Utilizing SDoH Screenings for Addressing Disparities and Barriers to HIV care

SOCIAL DETERMINANTS OF HEALTH, IDENTIFYING BARRIERS TO CARE FOR POC AND GNC PATIENTS, AND ADDRESSING DISPARITIES

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Clinic Characteristics

MAZZONI CENTER
LGBTQ HEALTH AND WELL-BEING

- Serving the greater Philadelphia area since 1985 with a focus on the LGBTQ community
- More than 7,000 patients
  - 1,300 HIV+ patients
  - 3,000 TGNC patients
  - 1,500 PrEP patients

Introduction & Scope

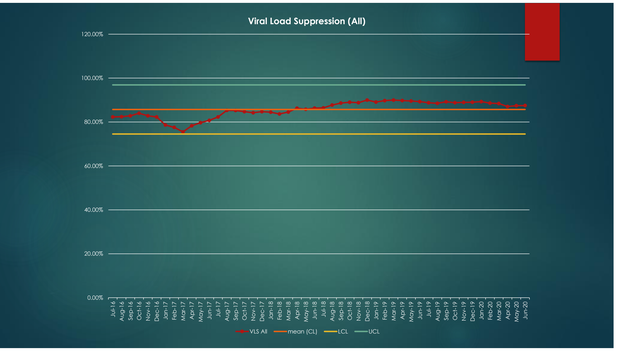
- Disparities in viral load suppression and retention identified at our clinic among persons of color and transgender/gender non-confirming.
- Quality Improvement project designed to address health disparities utilizing a modified SDoH screening tool.
- Improvement to be measured by change in viral load suppression and retention performance measures.
- Objectives
  1) Provide patient-specific resources.
  2) Collect data for identifying clinic-level barriers in order to improve patient care, specifically for POC and transgender patients living with HIV.

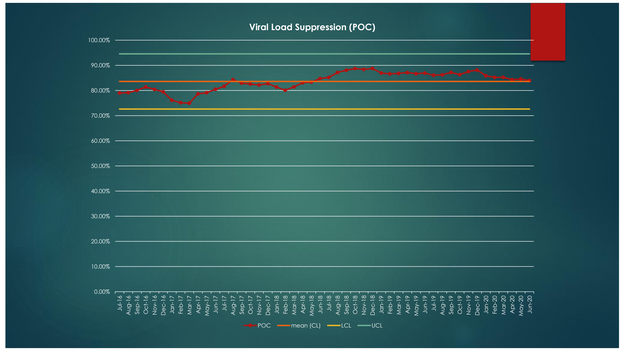
Social Determinants of Health Screening Topics

- Housing
- Food
- Physical Activity
- Employment
- Personal Safety
- Family/Community Supports
- Education
- Transportation
- Utilities
- Dental Care
- Clinic Experience

Example: Within the past 12 months, have you been without food or didn't have resources to obtain food?

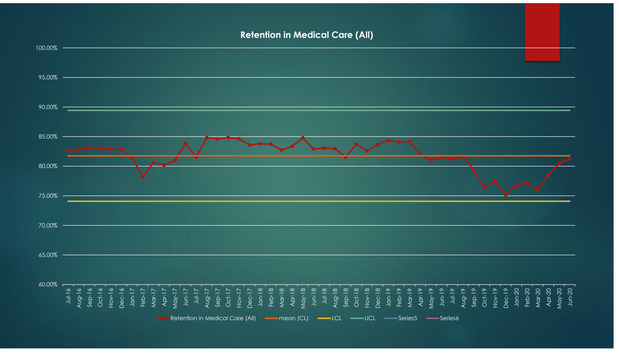
- ☐ Often
- ☐ Sometimes
- ☐ Never





Successes

- Due to COVID-19, Mazzoni Center has pivoted to 90% telehealth visits, minimizing impact on appointment availability.
- More than 7% improvement in retention for all groups
- Impact of performance on Viral Load suppression due to COVID-19 has been minimal, around 1-2%.



Lessons learned

- We are realizing with the COVID-19 pandemic that we must be flexible in how we reach patients and and how we engage them in medical care
- We are re-thinking patient engagement through new initiatives such as…
  - Establishment of Patient and Family Advisory Council
  - Phone distribution program

Challenges & Limitations

- Due to the ongoing COVID-19 pandemic, the project has been temporarily put on hold. As such we have been unable to implement our screenings past a preliminary phase.
  - Preliminary Data suggests Housing, Food Insecurity and Physical Activity as the main barriers for our patients
- In addition, finding a way to introduce SDOH screenings into visits without disrupting patient flow within the health center has also proved challenging.

Next Steps

- Development of a Patient/Family Advisory Council to incorporate feedback from the patient experience in order to address disparities.
- Implementation of program providing free smart phones to patients who are unsuppressed patients and patients with gap in care.