

ACTHIV® ChangeMakers: Empowering HIV Clinicians to Lead Improvements in Care

John JD Juchniewicz, MCIS, CHCP, FACEHP¹;
Joseph Kim, MD, MPH, MBA, FACHE²
¹American Academy of CME, Inc.; ²Q Synthesis LLC

BACKGROUND

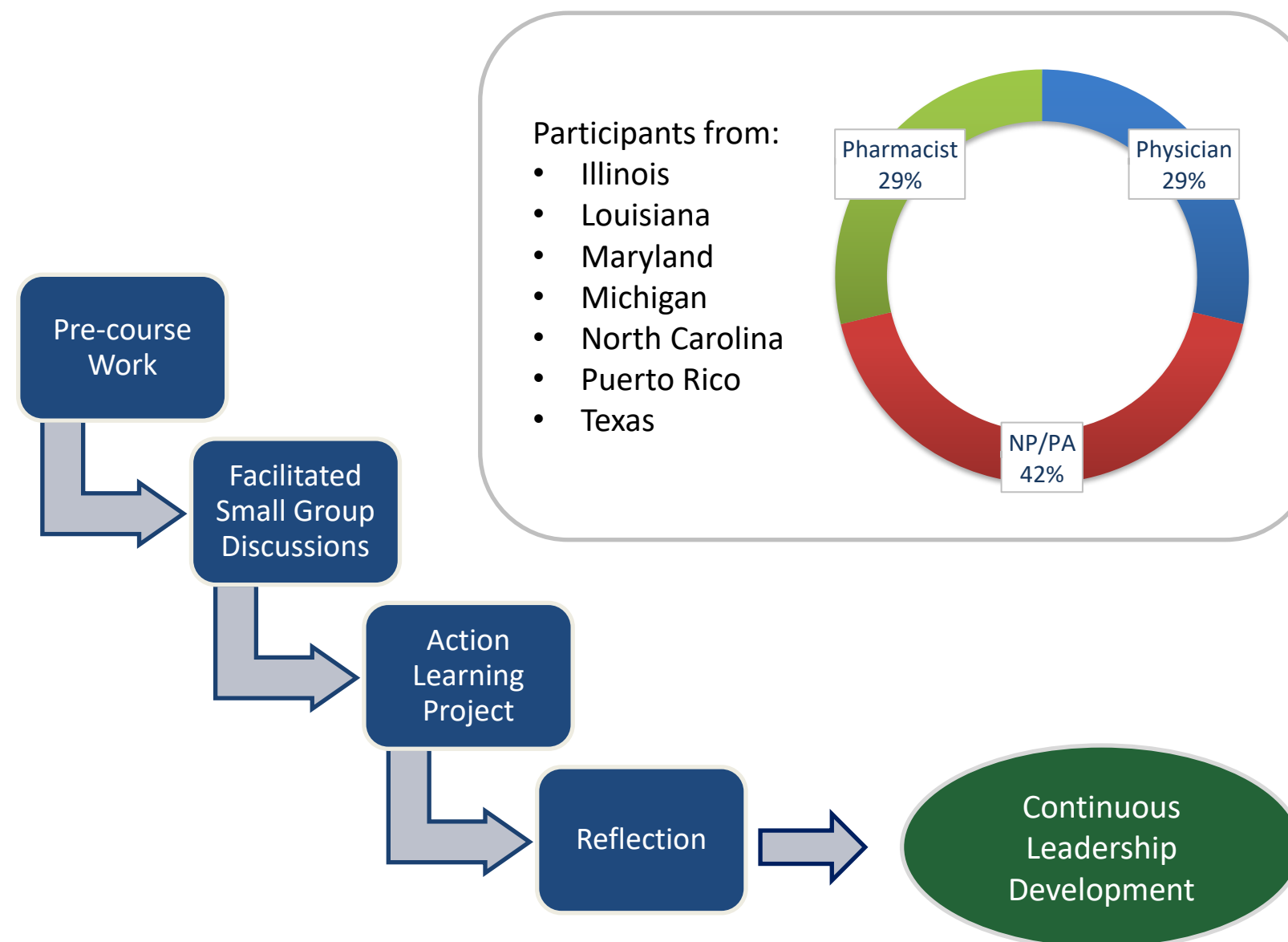
Team-based care is essential for delivering high-quality, patient-centered, and comprehensive care for people with HIV (PWH). However, HIV clinicians often face challenges in leading and managing their teams, especially in resource-limited settings. To improve team-based care, HIV clinicians need to develop and demonstrate leadership skills that can foster collaboration, communication, and innovation among team members. American Academy of CME Inc. and its ACTHIV® Institute worked in collaboration with Q Synthesis LLC to run a 9-month leadership program called ACTHIV® ChangeMakers. The goal of the program was to equip and enable HIV care team members to develop and demonstrate leadership in HIV care in their organizations by joining a learning collaborative and developing an action learning project designed to improve local care delivery.

METHODS

The 2023-24 ACTHIV® ChangeMakers learning collaborative was launched with 7 HIV clinicians from diverse practice settings. Through a series of facilitated meetings over six months, the group discussed key issues and challenges related to team-based care in HIV and learned about adaptive leadership principles and practices. The group discussed ways to apply the **adaptive leadership framework** to tackle complex challenges that require learning and change. Other leadership frameworks and models were incorporated into case discussions and interprofessional team scenarios.

Clinicians also reflected on their own leadership styles, strengths, and areas for improvement. As part of the learning collaborative, each clinician developed and implemented an “action learning project” that aimed to address a specific problem or opportunity related to team-based care in their clinical setting. The action learning projects allowed the clinicians to demonstrate project leadership and improve care delivery.

ACTHIV CHANGEMAKERS AN ACTION LEARNING PROJECT



RESULTS

The action learning projects covered a range of topics, such as improving transitions in care, facilitating team-based care planning, improving the referral process, and addressing psychosocial needs. Clinicians reported that the action learning projects helped them to apply adaptive leadership skills, such as diagnosing the situation, mobilizing stakeholders, and experimenting with interventions. The clinicians shared their project results and lessons learned with the other members of the learning collaborative and received feedback and support.

Adaptive Leadership

Technical Challenges:	Adaptive Challenges:
The problem is clearly identified and defined	Difficult to define the problem
Proven technical or process-driven solutions are available	No clear solution may be available
Often solved by an expert or by an authority	Solution requires a collaborative effort by people throughout the department or organization
Implementing the solution is generally straightforward	Implementing a solution may require some experimentation

CONCLUSIONS

The 2023-24 ACTHIV® ChangeMakers learning collaborative demonstrated the value of equipping HIV clinicians with leadership skills and providing specific opportunities to improve care. By participating in the learning collaborative, clinicians improved team-based care and addressed complex problems related to HIV care delivery. The learning collaborative also created a community of practice among HIV clinicians who shared common goals, challenges, and experiences as they grew to develop and apply leadership skills. Learning collaboratives offer a valuable forum to build leadership capacity, share effective practices, and ultimately improve patient care.