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**2020 NATIONAL**  
**RYAN WHITE**  
**CONFERENCE ON**  
HIV CARE & TREATMENT

# The Benefits of Interdisciplinary Teams In Caring for Patients Living with HIV

Damiana Cohen, BSN, RN

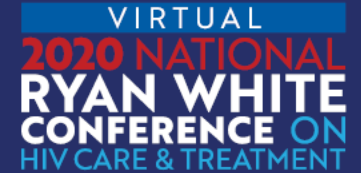
Sharon Dipasupil, MSN, RN

Erika Solis, BA, BHT



Sharon Dipasupil, MSN, RN

# History of El Rio



- 1960's President Lyndon Johnson
  - War on Poverty
- Community Members: West and South Tucson
  - Basic Services Needed
- Dr. Merlin DuVal – University of Arizona College of Medicine
  - Training for medical Students
  - Dr. Herb Abrams



## El Rio Community Health Center – Est. October 1970

# Mission and Vision



Our **Mission** is to improve the health of our community through comprehensive, accessible, affordable, quality and compassionate care.

Our **Vision** is to be a national model of excellent healthcare.

# Who We Serve as an FQHC



- ALL members of our community including the insured and uninsured
- Number of patients served in 2019 = 106,880
- Number of visits in 2019 = 430,000
- Employees = 1300+ team members
- Students: Medical, Dental, Nursing, Public Health
- Volunteers: Health Center Board, Foundation Board, El Rio Vecinos, Community Members, and Students



# El Rio Services



- Behavioral Health
- Dental
- Exercise & Wellness
- Family Medicine
- HIV Care
- Internal Medicine
- Midwifery
- OB/GYN
- Pediatrics
- Physical Therapy
- Street Medicine
- Teen & Young Adult
- Transgender Medicine
- Transportation
- WIC

# “One-Stop Shop”



- **PATIENT:**
  - **Lab**
  - **Behavioral**
  - **Health**
  - **Radiology**
  - **Dental**
  - **Primary Care**
  - **Pharmacy**

# El Rio Cherrybell Health Center



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**EL RIO**  
HEALTH







Erika Solis, BA, BHT

- Ryan White Part B
- HRSA Ryan White Part C
- NYU Langone Ryan White Part F
- 4.3 Million Dollars of Funding for SIA

# Interdisciplinary team

- 5 Providers (3 Infectious Disease MD's , 2 Adult Nurse Practitioners)
- 7 Medical Case Managers
- 5 Medical Assistants
- 2 Licensed Practical Nurses
- 1 Clinic Manager - Registered Nurse
- 1 Program Manager
- Treatment Adherence Team (Pharmacist, 3 Treatment Adherence Assistants)
- 5 Behavioral Health Staff ( 3 Therapist, 2 Behavioral Health Case Managers)
- 2 PharmD's working with patients with Diabetes
- 2 Receptionists
- Registered Dietician
- 1 Dental Coordinator
- 1 Data Analyst

*I am  
the heart  
of El Rio*



# TEAM SIA!



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# Referral/Eligibility/Intake



- Referral calls (internal referrals from El Rio)
- External calls: Southern Arizona AIDS Foundation, Petersen Clinic, Pima County Health Dept., Community Testing Centers
- Navigators take the call, warm handoff to MCM's
- Rapid Start (High Acuity and newly diagnosed patients < 2.5 days to see provider) ★ First in Southern Arizona to do Rapid Start
- RWPB Application

# Case Management



- Case Management minimum 2 visits per year (1/2 birthday, Birthday)
- Resources (housing, food, clothing, furniture)
- Access to Medications
- Schedule Transportation
- Schedule Translation services
- Schedule appointments with specialists
- Outreach (Calls, letters, home/hospital visits)
- Barriers to Care

# Primary Care & HIV Care



- HIV & Primary Care/Co-morbidities
- 30-minute appointments
- Visits are usually 2-3 x per year with minimum 2 labs per year
- Work on care guidelines- colorectal screenings, flu vaccine/pneumonia, mammograms, dental, diabetic eye screening, lab work, referrals to specialists

# Additional SIA Support Services



- Club 95
- Club Med Box & Women's Club Med Box
- Men's Support Group
- Women's Support Group
- Substance Abuse Group
- Relapse Prevention
- Art Therapy Group
- Acupuncture
- Behavioral Health ( Case Management, Individual/Group Therapy, Med Management)
- Cooking Classes
- Consumer Advisory Board
- Coordination to Dental Services



- 1400 SIA patients
- 93% VL Suppression
- Implementation of Rapid Start in April 2019 with Viral Load Suppression in <60 days
- Majority of patients are >45 years old

# Population by Age



## El Rio SIA - Patient Age Over Time

Year	Age 0-12	Age 13-24	Age 25-44	Age 45-64	Age 65 and over
2010	0.1%	2.9%	37.1%	55.9%	4.0%
2011	0.0%	2.1%	34.7%	58.8%	4.4%
2012	0.0%	1.7%	31.3%	61.6%	5.4%
2013	0.3%	1.8%	28.9%	62.6%	6.5%
2014	0.2%	1.6%	26.4%	63.9%	7.6%
2015	0.1%	1.1%	25.6%	64.6%	8.6%
2016	0.4%	1.3%	25.9%	62.9%	9.4%
2017	0.2%	1.4%	23.9%	63.0%	11.3%
2018	0.0%	1.5%	25.7%	59.9%	12.8%
2019	0.0%	2.7%	24.5%	57.7%	15.0%

# Pre-Exposure Prophylaxis



- Internal referrals from El Rio PCP's
- External referrals (Community- SAAF, PCHD, self-referral, and referrals from other community members)
- Call SIA → directed to our MCM Navigators → brief intake → Schedule with SIA Provider
- Follow-Up

# SIA Meetings/Huddles/Education



- Morning huddles with team to coordinate care
- Clinical huddles at the end of the day with nursing staff
- Operation meetings 2 x per month on Wednesday – Mandatory for all staff
- 5<sup>th</sup> Wednesday Education meeting – presenters (SIA providers, clinical teams at El Rio & Community Partners)



Damiana Cohen,  
BSN, RNC-MNN

# SIA's Commitment to Ending the HIV Epidemic



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We ❤️ Our  
Community

# Goal One



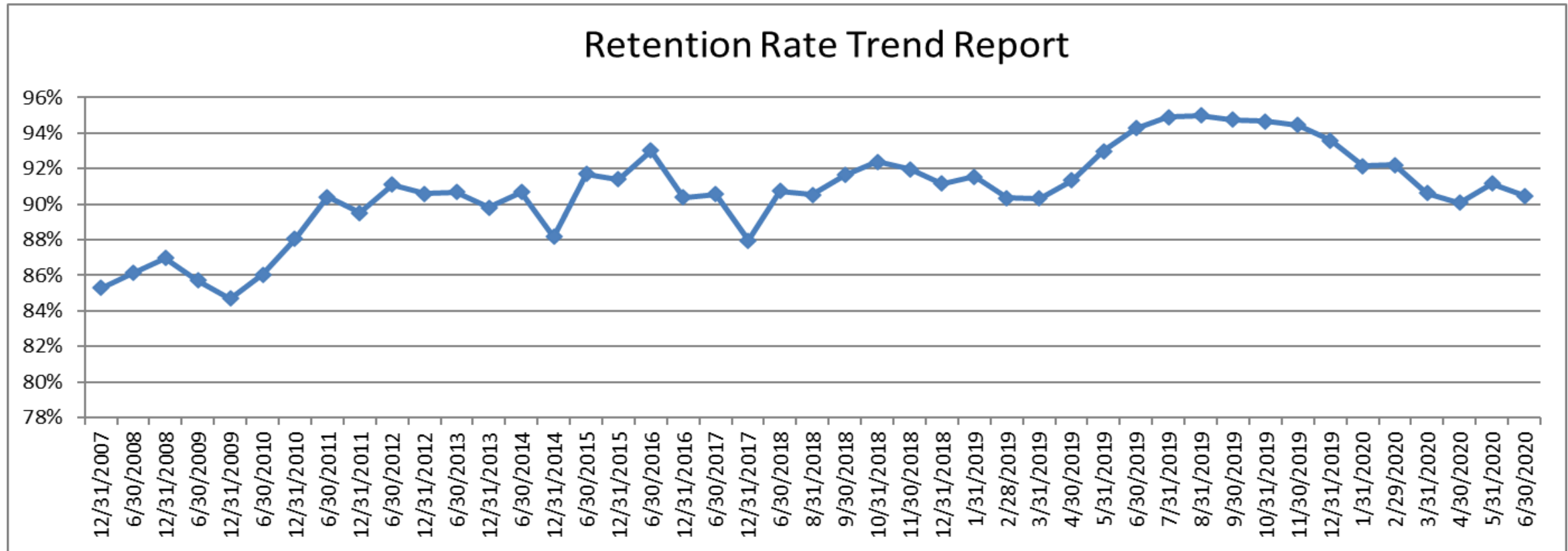
## 90% of people who are HIV infected will be diagnosed

- Partner with El Rio Homeless Outreach Team and Community Services to provide free testing and on-site enrollment into Rapid Start Program
- Patients have direct access to SIA Clinic with a warm handoff
- High degree of patient satisfaction makes El Rio Special Immunology Associates the clinic of choice for Southern Arizona
- HIV Screening for all El Rio patients with opt out choice
- Partner with most Community Services Organizations in Southern AZ

# Goal Two



## 90% of people who are diagnosed will be on ART

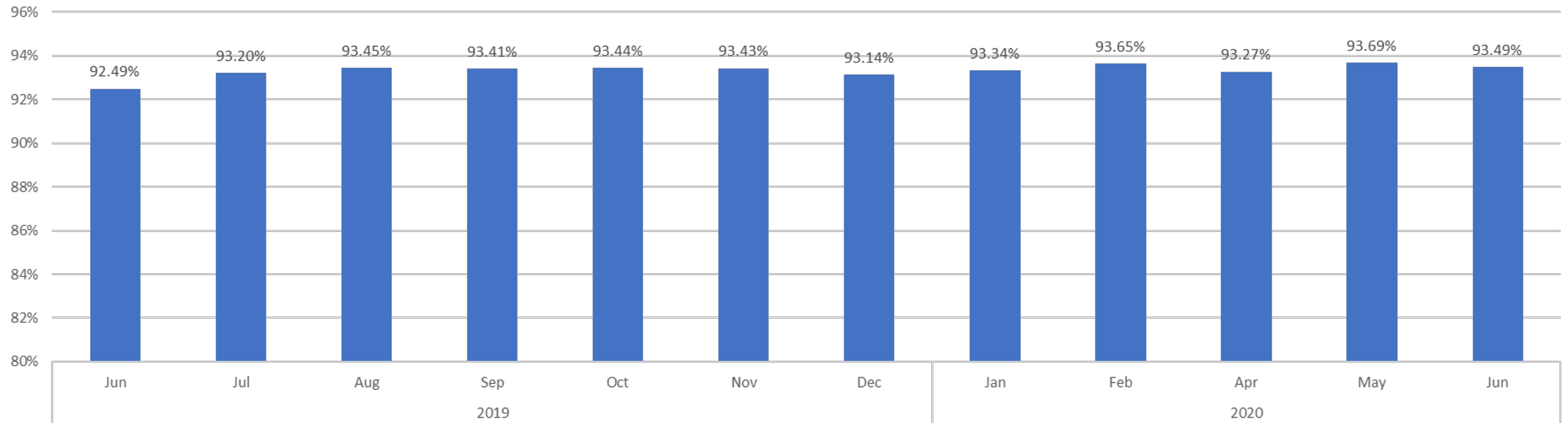




# Goal Three

## 90% of those who receive antiretrovirals will be virally suppressed

Viral Suppression Trend Report (7/1/20)



# The Role of Receptionists (MOR) and Medical Assistants (MA)



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- A kind and familiar voice on a devoted phone line
- Appointment scheduling, routing calls, fielding emergencies, insurance verification
- Phone triage of patient requests and needs
- Bridge between the patient and provider
- Med refills, referrals, prioritize patient needs
- Vaccines
- Assist with procedures ex. Wound care, cultures, etc.
- Patient intake and screenings ex. depression, glucose,
- Preventative Health Screenings – colorectal, paps, mammogram, retinopathy, etc.



# The Role of the SIA Nurse



## Assessment, Critical Thinking, Clinical Judgement, Decision Making

- Telephone and walk-in triage
- Collection of swabs and cultures to diagnose STI's, Point of Care testing for flu, pregnancy, Strep, COVID-19, INR, etc. hypertension checks, blood glucose
- Wound care (high number of abscesses d/t IV drug use)
- Nurse visits for antibiotic injections for treatment of STI's
- IV hydration to avoid unnecessary Emergency Dept. visits
- Prior Authorizations, Specialty Referrals, problem solving

# Continuous Quality Improvement



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Thank You!  
Questions?