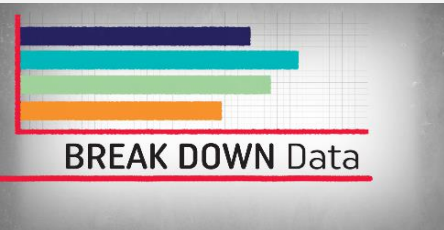





Addressing health disparities is one of the goals of the Orange County HIV Integrated Prevention and Care Plan. Orange County is committed to reducing disparities to help decrease HIV transmission rates and help people living with HIV get and stay in care. The following video from the Center for Quality Improvement and Innovation regarding health disparities was shown during the All Provider meeting held on April 12, 2018: [Ending Disparities in HIV](#). This video highlighted the following strategies to reduce health related disparities: Break down data, Conduct Trainings, Increase Cultural Competencies, Send Reminders, Reduce Stigma, Share Successes with Others, and Value Consumer Voices. Providers were asked to provide information about what activities their agencies are currently doing or plan to do that contributes to each of the strategies highlighted in the video.

Subsequently, the video was shown at the Ryan White HIV Client Advocacy Committee on April 16, 2018. Clients were asked to provide information about what activities they would like to see take place in Orange County to help address the each of the strategies.

The table below provides a summary of responses from this activity. Actual responses were edited for length and clarity.

Strategy	Provider Responses	Client Responses
 <p>BREAK DOWN Data</p>	<ul style="list-style-type: none"> • Internal monthly review of data on transgender populations and service provision outcomes • Committee devoted to data management including reviewing list of most impacted populations for re-engagement in care • Present data to board & stakeholders 	<ul style="list-style-type: none"> • Need to share data on subpopulations (example: viral load suppression by demographics) • Making sure data measures are defined to ensure data collected/presented is consistent (example: viral load suppression 200 copies/mL) • Reducing delay in receiving data
 <p>Conduct TRAININGS</p>	<ul style="list-style-type: none"> • Offer free comprehensive behavioral health services to help decrease mental health stigma • Provide staff training on: health disparities, cultural competency, LGBTQ populations, transgender health, new HIV medications • Presentations from community agencies at meetings • Positive U (life skills workshops) 	<ul style="list-style-type: none"> • Conduct sexual health conversation training • Impact of substance use on HIV care • Mandatory education on HIV for providers, community members, and schools • Go to LGBTQ health training (held by Radiant Health Centers 5/1/18) • Provide trainings to providers regarding stigma • Provide grants for sexual health education
 <p>Increase CULTURAL COMPETENCIES</p>	<ul style="list-style-type: none"> • Hire people that represent the community served (example: Spanish speaking staff) • Staff trainings and workshops for cultural competency • Hold Spanish support groups • Identify and be aware of our own biases 	<ul style="list-style-type: none"> • Have all faiths become more engaged in the community • Work with black community, various churches, to become more engaged in the community • Conduct trainings at school and work about different cultures

	<ul style="list-style-type: none"> • Staff sets up appointments and send out letters of reminders and make follow up phone calls • Future goal to have a patient portal • Call clients to remind them of appointments • Appointment text/emails 	<ul style="list-style-type: none"> • Medication reminders • Technology training to help clients and providers understand technology (example: apps, portals, and setting up voicemails) • E-mail or appointment card upon exiting, a text one week before, and a phone call the day before appointments • Have County representatives make house calls for some clients
	<ul style="list-style-type: none"> • Providing safe space to discuss sensitive issues • Supporting clients to share their story • Have open discussions with staff about challenges • Increase social media presence • Not using stigmatizing language • Including HIV in sexual health education, community organizations, and events • Research and present data on clients' experiences of stigma and being HIV+ at statewide conferences 	<ul style="list-style-type: none"> • Creating advertisements/social media content that features people living with HIV • Reach out to local constituents to be allies • Mental health and homelessness education • Host a conference focused on stigma • Education on actual risk of HIV transmission • Share experience with people we know • Contact healthcare CEO regarding staff stigma
	<ul style="list-style-type: none"> • Share our space with community groups (example: Korean Resource Center, OC Resilience) • Implementing programs for special populations • Brainstorm with other agencies to see what works and what doesn't • Community presentations on implementing programs/services successfully 	<ul style="list-style-type: none"> • All the little success wins and battles need to be shared • Just getting to appointments regularly (sharing with other clients that this is effective in staying healthy) • Getting undetectable by working w/ doctor
	<ul style="list-style-type: none"> • Recruiting consumers for planning and advisory committees • Needs assessments: Public Health Survey, Client Satisfaction Survey, Comment Box, Focus Groups • Providing Consumer Advocacy • Transitional Aged Youth support group for positives • Being a voice for clients on advisory boards 	<ul style="list-style-type: none"> • Create a consumer video to dispel the myths of living with HIV • Provide more incentives for client feedback to encourage participation • Increase women in advertisements or posted materials to reflect the impact of HIV