



Evergreen Health understands how overwhelming the health care system can feel and want to make accessing care easy for our patients. We have an on-site primary and specialty care practice as well as full-service pharmacy. With targeted programs and services to help patients live their healthiest, happiest lives. Using a Harm Reduction approach, Evergreen patients can count on us to be: Non-judgmental; Affirming; Educational; and Understanding.



Evergreen Health found the process of cascade development for both *Newly Diagnosed* and *Established Patients* useful; providing a clear picture of quality of care performance and allowing enhanced monitoring, the cascades illustrated both strong performance and potential gaps in care. This aided the Evergreen team to focus and target improvement efforts. These include prescription of ART, achievement of viral load suppression, and linkage to care. Drilling down the data identified patients requiring education, barrier assessments, linkage improvement, retention/adherence needs and/or peer support. Analysis of the 2016 findings demonstrated that the majority of those in need of services were already engaged, showing appropriate utilization of Evergreen's high impact services.

The cascades provided visual snapshots of Evergreen's HIV Quality of Care performance; enhancing communication and understanding throughout the entire Association (line staff, management, board of directors) and within the community (consumers, local stakeholders; and state-wide partners). This initiative prompted Evergreen to recreate cascades every 6 months to better monitor key performance indicators on a regular basis. Through comparison of regional, statewide and national cascades, the high indication of success prompted targeted interventions which motivated staff and patients to celebrate achievements and strive for improvement. This was also apparent in *The Living Cascade Pilot* project directly engaging HIV+ individuals on their journey to viral suppression



The Newly Diagnosed quality goals improved multidisciplinary team communication regarding newly diagnosed patients (internal and external). This prompted the development and implementation of a newly HIV+ diagnosed process model to ensure timely association-wide communication of all reactive tests and linkage activities. The interim 2017 cascades demonstrated improvement of newly diagnosed viral suppression and linkage to care rates.

The Established Patient quality goals improved monitoring patient viral loads both collectively and on an individual level. Ongoing data surveillance includes rates of ART prescription, viral suppression and ultimately the achievement of undetectable results. Reporting of this data is communicated to appropriate parties including medical case management, Medical Director, clinical staff, Retention and Adherence Team, Quality Committee, client advisory body, administration and Association management. This multidisciplinary communication improves timely action and interventions with the goal of barrier reduction and improved patient outcomes. Preliminary analysis shows this approach is effective. It is Evergreen's hope that ongoing cascade development will continue trending upward towards *Ending the Epidemic*.