

# Evaluative Framework for Analyzing and Improving HIV Telehealth Care in New York State

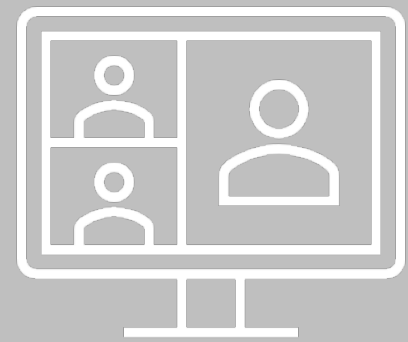
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## Introduction

A survey was developed by the New York City Department of Health and Mental Hygiene (NYC DOHMH) AIDS Institute, Bureau of Hepatitis, HIV and Sexually Transmitted Infections (BHHS), Clinical Operations and Technical Assistance (COTA) HIV program and the NYSDOH Office of the Medical Director's HIV Quality of Care (QOC) Program that asked providers to identify their greatest Technical Assistance (TA) needs related to COVID-19. TA regarding telehealth was the most common need identified. The QOC program then conducted a literature review and found minimal data on quality management and quality improvement for HIV Telehealth care.

Two webinars of HIV Telehealth Care were held with providers and consumers, which focused on successful practices with telehealth, challenges with telehealth and lessons learned from using telehealth.

## Clinical Quality & Consumer Advisory Committees



The Quality Advisory Committee (QAC) and Consumer Advisory Committee (CAC) formed the Telehealth Evaluation Workgroup.

- The Workgroup consisted of providers, consumers and staff from the New York State and New York City Departments of Health.
- The Workgroup was guided by the results from the literature review and webinars.
- The Workgroup developed:
  - a framework for evaluating, managing, and improving the quality of HIV telehealth care.
  - a resource document comprised of resources gathered from various reputable organizations intended to support efforts in implementing the framework for evaluating HIV telehealth care.
  - a metrics table to guide the selection and development of indicators for quality improvement teams to use in evaluating their HIV telehealth care.



## HIV Telehealth Evaluative Framework

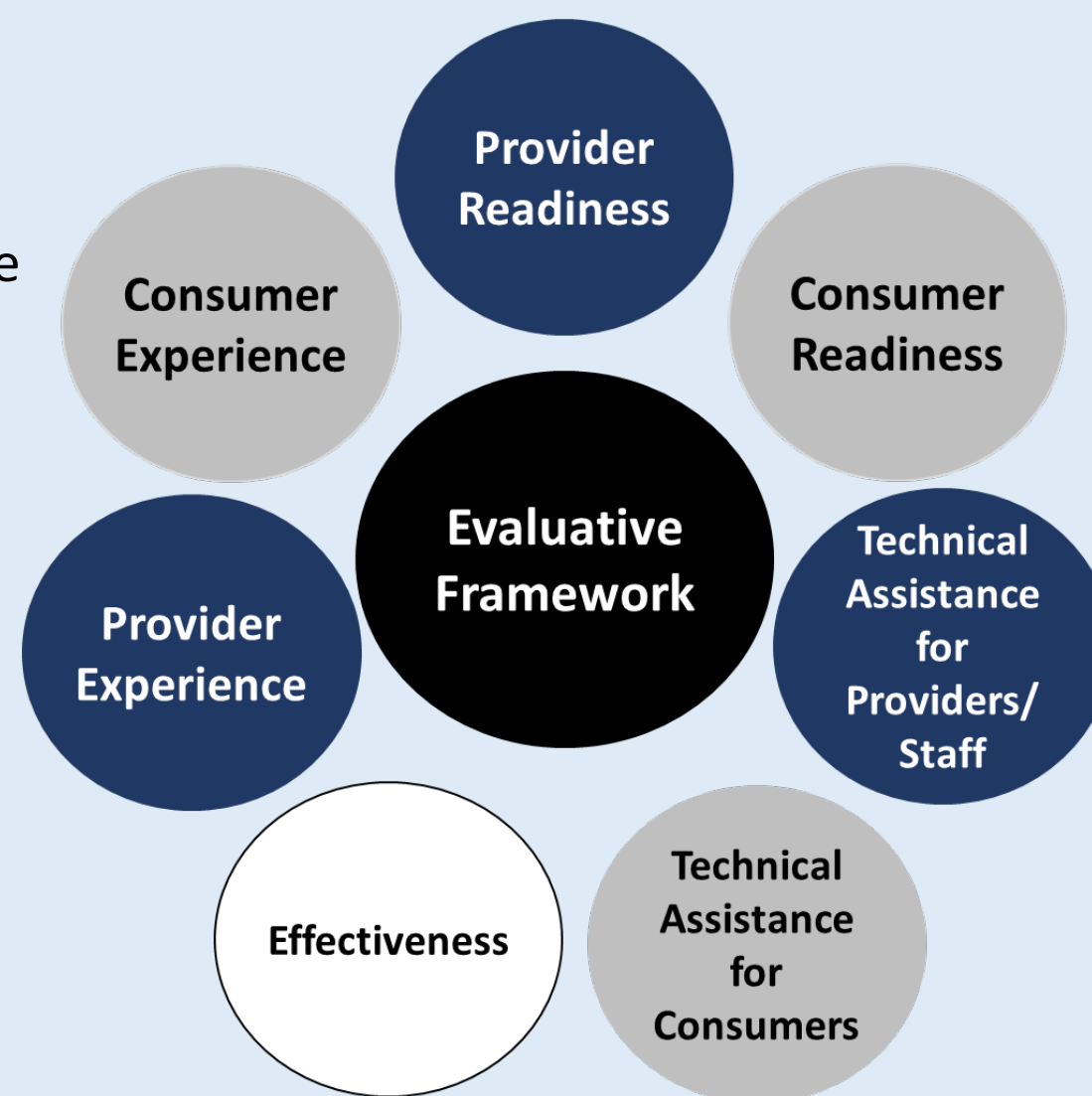
The HIV telehealth framework was created through collaboration between:

- The NYC DOHMH BHHS COTA HIV program
- The NYS DOH AIDS Institute Quality of Care Program
- The HIV Quality of Care Consumer and Clinical Advisory Committees

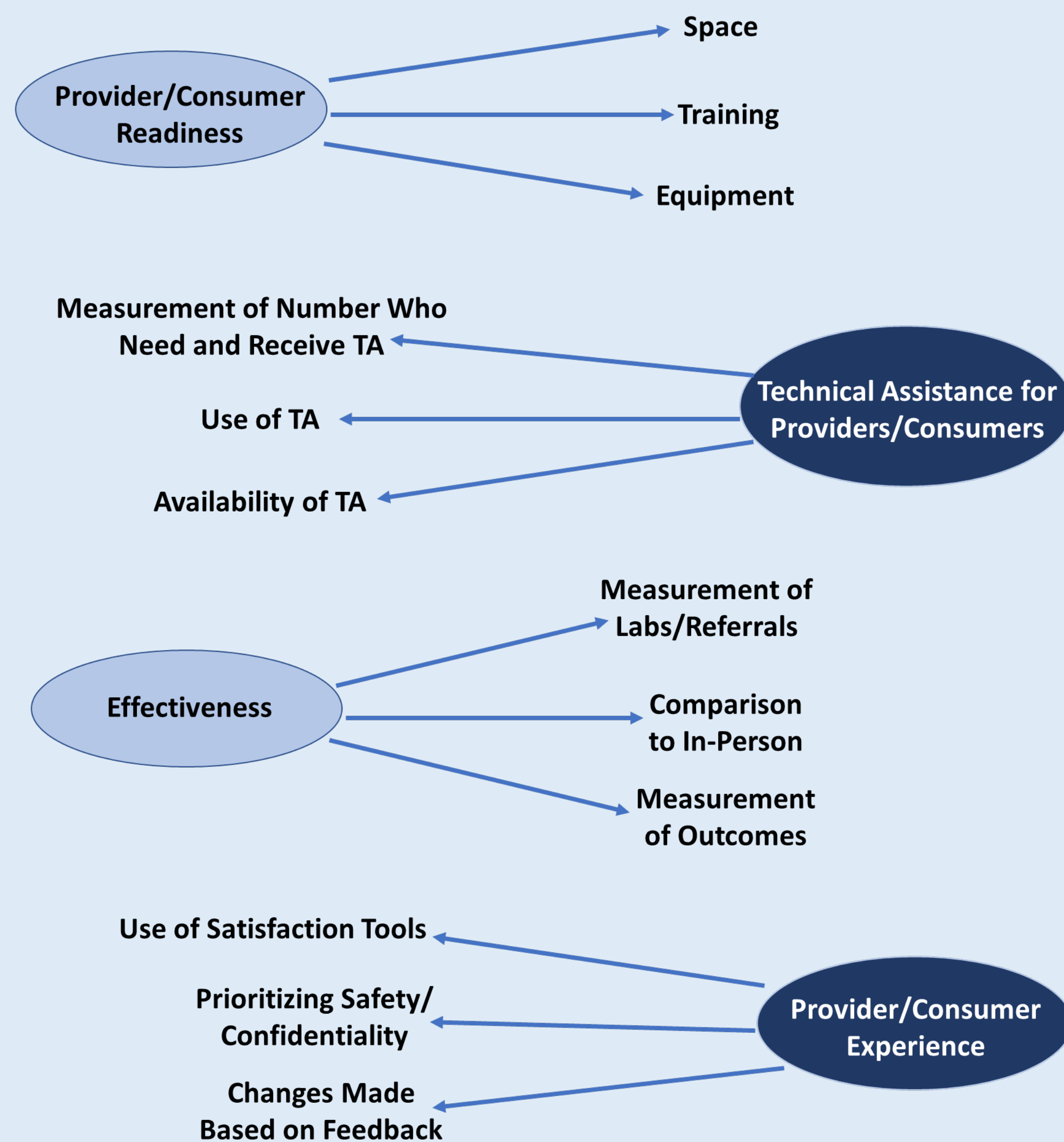
Purpose:

- Help organizations assess the quality of their HIV telehealth services.

The framework is made up of seven sections, which include provider and consumer readiness, technical assistance for providers, staff and consumers, effectiveness, and provider and consumer experience.



## HIV Telehealth Evaluative Framework Sections

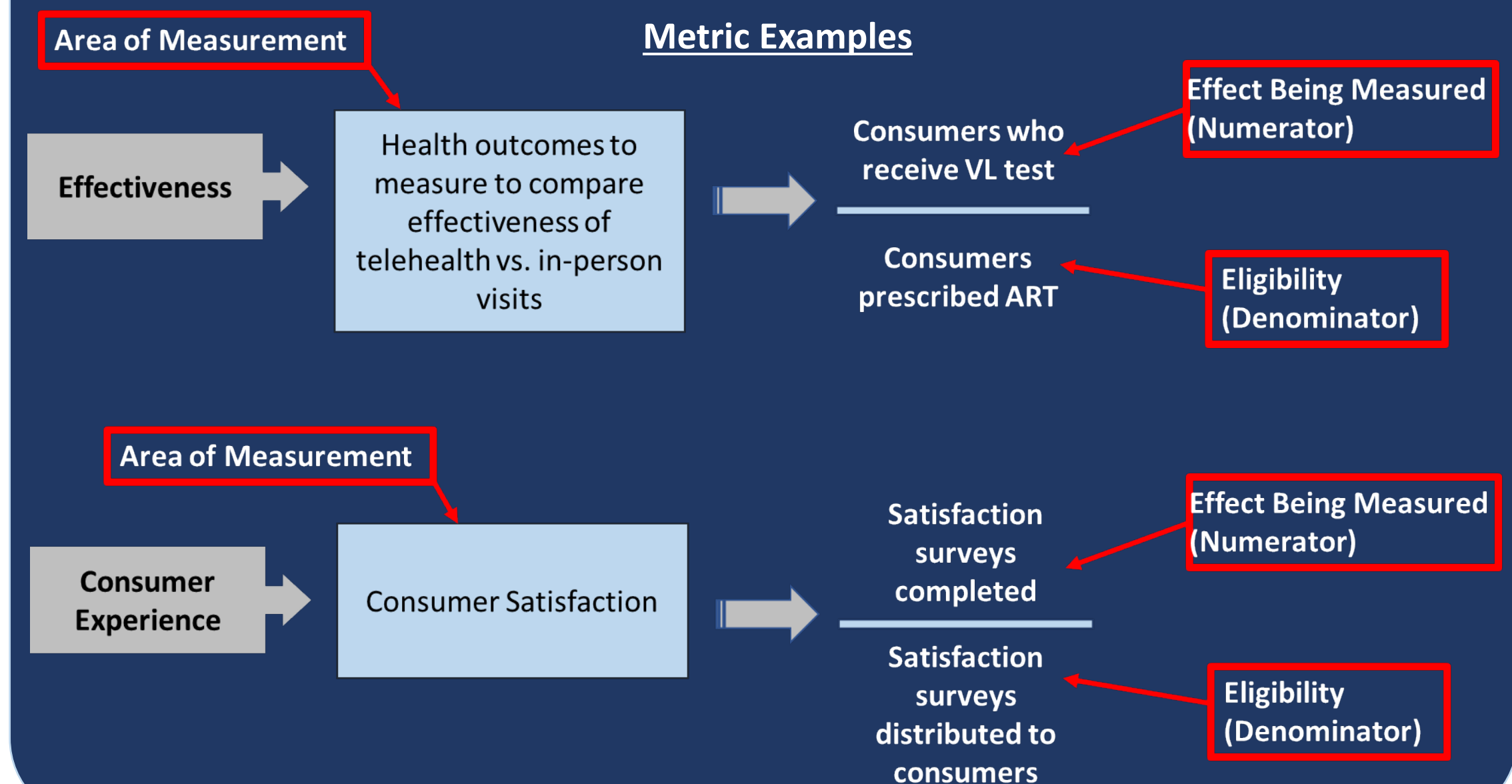


## HIV Telehealth Evaluative Metrics Table

The HIV telehealth evaluative metrics table was developed with the framework and resource document by the NYS DOH AIDS Institute Quality of Care Program. The metrics table is intended to guide the selection and development of indicators for quality improvement teams to use in evaluating HIV telehealth care. The metrics, similar to the resource document, cover the main areas of focus included in the telehealth evaluative framework.

The suggested metrics include three components:

Area of Measurement | Effect Being Measured (Numerator) | Eligibility (Denominator)



## Conclusions

All documents included as part of the framework have been posted for public use on the Quality of Care website (<https://quality.aidsinstituteny.org/>) and have received NYS Executive Deputy Commissioner Clearance approval.

Preliminary results from providers who piloted the framework demonstrated that it can be a useful quality management tool for building and continuously improving HIV telehealth care services. The HIV telehealth evaluative metrics table, although a new addition to the telehealth evaluative framework, has gained noteworthy attention from various providers and consumers. These telehealth evaluation documents are adaptable to other states/areas of the United States.

## Next Steps

- Develop a learning collaborative for HIV clinical providers to evaluate, measure and improve their HIV telehealth care services.
  - Seven HIV clinical providers have volunteered to be part of the learning collaborative.
  - Providers will share their findings with other organizations and develop quality improvement activities with measurable goals based on the results of the evaluation.
- The Quality of Care Program will share improvement strategies developed in the learning collaborative with the rest of state to spread successful and promising practices, and to encourage ongoing evaluation and improvement of HIV telehealth care services.

## HIV Telehealth Evaluation Resource Document

A toolkit with links to various websites was developed with the HIV telehealth evaluative framework to help providers build and maintain a high-quality HIV telehealth program.

The toolkit provides guidance on implementing and continuously improving HIV telehealth services, ensuring services are of high-quality, ensuring providers have resources for additional services to refer patients (mental health, substance use, etc.) and having the resources to evaluate patient satisfaction.

Resources cover the main areas of focus included in the HIV telehealth evaluative framework (provider and consumer readiness, technical assistance for providers and consumers, effectiveness, and provider and consumer experience). The resources include links to reputable organizations providing guidance for implementing and evaluating HIV telehealth care.