



## **CONSUMERS COMMITTEE**

Wednesday, June 16, 1:00 – 3:00PM

Cicatelli Associates, 505 Eighth Avenue, Sky Blue Room, New York, NY

**Planning Council Members Present:** Victor Benedava (Co-Chair), Felicia Carroll, Kareem Clemons, Gerald DeYounge, Delores Henley (alt. for Munying Hunt-Chena), Alexander Hardman, Keith Kaiman, Pastor Jerome Payne, Glen Phillip

**Planning Council Members Absent:** Brent Backofen, John-Anthony Eddie, Steve Hemraj, Hilda Mateo

**Community Members Present:** Randall Bruce, Gregory Cruz (Consumer At-Large), Manuel Ducret III, Linder Ford, Myron Gold, Mallory Marcus, Memunatu Sankai, Joseph Sellman, Corey Thorpe, Michael Walker

**DOHMH:** Rafael Molina, Darryl Wong

**Speakers:** Dan Bellanger, Tracy Hatton, Dan Tietz (NYSDOH/AIDS Institute)

### **MEETING MATERIALS DISTRIBUTED:**

- Draft Meeting Agenda;
- Planning Council Ground Rules of Respectful Engagement/Rules for Public Comment;
- May 26, 2010 Draft Meeting Minutes;
- NYSDOH AIDS Institute Mandatory Managed Care Enrollment Notice (June 2010);
- NYSDOH AIDS Institute Quality Improvement Training Announcement (5/17/10);
- Public Health Solutions (PHS) & NYCDOHMH CAB staff contact solicitation letter to Part A-funded agencies (6/10);
- Take Care, Take Pride NYCDOHMH Health Bulletin, June 2010;
- June 2010 Planning Council calendar;
- PWA AG & Consumer Committee Annual Summer Picnic Announcement;
- Real Health, Summer 2010;
- NYSDOH AIDS Institute Quality Management Handouts, incl. Quality Improvement 101, Test of Change/PDSA Worksheet, Brainstorming Worksheet & Instructions, Scenarios 1-3.

### **WELCOME & INTRODUCTIONS:**

Victor Benadava welcomed participants, Keith Kaiman led the moment of silence and Alexander Hardman reviewed the Rules of Respectful Engagement and Rules for Public Comment.

Darryl Wong reviewed the meeting agenda and meeting materials. The minutes of the May 26, 2010 meeting were reviewed and approved after the presentation.

## **INTRODUCTION TO QUALITY IMPROVEMENT (101) & THE PDSA CYCLE**

Dan Bellanger of the NYSDOH AIDS Institute introduced Dan Tietz and Tracy Hatton of the QM team. Mr. Bellanger presented the underlying principles of quality improvement, the small scale test of change, or PDSA (**P**lan, **D**o, **S**tudy, **A**ct) cycle for learning and improvement, the HIVQUAL model, where quality improvement and performance measurement coexist.

Dan Tietz addressed the PWA self-empowerment movement, the conceptual framework for consumer involvement in a quality management and the dimensions of PLWHA involvement.

Tracy Hatton spoke about the NY EMA Quality Management Program, the NYSDOH & NYCDOHMH partnership, the Part A Quality Learning Network model.

The Committee broke into 3 smaller groups and were each presented with a different scenario, first being charged with identifying the problem and brainstorming potential causes and solutions. The groups then used the Test of Change PDSA Worksheet to identify starting points, baseline data/performance measurement, the proposed change/idea/intervention and the predicted outcome, i.e., what improvement was expected to result from the change.

The **Planning** stage includes the tasks needed to implement the change (and persons responsible), the qualitative and quantitative measure used to document the planned results/outcomes and data collection methods.

The **Do** stage describes what actually happened when the change as implemented, examining what worked and what didn't.

The **Study** stage describes the measured results (quantitative and qualitative) and examines how the results compared to predictions and baseline data/measurement.

The **Act** Stage describes what modifications will be made for the next cycle based on what was learned.

For greater detail, please refer to the June 16, 2010 NYSDOH handout "Consumer Advisory Committee – Quality Improvement 101".

The groups' general consensus was that these scenarios and exercises were useful in illustrating and practicing the core principles of quality improvement/management. The NYSDOH AIDS Institute will be conducting two all day Quality Improvement 101 trainings on June 8 and 28; all Consumer Committee members are encouraged to attend.

### **NEW BUSINESS:**

There was no new business.

### **PUBLIC COMMENT & ANNOUNCEMENTS:**

The joint PLWHA AG and Consumer Committee picnic will be held in Central Park on Saturday, July 10.

### **ADJOURNMENT:**

There being no further business, the meeting was adjourned at 5PM.