

VACAC Informational Network:

Using Innovation in Quality Management Practice
Transformation to Reduce Isolation and Stigma Among
People with HIV During COVID-19 Pandemic

Safere Diawara

Juan Pierce

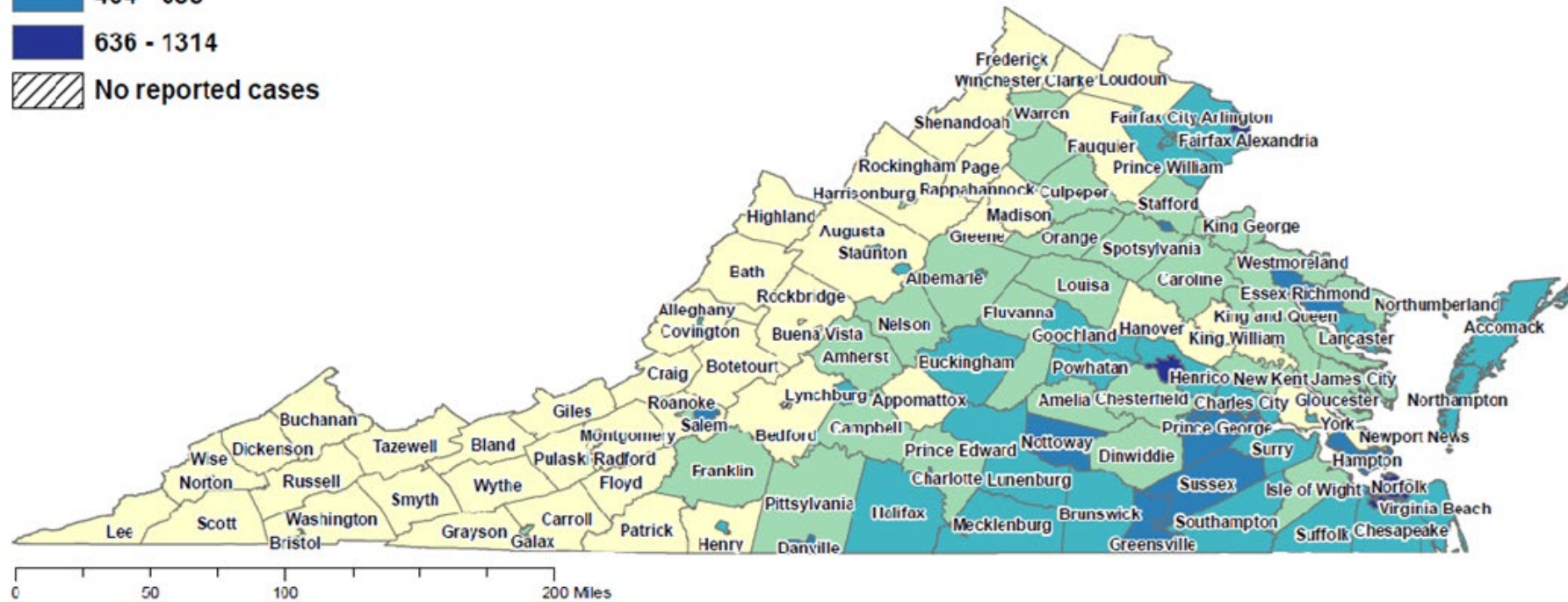
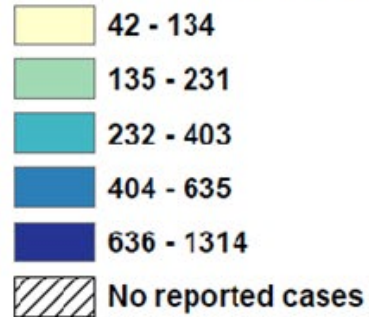
Mark Baker

20
22

NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

Persons Living with HIV in Virginia as of October 2021

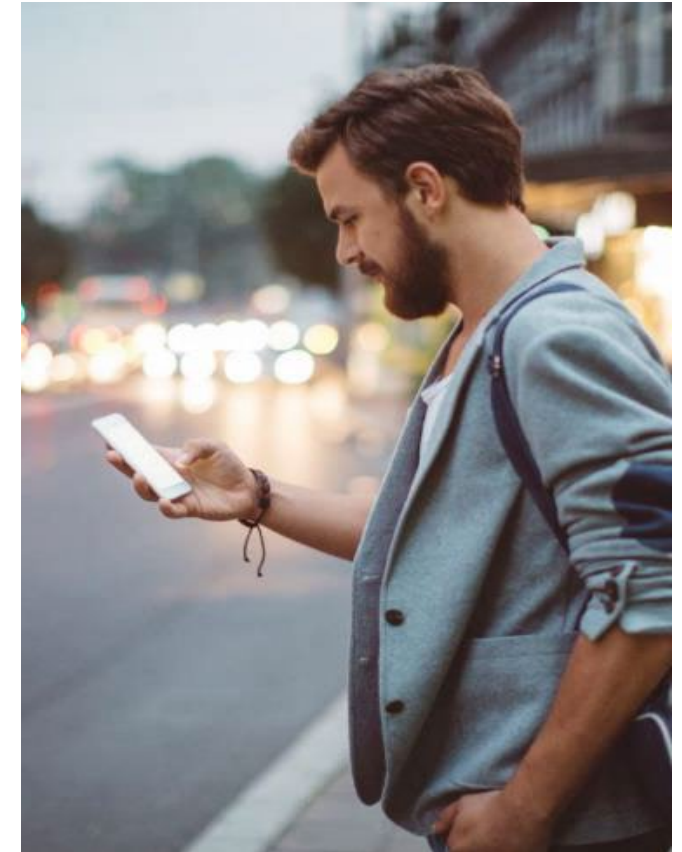
Rate per 100,000 population



Data reported to the Virginia Department of Health as of October 2021
Rates for case counts <12 are considered unstable and should be interpreted with caution

Learning Objectives

- Understand the challenges and barriers involved with engaging PWH.
- Develop effective strategies to engage PWH in short and long-term opportunities through process development in Quality Improvement projects.
- Ensure PWH are engaged or retained in care while creating a stronger community.



What is the VACAC?

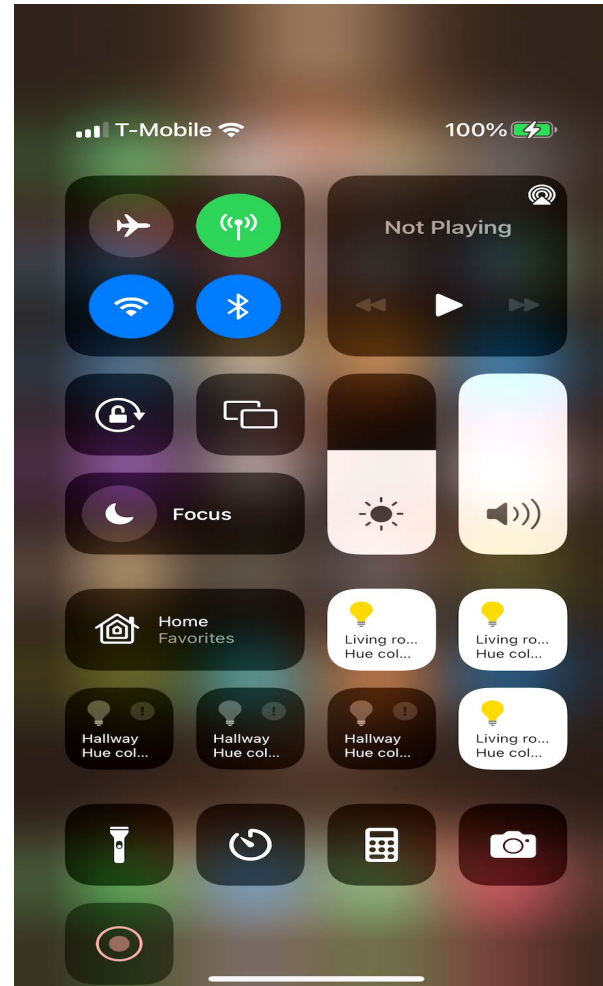
Developing consumer leadership across the Commonwealth

Background

- Care and Prevention Integrated Plan (2017) – Statewide Comprehensive and Services Needs (SCSN)
- Training of Consumers on Quality (TCQ) - February 2017 (100 consumers)
 - Training
 - Needs assessment activities
- VACAC (May 2017) held the first Executive Committee meeting
 - What are your expectations?
 - What do you plan to bring to the group? and
 - What do you plan to give to the group?
 - What are your vision?
 - What will be the VACAC mission?
 - **First group of VACAC Peer-to-Peer Trainers put together**

Hey Siri?

What is the Virginia
Consumer Advisory
Committee?



In this video, Siri says: "OK, I found this on the web for 'What is the Virginia Consumer Advisory Committee? Check it out.' No other audio plays.

Virginia Consumer Advisory Committee (VACAC)

Who we are...

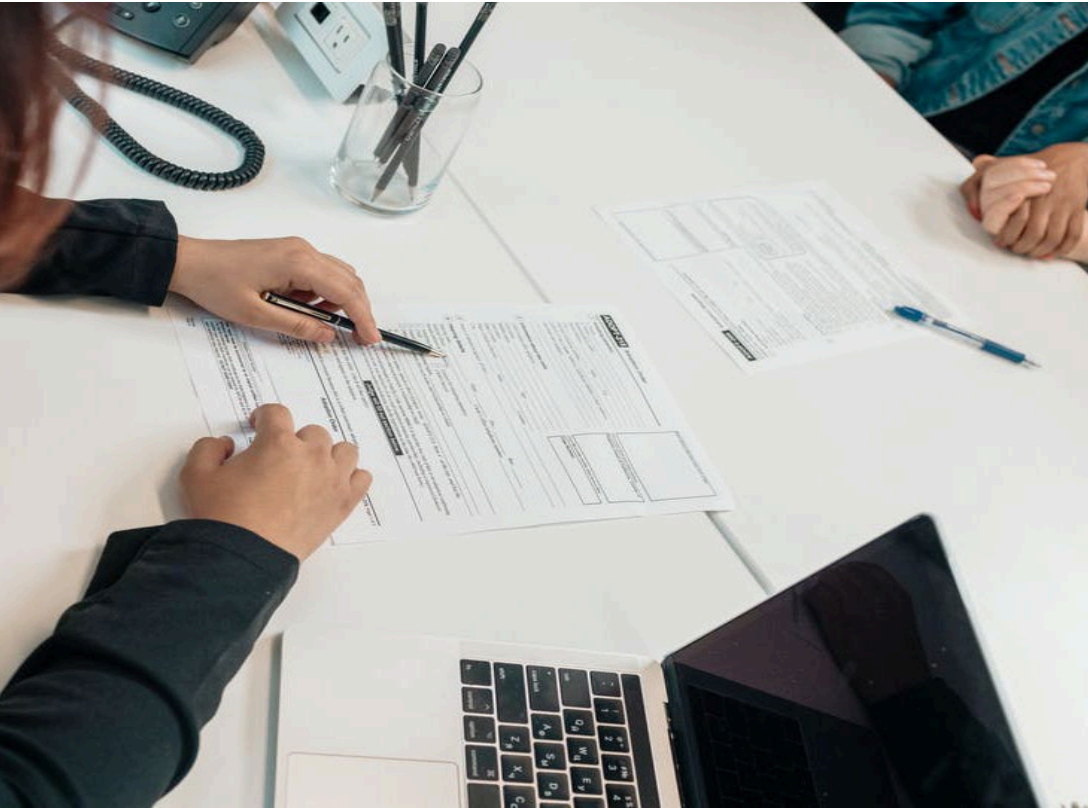
We are the VACAC, an advisory committee of consumers in the Commonwealth of Virginia that ensures PWH have input into the creation, development, and implementation of all HIV services in Virginia's five health regions.

Our Mission...

The mission of VACAC is to establish a unique and sustainable partnership with providers to incorporate the experiential perspectives of PWH into the quality improvement process.



VACAC Goals



1. To act as liaison between consumers, Virginia Department of Health (VDH) and service providers.
2. To engage, educate, and bring together consumers through a variety of activities that support health promotion and quality of life.
3. Assess challenges with linkage to care and identify quality of care best practices for implementation locally, regionally, and or statewide.



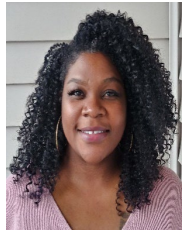
VACAC Regional Representatives

VACAC CO-CHAIRS



Thomas Salyer

VACACSouthwest@mhcprevents.org



Lynea Hogan

VACACEastern1@mhcprevents.org



Mark Baker

VACACCentral@mhcprevents.org

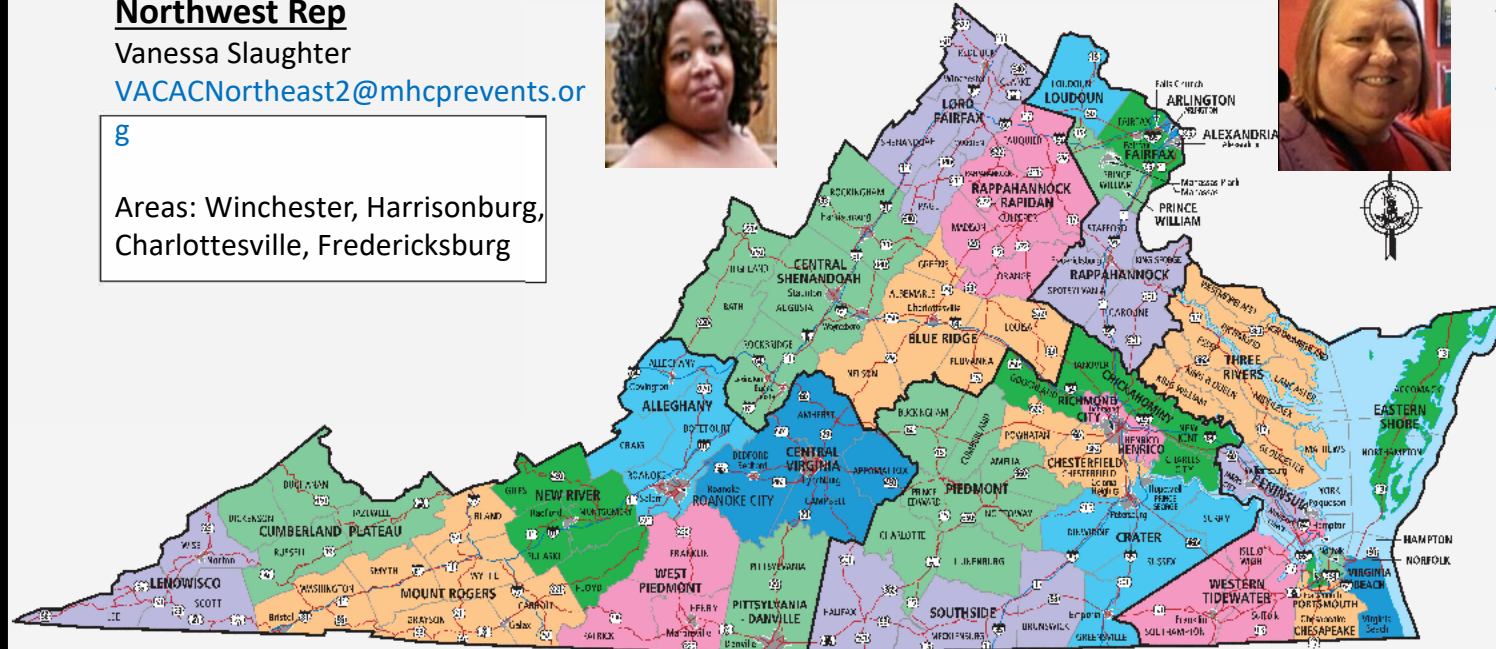
Northwest Rep

Vanessa Slaughter

VACACNortheast2@mhcprevents.org

g

Areas: Winchester, Harrisonburg, Charlottesville, Fredericksburg



Northern Rep

Liz Martinez

VACACNorthern@mhcprevents.org

Areas: NOVA/Metro DC



Eastern Rep

Lynea Hogan

VACACEastern1@mhcprevents.org

Areas: Hampton Roads, Williamsburg, Eastern Shore, Three Rivers

Southwest Rep

Thomas Salyer

thomassalyer@gmail.com

Areas: Lynchburg, Roanoke, Danville, Martinsville, Far SW



Central Rep

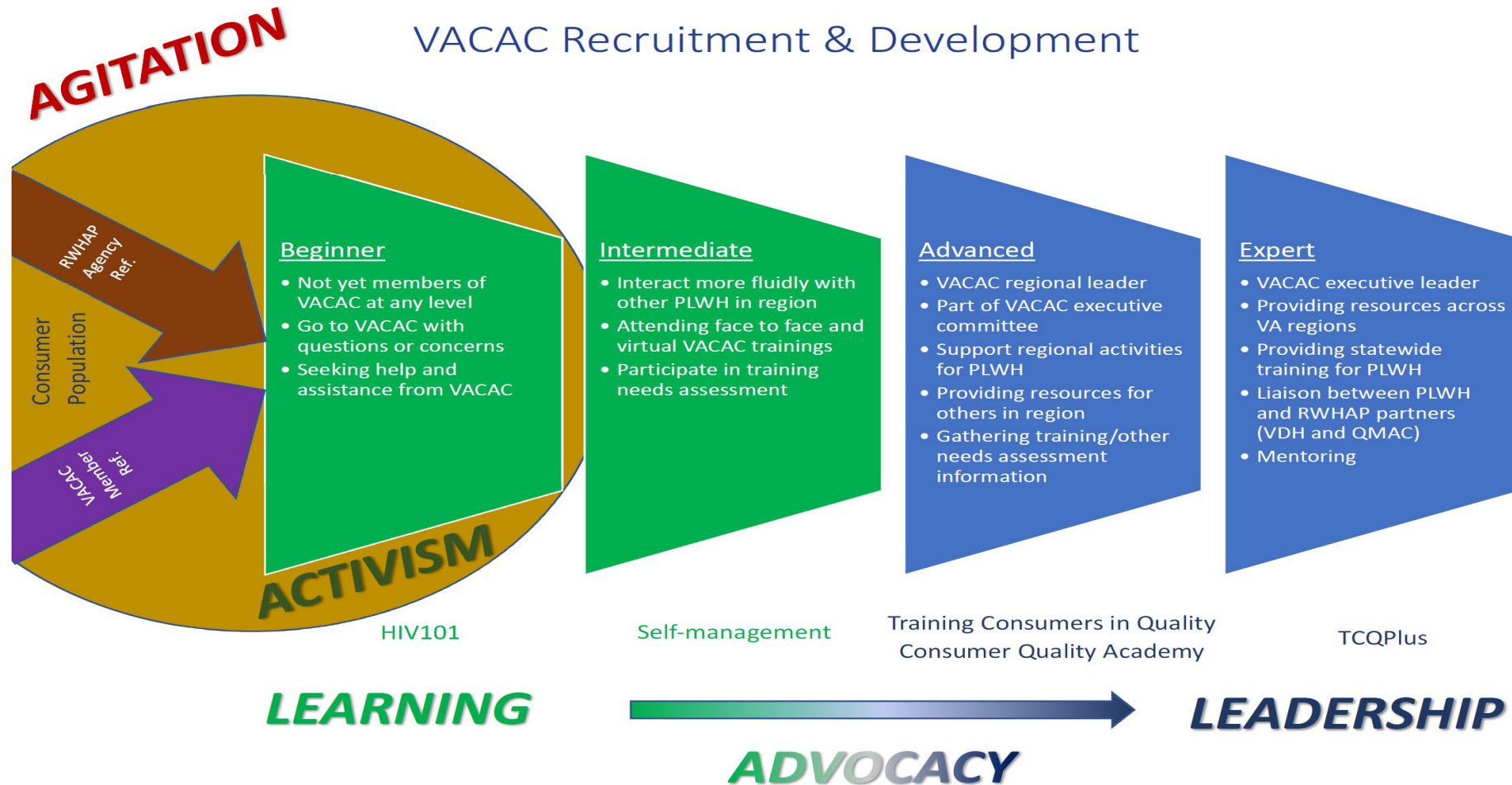
Juan Pierce

Juan@mhcprevents.org

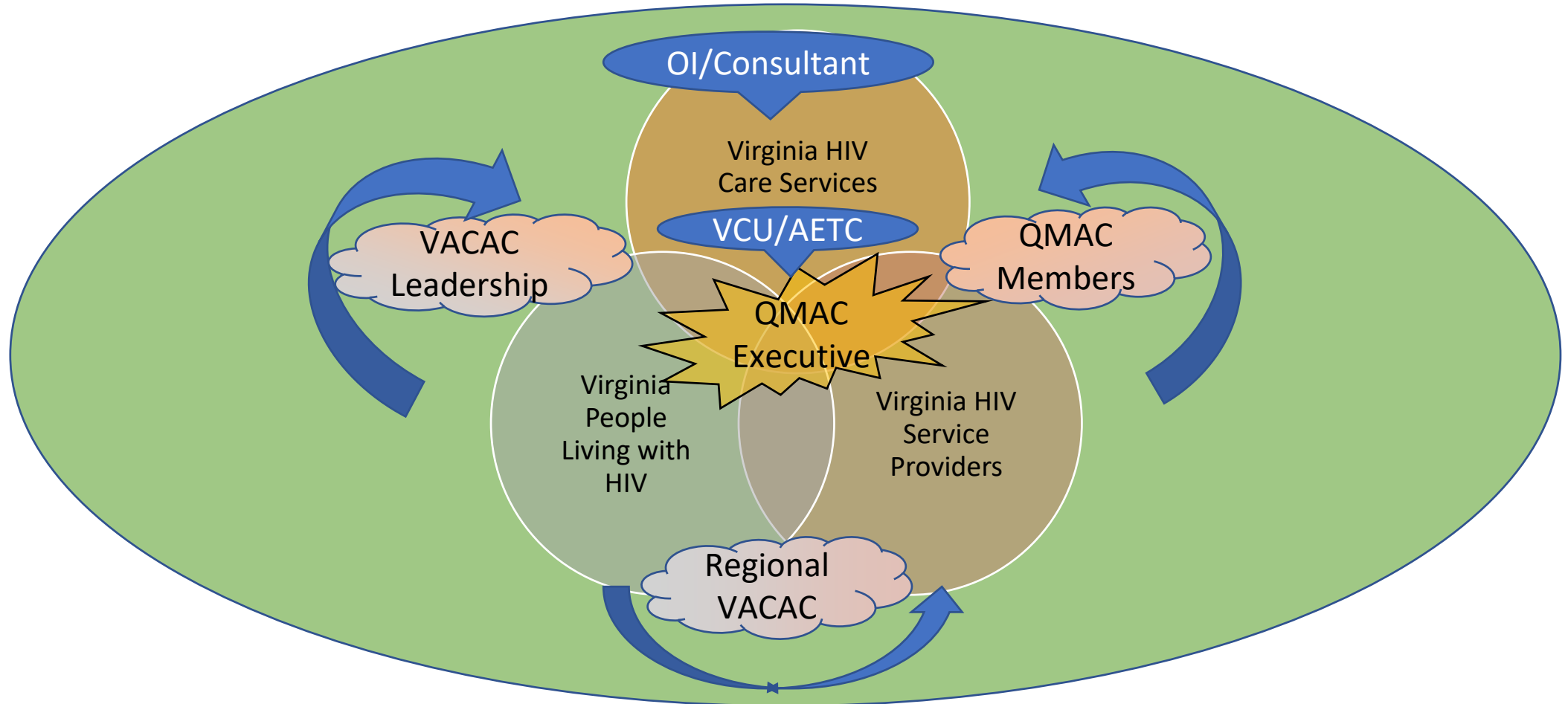
Areas: Richmond, Petersburg, Hopewell, Emporia, Southside



VACAC Recruitment & Development



Virginia HIV Environment



Understanding the challenges and barriers to consumer participation during COVID

1

Understanding challenges and barriers to consumer participation during COVID

- Lack of access to broadband and technology
- Telehealth and staying connected to care amid a pandemic
- Lack of awareness of RWHAP programs and planning bodies
- Lack of Access to Providers
- Lack of Access to support service i.e. mental health, transportation, dental care
- Unclear roles, responsibilities, and expectations (VDH, VACAC, providers)
- PWHA are not taken seriously by all provider organizations
- Staffing restrictions and turnover





The COVID Reality:

Pivoting from In-Person to Virtual Consumer Engagement



First Check-In Call after the Shelter In Place Order March 2020

40 Attendees were on the call.

PIVOT to educate consumers about engagement in care during the pandemic





Sheltered In & Teleworking May 2020

VACAC contacted providers in the 5 regions to find out how they were operating

21
MAY

COME JOIN
VACAC
LIVE


2
PM

VIRGINIA CONSUMER ADVISORY COMMITTEE (VACAC)
STATEWIDE CONSUMER ONLY CALL

The Virginia Department of Health invites Ryan White Consumers to a virtual bi-weekly meeting produced and hosted by VACAC

Thursday May 21, 2020 2PM - 3PM

How to Access Care & Treatment During COVID-19
You **must register in advance** using the link below to join the **free Zoom call**
click link [ZOOM MEETING](#)

 **VACAC**

Or to register by phone call **VCU AETC (804) 362-8090**

****Registration will close at 12:00pm on May 21, 2020****

Future Topics will include:

- What is the Telemedicine/Telchealth and how to use it
- How to Manage Finances during COVID-19
- And more!

VDH VIRGINIA DEPARTMENT OF HEALTH
To protect the health and promote the well-being of all people in Virginia.

VACAC vs COVID-19



The PIVOT: Telehealth Public Service Announcement

VACAC implemented the Plan, Do, Study, Act (PDSA) Cycle



The COVID Reality:

Pivoting from In-Person to Virtual Consumer Engagement

The video on this slide has no dialogue. Upbeat music plays in the background.

A group of diverse people in a meeting, smiling and holding up sticky notes. The scene is brightly lit, suggesting a positive and collaborative environment. The people are of various ethnicities and are engaged in a discussion. Some are holding up pink and blue sticky notes, indicating an interactive session. The background is slightly blurred, focusing attention on the participants in the foreground.

VACAC
Capacity Building

2

Capacity Building is a part of the continuous quality improvement process.

VACAC Executives needed the tools make a PIVOTAL Transition

VACAC invites external facilitators to assist with the capacity building of the Executive Committee Team

Some members provided technical assistance to other members on late night VACAC Tech@ Night sessions



Using email and group text to communicate



Assessing the technology needs of the Executive Team



Sounding the bell to VDH about the needs



Being flexible with time.



Chromebooks

- VDH approved laptops
- “Tech @ Night Sessions” Chromebook Setup
- Microsoft Word tutorial videos
- VACAC Emails were assigned and hosted by Minority Health via Microsoft Donation Office 365
- Power Point Presentation Skills



Capacity Building for VACAC Leadership

Tech at Night

- Set up email and software
- 10 Sessions – 12 Attendees

Robert's Rules of Order Training

- August 23, 2021
- 15 VACAC Executives trained

VACAC CQI Process Usage

- Continuous quality improvement
- Review of by-laws

Successful consumer involvement in Virginia

3

Recruitment Flyer Example

(English - Spanish)

Utilized
Spanish One
to reach the
Latinx
Consumers




26
OCT

COME JOIN US
VACAC
LIVE

7
PM

VIRGINIA CONSUMER ADVISORY COMMITTEE(VACAC)
STATEWIDE CONSUMER ONLY CALL
The Virginia Department of Health invites Ryan White Consumers to a virtual meeting hosted by VACAC

MENTAL HEALTH DURING COVID-19



October 26, 2021 7:00 PM – 8:30 PM
You may be eligible to receive a \$25.00 food voucher for attending the meeting

You must register in advance clicking the link below to join the free Zoom call
[VACAC LIVE REGISTER HERE](#)
Or to register by phone call **VCU AETC (804) 828-6471**

Registration will close at 12:00pm on October 26, 2021

VACAC LIVE: EVENING EDITION

26
OCT

VEN ÚNETE A
NOSOTROS
VACAC
EN VIVO

7
PM

COMITÉ ASESOR DEL CONSUMIDOR DE VIRGINIA(VACAC)
SOLAMENTE PARA CONSUMIDORES VIA LLAMADA O VIA ZOOM
El Departamento de Salud de Virginia invita a los Consumidores de Ryan White a la reunión virtual organizada por VACAC

SALUD MENTAL DURANTE COVID-19



Octubre 26, 2021 7: 00 PM – 8:30 PM
Usted puede ser elegible para recibir un vale de comida de \$25.00 por asistir a la reunión

Debe registrarse con anticipación haciendo clic en el enlace a continuación para unirse a la llamada gratuita de Zoom
[VACAC EN VIVO: INSCRÍBESE AQUÍ](#)
O para registrarse por teléfono llame a **VCU AETC (804)828-6471**

La inscripción se cerrará a las 12:00 pm del al 26 de octubre de 2021

VACAC EN VIVO: EDICIÓN VESPERTINA

VACAC: Examples of Topics

VACAC LIVE Session TOPICS



How to access Care & Treatment during COVID 19

HIV and Social Justice

HIV & Estate Planning

Addressing the Intersection of Domestic
Violence & HIV

The Four Pillars: The Role of
Consumers in ending the
epidemic

**Understanding your Lab Values: Getting
the Most out of your provider visit**

**Credit
& Debt
Management
during
COVID-19**



First VACAC LIVE Statewide Call in Calendar Year '22

January 2022

Over 67 Attendees

Intimate Partner -
Domestic

Violence & HIV

Very Impactful on the
Participants

Self Disclosure of Trauma

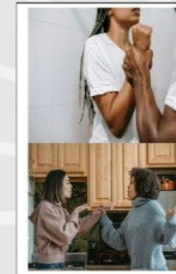
25
JAN

COME JOIN US
**VACAC
LIVE**

7
PM

VIRGINIA CONSUMER ADVISORY COMMITTEE (VACAC)
STATEWIDE CONSUMER ONLY CALL
The Virginia Department of Health invites Ryan White Consumers to a virtual meeting hosted by VACAC

**Addressing the Intersection of
Domestic Violence & HIV**



January 25, 2022 7:00 PM – 8:30 PM

You may be eligible to receive a \$25.00 food voucher for attending the entire meeting

You must register in advance clicking the link below to join the free Zoom call

[VACAC LIVE REGISTER HERE](https://zoom.us/join/68711247352)

https://zoom.us/meeting/register/Ucplu1qDgoGdWHT_t_DmFWqaUgCBalLmEU

Or to register by phone call **VCU Educational Program (804) 828-6471**

Registration will close at 5:00pm on January 25, 2022

VACAC LIVE: EVENING EDITION

VACAC is Listening Regional Calls

- 13 months of talking to consumers
- Realized it was time to listen to them



VACAC Lessons Learned

Example of topics used across the regions

4

Listening Sessions: Lessons Learned



Dental
Access

Listening Calls: Lessons Learned



In person
vs Telehealth

Lessons Learned During the Pivot

**VACAC shifted the timing
from 2pm to 7pm**



**Fewer
Participants**



**Larger
audience**

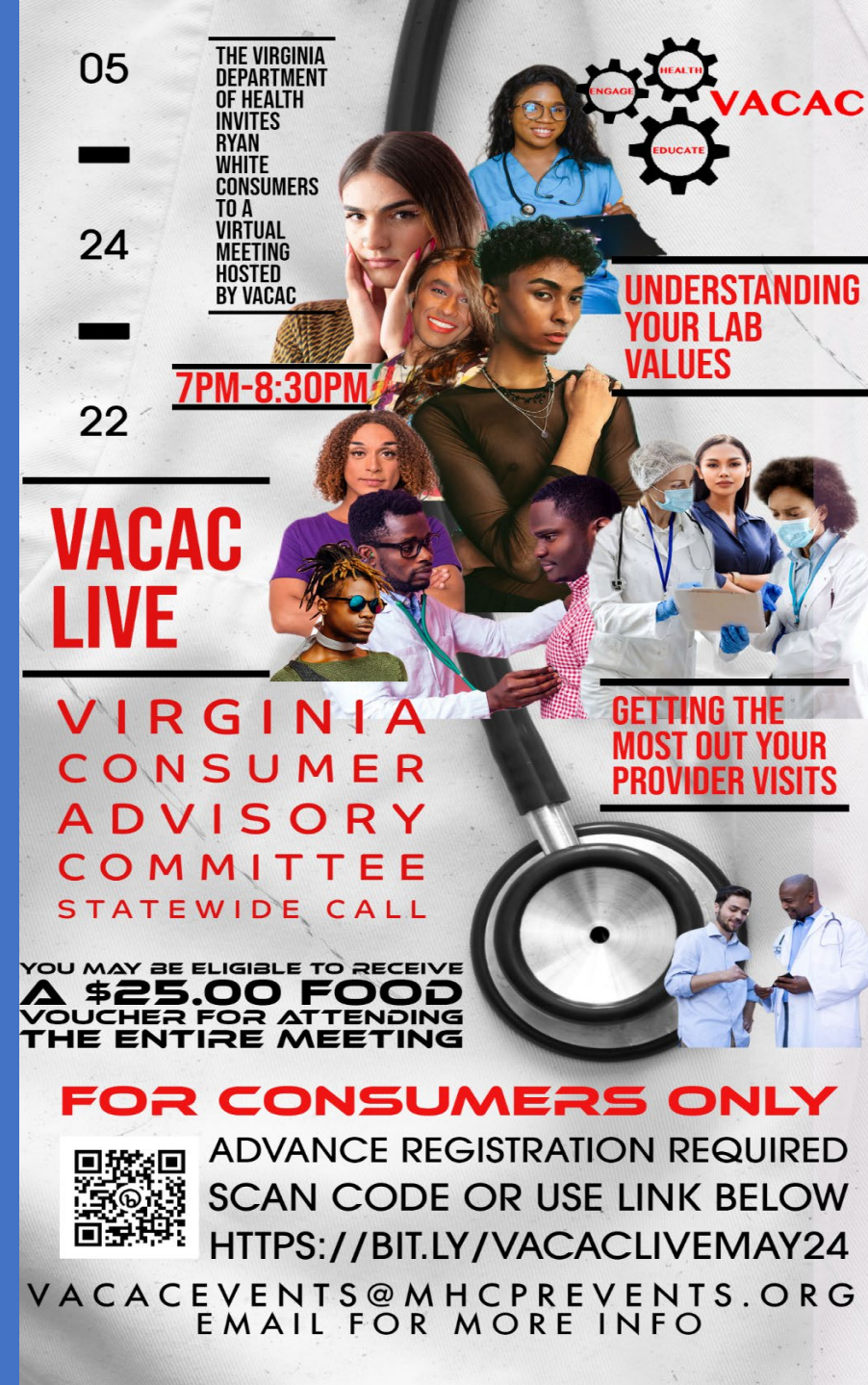
The Future of VACAC

5

THINK
ABOUT
THINGS
DIFFERENTLY

The Future of the VACAC

- Tech access to consumers in non-accessible areas
- Encourage consumers to advocate for legislation
- Development of an VACAC Fellowship program
- Increase collaboration with providers to triage/ impact consumer concerns
- Use PDSA cycles for continuous quality improvement
- Funding for sustainability



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THE VIRGINIA DEPARTMENT OF HEALTH INVITES RYAN WHITE CONSUMERS TO A VIRTUAL MEETING HOSTED BY VACAC

ENGAGE HEALTH EDUCATE **VACAC**

UNDERSTANDING YOUR LAB VALUES

7PM-8:30PM

VACAC LIVE

VIRGINIA CONSUMER ADVISORY COMMITTEE STATEWIDE CALL

GETTING THE MOST OUT YOUR PROVIDER VISITS

YOU MAY BE ELIGIBLE TO RECEIVE **A \$25.00 FOOD VOUCHER FOR ATTENDING THE ENTIRE MEETING**

FOR CONSUMERS ONLY

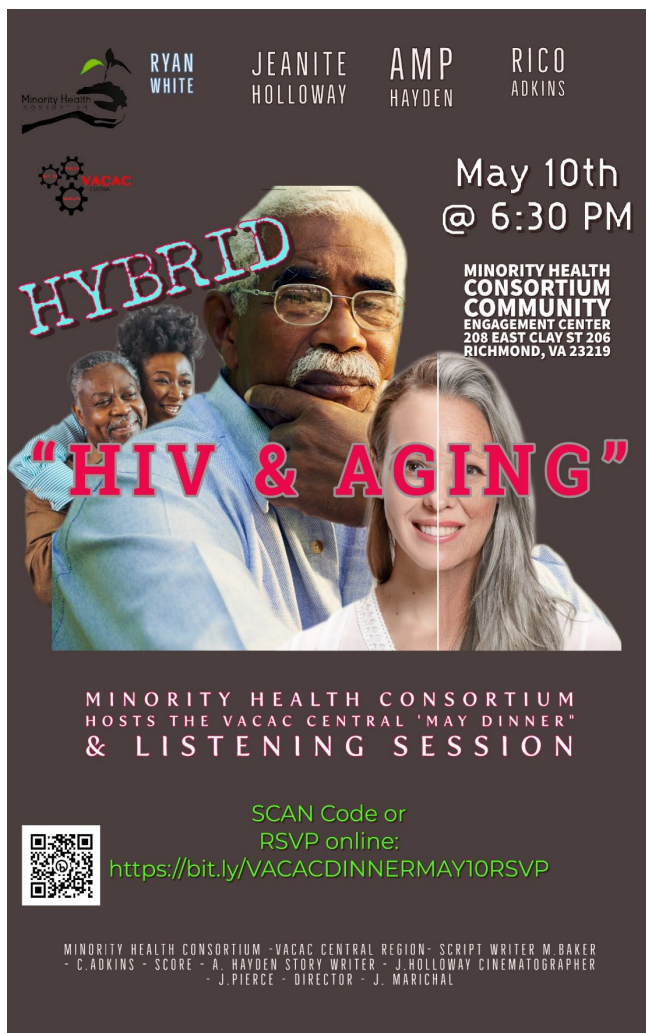
ADVANCE REGISTRATION REQUIRED
SCAN CODE OR USE LINK BELOW
[HTTPS://BIT.LY/VACACLIVEMAY24](https://bit.ly/vacaclivemay24)

VACACEVENTS@MHCYPREVENTS.ORG
EMAIL FOR MORE INFO

HYBRID Listening Sessions

Examples of Flyers for HYBRID Sessions

NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT



Minority Health Consortium
RYAN WHITE
JEANITE HOLLOWAY
AMP HAYDEN
RICO ADKINS

May 10th
@ 6:30 PM

HYBRID

MINORITY HEALTH CONSORTIUM
COMMUNITY
ENGAGEMENT CENTER
208 EAST CLAY ST 206
RICHMOND, VA 23219

"HIV & AGING"

MINORITY HEALTH CONSORTIUM
HOSTS THE VACAC CENTRAL 'MAY DINNER'
& LISTENING SESSION

SCAN Code or
RSVP online:
<https://bit.ly/VACACDINNERMAY10RSVP>

MINORITY HEALTH CONSORTIUM - VACAC CENTRAL REGION - SCRIPT WRITER - M. BAKER
- C. ADKINS - SCORE - A. HAYDEN STORY WRITER - J. HOLLOWAY CINEMATOGRAPHER
- J. PIERCE - DIRECTOR - J. MARICHAL



MINORITY HEALTH CONSORTIUM
HOSTS THE VACAC CENTRAL JUNE DINNER &
LISTENING SESSION

VACAC CENTRAL

TUESDAY JUNE 7
2022
7PM

CONFIDENT DISCUSSIONS:

THE IMPORTANCE OF REMAINING IN CARE

PRESENTED BY, HAZEL-PARKER-JONES, DNP, MSN AP, RN, BC, FNP, ASSISTANT PROFESSOR
UNIVERSITY OF MARYLAND, BALTIMORE, MD

SCAN
CODE OR
RSVP
ONLINE

COMMUNITY
ENGAGEMENT CENTER
206 E. CLAY ST, SUITE B
RICHMOND, VA 23219

BIT.LY/VACACJUNE7RSVP FOLLOW & SUBSCRIBE



HOUSING IS HEALTHCARE

HOUSING SUMMIT FOR RYAN WHITE CONSUMERS (PLWHA) IN
THE CENTRAL VIRGINIA REGION

SATURDAY, JUNE 18, 2022, 12 NOON - 5 PM
LUNCH WILL BE PROVIDED
REGISTRATION REQUIRED FOR ENTRY

HOSTED BY MINORITY HEALTH CONSORTIUM &
THE VACAC CENTRAL REGION TEAM

LEARN ABOUT
HOUSING
RESOURCES

1330 N 25TH
STREET SUITE A
RICHMOND, VA 23223

SCAN THE CODE TO
REGISTER OR GO ONLINE:
[HTTPS://BIT.LY/VACACHOUSINGSUMMIT](https://bit.ly/VACACHOUSINGSUMMIT)

VACAC Recruitment Process

THE VIRGINIA DEPARTMENT OF HEALTH INVITES RYAN WHITE CONSUMERS TO JOIN YOUR REGIONAL VACAC

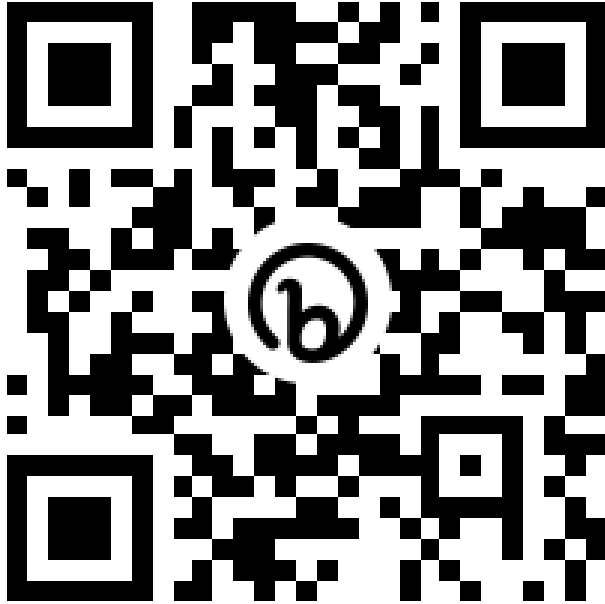
VACAC CENTRAL

VIRGINIA CONSUMER ADVISORY COMMITTEE RECRUITMENT & INTEREST FORM

WE ARE SEEKING REGIONAL MEMBERS

SCAN ME OR GO TO

BIT.LY/JOINVACAC



VACAC Consent to Engage Form:
<https://hipaa.jotform.com/211435884876064>



You Now Have Access to VACAC

The video on this slide has no dialogue. Technological sounds play in the background.

What questions do you have for us ?