Public Health Institute of Metropolitan Chicago (PHIMC) enhances the capacity of public health and health care systems in Illinois to promote health equity and expand access to services. Through organizational development, system transformation, fiscal management, and program implementation, PHIMC leads efforts to strengthen the public health infrastructure in Illinois.

Protecting our Patients (POP) is a campaign mobilizing health care teams to reduce stigmas that hinder healthy patient outcomes. POP initiatives promote practices that improve patient experiences and support comprehensive care. POP initiatives currently include: 1) integrating routine HIV screening into general health care and 2) providing affirming health care for all, especially those most marginalized from health care systems.

There are many heroes already working in clinical settings caring for patients and promoting best practices. Their stories of providing routine screening and affirming care inspire others to do the same. POP elevates these heroes into POP Champions who lead peers in understanding their role in reducing stigmas, encouraging peers to be leaders, and facilitating opportunities to keep the conversation and campaign alive. POP supports the efforts of these champions and heroes to promote sustainable change in service delivery.

Characteristics of strong POP Champions:
- **Motivator:** A high level of motivation and enthusiasm are necessary to move members of the health care team to overcome potential barriers to implementing routine HIV screening and affirming medical care. Successful POP Champions will demonstrate a sincere commitment to the needs of the staff. They will also celebrate success and demonstrate appreciation for the efforts of others.
- **Problem Solver:** POP Champions must be able to tackle problems and find solutions quickly and efficiently. They will need to bring ideas to the table and foster an environment where clinic staff can help identify solutions.
- **Decision Maker:** Decisions must be made in a timely manner throughout the process. Wisdom and efficiency in making decisions and conducting proper follow-up keeps the campaign on course and prevents competing priorities from obscuring the goals of the campaign.
- **Communicator:** POP Champions are a critical link in the team communications systems. They communicate the concepts and approaches of the campaign to their peers, bridge ideas between departments, and report on progress to PHIMC.
- **Task Organizer:** There are critical steps in the implementation of the POP Campaign that must be maintained by the POP Champions, including training from PHIMC, initiatives within clinic, recruitment events, and reporting to PHIMC.
- **Other Characteristics:** Confident, flexible, active listener, able to reframe perspectives, collaborative, manage ambiguity and conflict, seek resources, open and affirming, and have passion and commitment for routine HIV screening and affirming medical care.

POP Champions commit to the following:
- Implement campaign initiatives and keep it alive in the clinic
- Liaise with POP Campaign staff and site administration
- Support individual change among peers
- Build and maintain an implementation team

For more information about POP, visit: www.phimc.org/pop or contact Laura Roche, Program Associate
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