

The New York State HIV Quality of Care Program

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- Quality of Care Program Overview
- Quality of Care Program Components

Ending the Epidemic

Quality of Care Program Staff and Consultants

- TBA, Medical Director
- Clemens Steinbock, MBA, Director of Quality Initiatives
- Dan Belanger, LMSW, Director Quality of Care Program
- Steve Sawicki, MHSA, Program Manager
- Nova West, MPH, Program Manager
- Laura O'Shea, MPH, Project Coordinator

- Febuary D'Auria, LMSW, Program Coordinator
- Chris Wells, Data Analyst
- Daniel Tietz, Director of Consumer Affairs
- Susan Weigl, Quality Consultant
- Nanette Brey-Magnani, Quality Consultant
- Contact Quality of Care Program Staff: _____

Laubenstein Awards

- About the Linda Laubenstein Award
- 2017 Awardee: Bruce D. Agins, MD, MPH
- 2016 Awardees: James F. Braun, DO, and Samuel T. Merrick, MD
- 20011-2015 Awardees
- 2006-2010 Awardees
- 2000-2005 Awardees
- 1992-1999 Awardees

QUALITY ADVISORY COMMITTEES

Clinical Quality Advisory Committee

- 2018 Advisory Committee Meetings
- 2017 Advisory Committee Meetings
- 2016 Advisory Committee Meetings
- 2015 Advisory Committee Meetings

Consumer Quality Advisory Committee

- 2018 Advisory Committee Meetings
- 2017 Advisory Committee Meetings
- Key Accomplishments

Quality Advisory Subcommittees

- Past Subcommittees
- Mortality Review Subcommittee
- Drug User Health Subcommittee
- PREMS and PROMS Subcommittee

ORGANIZATIONAL HIV TREATMENT CASCADES

Overview

- [About Organization HIV Treatment Cascades](#)

2016 Organizational HIV Treatment Cascades

- [ETE Dashboard NYS Quality Corner: 2016 Cascades](#)
- [2016 Cascade Interventions](#)

2017 Organizational HIV Treatment Cascades

- [Guidance Release Letter](#)
- [Cascade Guidance](#)
- [FAQs](#)
- [Webinars](#)

PERFORMANCE MEASUREMENT

Organizational HIV Treatment Cascades

- [2017 Cascade Measures](#)

eHIVQUAL

- [2016 eHIVQUAL Indicator Definitions](#)
- [eHIVQUAL Indicator Comparison 2014](#)
- [eHIVQUAL website](#)
- [eHIVQUAL Performance Data Reports](#)
- [Open Data NY](#)

Tobacco Cessation Improvement Campaign

- [About](#)
- [Visit Campaign Website](#)

IRPO Reviews

STI Quality Indicators

- [Letter from the \(former\) Medical Director](#)
- [Quality Indicators by STI](#)
- [Quality Indicators by Patient Group](#)
- [STI Subcommittee Members](#)

QUALITY IMPROVEMENT

Quality Improvement Learning Networks

- Community Health Center Quality Learning Network
- Adolescent Quality Learning Network
- Health and Hospitals Quality Improvement Learning Network
- Join a Learning Network

New York Links Regional Groups

- History of New York Links
- NY Links Website
- Join a NY Links Regional Group

QI Tools and Resources

- QI 101/201 Training
- QI Tools and Methods
- IHI Open School
- Drilling Down Data to Understand Barrier to Care
- EtE QI Activity Series (*coming soon*)

NYC Part-A Program

- About the Program
- Power of QI Conference, November 2016
- Power of QI Conference, November 2015
- Power of QI Conference February 2015

ADAP QI Activities

QUALITY MANAGEMENT

New York State HIV Quality of Care Program Standards

- Infrastructure of the HIV Quality Management Program
- Performance Measurement
- Quality Improvement Activities
- Staff Involvement
- Consumer Involvement
- *PDF of full program standards*

Organizational Assessments

- Purpose
- Quality Management
- Workforce Engagement in the HIV Quality of Care Program
- Measurement, Analysis, and Use of Data to Improve Program Performance
- Quality Improvement Initiatives
- Consumer Involvement
- Quality Program Evaluation
- Achievement of Outcomes
- Reduction in Disparities in HIV Care
- Summary of Results
- *PDF of full tool*

COACHING

Philosophy of Coaching

Areas of Coaching

- Process Investigations
- QI Methodology
- Building QI Infrastructure
- Consumer Involvement
- Cascades

Types of Coaching

- Site Visits
- Learning Network and NY Links Meetings
- Phone and Email Consultations

Quality of Care Program Coaches

- Dan Belanger: Bronx, Brooklyn, Staten Island
- February D'Auria: Long Island
- Laura O'Shea: Northeastern New York
- Nova West: Queens and Brooklyn
- Steve Sawicki: Central New York, Mid and Lower Hudson, Western New York
- Susan Weigl: Manhattan
- Contact Quality of Care Program Coach:

Coaching Request Forms

CONSUMER INVOLVEMENT

Activities that Promote Consumer Involvement

- Healthcare Stories Project
- The Living Cascade
- Consumer Surveys

Consumer Trainings in Quality

- Consumer Quality Training Academy
- Training of Consumers on Quality (NQC)
- Trainers of Consumers on Quality Plus (NQC)
- Self-Management Training

Creating a Consumer Advisory Board (CAB)

- CAB Rolls and Responsibilities
- Recruitment and Solicitation
- Confidentiality Agreement
- Bylaws Template
- Sample CAB Agenda

STIGMA REDUCTION

[2017 Stigma Reduction Survey](#)

- [Measuring and Addressing Stigma in Health Setting Guidance](#)
- [Measuring Stigma in Health Setting NYS Survey](#)
- [Measuring Stigma in Healthcare Settings Survey- Spanish Version](#)
- [Presentations on Survey Results](#)

[Resources](#)

- [Stigma Reduction Resources Toolkit](#)
- [New York State Department of Health AIDS Institute Recommendations for Improving Language and Establishing Stigma-Free Supportive, Service Delivery Environments](#)

Web Resources and Suggested Readings