



Get in Care | Stay in Care | Return to Care  
Improve CD4 Count | Suppress Viral Load | Reduce Hospital and ER Visits | Promote Community Health

### Partners in+care Toolkit User Guide

**The Partners in+care Toolkit includes resources to promote retention in HIV care. This User Guide describes the Toolkit’s resources and offers suggestions about how they can be used to engage people living with HIV/AIDS in Partners in+care activities and our efforts to promote retention.**

The Toolkit’s resources are available through the Partners in+care website. Some of the resources in the Toolkit require or encourage connecting with Partners in+care through the web, email or social networking. Other resources are designed to engage people living with HIV/AIDS in activities that do not require web or internet access.

Partners in+care is one part of the in+care Campaign – a national effort to improve the health of people living with HIV/AIDS by promoting retention in HIV care. The in+care Campaign and the activities of the Partners in+care network are sponsored by the Health Resources and Services Administration HIV/AIDS Bureau in coordination with the National Quality Center. *If you have questions or ideas about how we can improve the Partner in+care activities please feel free to contact us at [incare@NationalQualityCenter.org](mailto:incare@NationalQualityCenter.org).*

#### in+care Campaign Web Site

<http://www.incarecampaign.org/index.cfm/77453>

#### Partners in+care Sign Up

<https://www.surveymonkey.com/s/QLKHFR6>

### Promotion and Awareness Tools

<b>Handout</b>	<b>Description.</b> The Partners in+care handout notes that three out of five people living with HIV are not in care and encourages peer support to encourage others to get into care. The handout also provides information about how to connect with the in+care Campaign web site. The handout is available as an 8 ½ x 11” PDF.
	<b>Uses.</b> The handout can be easily reproduced. It is available in both English and Spanish. It is intended for posting in areas where people living with HIV/AIDS gather for services or peer activities. It can also be reproduced for distribution at events or in waiting rooms.
<b>Handout Pi+c Description</b>	<b>Description.</b> The Partners in+care handout description provides detailed information about the purpose for Pi+c and how people living with HIV/AIDS can get involved. It is available as an 8 ½ x 11” PDF document.
	<b>Uses.</b> The handout description is designed to be printed on the back of the handout whenever it is being reproduced for distribution at events or in waiting rooms.
<b>Palm Card</b>	<b>Description.</b> The Partners in+care palm card provides introductory information about Pi+c. It encourages learning more about Pi+c by visiting the web site or making a phone call. The palm cards are the size of a business card. They are designed for two-sided printing, with a graphic image on one side and information about getting involved with Pi+c on the other. It is available as an 8 ½ x 11” Word document.

The in+care Campaign is sponsored by the Health Resources and Services Administration HIV/AIDS Bureau in coordination with the National Quality Center. Partner in+care activities are designed by and for people living with HIV/ADIS in the Campaign. The NQC Consumer Advisory Committee and the Partners in+care Work Group serve as advisers for these activities.

	<b>Uses.</b> The palm cards are designed for distribution at events where people living with HIV/AIDS may gather, and where people may be more willing to accept a piece of information that can be easily or discreetly slipped into a pocket, wallet or purse.
<b>Tear Sheet</b>	<b>Description.</b> The Partners in+care tear sheet notes that three out of five people living with HIV are not in care, provides information about Pi+c services for people living with HIV/AIDS and how to get involved. The tear sheet is also updated periodically to promote upcoming Pi+c webinars. The tear sheet is available as an 8 ½ x 11" document in PowerPoint.
	<b>Uses.</b> The Partners in+care tear sheet is designed for posting in locations where people living with HIV/AIDS gather. The information on the tear sheet is time-sensitive, so it is designed to be changed periodically.
<b>Tip Sheets</b>	<b>Description.</b> The Partners in+care tip sheet provides suggested text to use in email, Facebook, or Twitter communication. The text promotes general awareness about Pi+c and how to make a connection through phone or web-based communication. It is available as a PDF document.
	<b>Uses.</b> The Partners in+care tip sheet provides text to promote Pi+c through email, Facebook, or Twitter.
<b>Video</b>	<b>Description.</b> The Partners in+care video provides a general description of the benefits and challenges associated with getting into and staying in routine HIV care.
	<b>Uses.</b> The Partners in+care video can be viewed through the in+care Campaign web site. It can also be downloaded to be incorporated into another web site or for group screenings. The video is three minutes in length. <i>Note: The video uses graphic images of people living with HIV/AIDS intended to reflect the diversity of the communities living with HIV. While the video uses a female character as central part of telling the story, this is not intended to suggest retention s a gender-specific concern.</i>

## Resources to Share

<b>Website Links</b>	<b>Description.</b> The Partners in+care Toolkit includes several web site links to make it easier for people living with HIV/AIDS to find general information about HIV, HIV care, and Ryan White Services. The web site links were selected to support self-care, peer-to-peer support, and consumer involvement in quality improvement.  Key Terms: <a href="http://hab.hrsa.gov/abouthab/glossaryterms.html">http://hab.hrsa.gov/abouthab/glossaryterms.html</a> Ryan White Services: <a href="http://www.hab.hrsa.gov/abouthab/aboutprogram.html">http://www.hab.hrsa.gov/abouthab/aboutprogram.html</a> Living with HIV / Living History: <a href="http://hab.hrsa.gov/livinghistory/">http://hab.hrsa.gov/livinghistory/</a> Information About HIV Disease: <a href="http://www.cdc.gov/hiv/default.htm">http://www.cdc.gov/hiv/default.htm</a> HIV Self-care: <a href="http://www.thebody.com/">http://www.thebody.com/</a> Consumer Involvement in Self-Care and Quality Improvement: <a href="http://nationalqualitycenter.org/index.cfm/5943">http://nationalqualitycenter.org/index.cfm/5943</a>
	<b>Uses.</b> People living with HIV/AIDS who are involved with Partners in+care activities are encouraged to know these resources are available and to consult them when they have questions.
<b>Research Articles</b>	<b>Description.</b> There are a number of useful articles about retention in HIV care. The Partners in+care Toolkit includes two. "Engaging HIV Patients in Care" [Cheever] provides a general overview of retention, why it is important, challenges, and strategies for overcoming the challenges. "Retention in Care: A Challenge to Survival with HIV Infection" [Giordano] summarizes a study suggesting the beneficial impact of routine HIV care on health outcomes for people living with HIV/AIDS.
	<b>Uses.</b> Individuals using Partners in+care resources for group presentations [for example, the PowerPoint presentations] are encouraged to review these two articles as background resources. Depending upon the group, these articles may also be appropriate for distribution as educational resources to groups of people living with HIV/AIDS.

<b>Things You Can Show</b> [PowerPoint Presentations]	
<b>Partners in+care Overview</b>	This Partners in+care PowerPoint presentation provides a brief introduction to why retention in HIV care is important, and an overview of Pi+c and how people living with HIV/AIDS and allies can get involved.
	This is a short PowerPoint presentation. It is designed to be presented to groups of people living with HIV/AIDS. Individuals using this tool are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.
<b>Retention: What It Means for You</b>	This Partners in+care PowerPoint presentation provides a brief introduction to why retention in HIV care is important, retention challenges, and strategies for overcoming retention challenges. The webinar encourages group discussion.
	This is a short PowerPoint presentation. It is designed to be presented to groups of people living with HIV/AIDS. Individuals using this tool are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.
<b>Retention &amp; Self-Care</b>	This Partners in+care PowerPoint presentation provides information about the role people living with HIV/AIDS play as partners, working with others, to assure they get quality HIV care. It is designed to encourage discussion about the kind of information and support people living with HIV/AIDS need to be effective self-care advocates. The webinar encourages group discussion.
	This is a short PowerPoint presentation. It is designed to be presented to groups of people living with HIV/AIDS. Individuals using this tool are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site. Additional background information is available through NQC web site [ <a href="http://nationalqualitycenter.org/index.cfm/5943">http://nationalqualitycenter.org/index.cfm/5943</a> ], including the "Making Sure" and "Guide to Consumer Involvement" publications.
<b>Retention &amp; Peer-to-peer Support</b>	This Partners in+care PowerPoint presentation provides information about the role peers play in helping others stay in care or get into care. It is designed to encourage discussion about the kind of information and support peers need to be effective as "peer advocates."
	This is a short PowerPoint presentation. It is designed to be presented to groups of people living with HIV/AIDS. Individuals using this tool are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.

<b>Things You Can Watch</b> [Webinar Archives]	
<b>Partners in+care &amp; Retention Overview</b>	The "Retention: Partners Make It Happen" Partners in+care webinar was originally offered through the in+care Campaign on March 22, 2012. The webinar covers the following topics: (1) What is retention and why is it important, (2) the challenges to retention and how they can be overcome, and (3) how to get involved as a partner in the in+care campaign.
	This is an hour long webinar. Computer and web access are required to review the webinar. The webinar can be viewed individually or can be presented to a group. Individuals using this tool for group presentations are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.
<b>Retention &amp; Self Care</b>	The "It Starts with One: Retention & Self-care" Partners in+care webinar was originally offered through the in+care Campaign on April 19, 2012. The webinar covers the following topics: (1) What is self-care, (2) The role of self-care in retention, (3) Practical strategies for using self-care to support retention, and (4) How to use Partners in+care to support self-care and retention.
	This is an hour long webinar. Computer and web access are required to review the webinar. The webinar can be viewed individually or can be presented to a group. Individuals using this tool for group presentations are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.

<b>Retention &amp; Peer Support</b>	The "Reaching Out to Share the Benefits of Care – Retention & Peer Advocacy" Partners in+care webinar was originally offered through the in+care Campaign on May 24, 2012. The webinar covers the following topics: (1) how peer advocacy can be used to support retention in HIV care, (2) key elements of successful peer advocacy, and (3) how to use Partners in+care to support your retention activities.
	This is an hour long webinar. Computer and web access are required to review the webinar. The webinar can be viewed individually or can be presented to a group. Individuals using this tool for group presentations are encouraged to review articles about retention in HIV care in the Pi+c Toolkit, and to be familiar with information available through the Pi+c web site.
<b>Consumer Engagement in Quality Improvement</b>	The "A Seat at the Table" NQC Technical Assistance webinar was originally offered on September 8, 2011. The webinar covers the following topics: (1) An overview of rationale and strategies for engaging consumers, (2) Exploration of perceived barriers to engaging consumers in consumer advisory boards [CABs], (3) options for overcoming barriers, and (4) illustrations of synergistic uses of multiple strategies for engaging consumers.
	The "Empowering Consumer Engagement" NQC Technical Assistance webinar was originally offered on June 21, 2012. The webinar covers the following topics: (1) understanding consumer transition from "involvement" to being empowered and engaged, (2) identifying barriers to engagement, and (3) identifying resources to support consumer engagement.
	These are each hour long webinar. Computer and web access are required to review the webinar. These webinar can be viewed individually or can be presented to a group. Individuals using this tool for group presentations are encouraged to consult the NQC web site that includes resources on consumer involvement in quality improvement, including the "Making Sure" and "Guide to Consumer Involvement" publications available through the site. <a href="http://nationalqualitycenter.org/index.cfm/5943">http://nationalqualitycenter.org/index.cfm/5943</a>

<b>Ways to Connect, Share and Advise</b> [Email & Facebook]	
<b>Partners in+care Network</b>	<b>Description.</b> The Partners in+care Network provides notices about Pi+c activities and opportunities for members in the network to provide advice about how to engage people living with HIV/AIDS in efforts to improve retention and HIV care quality. People living with HIV/AIDS and allies [e.g. clinical providers, case managers, social workers, health educators] who want to be involved with Pi+c are encouraged to sign-up for the network.
	<b>Uses.</b> Individuals can sign-up to join the Partners in+care Network through the in+care Campaign website or by going directly to the sign-up page [ <a href="https://www.surveymonkey.com/s/QLKHFR6">https://www.surveymonkey.com/s/QLKHFR6</a> ]. Those who sign up for the network will receive email notices about Pi+c events and services. They will also have the opportunity to provide advice to help shape Pi+c activities through online surveys and to participate in evaluation activities. The network is managed with sensitivities to confidentiality.
<b>Partners in+care Facebook</b>	<b>Description.</b> The Partners in+care Facebook community provides opportunities to share information about retention. Participants are encouraged to share tips about how they got into care, stay in care, or help others be in care. It is also an environment for sharing information to support self-care, peer-to-peer support, and information about consumer involvement in quality improvement activities. The Pi+c Facebook community uses the Facebook "secret page" service which restricts access to only those who are invited to participate and receive authorization from the network's administrator at the National Quality Center.
	<b>Uses.</b> Individuals can join the Partners in+care Facebook community in one of two ways. Individuals can contact the in+care Campaign either by email or phone to ask to join the group [Send an email to <a href="mailto:incare@NationalQualityCenter.org">incare@NationalQualityCenter.org</a> and put "Facebook" in the subject line, or call 212.417.4730 and ask to talk with Partners

	<p>in+care staff]. The other way to join is by receiving an invitation from a member of the Pi+c Facebook community and then to be authorized for participation by the network's NQC administrator. The network is managed with sensitivities to confidentiality.</p>
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<h2>Other Ways to Share</h2>	
<p><b>Regional Groups &amp; Champions</b></p>	<p><b>Description.</b> The in+care Campaign has organized groups of professionals and people living with HIV/AIDS – learning groups – who have come together to share information about improving retention in care.</p> <p><b>Uses.</b> People living with HIV/AIDS who want to join a regional learning group can get information about a group in their area by contacting the in+care Campaign [Send an email to <a href="mailto:incare@NationalQualityCenter.org">incare@NationalQualityCenter.org</a>, or call 212.417.4730 and ask to talk with in+care Campaign staff]. Information about the regional groups and the “Champions” who convene them is available on the in+care Campaign web site.</p>
<p><b>Contact Us</b></p>	<p><b>Description.</b> We want to hear about your experiences with Partners in+care, including the experiences you have using the resources in the Toolkit. We are also interested in other resources you use to improve retention in HIV care.</p> <p><b>Uses.</b> Use the “Tell Us Your Improvement Stories” link on the in+care Campaign homepage to share information about your activities and how you have used the Pi+c Toolkit’s resources. You can also share information about your experiences or retention improvement resources you recommend by contacting us by email or phone [Send an email to <a href="mailto:incare@NationalQualityCenter.org">incare@NationalQualityCenter.org</a>, or call 212.417.4730 and ask to talk with Partners in+care staff].</p>