



**Ryan White Part A  
Action Planning Group  
2015 Quality Awards**

*Ryan White Part A Program  
Clark County Social Service*

*December 17, 2015*

# Managing Our Culture

***Results***

***Actions***

***Beliefs***

***Experiences***

# Clark County Social Service **Results**

- Center of Excellence in Human Services in Southern Nevada
- Spearheading Systemic Change that Increases Capacity and Resources in the Community
- A Great Place to Work

# Belief Statement: Own It

- Provider was committed to improving their agency's workplace and the TGA-wide system of care.

## Southern Nevada Health District

*Southern Nevada Health District "Owned It" in 2015 by leading the Action Planning Group. SNHD Sexual Health Clinic sees a large proportion of clients with complex medical needs, including pregnant women and adolescents. SNHD also provided critical early intervention services to stabilize clients who were newly diagnosed or had fallen out of care.*



# Belief Statement: **Solve It**

- Provider demonstrated a commitment to finding solutions.

## **Community Counseling Center**

*Community Counseling Center provides a therapeutic environment for clients experiencing mental health or addiction issues. In 2015, the CCC case managers and counselors regularly served clients with co-occurring conditions and behavioral challenges with a customer service mindset. In 2015, CCC began its 'Living Room' Program to provide a welcoming space for client new to or returning to care.*

# Belief Statement: Talk Through It

- Provider demonstrated commitment to open and honest communication that was inclusive and professional.

## Aid for AIDS of Nevada

*AFAN provides a high volume of support services to our clients. In 2015, AFAN communicated daily with clients to better understand complicated program requirements. In addition, AFAN communicated regularly with the Grantee Office to talk through, troubleshoot, and problem solve to best meet our clients' needs.*

# Belief Statement: **Value Everyone**

- Provider recognized that each client's strengths and contributions are important

## **Nye County Health and Human Services**

*The Nye County Health and Human Services Case Management staff drive clients from Pahrump, Beatty, Tonopah and other rural towns to receive medical and support services in Clark County. Nye County case managers build strong one-on-one rapport with clients, sometimes spending most of the day together. Nye County values each client served and each Clark County provider that provides care.*



# Belief Statement: **Commit to Quality**

- Provider was dedicated to excellent performance and quality improvement.

## **University Medical Center Wellness**

*UMC Wellness assumed new clinic management in spring of 2015. Since then, UMC Wellness partnered with a media company to furnish health education and risk reduction flat screen monitors in the lobby and educational tablets in each patient room. UMC also revamped its patient orientation program and partners with local specialty pharmacies for client and provider education.*





# Belief Statement: **Embrace Diversity**

- Provider valued relationships by appreciating our differences.

## **Community Outreach Medical Center**

*As in previous years, COMC saw a high portion of minority and Hispanic/Latino clients in 2015. COMC staff were skilled at navigating the cultural and linguistic barriers for non-citizen and other clients born outside of the United States. In addition, COMC began implementing its own web-based electronic health record system to better meet the needs of the diverse populations they serve.*

# Belief Statement: **Celebrate Accomplishments**

- Provider encouraged teamwork and celebrated their achievements.

## **AIDS Healthcare Foundation**

*AIDS Healthcare Foundation enriched the RWPA system of care by providing convenient clinical and case management services to clients living in North Las Vegas and the Southeast. In 2015, AHF opened its own on-site pharmacy. AHF's mobile outreach team continued to educate and test persons at risk of HIV infection. These are all accomplishments worth celebrating.*



# Core Value: Excellence

- Provider strove to make a difference at their agency and throughout the TGA system of care.

## UNLV School of Dental Medicine

*UNLV School of Dental Medicine has been a strong oral health partner for our TGA and continued to be so in 2015. A highlight of this past year was the tour their Associate Dean of Clinical Services provided for our case managers in September. All UNLV students doctors are required to take a Ryan White cultural sensitivity training prior to completing work on our clients. Thank you for demonstrating your commitment to excellence.*

# Core Value: Integrity

- Provider demonstrated trustworthiness and ethics in behavior.

## North Country HealthCare

*North Country HealthCare assumed new RWPA program management in the summer of 2015. Since then, we have been working closely with program staff to improve record keeping and medical case management care standards. North Country has been extremely transparent and accountable throughout this process. We want to thank them for exemplifying the core value of integrity.*



# Core Value: Innovation

- Provider was committed to finding better ways of providing service.

## Golden Rainbow

*In 2015, Golden Rainbow made innovative moves, including hiring their newest client services manager. Golden Rainbow also moved its office to be co-located at Community Counseling Center, which is a significant benefit to our clients. Golden Rainbow continued to secure new funding and housing sites for persons living with HIV and their families. Thank you to Golden Rainbow for demonstrating the value of innovation.*

# Results: **Systemic Change**

- Thank you to our community partners for increasing our capacity and resources in Southern Nevada...

**Access to Healthcare Network**

**University of Nevada School of Medicine,  
Ryan White Part D Program**

**Southern Nevada Regional  
Housing Authority**

**Amerigroup Community Care**

**Health Plan of Nevada**

**Ryan White Part B Program**

**Housing Opportunities for People  
Living With AIDS & City of Las Vegas**

**McKesson Care Management**

**HELP of Southern Nevada**

*Happy Holidays from the  
RWPA Grantee Office!!!*

