



VIRTUAL
2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT

Reducing Viral Suppression Disparities Among Young MSM of Color

Abstract # 15505

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Learning Objectives



- Introduce the Ryan White Wellness Center
- Provide overview of End +Disparities Campaign & CQII
- Share data analysis tools, including disparities calculator
- Describe QI Activities deployed at RWWC
- Share outcomes of QI Activities

Who We Are, What We Do



- Ryan White Part C Recipient, Part D Subrecipient
- 7 Counties surrounding Charleston, SC
- Rural, coastal South Carolina
- **Serve 1000 patients annually**

- HIV & Primary Care
- PrEP & nPEP
- Mental Health
- Medical Case Management
- Housing
- Peer Navigation
- Transportation
- Contracted specialty and supplemental services





RSFH 5 Pillars (Studer Group)



WE BELIEVE

Healthcare Is A Right

Black Lives Do Matter

Love is Love

All Genders Are Welcome

Diversity & Inclusion Are Essential

In Healing All People With Compassion, Faith & Excellence

ROPER  ST. FRANCIS
HEALTHCARE

Quality Infrastructure



Quality & Development Manager

- Oversee QI activities, data management, RSR reporting, develop new programming

Administrative Team

- QI Team, meet monthly, identify needs & priorities, review data, report on progress

Project Teams

- Membership varies based on project, includes consumers

SC Regional Group

- Coordination & alignment of statewide efforts

Integration of QI into daily work

SC Regional Group

- All Ryan White Part C & D Programs
- Part A & B Inclusion
- Active consumer membership
- Meet quarterly in person
- Monthly web meetings (Zoom)
- Regional Group QI Plan
- Regional Group Assessment
- Share un-blinded data
- Participate in national QI Campaigns





HRSA Ryan White HIV/AIDS Program

CENTER FOR QUALITY IMPROVEMENT & INNOVATION

end
+ disparities


MSM of Color

Youth

Transgender People

African American &
Latina Women

Disparities Calculator

Name of Reporting Agency: Best Ever ASO		 <p>HRSA Ryan White HIV/AIDS Program CENTER FOR QUALITY IMPROVEMENT & INNOVATION</p>			CQII Disparities Calculator	
Name of Staff Person Reporting: B. Lever						
Measurement Period: 6/1/2015 - 5/31/2016						
Reporting Date: 8/1/2016						
Data Source(s): CAREWare						
Aggregated Data For Disparities Analysis	# of Agencies in Dataset	Viral Suppression (HAB)			Data Limitations / Comments	
		Num.	Denom.	%		
Total	1	694	817	84.94%	not applicable	
Transgender People	1	5	5	100.00%	not applicable	
MSM of Color	1	171	205	83.41%	not applicable	
African American and Latina Women	1	147	176	83.52%	not applicable	
Youth (aged 13-24)	1	18	22	81.82%	not applicable	

Disparities Calculator



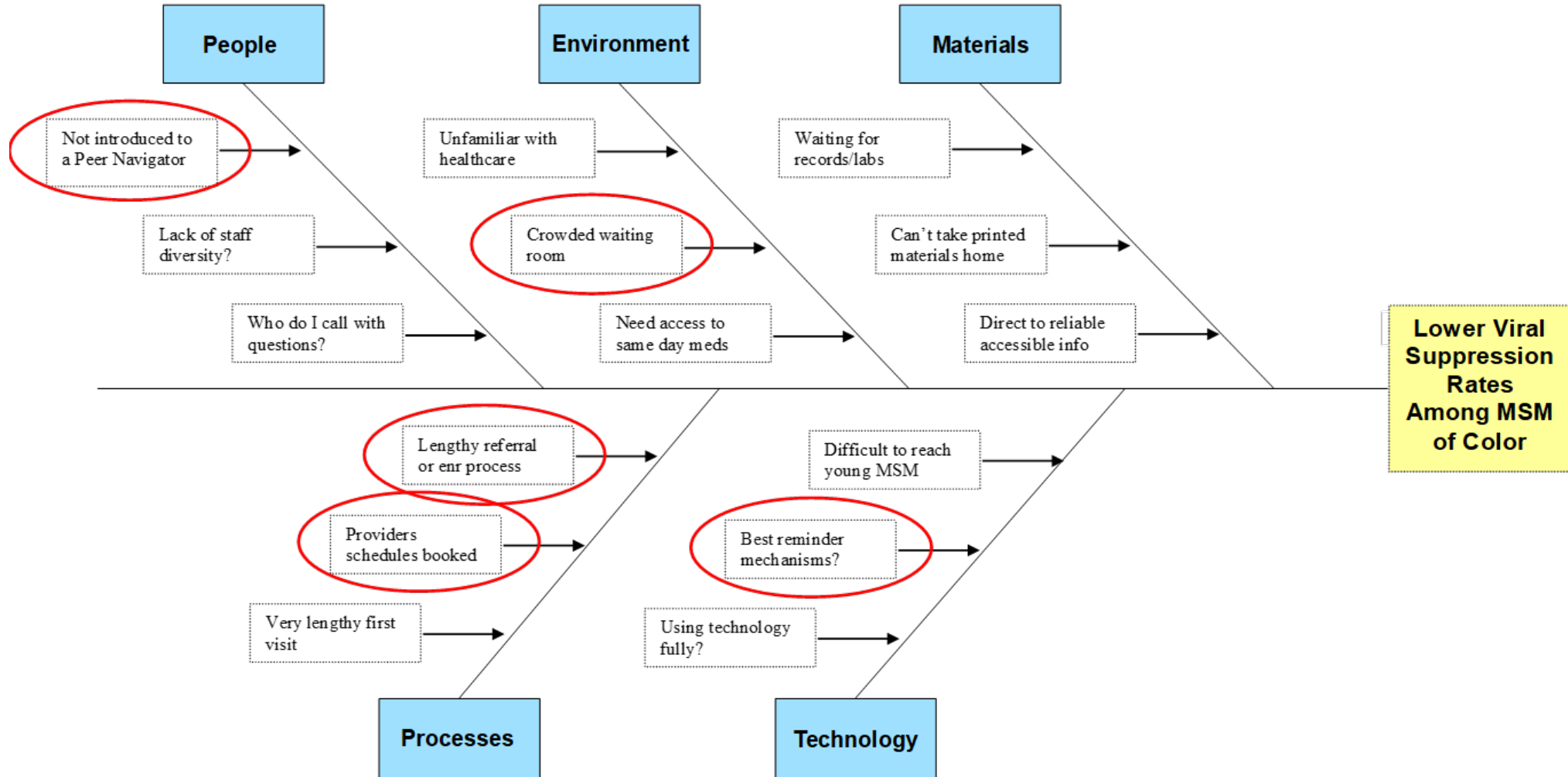
Viral Suppression (HAB) Overall Performance Average: 84.9%				
	Transgender People	MSM of Color	African American and Latina Women	Youth (aged 13-24)
Population Sample	5	205	176	22
Pop Performance	80.00%	48.78%	79.55%	54.55%
Absolute Disparity	NO DISPARITY	UNDEFINED RESULT	MAYBE DISPARITY	YES DISPARITY
Relative Risk	UNDEFINED RESULT	UNDEFINED RESULT	UNDEFINED RESULT	UNDEFINED RESULT
Comparative Disparity	UNDEFINED RESULT	UNDEFINED RESULT	UNDEFINED RESULT	UNDEFINED RESULT
Odds Ratio	NO DISPARITY	YES DISPARITY	YES DISPARITY	YES DISPARITY
Absolute Impact	0	99	12	7

<https://targethiv.org/library/health-disparities-calculator>

- **Baseline Performance Data (End of Quarter 1, 2018):**
- Viral suppression rate for Subpopulation: **83%** Aim: **90%**
- Viral suppression rate for entire HIV Caseload: **87%** Aim: **90%**

- ***MSM of color comprise 30% of total Wellness Center patients**
- ***Over 50% of newly diagnosed clients.**

Key Causes



Aims & Change Ideas



- **What if...?** – Since young MSM of color make up so many of our new patients, can we engage them better earlier to help them reach (and sustain) viral suppression?
- **Aim** – Get newly diagnosed patients in front of a provider within 7 business days of diagnosis and, when clinically appropriate, started on meds that day.
- **Change Ideas**
 - Give providers more control of their schedules to work new people in and triage patients more effectively
 - Avoid multiple visits/appointments to enroll patients into the program
 - Do what we can on one day, without overwhelming the patient
 - Get patients out of waiting room quickly and into a more comfortable exam room
 - Offer peer navigator introduction
 - Offer mental health visit to all new patients

Consumer Involvement



- Several consumers on the **SC Regional Group**, including representative from the Wellness Center at Roper St Francis.
- Consumer member of SC End +Disparities **Regional Response Team**.
- **Peer Navigators** take a more central role in the new patient process.
- **Peer Navigators** now make live reminder calls (vs robocalls).

Change Ideas

- **Launched ‘Red Carpet’ Service for newly diagnosed patients**
 - Provider chose when newly diagnosed patients were scheduled
 - Seen with or without labs
 - Partnered with local health departments to expedite referral process
 - Combine case management and medical visits on same day
- **Initiated same-day ARV access**
 - Included medical director in QI planning meeting
 - Ensured patients had unfettered access via onsite pharmacy
- **Supported new patients**
 - Standardized peer navigator involvement
 - (destigmatizes HIV)
 - Provided mental health counseling to all new patients
 - (destigmatizes mental health care)



Red Carpet Patients



- 67 Newly Diagnosed Patients
- 87% Male, 58% MSM
- 59% African American Men
- 72% in Teens, 20s & 30s
- 34% AIDS (since reduced to 25%)
- 36% seen within 7 days of Dx, 90% within 30 days
- 97% Same Day ARV Treatment (all but two)
- 99% virally suppressed (all but one)

2018 Results



	Q1	Q2	Q3	Q4
MSM of Color	83.06%	84.85%	88.29%	93.47%
Minority Women	84.83%	85.81%	82.78%	87.92%
Transgender	80.00%	100.00%	80.00%	100.00%
Youth	70.59%	85.00%	90.00%	89.47%
Total	87.29%	88.29%	89.25%	92.84%

Lessons Learned



- Red Carpet access and same-day ARV led to rapid viral suppression among young MSM of color.
- 99% of those started on meds were virally suppressed by 2nd or 3rd visit.
- More likely to keep 2nd and 3rd appointments.
- Biggest contributor was provider managing her schedule.
- Were these results sustainable?

Sustained Results!



	Jul-20
MSM of Color	94%
Minority Women	92%
Transgender	100%
Youth	100%
Total	93%

Questions To Consider

Ongoing Challenges

- Delayed HIV testing
- Slow referrals for care (has improved)
- Women of Color now most poorly suppressed

Additional Opportunities

- Community Health Worker Training & Cert
- Flagged charts weekly clinic review
- Adding dental and eye care onsite
- More onsite HIV testing



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