On October 20th, 2014, 26 people living with HIV/AIDS from across Missouri came together in Jefferson City to attend the Training of Consumers on Quality (TCQ). Throughout the 3-day training, led by Adam Thompson, a coach with the National Quality Center, consumers connected face-to-face with one another to learn about quality improvement and the integral role that they play in viral load suppression. Matthew Grover, Communication Liaison, spoke with several attendees about their experience and what resonated with them.

Why were you interested in attending TCQ? "I was unaware of the TCQ or it’s purpose. I work alongside case managers, clients, doctors and other peer advocates... The TCQ conference would be a great place for me to gain information that will help me while on the job." - Consumer, St. Louis

How can consumers influence quality improvement projects? “Consumers can tell their providers what we need and how we can stick to our programs” - D. Moore, St. Louis

How would you like to see consumers impact future quality improvement projects? “I want more people [consumers] involved... There’s strength in numbers, and it’s like a door opens with these trainings. TCQ gave me a lot of self-help in many ways. I deserve more, I deserve better [care].” - S. Caffey, Kansas City

What was one of your favorite parts of TCQ? “They were constantly giving you information... I didn’t know I had the capacity to contain that information. I was amazed with myself and how I was able to bring it back to my community.” - A. Thomas, St. Louis

Adam facilitates the PB&J game. Showing the importance of clearly documenting the process of quality improvement.

The data presented is provided from St. Louis University, Washington University, KC CARE, Truman Medical Center, and AIDS Project of the Ozarks. The graph includes data from Submission 1 (1/1/13-12/31/13), and Submission 4 (9/1/13-8/31/14).

For measurement definitions visit: https://www.incarecampaign.org/

AIM STATEMENT

MO CAN will use heroic efforts to improve the HIV Care Continuum in order to provide high quality care for Missouri residents living with HIV. We will initially focus on viral load suppression as evidenced by:

- At least 85% of patients in all race, gender, and age categories will be virally suppressed by June 2015 from the baseline of 81% in December 2013.