

CAROLINA FAMILY HEALTH CENTERS, INC.

PROCEDURE

TITLE: RW 100.10 Ryan White Consumer Advisory Board Guidelines

EFFECTIVE DATE: July 2, 2024

SECTION: Ryan White

REFERENCE POLICY: RW-100 Ryan White Program

RESPONSIBLE CHIEF OF STAFF: Chief Medical Officer

RESPONSIBLE COMMITTEE: Medical CIT

REVIEWED:

I. PURPOSE

The purpose of this procedure is to outline the mission, goals, expectations, roles and responsibilities of the Ryan White Consumer Advisory Board (CAB) at Carolina Family Health Centers, Inc. (CFHC, Inc.).

II. PROCEDURE

Mission

The CAB is a dedicated group of consumers who provide input to enhance the quality and effectiveness of Ryan White services at CFHC, Inc. The CAB is charged with working together with staff members to provide consumer perspectives on how to best implement and retain services.

Goal

The CAB serves as a voice for Ryan White consumers by providing ongoing feedback, input, and ideas on how to increase access to services and improve the quality, efficiency, and health outcomes of people with HIV (PWH). This includes outpatient core and support services geared towards the needs of PWH.

Membership

The following are guidelines for CAB membership:

- Members are consumers of Ryan White services provided by CFHC, Inc. and comply with their medical care (i.e., attend scheduled medical visits, adhere to medications, up-to-date with recertifications).
- Members are respectful and professional in all CAB meetings and activities.
- All members have the right to vote on matters related to the CAB.
- There is no limit to the amount of time a member can serve on the CAB unless the member is dismissed.
- The CAB Chair facilitates meetings and ensures members are adhering to responsibilities. The CAB Chair is voted upon by members of the CAB and should serve a 2-year term.
- The CAB's Liaison records meeting minutes, liaises between the CAB and CFHC, Inc., and is a CFHC, Inc. employee. The CFHC, Inc. liaison will report to the Ryan White Continuous Improvement Team if the CAB Chair is unable to attend.
- Confidentiality is maintained at all times.

- A CAB member, preferably a youth under the age of 24 and a non-employee of CFHC, Inc., serves on the Ryan White Continuous Improvement Team to provide feedback on Continuous Quality Management activities at CFHC, Inc.

Activities

The CAB performs, at minimum, the following activities:

- Quarterly meetings are held on the second Friday of the month unless CFHC, Inc. operations are closed. Cancellations and rescheduled dates are communicated in advance.
- Coordination of two annual events – National HIV Testing Day on June 27 and World AIDS Day on December 1.
- Annual walk-through of the CFHC, Inc. medical facilities and provides feedback to the Ryan White CIT.
- Perform a review of the Ryan White and Housing Opportunity for People with HIV/AIDS (HOPWA) survey questionnaires administered to Ryan White and HOPWA patients. Evaluate the current outpatient and supportive services provided by CFHC, Inc. and identify any outstanding needs for Ryan White's patients.
- Quality data is shared with the CAB members to help meet goals and address areas for improvement.

The CAB creates an annual activity plan in accordance with the aforementioned requirements and the CAB Liaison submits the plan to the Ryan White CIT for approval at the start of each calendar year.