



[Worksheet] Learning from Our Successes and Challenges

KP Transformation Accelerator: Mid-Atlantic Region

Organization Name: La Clinica Del Pueblo

Project Aim: By December 31, 2018, Integrate HIV primary care into LCDP Hyattsville site, paneling a minimum of 25 patients with Dr. Husni.

1. What changes have you tried to help you achieve your aim?

For each change, please share whether you are still testing (change is being tested with a few patients and/or with a few providers, for example) or have implemented the change (you're doing the change most of the time with most patients and providers at the pilot site).

Our project aims to open an entirely new service at our Hyattsville site, so our project has focused on creating a planning team and process made up of direct service providers and managers. We have not started to test any service delivery items yet, but have done a fair amount of testing of what works to develop an inclusive process for integrating new services. During this process, we have changed the core team's meeting time, duration and frequency. As a team, we set meeting rules with to have clear expectations. We have also added more key staff to the team during these meetings. All of these changes have helped to ensure that our project design keeps improving.

2. What have you learned from doing these changes?

How are patients, staff, clinicians experiencing these changes? Please give us a glimpse of the data you have collected.

We learned that one hour was not enough time to brainstorm and have a final product. We identified needing more staff to help us move forward who are involved in services at our 15th Street site. This helped us to change our thinking about how we would recruit patients for our services: instead of doing recruitment through call or brochures, we will solicit recommendations from care coordinators with patients who reside in MD, and engage them in warm handoffs.

3. What are your top 2 challenges in achieving your aim?

At the moment, we are in the planning stage to implement/integrate a service to our site. We plan to start our services in July and at the moment we have identified drivers to move us forward. Some of our drivers include learning and understanding the current DC site's HIV workflow and protocols. This exercise helped us identify where our gaps are and how we are going to make it work. Our major challenge is not having key staff on site such as having a nurse care manager and having a medical receptionist.

4. What do you want to learn from your peers to help you reach your aim?

- Ideas for integrating new services to a site with existing staff (no new staff)
- process organizations have used to transfer patients to a different site/new PCP to achieve balance while respecting patient choice
- Adapting workflows so they account for regional or site specific needs, while maintaining overall program integrity.