

9 | PEER NAVIGATOR SERVICES

Category: Social Service and Peer Support

Agency: Roper St. Francis Healthcare Wellness Center

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Subpopulation: MSM of Color

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Regional Group: South Carolina

Evidence of Improvement: Yes **Other Data:** N/A

Intervention: Offered peer navigator services to new patients.

Change Ideas:

- Offered peer navigator introduction to new patients normalizing peer navigation
- Designated peer navigators to make reminder calls, rather than automated calls being given

Intervention Description:

This intervention was implemented in response to data that the Wellness Center at Roper St. Francis Healthcare had to suggest that patients did better once they were paired with a peer navigator. This intervention allowed peer navigators to take a more central role in the new patient process. All new patients, many of whom were MSM of color, were introduced to the peer navigator, thereby normalizing peer navigation. Although some did not want to continue peer services, they still knew the peer was available. Reminder calls for appointments by peer navigators were started prior to the campaign, but still contributed to improved retention among priority populations. Viral suppression for the MSM of color subpopulation increased from 82.6% (161/195) to 91.6% (186/203) during this intervention.

<p><i>Do you have measurable data to demonstrate the effectiveness of this intervention?</i></p> <p>Yes</p>	<p><i>How effective was this intervention to increase viral suppression or reduce HIV disparities? (Scale from 1-4)</i></p> <p>4-Highly Effective</p>	<p><i>What are the start and end data points for the intervention to indicate the measurable impact?</i></p> <p>Ongoing</p>	<p><i>Was this intervention tested/implemented during the Collaborative?</i></p> <p>Yes</p>
<p><i>Is this intervention replicable across other HIV subpopulations of the Collaborative?</i></p> <p>Yes</p>	<p><i>How do you rate the ease of replication of the intervention by other HIV providers? (Scale from 1-4)</i></p> <p>4-Very Easy to Replicate</p>	<p><i>How much financial support do you estimate was necessary to test your intervention per patient? (\$-No Additional Agency Costs; \$\$-\$1 to 49 US Dollars; \$\$\$-50-99 US Dollars or more; \$\$\$\$-100 or more US Dollars; Don't Know)</i></p> <p>\$-No Additional Costs</p>	