



From top to bottom, left to right: 1st Row Moneta Sinclair, Director of Emotional Wellness and Recovery Services, Darren Wright, Patient Navigator and Engagement Coordinator, Preston James, Quality Management (QM) Specialist. 2nd Row Oluwatosin Adedayo, Operations Support Specialist, Heather Wademan, Quality and Compliance Manager, Queen Hatcher-Johnson, Gender Inclusive Program Manager, Joey Helton, COO. 3rd Row Jordan Chappell, Operations Manager, Sharon Kricun, Adherence/Retention Program Manager, Lara Martin Board Chair/Chair of Board QM Committee. 4th Row Justin Brooks, QM Specialist, Antonio Williams, Program Evaluation and Accreditation Specialist. 5th Row Emily Blaiklock, Vice President of Pharmacy, Dr. Grey Felzien, Director of Clinical Care.

QM Committee Members Not Pictured: Bobbi Clark - Curry, QM Specialist, Steven Bales, Associate Director of Informatics, Karen Cross, Director of Client Services, Fatima Smith, Director of Prevention Services, and Dr. Pamela Washington, Dentist

Announcement: 2024 CQII Quality Awards – Leadership in Quality Improvement

CQII congratulates Positive Impact Health Centers (PIHC) for their outstanding work in quality improvement (QI). We are honored to present them with CQII's 2024 Award for Leadership in Quality Improvement.

Located in Atlanta, Georgia, Positive Impact Health Center (PIHC) serves a diverse population with a comprehensive array of services, including primary medical care, behavioral health services, and supportive programs for people with HIV. Leadership at PIHC plays a vital role in fostering a culture of continuous improvement. *“Our leadership team is deeply involved in our quality improvement (QI) efforts, from setting organization goals to participating in day-to-day initiatives,”* said Heather Wademan, Quality and Compliance Manager at PIHC. The collaborative approach ensures that QI is a shared interest and responsibility across all levels of the organization.

The QI Committee at PIHC has significantly influenced decision-making at the executive level ensuring that QI initiatives align with the organization's strategic priorities. This alignment was

particularly evident following an October 2022 retreat, which informed PIHC's current five-year strategic plan. The retreat included leadership and other staff, providing crucial insights that have been integrated in current QI goals and objectives.

Initially a team of one, PIHC's QI team has grown to four members reflecting the organization's commitment to expanding its QI capacity. The team pioneered a proactive "pounce management" approach used to address QI tasks swiftly and decisively as they arise ensuring efficient resolution and progress.

Leadership has always been deeply involved in the QI work of the organization and has demonstrated through action that leading is not achieved through high-level policies alone, but through active participation. Leadership advocates for and invests time in the QI work being implemented by the team. *"Leadership support is very important, but you also need the support from the people doing the work,"* said Heather. *"If the direct care staff don't support it, then it is even more difficult to navigate than without the support of leadership."* For those getting started in QI, PIHC encourages leadership to communicate changes happening in the organization, why the changes are happening, and how they will benefit both staff and clients. Getting people to understand the processes and procedures and why they are needed is crucial – it's more than busy work.

Client feedback is integral to PIHC's QI strategy, driving meaningful improvements in appointment scheduling and tailored support programs. PIHC has increased satisfaction survey frequency to quarterly, presenting results at clinical quality management meetings and to the Community Advisory Board.

One of PIHC's hallmark programs, Trans Life Care (TLC), has set a high standard for focused interventions. Given its success, PIHC is exploring opportunities to expand or replicate similar initiatives to support other marginalized groups. *"Listening to our clients has allowed us to make impactful changes that directly improve their care experience,"* said Heather. TLC aims to focus on persons of trans experience particularly those who are trans feminine and of color since HIV prevalence is significantly higher due to a combination of high rates of stigma as well as socioeconomic and structural barriers to healthcare. Over the first 21 months of implementation, the program demonstrated significant outcomes, including increasing viral suppression rates from 74% to 84% among participating transgender individuals (N=156). These results were complemented by reported improvements in client satisfaction, increased engagement in care, and enhanced social and emotional well-being.

Certifications such as the Patient-Centered Medical Home (PCMH) and Commission on Accreditation of Rehabilitation Facilities have bolstered PIHC's commitment to quality amidst operational challenges. In particular, PCMH certifications facilitated the prioritization of QI projects that deliver broad stakeholder benefits, streamlining over twenty proposed initiatives into a select few impactful projects.

The QI journey can sometimes feel lonely for those now starting out. Heather recommends, networking, asking questions, and not trying to go it alone. *“There is a lot of information out there and many people with more experience. There are always things we don’t know, and there is a learning curve in QI. Everyone is in the same boat; you might know a lot of things, but you don’t know everything. As you go, you will learn, but getting started is the most important step,”* Heather reflected.

Contact Information

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[Positive Impact Health Centers](#)