

HIV Tests Not Accepted Public Health & Wellness



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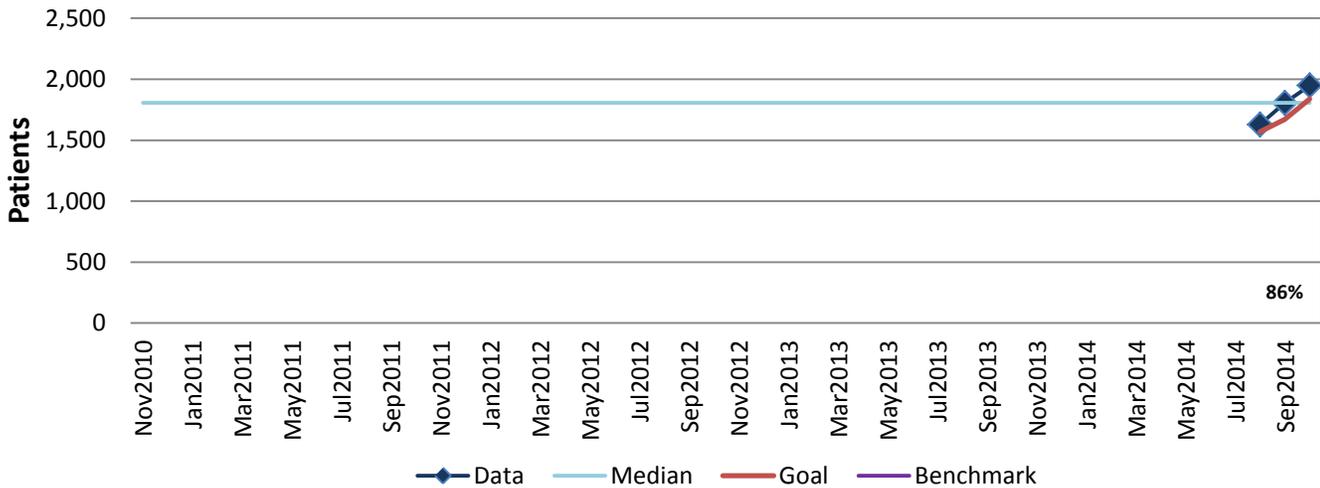
Process: Link To/Provide Care

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: August 2014 - 83% of patients Goal: No more than 80% of LMPHW patients who do not accept HIV Testing after being offered by LMPHW staff. Benchmark: TBD	Data Source: HIV data site (SharePoint) Goal Source: Internal Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The % of patients who do not accept HIV testing after being offered by LMPHW staff (# patients tested/# patients offered) Why Measure: Reduce HIV infection among Louisville Metro residents Next Improvement Step: Analyze root causes to determine potential solutions

How Are We Doing?

Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
5,077	5,384		1,838	1,949	
Patients	Patients		Patients	Patients	

HIV Tests Not Accepted



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.