The theme of this fourth RWPA Power of QI conference is *Turning the Corner*, referring to our collective goal to change the direction of and ultimately end the HIV epidemic, by becoming better in what we do, improving the services we provide. As such, this conference is intended to provide a forum for peer learning to support continued improvement efforts among Part A programs. While there has been significant progress made in improving care along the HIV continuum, programs continue to address barriers and challenges to making care accessible; at this conference you will see projects aimed at closing these gaps, which will allow RWPA to turn the corner and bend the curve in a positive direction. By learning from each other, we will not only turn the corner but lead the way in NYC and Tri-County.

The projects you will encounter today range from small tests of change to overall programmatic revisions, each demonstrating the steps taken in those programs determined to improve their services. At this conference, there are 9 poster displays and 14 workshop project presentations that demonstrate examples of the ways RWPA programs are advancing their goals.

For the first time at a Power of QI conference, the Consumer’s Committee of the Planning Council is presenting a workshop, *The Consumer Solar System*, reflecting the experience of quality of care from the consumer perspective. In addition, we are pleased to have two NYC
DOHMH workshops on accessibility challenges and unnecessary mortality, addressing areas that directly impact RWPA services. This year, several provider projects involve multiple service categories, integrating activities through quality improvement. There are programs that are focusing on improving data systems, and those that are aligning their service-provision processes. A number of projects presented today demonstrate a variety of programmatic efforts to address behavioral health issues and other comorbidities.

As peer learning drives this conference, the emphasis is on bringing success and transformation from one program to a wider range of providers. We believe it is an effective means to build capacity and foster programmatic improvement, as an individual project can generate knowledge that is applicable to situations well beyond the one in which it was initially utilized. Many projects presented at this conference involve methods that can be applied and adapted to other service settings.

As in previous years, this program is intended to be used not only as a guide to today’s activities, but also as a reference for quality efforts moving forward. Included are the presentation topics and contact information of your colleagues who presented their improvement work at this conference.

If you want to turn the corner in your program or service, look around at the work of your colleagues to see the direction ahead.
INTRODUCTORY SPEAKERS

Graham Harriman
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Project Title: Measuring ART Initiation within 30 Days from Initial HIV Clinical Visit

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Project Title: Improving Initial Engagement in Mental Health Treatment

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Project Title: Re-engaging MHV Clients to PCP to Update HIV Viral Load Lab Work

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Mount Sinai Health System, Institute for Advanced Medicine, Care Coordination
Project Title: Personalizing Tobacco Cessation: Utilizing Care Coordination to Augment Provider-based Screening and Counseling
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Family Services of Westchester, Medical Case Management  
**Project Title:** A QI Action Plan to Improve Medical Case Management

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**Project Title:** Implementing Client-Program Standard Contracts for Improved Service Delivery of Healthy Living Project

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**Project Title:** Retention in Care: The Rise Above Project

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La Nueva Esperanza, Food and Nutrition Services  
**Project Title:** Implementing a QI Plan to Increase Reassessment Appointment Adherence Rates

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St. John’s Riverside Hospital, Medical Case Management  
**Project Title:** Impact of Mental Health and Substance Use on Retention in Care/Viral Load Suppression
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WORKSHOP: TURNING THE CORNER-IMPROVING ENGAGEMENT

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Project Title: Re-energizing Women's Services to Increase Enrollment and Morale

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Project Title: Let's Talk about PrEP

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Project Title: Target Zero

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WORKSHOP: INNOVATIVE APPROACHES TO ENHANCE PROGRAM SERVICES

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Project Title: Rapid Treatment at Callen-Lorde CHC

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Project Title: Say Yes to Gardening in the City

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Project Title: Improving Tobacco Screening across the Institute for Advanced Medicine

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Mt. Sinai Health System, Routine Testing
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WORKSHOP: APPROACHES TO SYSTEMIC IMPROVEMENT

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The Family Center, The Positive Life Workshop
Project Title: The Positive Life Workshop 2017: Collecting HIV Lab Indicators

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Project Title: Expanding Meth Programming to Include HIV Clients

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Project Title: Nurturing Spirituality to Build Client Capacity and Engagement

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Latino Commission on AIDS, The Positive Life Workshop
Project Title: Organizational Development to Support Quality Management and Improvement

MODERATOR
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WORKSHOP: OPTIMIZING DATA SOURCES FOR QUALITY IMPROVEMENT

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HVCS, Case Management
Project Title: Improving Primary Care Physician Visit Compliance

Mandel, Karen
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Open Door Family Medical Center, Medical Case Management
Project Title: A QI Project to Improve QI: Lessons from One Organization’s Quest for the Most Accurate Data

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