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. While POP initiatives are focused on individuals who make up health care teams, success requires commitment from the institutions within which these individuals work.

The following commitments must be made by executive leadership and supported by appropriate management personnel within organizations implementing POP. PHIMC offers executive training and coaching as well as technical assistance and training to support each of these commitments.

1. **Conduct full implementation:** For POP to be successful, each initiative requires follow-through to completion. The institution must commit to full implementation and broad institutional support of the initiative.

2. **Report activities:** The institution must agree to track and report on clinic activities as requested by PHIMC, including HIV testing, patient satisfaction, and provider response. PHIMC staff will work with institutional representatives to determine appropriate data collection and reporting mechanisms.

3. **Create time and space:** Time in morning huddles, staff meetings, and/or all staff gatherings is important for the implementation of POP initiatives. Inclusion in new staff orientation is critical for keeping the POP practices alive. Space on clinic walls is needed for hanging materials.

4. **Maintain plans for clinic flow and linkage to care:** Develop and implement a plan that details to staff where HIV screening fits into the clinic flow and how newly diagnosed individuals will be directly linked into care. This plan must be clearly communicated to PHIMC and the POP Champions within the sites prior to implementation of the Routine HIV Screening initiative.

5. **Support POP Champions:** Champions from within the health care teams are central to the implementation of POP. These may include receptionists, medical assistants, physician assistants, nurses, administrators, and physicians who will be trained by PHIMC to implement initiatives and keep campaign messages at the forefront of clinic activities. Institutions must commit to identifying champions, supporting their training provided by PHIMC, and providing incentives and space for champions to perform this leadership role.

6. **Establish and maintain communication systems:** Management decisions will impact the implementation of POP, routine screening, and affirming care. Likewise, new ideas will emerge from health care teams during the implementation of POP that can positively impact routine HIV screening and affirming care within the institution. Thus, communication systems must be clearly established between institutional leadership and POP champions and include PHIMC staff.

7. **Create implementation infrastructure:** POP Champions need institutional support to be successful and institutions need access to structures such as committees and designated staff time to continue to offer routine HIV screening and provide affirming care. Institutions that are implementing POP must identify what these structures are and how staff, POP Champions, and PHIMC can access them.

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