

# *Ending the HIV Epidemic through Rapid stART Community-Wide Implementation and Beyond*

Presented By:

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22

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

# Disclosure – Clark County Social Service, Office of HIV

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# Disclosure – Arizona Department of Health Services

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# Presenters

## Clark County Social Service, Office of HIV



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Management Analyst II/Ending  
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## Arizona Department of Health Services



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Program Director

## TriYoung Inc.



**Julie Young**  
President/Network and Database  
Consultant

# Learning Objectives

- Engage all HIV service providers in implementing a community wide Rapid stART protocol.
- Extend CAREWare data beyond Ryan White providers.
- Address the Ending the HIV Epidemic initiative by implementing a Rapid stART community wide protocol.
- Facilitate Rapid stART standard data reporting for both RW and non-RW providers.
- Implement standard Rapid stART monthly reporting for Clinical Quality Management.

# Agenda

- Las Vegas Background & Priority Areas
- Southern Nevada Rapid stART Learning Collaborative Overview
- Rapid stART Module Development Process
- TriYoung Overview
- Rapid Start Fundamentals and Interface
- Clark County Standard Data Reporting
- Arizona Department of Health Services Background & Priority Areas
- AZDHS Rapid Start
- AZDHS Results
- Lessons Learned
- Q & A

# Las Vegas Background & Priority Areas

## Background:

- Las Vegas had three rapid linkage and ART programs offered to persons newly diagnosed with (HIV Rapid stART) when the Southern Nevada Rapid stART Learning Collaborative was formed.
  - University Medical Center – initiated in 2018
  - Southern Nevada Community Health Clinic – initiated in 2019
  - Huntridge Family Clinic – initiated in 2018

## Goal:

- Increase and improve access to Rapid stART initiation for persons newly diagnosed with HIV in Southern Nevada.



# Southern Nevada Rapid stART Learning Collaborative

## Leadership

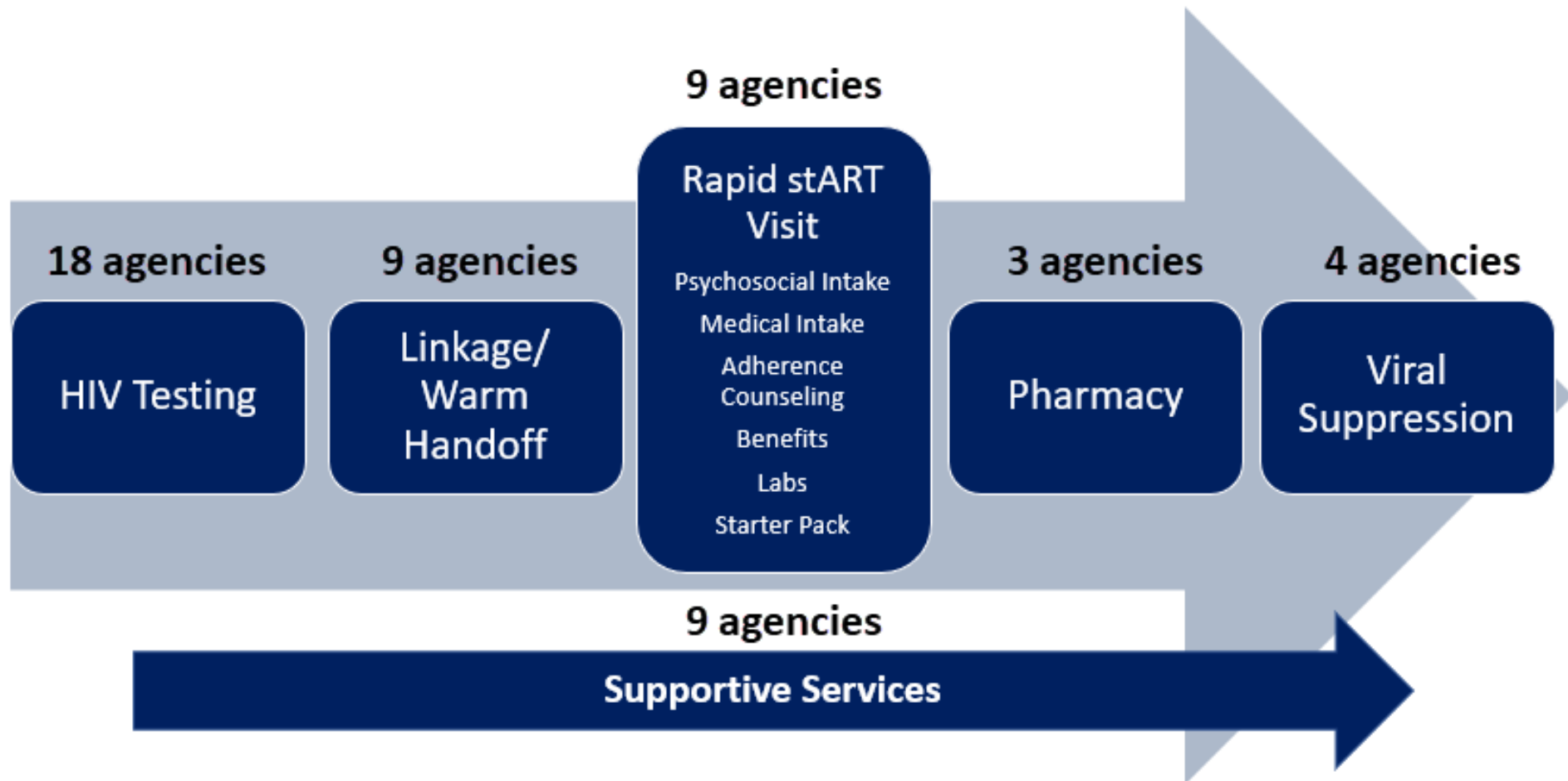
- Clark County Social Service, Office of HIV, Ryan White Part A Recipient
- Pacific AETC-NV
- University of California San Francisco (UCSF)

## Community/Service Based Organizations

- Access to Healthcare Network
- Carson City Health & Human Services
- Dignity Health
- First Med Health & Wellness Center
- Huntridge Family Clinic
- Southern Nevada Health District (SNHD) - Annex A/Sexual Health Clinic
- Southern Nevada Health District (SNHD) – Community Health Center
- Trac-B/NARES
- University Medical Center (UMC) Wellness Center



# Southern Nevada Rapid stART Service Continuum



# Data Development Process

- UCSF
  - Funding source
  - Rapid stART Performance Measures Guidelines
  - Coaching and support for Rapid stART intervention
- TriYoung Inc.
  - Program development
  - Data migration
  - Technical support
- Clark County Social Service, Office of HIV
  - Lead agency for the Learning Collaborative
  - Coordination of agency technical assistance
  - Project management and implementation

# Rapid stART Module

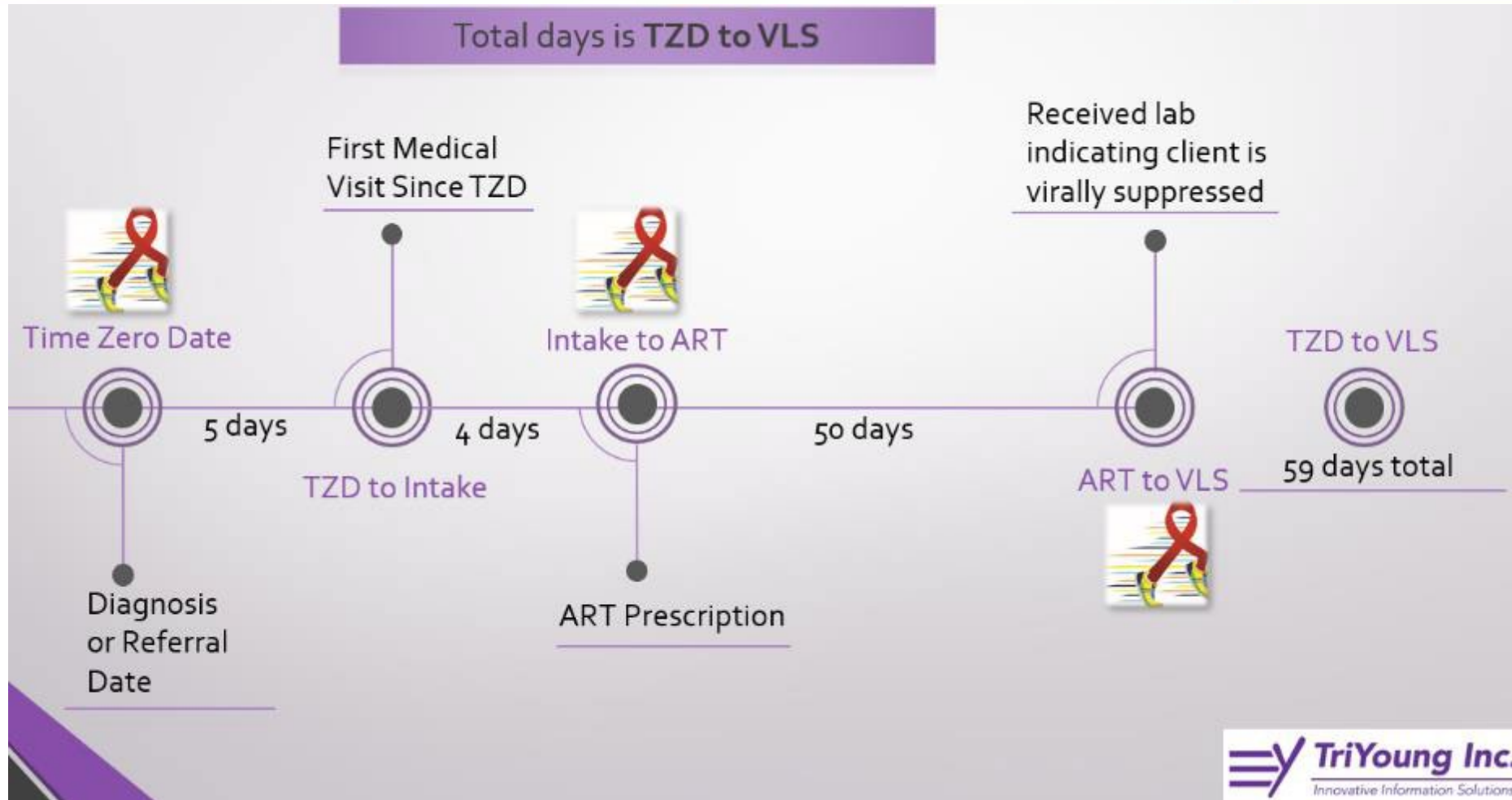
- Connected directly and posts within CAREWare
  - Uses the data that is required for RSR reporting
  - Looking at clinical services and data
- Data Required
    - Demographics
    - HIV Date
    - Referral Date – To indicate when the clinic became aware of client
    - Medical Visits
    - Viral Load Lab Results Data
    - ART Medication – Starter Packs and Prescriptions

# What are the desired outcomes?

- **PM1:** Linkage to HIV medical care within 7 days of TZD
- **PM2:** Initiation of ART within 7 days
- **PM3:** Median days to Initiation of ART
- **PM4:** Viral load suppression within 60 days of ART
- **PM5:** Retention in care (two medical visits within the reporting period 90 days apart)

**Note:** Time Zero Date (TZD): Diagnosis date or referral source date. First date provider is aware of client.

# Client Journey



# Training Needs

- Program overview and data entry training conducted 30 days prior to launch
- User guides were distributed to agencies and users
- Instructional videos were implemented
- Continued one-on-one technical assistance to each agency
- On-going data team meetings are conducted monthly for troubleshooting and planning to onboard new agencies
- Dedicated ticket submission system for agency inquiries and/or troubleshooting needs

- **Background**
  - **Founded in 1999 – Phoenix, Arizona**
  - **Information Technology Consultant**
  - **Support of the Ryan White Program since 2000**
    - **Workflow Processes**
    - **CAREWare**
      - **Implementations**
      - **Integrations**
      - **Reporting**
      - **Web Application Extensions**



**TriYoung Inc.**  
*Innovative Information Solutions*



- **Rapid Start Fundamentals**
  - One Database
  - Secure client PII and PHI data
  - Reduce training time
  - Increase accuracy and Data Completeness
  - Minimize New Data Entry Requirements
- **Solution**
  - Utilize CAREWare with a Rapid Start Web Application



<https://simplebooklet.com/triyoungrapidstartbrochure>

# Rapid Start Interface

## CAREWare Obscure PII Fields - Privacy

Find Client > Search Results

View Details Custom Forms Back Print or Export

### Search Results

Search:

Last Name	First Name	DOB
XXQZSPWOVHZUEG	XXQZSP	1/1/2000
XXPFL	XXPFLGY	1/1/1990
XUVGPF CJ	XUVGPF CJHCFDJWKEQ	10/1/1980

## Clinic Level Interface

- Aggregate Summary
- Simple to Review / Update Details

Run

Measure	In Numerator	Not in Numerator	Percent In Numerator
<a href="#">VIEW ALL</a>	25	N/A	N/A
<a href="#">Linkage to HIV Medical Care</a>	9	16	36%
<a href="#">Initiation of ART</a>	9	16	36%
<a href="#">Retention In Care</a>	7	18	28%
<a href="#">Viral Load Suppression</a>	2	23	8%
<a href="#">Exclusions</a>	5	N/A	N/A

Close

Demographics Race/Ethnicity Diagnosis Labs Services Medications

URN: 011U

Client First Name:  Middle Name:  Last Name:

Gender: Male Vital Status: Alive

Language: English

Residence City: Lexington State: Kentucky Zip: 54401

County:

Rapid Start Referral Source:  Referral Source Date:

Time Zero Date: 10/22/2020

Intake Date: 10/22/2020

ART Start Date: 10/22/2020

VLS Date: 11/15/2020

Number of days from TZD to Intake: 0

Number of days from Intake to Start of ART: 0

Number of days from ART to VLS: 24

Number of days from TZD to VLS: 24

Last Name	First Name	URN	Patient Category	TZD
<a href="#">Select</a>		11U	ewly Diagnosed	10/22/20
<a href="#">Select</a>		2U	ewly Diagnosed	02/11/20
<a href="#">Select</a>		4U	ewly Diagnosed	03/01/20
<a href="#">Select</a>		2U	ewly Diagnosed	11/15/20
<a href="#">Select</a>		1U	ewly Diagnosed	09/30/20
<a href="#">Select</a>		12U	ew to Care	05/24/20
<a href="#">Select</a>		1U	ewly Diagnosed	03/17/20
<a href="#">Select</a>		1U	ewly Diagnosed	10/26/20

# Rapid Start Jurisdictional Reporting

- Real-Time Aggregate Reporting
  - By Provider or County

	Denominator	TZD to Intake Numerator	TZD to Intake Percent	Intake to ART Numerator	Intake to ART Percent	Retention In Care Numerator	Retention In Care Percent	ART to VLS Numerator	ART to VLS Percent
Summary	22	8	36.36%	7	31.82%	7	31.82%	6	27.27%
County	Denominator	TZD to Intake Numerator	TZD to Intake Percent	Intake to ART Numerator	Intake to ART Percent	Retention In Care Numerator	Retention In Care Percent	ART to VLS Numerator	ART to VLS Percent
Unavailable	5	3	60%	3	60%	2	40%	3	60%
Boone	12	2	16.67%	2	16.67%	3	25%	1	8.33%
Brown	1	0	0%	0	0%	0	0%	0	0%
Marion	2	1	50%	1	50%	0	0%	1	50%
Putnam	1	1	100%	0	0%	1	100%	0	0%
St Joseph	1	1	100%	1	100%	1	100%	1	100%
Union	0	0	0%	0	0%	0	0%	0	0%

# FAQs And Tips (TECH)

## Benefits of using the same Performance Measures throughout the jurisdiction.


- Accuracy and Standardization
- System Calculated Measures
- Integrated with CAREWare
- Ease of Use for all clinics
  - Funded with Ryan White
  - Private Clinics without Ryan White Funding


## How do you use this data to advance your programs and Ending the HIV Epidemic goals?

- Codified reporting for all clinics
- Reporting detail and aggregate
- Real Time Analysis “Getting to Zero”
- Standard and focused CQM PDSA cycles

# Clark County Standard Data Reporting – Baseline Data

**Date Range**

Start Date: 01/01/2019 

End Date: 12/01/2019 

TZD To Intake Threshold: 7

Intake To ART Threshold: 7

Retention in Care Threshold: 90

ART To VLS Threshold: 60

**1. Baseline Date Range**

**Run** **2. Rapid stART Performance Measure Report**

	Measure	In Numerator	Not In Numerator	Percent In Numerator
<a href="#">Select</a>	VIEW ALL	92	N/A	N/A
<a href="#">Select</a>	Linkage to HIV Medical Care	16	76	17.39%
<a href="#">Select</a>	Initiation of ART	57	35	61.96%
<a href="#">Select</a>	Retention In Care	60	32	65.22%
<a href="#">Select</a>	Viral Load Supression	58	34	63.04%
<a href="#">Select</a>	Exclusions	53	N/A	N/A

# Clark County Rapid stART Clinical Quality Measurement

**Date Range**

Start Date: 06/01/2021

End Date: 05/31/2022

TZD To Intake Threshold: 7

Intake To ART Threshold: 7

Retention in Care Threshold: 90

ART To VLS Threshold: 60

**Run**

**3. Total clients**

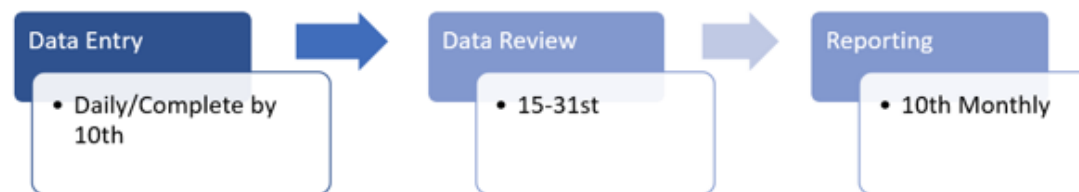
**4. Not meeting PM**

	Measure	In Numerator	Not In Numerator	Percent In Numerator
<a href="#">Select</a>	VIEW ALL	63	N/A	N/A
<a href="#">Select</a>	Linkage to HIV Medical Care	34	29	53.97%
<a href="#">Select</a>	Initiation of ART	53	10	84.13%
<a href="#">Select</a>	Retention In Care	26	37	41.27%
<a href="#">Select</a>	Viral Load Supression	31	32	49.21%
<a href="#">Select</a>	Exclusions	2	N/A	N/A



# Performance Measures Reporting Timeline

## Timeline for Rapid stART Reporting



Reporting Period	Data Entry/Import	Data Review	Data Reporting
December (1/1/2021-12/31/2021)	January 10 <sup>th</sup>	Jan 15 - Jan 31 <sup>st</sup>	February 10 <sup>th</sup>
January (2/1/2021-1/31/2022)	February 10 <sup>th</sup>	Feb 15 – Feb 28 <sup>th</sup>	March 10 <sup>th</sup>
February (3/1/2021-2/28/2022)	March 10 <sup>th</sup>	March 15 -March 31 <sup>st</sup>	April 10 <sup>th</sup>
March (4/1/2021-3/31/2022)	April 10 <sup>th</sup>	April 15 – April 30 <sup>th</sup>	May 10 <sup>th</sup>
April (5/1/2021- 4/30/2022)	May 10 <sup>th</sup>	May 15 – May 31 <sup>st</sup>	June 10 <sup>th</sup>
May (6/1/2021-5/31/2022)	June 10 <sup>th</sup>	June 15 – June 30 <sup>th</sup>	July 10 <sup>th</sup>
June (7/1/2021-6/30/2022)	July 10 <sup>th</sup>	July 15 – July 31 <sup>st</sup>	August 10 <sup>th</sup>
July (8/1/2021- 7/31/2022)	August 10 <sup>th</sup>	Aug 15 – Aug 31 <sup>st</sup>	September 10 <sup>th</sup>
August (9/1/2021-8/31/2022)	September 10 <sup>th</sup>	Sept 15 – Sept 30 <sup>th</sup>	October 10 <sup>th</sup>
September (10/1/2021-9/30/2022)	October 10 <sup>th</sup>	Oct 15 – Oct 31 <sup>st</sup>	November 10 <sup>th</sup>
October (11/1/2021-10/31/2022)	November 10 <sup>th</sup>	Nov 15 – Nov 30 <sup>th</sup>	December 10 <sup>th</sup>
November (12/1/2021-11/30/2022)	December 10 <sup>th</sup>	Dec 15 – Dec 31 <sup>st</sup>	January 10 <sup>th</sup>
December (01/01/2022-12/31/2022)	January 10 <sup>th</sup>	Jan 15 – Jan 31 <sup>st</sup>	February 10 <sup>th</sup>



# Clark County Rapid stART Clinical Quality Management Tool

Data Entry/Import by Date:	June 10th					
Data Review:	June 15 to June 30					
Data Reporting Date:	July 10th					
Report Date:						
Report Done By:						
Reporting Period: 6/1/2021 to 5/31/2022				EHE Goal: 90%		Baseline
Measure	In Numerator	Not In Numerator	% In Numerator	% Difference vs. Baseline	% Difference vs. EHE Goal	
View All	63	N/A	N/A	N/A	N/A	N/A
Performance Measure 1 (PM1): Linkage to Medical Care	34	29	53.97%	187.84%	36.03%	18.75%
Performance Measure 2 (PM2): Initiation of ART	53	10	84.13%	36.89%	5.87%	61.46%
Performance Measure 5 (PM5): Retention In Care	26	37	41.27%	-39.97%	48.73%	68.75%
Performance Measure 4 (PM4): Viral Load Suppression	31	32	49.21%	-23.80%	40.79%	64.58%
Exclusions	2	N/A	N/A	N/A	N/A	N/A
Performance Measure 3 (PM3): Median Intake to ART*	0	N/A	N/A	N/A	N/A	N/A

- **Overview of Rapid Start in Maricopa County, AZ**
  - Goal is to link newly diagnosed persons with HIV to HIV treatment within five calendar days of their HIV diagnosis.
  - Network of medical clinics, HIV service providers, and Maricopa Department of Public Health support the project.

# AZDHS Results (1 of 3)

## Rapid Start 2019

Performance Measures	Results
Total Clients Served	319
Average Diagnosis to Intake (In Days)	7.5 days
Average Intake To ART (In Days)	3.5 days
Average ART to Viral Suppression (In Days)	36 days
Average Diagnosis to Viral Suppression (In Days)	69 days

# AZDHS Results (2 of 3)

## Rapid Start 2020

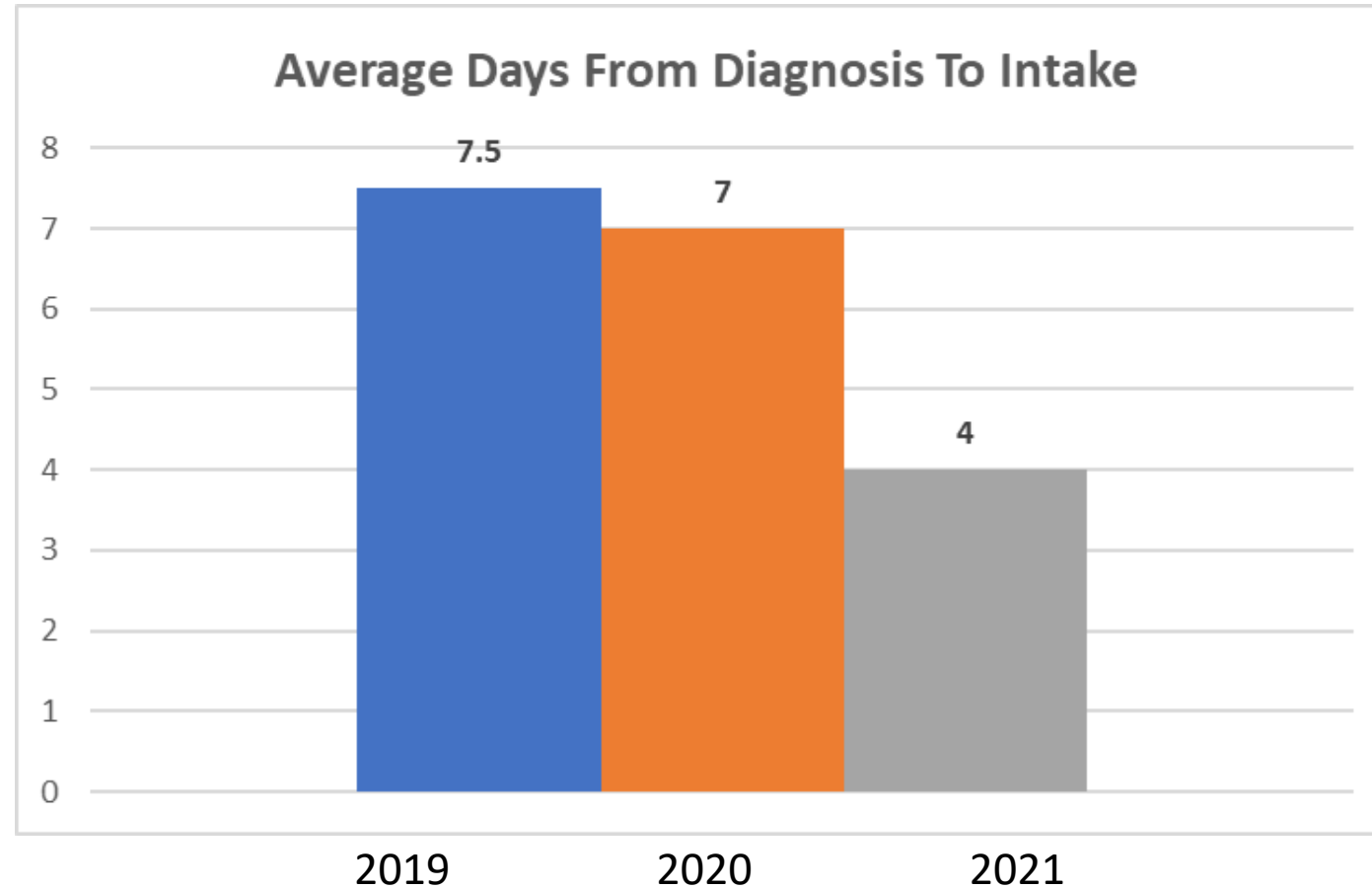
Performance Measures	Results
Total Clients Served	262
Average Diagnosis to Intake (In Days)	7 days
Average Intake To ART (In Days)	1.4 days
Average ART to Viral Suppression (In Days)	51 days
Average Diagnosis to Viral Suppression (In Days)	77 days

# AZDHS Results (3 of 3)

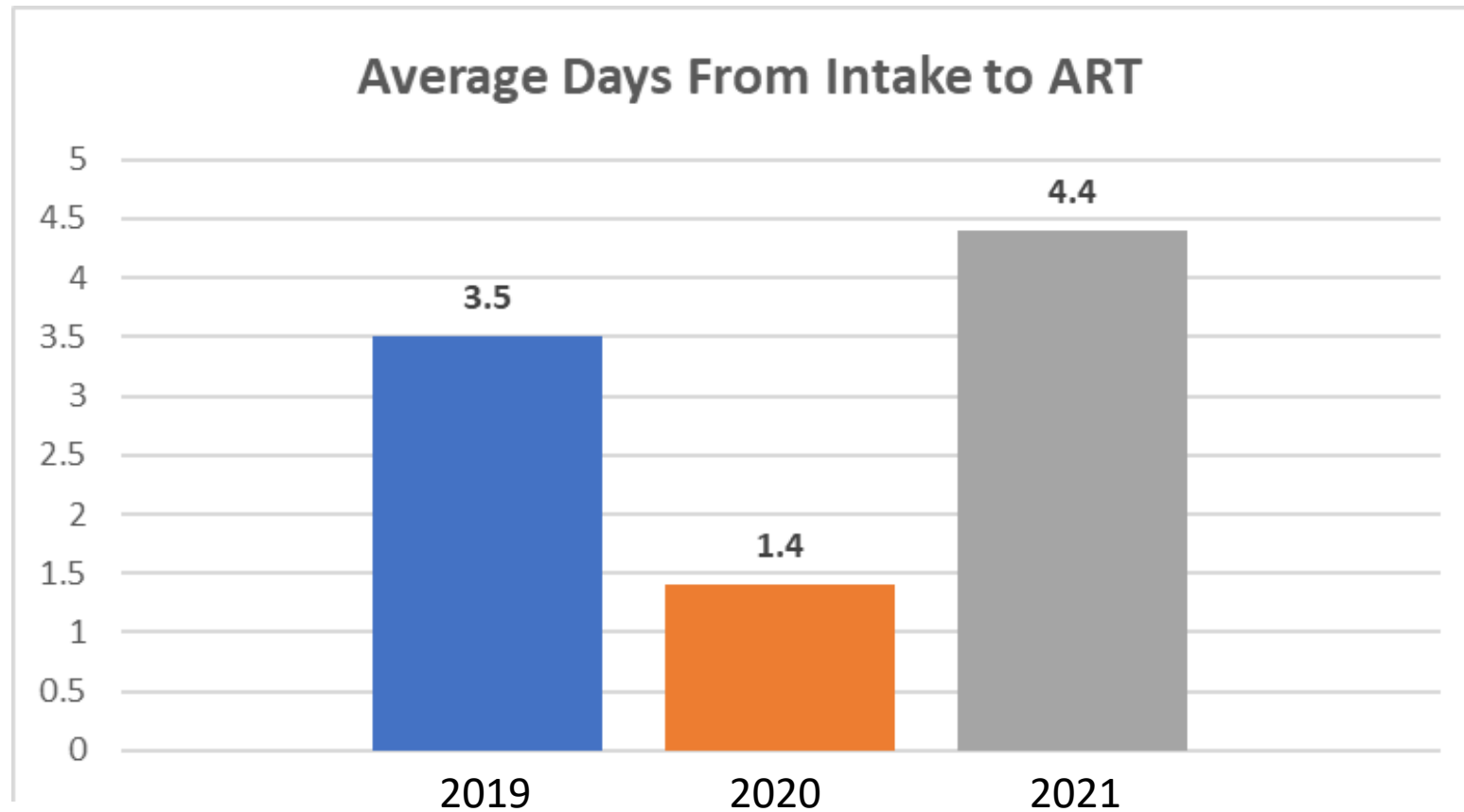
## Rapid Start 2021

Performance Measures	Results
<b>Total Clients Served</b>	<b>259</b>
<b>Average Diagnosis to Intake (In Days)</b>	<b>4 days</b>
<b>Average Intake To ART (In Days)</b>	<b>4.4 days</b>
<b>Average ART to Viral Suppression (In Days)</b>	<b>24.8 days</b>
<b>Average Diagnosis to Viral Suppression (In Days)</b>	<b>38.6 days</b>

# Days From HIV Diagnosis To Intake

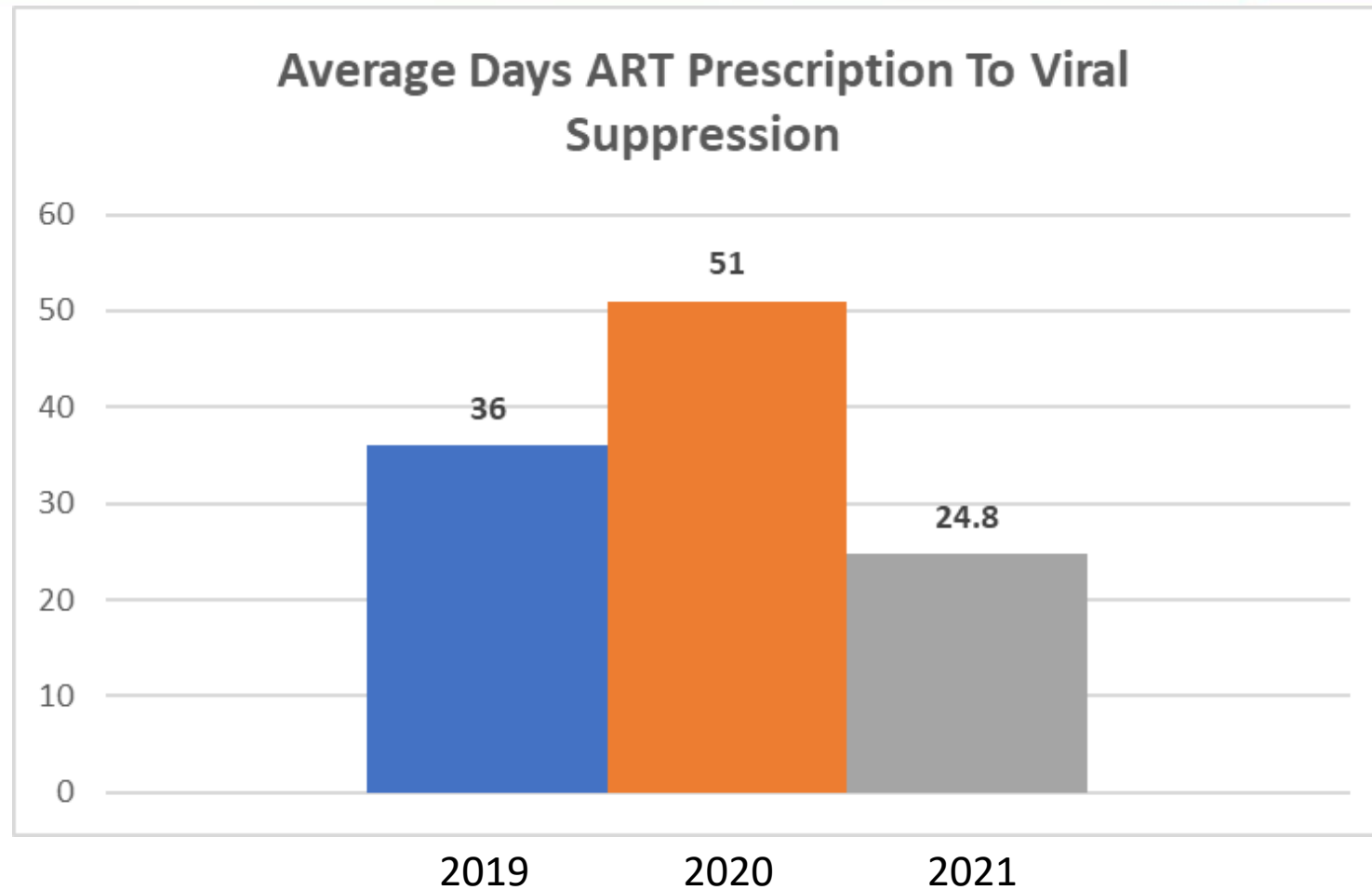


# Average Days From Intake To ART

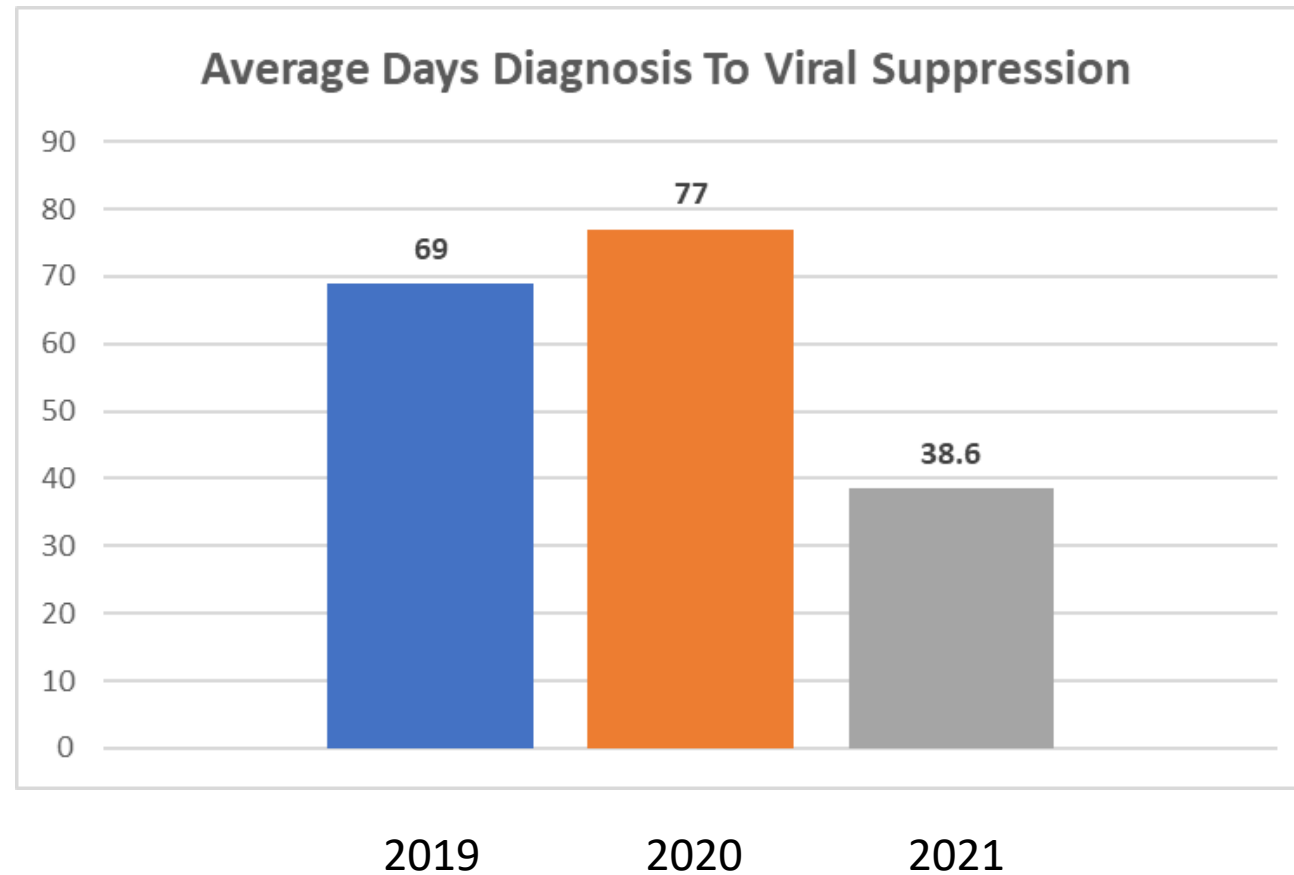




# Days From ART Prescription To Viral Suppression



# Days From Diagnosis To Viral Suppression



# Lessons Learned

## Clark County Social Service, Office of HIV

- Define desired outcomes = Performance Measures
- Provide continuous technical assistance & support
- Budget for monthly data team meetings with consultants

## Arizona Department of Health Services

- Strong collaborative approach with community partners
- Systemic approach and focusing on processes between partners in the system.

## TriYoung Inc.

- Integrated Systems
- Ease of Use
- Focus on End User Engagement
- Continuous Change

# Contact Information

## Clark County Social Service, Office of HIV

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## Arizona Department of Health Services

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# Thank you!