

Public Health Institute of Metropolitan Chicago (PHIMC) enhances the capacity of public health and health care systems 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.

PHIMC leads the Ryan White Collaborative Quality Management (QM) Program for the Chicago Eligible Metropolitan Area (EMA) in partnership with Chicago Department of Public Health (CDPH). PHIMC and its partners provide quality management technical assistance (TA) to Ryan White Part A-funded agencies, identify areas for improvement, and develop resources and trainings to improve medical and social services for people living with HIV/AIDS.

Ryan White HIV/AIDS Program is funded through Health Resources and Services Administration (HRSA) out of the U.S. Department of Health and Human Services (HHS). The program is designed to support primary medical care and essential support services for people living with HIV who do not have sufficient health coverage or financial resources.

"PHIMC has greatly assisted in the facilitation of the CDPH QM site visits this year. The [resources] we received at orientation this fiscal year streamlined the whole process and prepared CDPH and ourselves for a hassle free site visit."

**- Valerie Johansen, STI Program
Population Health Services – Lake County
Health Department**

Each year, PHIMC and CDPH conduct QM site reviews at organizations providing services to people living with HIV. In the first year of the project, site visits were conducted with community-based organizations, health departments, and Federally Qualified Health Centers providing Early Intervention Services (EIS) to hundreds of clients living with HIV in the Chicago EMA. EIS are designed to link and retain newly diagnosed clients into care and re-engage existing clients that have fallen out of care.

In addition to EIS site visits, PHIMC and CDPH conducted a comprehensive site visit of AIDS Foundation of Chicago's robust medical case management (MCM) system. MCM is a core service offered to clients living with HIV to support retention in care, adherence to medication, and active referrals to other essential medical services.

In addition to site visits, PHIMC develops the E-Quality newsletter, plans and facilitates the 2016-2017 CDPH Learning Collaboratives, and organizes a webinar series.



PHIMC partners with Midwest AIDS Training + Education Center (MATEC) and Center for Conflict Resolution in Chicago (CCR) to provide higher level training and technical assistance (TA) to Ryan White Part A funded agencies.

MATEC conducts surveys, develops and implements trainings and TA, and facilitates four QM webinars in collaboration with PHIMC.

CCR manages the Part A consumer grievance process and provides training and TA to agencies on conflict resolution skills. CCR also staffs the grievance hotline and mediates any disputes between clients and providers.

For more information, contact:

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