and focus on the clients' needs and barriers they may face such as housing, transportation or food assistance. Part of the plan is to provide participants with the resources in the community that are available to them. I provide information from the agencies and requirements they request so participants can plan ahead. Before referring a client to another agency, I make sure all documents are at hand and follow up with clients 3 days after their referral date for an update.

How do you include clients in the decision making process?

I provide the clients options and requirements from other agencies. By doing so, clients have the autonomy to choose services they need and where they want to go. I always reassure the clients that I am here to assist and support them.



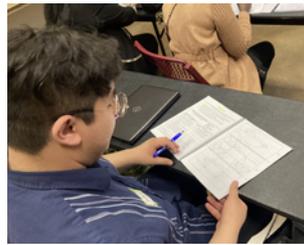
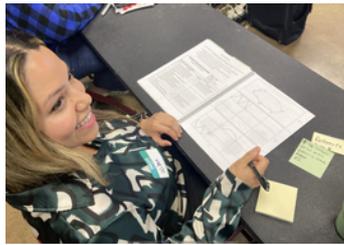
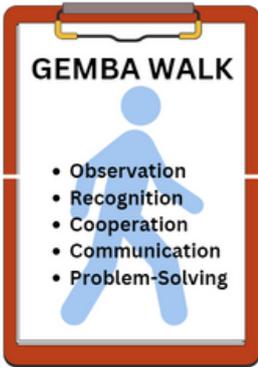
Yendi Webster, Lead Medical Case Manager/ CHW
714 E. Sahara Avenue Las Vegas, NV 89104
Phone: (702) 369-8700 ext. 240
Fax: (702) 369-8489



LAS VEGAS TGA
PART A HIV/AIDS PROGRAM
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Lean Six Sigma Yellow Belt Course

Many of our providers from the Las Vegas TGA CQM Committee participated in a Lean Six Sigma Yellow Belt training in January. The project-based curriculum provided case studies and student interactions that included: foundations and background of process improvement, problem-solving, process mapping, root cause and risk analysis including identifying and reducing waste. Great work to all stakeholders that participated. See you in the Gemba!



Jessica Rios

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

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