



# OC In+Care

Newsletter for providers serving people living with HIV in Orange County



## What's the Tea? QualiTEA!



This issue of the In+Care newsletter will talk about helping clients improve their quality of care.

### spill the tea

"T" has also always stood for the word "Truth" in drag culture. So to spill the tea or T . . . is to tell the truth about **something** juicy.

Encourage your clients<sup>1</sup> to be honest, or **“spill the tea”**, about things that may affect their health. Let them know that you will not judge them and that your role is to help them stay healthy. Be mindful of your body language and facial expressions that may appear negative. You can promote candid conversations with supportive words and open body language. Have a discussion with your client about their sexual practices and other behaviors that may increase their chances of transmitting HIV to others. If your client is hesitant about sharing this information, reassure them that being honest with you allows you to better work with them on improving their healthcare.

Ask your patients if they have missed doses of their HIV medications and help them

identify strategies for taking their HIV medications as prescribed.

Your client may be dealing with various issues and their HIV care may not be a priority for them at the moment. Issues including changes to their health insurance, their living situation, or relationships may affect their HIV care. You can gain insight on any barriers for your client's health by getting more information regarding their daily lives. Clients may also be struggling with other health conditions, such as diabetes, hypertension, hepatitis, etc. It is important to get an understanding of what their priority is in their healthcare plan.



### Things to discuss with your client:

- ✓ Any side effects from medications
- ✓ Sexual health information
- ✓ Drug/alcohol use
- ✓ Mental health issues
- ✓ Changes with their health insurance
- ✓ Changes in their relationship status
- ✓ Changes in sleeping habits
- ✓ Changes to their living situation

<sup>1</sup> In this newsletter, clients and patients are used interchangeably.

## QualiTEA Health

You can help your patients get the most out of their health by empowering them to take charge of their healthcare. Talk to your clients about their current viral load number and discuss what they can do to maintain or improve their viral load number. Remind them about their past successes in engaging in care and the importance of staying in care.

Providing educational materials (e.g. brochures, newsletters, factsheets, etc.) that are easy to understand will increase clients' knowledge and their ability to discuss any concerns they may have. Clients will be more confident in their choices and decisions if they understand the information you provide them. For examples of client-focused materials, please visit:

<https://www.cdc.gov/hiv/library/infographics/index.html>.

Encourage your clients to participate in community planning groups that focus on making improvements in their healthcare system. For example, they can join the Ryan White Quality Management (QM) Committee or the Ryan White HIV Client Advocacy Committee! The committees look at health data and develop campaigns to help people living with HIV to stay healthy. For more information, please contact Martha Garcia at [MGarcia@ochca.com](mailto:MGarcia@ochca.com).



*Dr. Will Staywell discussing client's viral load*

### Things to ask your client:

- ✓ Do you know your viral load?
- ✓ How does this test result compare to your previous test results?
- ✓ Are there other things you can do to improve your health?
- ✓ Is there anything I can do to help you improve your health?
- ✓ When is your next medical appointment?
- ✓ Do you have questions about your medical care?



### ORANGE COUNTY HIV QUALITY MANAGEMENT COMMITTEE



This is a project of the Orange County HIV Quality Management Committee and HIV Client Advocacy Committee. The HIV Quality Management Committee works to improve the quality of Ryan White services. If you have feedback or suggestions for future newsletters, please contact Mindy He at [MHe@ochca.com](mailto:MHe@ochca.com).

