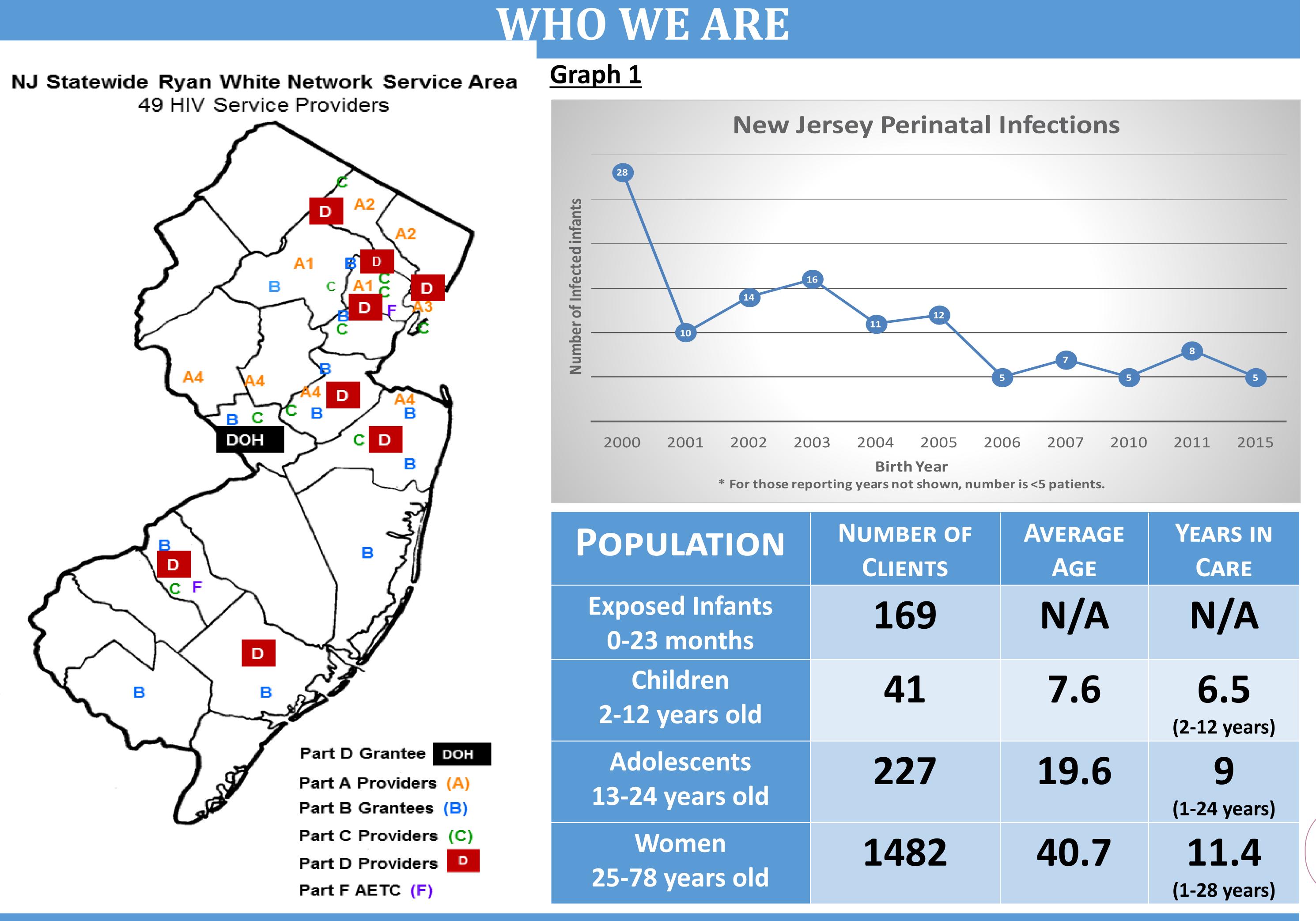


# WICY MEDICAL HOME MODEL: BREAKING DOWN WALLS OF HIV CARE

# HISTORY

The New Jersey Department of Health (NJDOH), Family Centered Care Services serves as the lead agency for the New Jersey Statewide Family Centered HIV Care Network (Network) for HIV-infected women, infants, children and youth (WICY). The Network, established in 1988, was one of the original Pediatric AIDS Demonstration Projects funded in the United States. The family-centered Network provides primary medical care, medical case management, nutrition, mental health, support groups and supportive services.

The Network has developed a medical home model with seven agencies to: 1) provide a comprehensive, coordinated, culturally competent family-centered system of HIV care; 2) identify those at risk or infected with HIV and enroll in care; 3) retain individuals in care; 4) involve consumers in the Network in their own; 5) prevent new infections; and 6) ensure care follows PHS guidelines.



- EVALUATION
- . Quarterly Statistical Reports: RWPD and RWPB
- . Quarterly Progress Reports: RWPD and RWPB
- **Biennial Patient Satisfaction Surveys**
- . Biennial Needs Assessment Surveys
- . Yearly CQI Chart Abstractions
- . Bi-monthly NJ Cross Part Collaborative Report

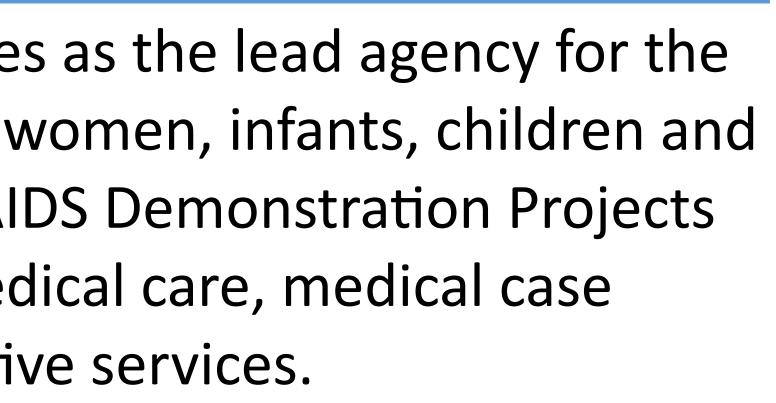
. Annual RSRs

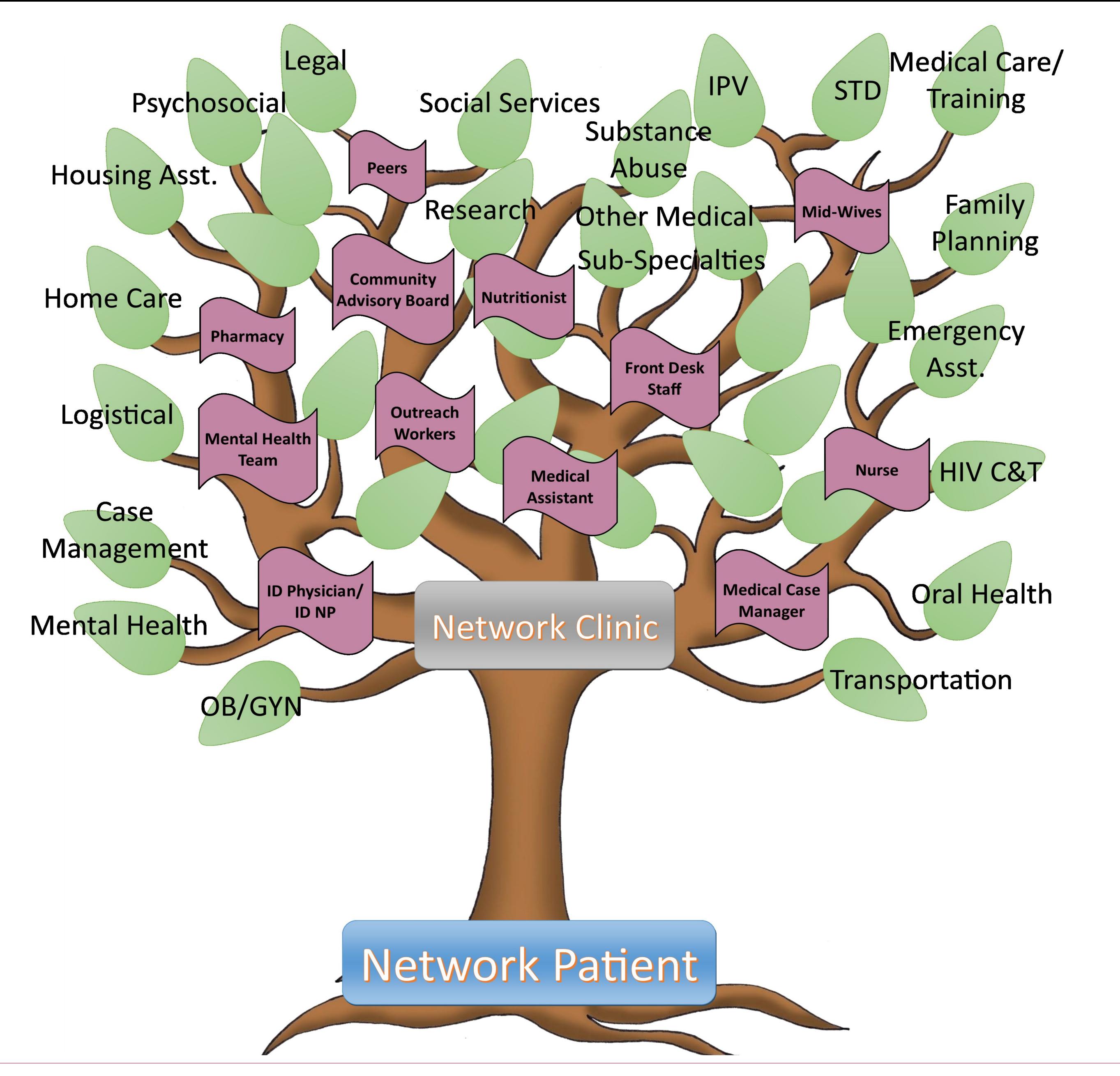
- . Quarterly HRSA Performance Module
- . Site Visit Reports and Clinic's remediation report
- . Individual Clinic QI Projects
- Annually Organization Assessment

The reasons why I love to come here because my child gets the best care and treatments and good advice with the best doctors and nurse staff. We are very thankful for your service!

# Kourtney Pulliam, MPH

# NI RYAN WHITE PART D FAMILY TREE





The staff, doctors, and my case manager are extremely helpful with all my medical needs and concerns.

## . HIV/AIDS Care

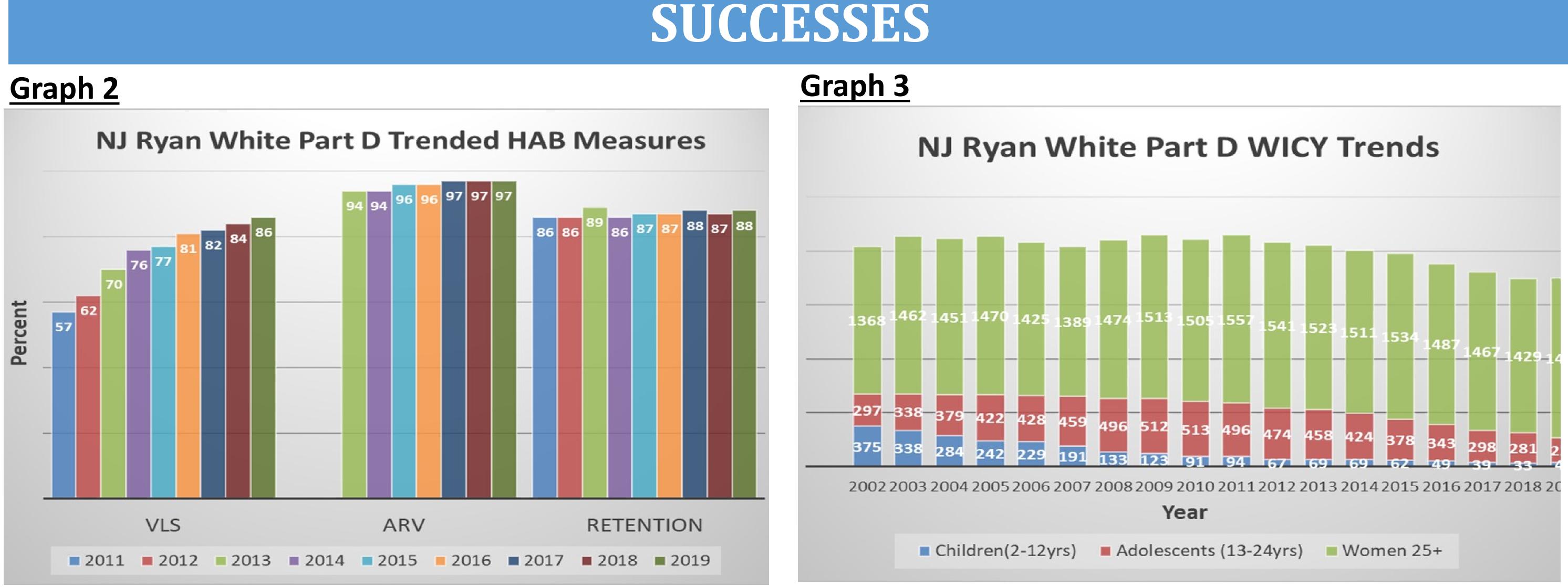
- . Primary Care
- . Medical Case Management
- . Motivational Interviewing
- . Trauma Informed Care
- . Gynecology Care
- . Pre-Conception Counseling
- . Mental Health Care, Counseling and Support

- . PrEP Discordant Couples
- . STI Screening and Treatment
- . Hep A, B and C Treatment and Education
- . Laboratory Tests
- Direct Observed Therapy (DOT) onsite or at home
- . Nutrition Education

## **OUR SERVICES**

- . Clinical Trial Education . Peer Support Groups . Referrals to Other Specialty Care Services
- Adolescent Transitioning

. Adherence Education and Assistance



Graph 2: This graph displays the trended HAB Measures of the NJ Family Center HIV Care Network from 2011 to 2019. Graph 3: This graph displays the number of clients in the NJ Family Center HIV Care Network from 2002 to 2019.

Over the course of 30 years, the Network has faced many challenges, particularly with perinatal and newly diagnosed adolescents' retention into care and medical adherence. Through rigorous needs assessments and monthly Network provider meetings, some of the barriers identified were:

- "Burn Out." Those perinatally infected have long histories of frequent medical visits and constant medication.
- burdensome.
- with a positive diagnoses and new independence.

. **Text** reminders for medical appointments;

- Learning Days. These events provide adolescents with adherence education as well as peer social support; and
- **Community Health Workers/Patient Navigators/Peer Mentors**. Network clinics have hired staff that specifically focus on identifying those hard to reach clients and linking Graph 4 them back in to care. Specifically:
  - Jersey City Medical Center: Peer Mentors and home visit team
  - Newark Beth Israel Medical Center: CHW, Mobile unit, Peer working in CLEAR/ARTIS, support groups
  - St. Joseph's Hospital: Patient Navigator François Xavier Bagnoud Center: Peer Mentor

These services have improved my quality of life in a very positive way.



## **LESSONS LEARNED**

Acceptance of positive diagnoses. For all adolescents who are HIV+, dealing with a diagnoses and puberty can be

Establishing independence. For those 18 and older, identifying employment, housing and social support is challenging

- In order to overcome those challenges the Network created Evidence-Based Intervention (EBI) project to increase medical adherence and retention into care. The Network's EBI project includes:

