



From left to right: Row 1: Veronica Franco - Case Manager Supervisor, Skylar Primavera - QI and Population Health Coordinator II. **Row 2:** Zachary Basler - Patient Liaison, Dr. Karishma Chawla - Clinician Lead, Mikey Nguyen – HIV QI Coordinator. **Row 3:** Mark Perchaluk - QI and Population Health Coordinator II, Keshia Lynch - HIV Program Director.

Announcement: One Community Health - 2024 Award for Measurable Improvements in HIV Care

CQII congratulates One Community Health (OCH) for their outstanding work in improving their viral suppression rate. We are honored to present them with CQII's 2024 Award for Measurable Improvements in HIV Care.

For over three decades, OCH has been a pivotal provider of HIV care in Sacramento, CA, offering comprehensive primary care services tailored to meet diverse client needs. From gender-affirming care to integrated behavioral health support, OCH ensures holistic care under one roof, alongside essential services, such as transportation and housing assistance.

OCH's commitment to quality improvement (QI) is demonstrated through rigorous data analysis and client feedback, utilizing tools like driver diagrams to focus on treatment adherence and social determinants of health, Gemba walks to enhance the linkage to care process, and fishbone diagrams to pinpoint root causes affecting client adherence. They prioritize QI projects with the impact feasibility matrix and ensure systematic improvement with the Plan-Do-Study-Act (PDSA) tracking sheet.

Mikey Nguyen (HIV QI Coordinator) explained that while data posed some challenges in the beginning, it provided valuable learning experiences and served a crucial role in the QI initiatives. The team's enthusiasm led them to move quickly at first, but they soon realized the importance of validating the data before moving forward. Once they had reliable data, analysis led to focus on four key areas to improve the care and outcomes of people with HIV: linkage to care, viral suppression, client experience, and client retention.

OCH first focused on two opportunities for QI: increasing the linkage to care rate from 81% to 98% and raising the viral suppression rate from 78% to 85%. OCH identified that the intake process was causing clients to miss appointments and that clients were missing viral load labs due to a lack of health literacy, medication adherence, and engagement in care. In response, OCH launched the Ryan White Intake Pilot, which aimed to streamline appointments, boost client engagement, and provide comprehensive education on HIV and medication adherence. The new intake process and the implementation of a Rapid Start workflow expedited treatment initiation, improving health outcomes and client satisfaction. OCH also implemented text message reminders for overdue labs to remind clients about overdue lab work and improve client adherence.

To ensure a more patient-centered approach tailor to the client's needs, OCH undertook an initiative to engage people with lived experience in QI efforts. This initiative included creating a welcome packet for new clients with a director's letter, a Ryan White HIV/AIDS Program brochure, educational materials on U=U, and clinic service flyers. For client retention, OCH aimed to relink 15% of their clients who were missing at least one provider or case manager visit within the year. Recognizing the need for enhanced retention efforts, OCH expanded the linkage and retention team, which allowed them to conduct field visits and provide ongoing support to clients. Zachary Basler (Patient Liaison) shared his experience from a client's perspective: "They were always willing to listen to my side of it with thought and consideration of where I was coming from and take my suggestions. I think that was a big success of OCH that contributed to the viral suppression rates."

Effective teamwork has been pivotal in their success, founded on clear responsibilities, regular progress meetings, and a culture of accountability. *"This multidisciplinary teamwork was made possible by delegating responsibility and tasks, with clear ownership of who is handling what, and having frequent meetings where everyone had to come back to the group and report on their progress,"* highlighted Mark Perchaluk (QI and Population Health Coordinator II). Veronica Franco (Case Manager Supervisor), who has been at OCH for 10 years, shared, *"This was my first QI project. Previously, we worked in silos, but the organization made an effort to involve everyone. There was a shared eagerness to determine the next steps and move forward."*

Reflecting on their lessons learned, HIV Program Director Keshia Lynch emphasized the importance of resilience and adaptability in QI efforts. Keshia shared that when they first joined CQII's Impact Now Collaborative, it seemed like every other site had much higher viral suppression rates, which motivated them to review their data more thoroughly. *"Embrace*

different perspectives and expertise. Everyone on the team will have an individual perspective," she advised. "QI can be tedious and iterative, so most importantly, have fun through the work. It is a marathon, not a sprint."

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