

# A Special Invitation to be Part of a National Project

## Consumer-Provider Partnership for Care: Recruitment and Retention of HIV + Women into Services

The Consumer-Provider Partnership for Care Program will provide HIV healthcare agencies with a framework for developing partnerships between their staff and HIV+ women consumers in order to improve their reach, recruitment and retention of other HIV+ women who are not in care. Through specialized training and technical assistance, agencies will learn how to establish and utilize effective consumer-provider partnerships to address the daunting challenges of engaging and retaining hard-to-reach vulnerable women in care. These partnerships will also contribute to the provision of comprehensive, coordinated and culturally competent family-centered HIV care that includes the active involvement of consumers in their own care.

Please review the following information and, if you are interested in receiving training and technical assistance to implement this innovative approach at your agency, complete the contact form.

### Overview

Agencies can have difficulty identifying and reaching the most vulnerable HIV+ women in need of care and/or retaining HIV+ women in services. However, your consumers often know how to find other women who are not accessing services, and understand the issues that make it difficult for HIV+ women and their families to access services and manage their healthcare. Your consumers (HIV+ women who are successfully involved in their own healthcare) and clinical staff can work effectively in partnership to address these challenges. Consumers can function as role models to other HIV+ women, and as liaisons between clinical care staff and women in need of services. For the consumer-provider partnership to work effectively and improve access to and retention in services, both consumers and clinical staff need training and follow-up support on partnering together and utilizing evidence-based techniques and public health strategies such as: social network strategy; motivational interviewing; harm reduction; and adherence strategies. All of the interventions and strategies presented in this training program have documented evidence of efficacy and the training will allow for a broad dissemination of these techniques through Ryan White Part D agencies. Consumers and clinical staff will learn to pursue this unique partnership with the common goals of identifying hard-to-reach, vulnerable HIV+ women and their families, increasing access to care, and supporting women as they learn to become actively involved in their own healthcare.

Consumers will attend four days of training, and clinical care staff will attend two days of training. Day one of the training, for consumers only, will focus on the role of the consumer as a role model and liaison, and on increasing the knowledge, skills and abilities of patients in working with both other consumers and clinical care staff. Days two and three of the training are for consumers and clinical care staff and will focus on defining and developing the partnership, and on increasing knowledge, skills and abilities in using evidence-based interventions and public health strategies to identify, reach, and retain HIV+ women and their families in care. Day four of the training, for consumers only, will focus on additional skills development such as enhanced outreach and navigation, and special issues such as boundaries and safety issues.

### Training Dates and Locations:

Dates	Locations	Region	Application Deadline
Oct. 26–29, 2010	Providence, RI	Northeastern	October 12, 2010
March 1-4, 2011	Chicago, IL	Midwestern	February 15, 2011



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## Four-Day Training Overview

Day One (Consumers Only)	Day Two (Consumers & Clinical Care Staff)	Day Three (Consumers & Clinical Care Staff)	Day Four (Consumers Only)
<ul style="list-style-type: none"> <li>• Role of Consumers as Role Model and Liaison</li> <li>• Communication Skills</li> <li>• A Directive-Client Centered Approach</li> <li>• Negotiating and Problem Solving</li> <li>• Special Issues: Stigma and Discrimination, and Attitudes and Values</li> </ul>	<ul style="list-style-type: none"> <li>• The Consumer-Provider Partnership</li> <li>• Team Building</li> <li>• Roles and Responsibilities</li> <li>• Interventions and Strategies: Social Networks, Relationships with Providers, and Self Management</li> </ul>	<ul style="list-style-type: none"> <li>• Motivational Interviewing</li> <li>• Working with Families</li> <li>• Harm Reduction</li> <li>• Adherence</li> <li>• Implementation Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced Navigation</li> <li>• Building Relationships</li> <li>• Boundaries and Safety Issues</li> </ul>

## Application Process

### Who is eligible?

Ryan White Funded Part D grantees that work with HIV+ women and their families will be given first preference. Part A, B, and C Ryan White funded grantees are eligible to apply and will be contacted if space permits.

### Who should attend?

Each agency should select 2 women who are consumers in their HIV services to send to this training. These consumers should be successful in managing their own health care, and capable of being positive role models to other consumers. Agency will also send at least one clinical care staff (nurse or other staff member) to the training program.

### Agency Commitment:

To receive the free training and technical assistance, agencies that participate must commit to the following:

- Provide funding for travel, accommodations and per diem for two patients and at least one clinical care staff person
- Participate in all project-related technical assistance activities
- Participate in all evaluation activities

### How to Apply:

Please complete a copy of the attached application form. Upon receipt and review of your application, CAI project staff will contact you to discuss your application and the selection process.

## Implementation Guide and Technical Assistance

All agencies selected to participate in this project will receive an Implementation Guide at the end of the training program to help them implement their consumer-provider partnership at their agencies. Also, all agencies will receive technical assistance (TA) following the training program. The TA will include telephone consultation, webinars, and distribution of resource materials. In addition, a few agencies will be selected to receive customized, on-site technical assistance.

### About Cicatelli Associates Inc.

Cicatelli Associates Inc. (CAI) is offering several training and technical assistance series to clinical care staff and consumers to help agencies implement the Consumer-Provider Partnership for Care Program.

CAI is a nonprofit, 501(c)(3) training and technical assistance organization that has been working to improve the quality of HIV care to underserved, vulnerable populations since the beginning of the epidemic. Using our successful model of training and technical assistance, and our experience in providing training on integrating peer advocates in healthcare teams to Ryan White funded agencies and other HIV healthcare providers, we have designed a four-day training program that targets clinical care staff and consumers.

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## Pre-Registration Form

To register, please complete, detach and mail, email or fax registration form to:

**William McDonald, MA**  
**Cicatelli Associates Inc.**  
505 Eighth Avenue, 16<sup>th</sup> Floor, New York, NY 10018  
Fax (212) 629-3321 Phone (212) 594-7741

OR Visit our web site at <http://www.cicatelli.org/HRSAConsumer/default.htm> to register online!

You will be contacted by CAI project staff upon review of the application.

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### Pre-Registration Form

(To be completed by authorized supervisor or executive director)

Your Name \_\_\_\_\_

Position \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

What Type of Ryan White Care Act Funds does your agency receive?

Title A \_\_\_\_\_ B \_\_\_\_\_ C \_\_\_\_\_ D \_\_\_\_\_ Contract # \_\_\_\_\_

Names of the Women (Consumers) you plan on sending to this program:

1. \_\_\_\_\_

2. \_\_\_\_\_

Name of the Clinical Care Staff (Providers) who will attend this program:

1. \_\_\_\_\_

2. \_\_\_\_\_

This training program is sponsored by funding from Health Resources and Services Administration (HRSA) through the Department of Health and Human Services

