

SUPERPOD: A Journey of Innovation and Collaboration



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Overview

- This workshop will highlight a consumer-driven quality improvement project that impacted multiple Ryan White providers in the Nassau-Suffolk EMA.
- It will demonstrate how creative partnerships and cross part collaborations between governments, non-profits, businesses, Ryan White agencies and consumers can impact on access and maintenance in care for PLWH/A.

Learning Objectives

- Understand that systems are complex and that change in one part can ripple through other parts of the system
- Discuss and understand the value of working collaboratively in teams to solve problems
- Learn how to develop innovative ideas on how to present changes so that people are more willing to try them

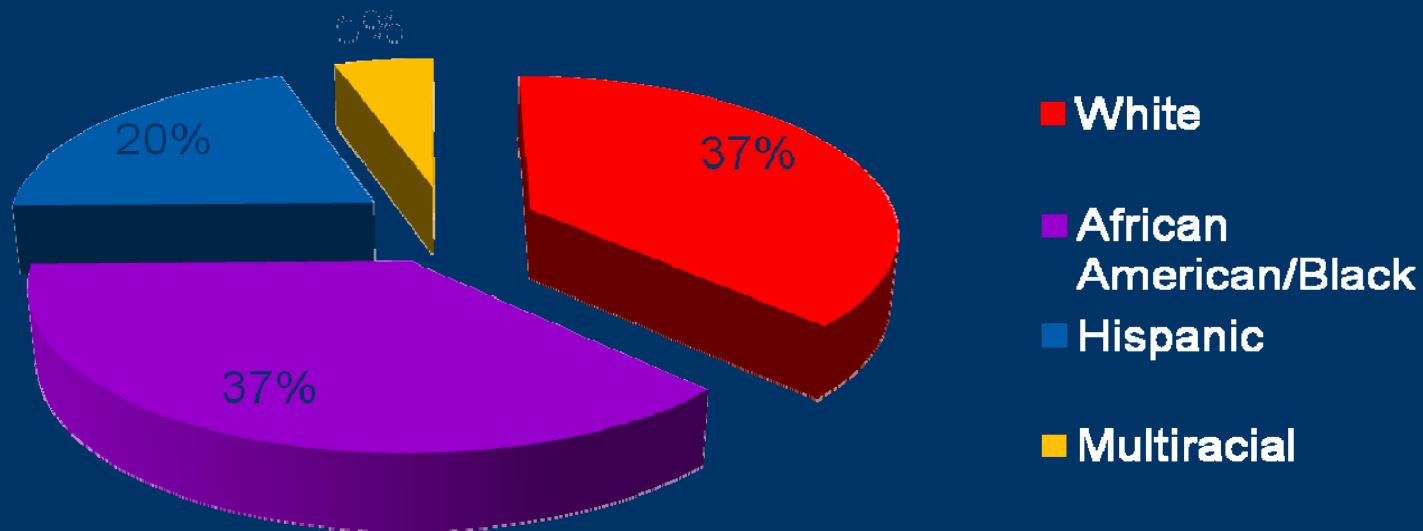
Nassau-Suffolk EMA

A Brief Look

- The Nassau-Suffolk County EMA is a bi-county suburban region on Long Island (adjacent to the New York City boroughs of Queens and Brooklyn).
- The region is 100 miles long, 12 miles wide on average and has a population of over 2.8 million people (2,863,849 in 2008).
- The general population of the two-county area is primarily White (71%); followed by Hispanic (13%), African American (10%), Asian (5%) and Multiracial (1%).

HIV/AIDS on Long Island

The statistics:



There were 5,815 PLWHA living on Long Island as of December 31, 2008 Source: NYSDOH

The Problem: Transportation

Transportation is the number one barrier to accessing care for people living with HIV/AIDS in the region and restricted use of dollars for transportation under support services greatly impacts retention in care.

- The geography of the Nassau-Suffolk EMA poses unique problems for delivery of, and access to, services.
- Few bus routes with limited evening and no weekend services in Suffolk County. Little to no north-south mass transportation in both counties.
- A **one way** trip can be up to 71.4 miles that takes up to three hours to the nearest Designated AIDS Center (DAC)
- Threats of potentially devastating budget cuts for Nassau County's Long Island Bus system

Geography of EMA/Location of Providers



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Provider Perspective

“Public transportation in Suffolk continues to be a obstacle for many consumers and their attempt to access adequate health care and supportive services in Suffolk County. The large geographical area of Suffolk County combined with a shortage of available bus routes in the public transportation system causes restrictions in serving the HIV population.”

Ramon Rivas, *Part A transportation coordinator*

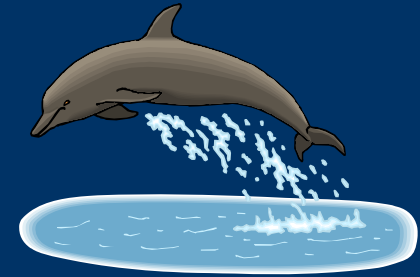
It's time to....

THINK
INSIDE

Well, not really.

SUPERPOD

What does it mean?



A SuperPod is quality improvement process that assembles providers from different service categories including the grantee to review a specific issue that cuts across several services representing a process failure



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SuperPod: Utilization in Nassau-Suffolk

- Spear-headed by the Quality Assurance and Membership (QAM) Committee of the Planning Council
- Addressed the systematic problem of transportation in the Nassau-Suffolk EMA
- Was consumer-driven
- Included Part A providers, taxi-cab companies, grantee and other County representatives

Superpod continued...

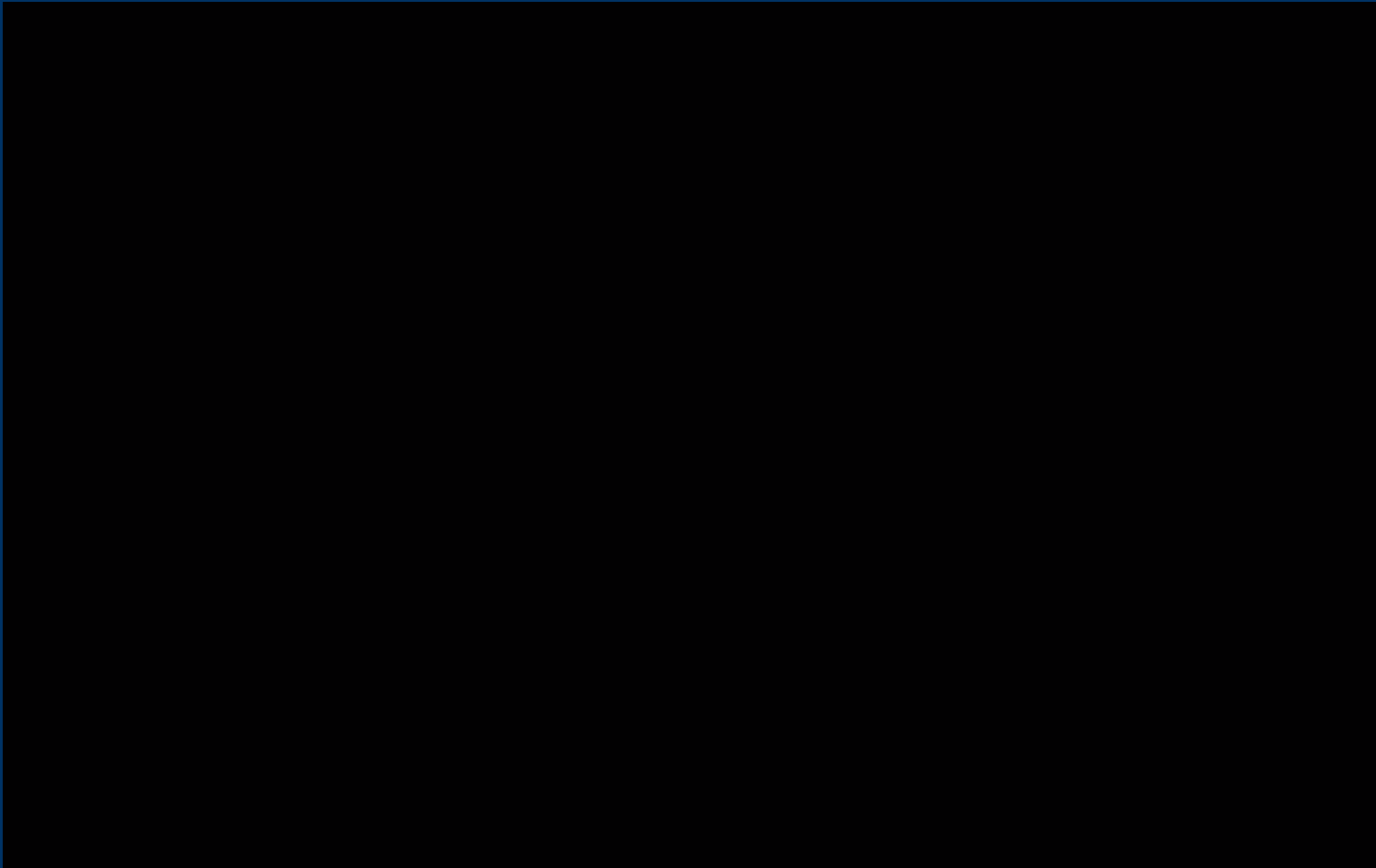
- Conducted through 4 meetings beginning in October 2009
- Each meeting was 1 hour
- Over 39 participants
- Utilized a Quality Improvement Storyboard

Quality Improvement Storyboard

(1) TEAM INFORMATION	(2) CURRENT SITUATION	(3) REASONS FOR IMPROVEMENT
<ul style="list-style-type: none"> List team members, meet brief periods, even over phone, with data. 8-10 people at maximum 	<p>Purpose statement (driving need for improvement) succinctly stated with issue, relevance and time period in which issue presented.</p>	<p>List 3-4 reasons that this issue is critical or important.</p>
(4) ANALYZE ROOT CAUSES	(5) DEVISE POTENTIAL SOLUTIONS	(6) ANALYZE RESULTS
<p>Use flow diagrams, cause & effect tools, consensus scoring to determine root or underlying causes of symptoms of issue(s).</p>	<p>Summarize possible solutions with field tests and probabilities to determine best solution or set of solutions and sequence.</p>	<p>After field test, analyze results. Look for unintended consequences (good or bad) and behaviors/actions of people vs. what was expected.</p>
(7) FUTURE PLANS	(8) LESSONS LEARNED	(9) FOCUS OF NEXT CYCLE
<p>Focus on next opportunity specific to this issue (based on findings in 6) or related to this issues.</p>	<p>Summarize what was learned that wasn't known prior to this process and determine applicability to other issues.</p>	<p>Decide what the focus of the next cycle will be and if the team will be maintained or members cycle off.</p>



Consumer Involvement



Recommendations/Next Steps

- Pilot site to begin block scheduling
- Enact 'presumptive denial' for Medicaid Transportation
- Continue to train providers on Part A regulations
- Involve/Communicate with consumers to empower them to take control of their transportation

What made it work?

- Meetings facilitated by non-biased consultant
- Strong consumer involvement
- Participants cut across all services priorities
- Included participants from outside of Ryan White
- “Homework” in between meetings
- Recap of progress at each meeting



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Our “aha!” moments

- Inclusiveness created buy-in
- Providers learned about resources outside of Ryan White
- Consumers learned about additional resources available to them (i.e. gas cards)
- Learned about some creative partnerships already in existence

Questions & Answers



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