



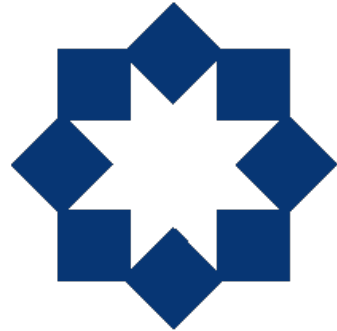
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HIV CARE & TREATMENT

The Emotional Toll Experience by HIV Care Workers

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University Health System

Thinking beyond

Bexar County Hospital District
Over 100 Years of Service
San Antonio, Texas

The Emotional Toll Experience by HIV Care Workers



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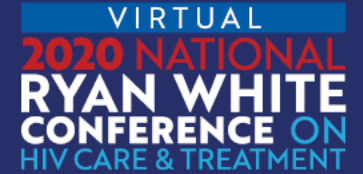
DISCLOSURES

Tanya Khalfan Mendez, Daniel Pineda, and Nancy Vasquez have no relevant financial or non-financial interests to disclose.

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Bexar County Health District dba University Health System 1



- South Texas' only safety net health system
- Level 1 Trauma Center
- Texas' 3rd largest hospital system
- 28 County Service Region across South Texas
- Over 900 Physicians and Residents
- More than 8,800 employees
- South Texas' first and only health system to earn Magnet status from the American Nurses Credentialing Center



- Mission - The mission of University Health System is to improve the good health of the community through high quality compassionate patient care, innovation, education and discovery.

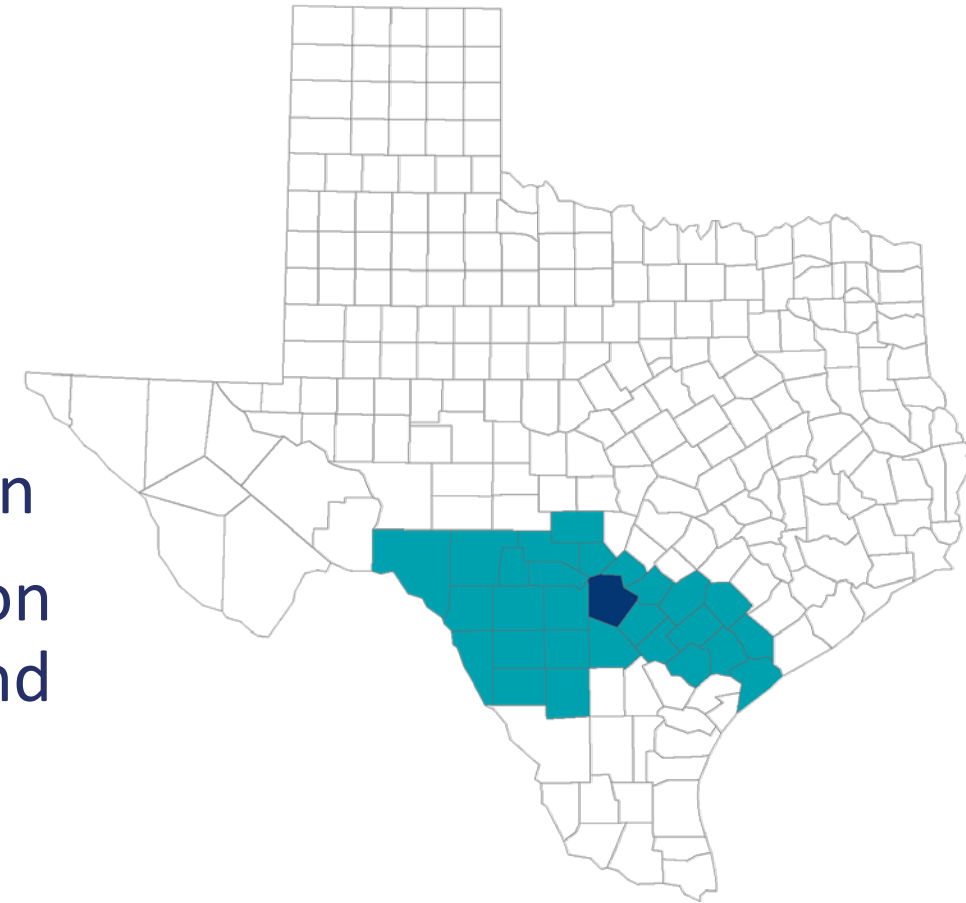
Vision - We are leading the way to be one of the nation's most trusted health institutions.

Values - Our patient care will be high quality and compassionate above all, attentive, kind and helpful without exception, and wise in the use of resources.

Bexar County Health District dba University Health System 3



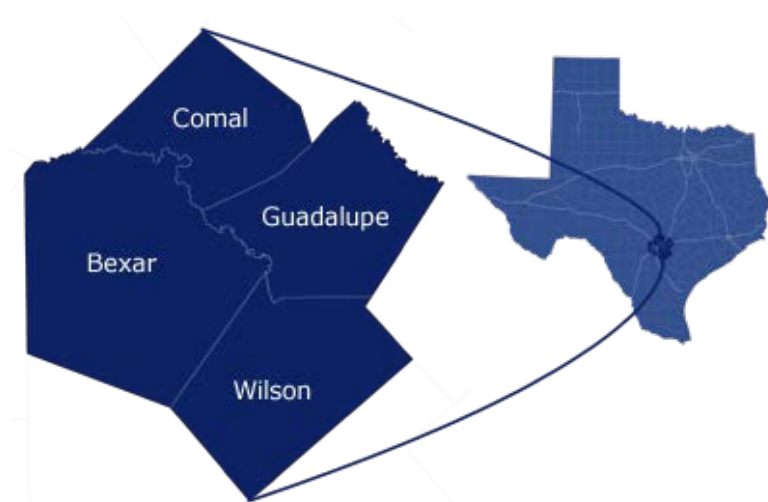
- San Antonio is the 7th largest city in the United States
- Bexar County, the fourth most populous county in Texas, slightly larger than Rhode Island
- 94% of the region's PWH (People With HIV) can be found in the San Antonio metropolitan region
- Bexar County has a significantly larger proportion of Hispanics (60.5%) than both Texas (37.6%) and the nation (16.3%)



Bexar County Health District dba University Health System 4



- Ryan White Administrative Agency for Parts A, B, D, and F (SPNS)
 - Serves the San Antonio Transitional Grant Area (SATGA) 4 county area
 - Bexar, Comal, Guadalupe, and Wilson
 - ~2.4 million people
- Family Focused AIDS Clinical Treatment Services clinic (FFACTS)
- Specialty Community Partners within the SATGA's
 - Black Effort Against the Threat of AIDS (BEATAIDS)
 - San Antonio AIDS Foundation (SAAF)
 - Alamo Area Resource Center (AARC)
 - El Centro del Barrio (CentroMed)
 - Holistic Empowerment Resource (H.E.R.) (Part D)



Self Care Among HIV Providers and Staff 1



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Enhancing the self-care in safety-net HIV services

Focus on:

- Secondary trauma
- Compassion fatigue
- Burnout



Self Care Among HIV Providers and Staff 2



Signs Include

- Feeling numb, detached
- Overwhelmed
- Hopeless
- Helpless
- Withdrawal from others
- Sleep disturbances
- Low energy
- Sadness

Self Care Among HIV Providers and Staff 3



- An Emory University study in a large HIV clinic indicated an overall absence of formal self-care services among providers and staff
 - Including resources to manage stress
 - Opportunities to debrief
 - Formal mechanisms to voice concerns
 - Support for dealing with complex patients
 - Formal mechanisms for feedback
 - Time for self-care

1. Sales JM, Piper K, Riddick C, Getachew B, Colasanti J, Kalokhe A. Low provider and staff self-care in a large safety-net HIV clinic in the Southern United States: Implications for the adoption of trauma-informed care. *SAGE Open Med.* 2019;7:2050312119871417. Published 2019 Aug 21. doi:10.1177/2050312119871417

Special Project National Significance 1



- BCHD first SPNS program
 - September 2017
- Project Investigator
- Three Member Advocates
- Program Coordinator
- Data Manager
- Data Coordinator



Member Advocates

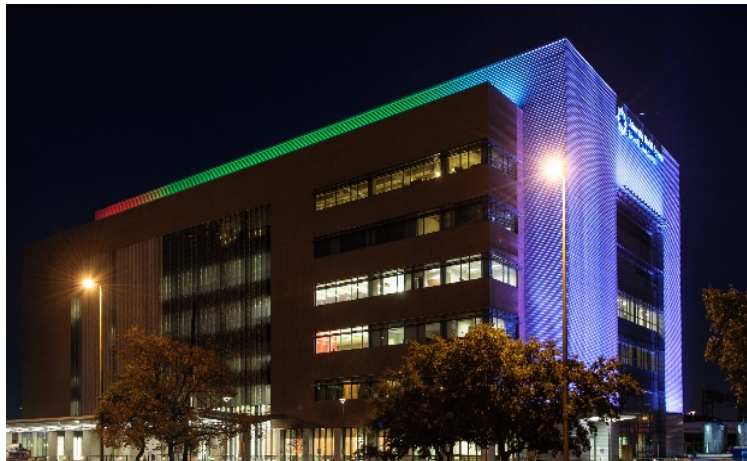
- New to HRSA/SPNS
- Experience
- Skills Sets
- Desired to Help
- Onboard Training
- Self Awareness



Special Project National Significance 2



- Enrolled 106 client (Goal 100)
- Completed 46 study clients and 9 service only clients
- Completed clients 87 (Aggregate)



Case One



- Honduran Immigrant Woman
- Husband Passed Away (AIDS)
- Widowed Leaving her as Head of Household
- Transmitted HIV to Twins
- Facing Foreclosure



How could this woman endure so much pain?

How does this ALL happen to one person?

Where do I even start?

- Avoid Foreclosure
- Financial Assistance
- Medical Adherence
- Immigration Legal Aid
- Mental Health Support
- Food Insecurity

Member Advocate

Emotional Toll 1 continued



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Feeling shocked and helpless

- So many barriers
- Trauma
- Multi-level need



Case Two



- 36 years old client late to care
- Drug abuse
- Fired from employment
- Recently kicked out of brother's home
- On the verge of taking my life in the next few minutes
- No family support

Member Advocate

Emotional Toll 2



***Was I too late? Should I reply?
Who do I call first to assist with the crisis?***

- Locate client
- Zero Suicide Team
- San Antonio Police Mental Health Crisis Team
- Emergency shelter options
- StrongArm team resources
- Scheduled follow-up appointment with client

Member Advocate

Emotional Toll 2 continued



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A heart sinking moment

- Never experienced this before
- Moment of defeat
- Fight or flight mode



Case Three



- 57 year old Registered Nurse
- Struggling with substance abuse
- Lost career
- Lost car ownership
- Financial mismanagement
- Risky behaviors

Member Advocate

Emotional Toll 3



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How did this happen to a health-care professional?

How can I help him regained everything he's lost?

- StrongArm
- HOPWA/TBRA
- Utility Assistance
- Car Insurance Bill



Member Advocate

Emotional Toll 3 continued

In disbelief

- Upsetting
- Concerned
- Alarmed
- Eager



Retention Team Comments

- Coordinating
- Communicating
- Gift Card & Bus Passes
- Client Care Kits
- Client sharing experiences



Retention Team Comments continued

- Follow-Up Surveys
 - Stigma Questions
 - Support Questions
- Gratefulness – Listening
- Client Readiness – Their Time
- Lessons Learned





- On Railroad Tracks
- Past physical and emotional attacks
- Feeling unloved and unwanted
- Stopping Meds – I don't care!
- Will keep on running – No one cares!
- Upsetting Memories of no support
- Audio Interviews brought tears

Self-Care Strategies

“Avoiding Stress – No one can eliminate stress. But you can avoid many stress triggers and learn how to manage unavoidable stress.”

- Dr. Barbara Koffske Reid, effective strategies include:
 - Adequate Sleep
 - Good Nutrition
 - Physical Activity
 - Meditation
 - Positive Thought Patterns
 - Self-Compassion
 - Personal Support
 - Setting Priorities



University Health System Resources and Trainings



Resources:

- Employee Assistance Program (EAP)
- Behavioral Health
- Team Debriefs - Coping Techniques
- Team Meditation Sessions

Trainings:

- Trauma Informed Care
- Motivational Interviews
- Gender and Sexual Diversity



Believe



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The brokenness of one summons another to listen and to trust from their deepest souls. As one accepts this moment to just be present, and be still for the others in need of healing. I acknowledge the team for standing firm on the battle lines for the clients' daily survival. This brings a sense of hope even if its just for one more day! In doing so, it brings some healing, growth, strength, and inspiration to continue.

- Daniel





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