

# end + disparities

Affinity Group:  
**MSM of Color**  
Regional Group:  
**California**

### Facility Characteristics

- Upland HCC has 821 total clients, with 111 RW clients
  - Large percentage of undocumented clients
- Riverside HCC opened April 2019
  - 68 total clients with 8 clients on RW
- Largest percentage of clients are MSM of Color
- Staff serve patients at both clinics

### Collaborative Activities

- Case Manager, Erica Washington, participated in Affinity Group Sessions throughout the Collaborative and shared information with staff
- Affinity Case Presentation: September 4, 2018
- Erica Washington became CA Regional Group leader in December 2018 and participated in Leader Affinity Calls throughout Collaborative
- Role on the Regional Group: RG Co-Lead with Laura Moore, Co-Secretary
- Learning Session attendance and experience; the California Regional Group Leader attended all three Learning Sessions

### Problem Statement

AHF staff serve both clinics: Upland HealthCare Center and Riverside

- There is a high rate of viral suppression
- The results of the Disparities Calculator did not identify any disparities however, there were **six MSM of Color**, not suppressed
- These results suggest a need to explore reasons why they are not suppressed and a need to understand areas to provide better support to them

Aggregated Data For Disparities Analysis	Agencies (n Dataset)	Viral Suppression (HAB)			Data Limitations / Comments
		Num.	Denom.	%	
<b>Total</b>	1	125	136	91.91%	not applicable
Transgender People	1	2	2	100.00%	not applicable
MSM of Color	1	46	53	86.80%	State Manager Group 10/13/19
African American and Latina Women	1	13	14	92.86%	not applicable
Youth (aged 13-24)	1	5	5	100.00%	not applicable

### Data Drill Down

- 9 MSM of Color patients case managed
  - 8 Became virally suppressed through care planning and case management interventions
  - 1 patient unsure – assume not suppressed; LTC
- 7 MSM of Color patients not case managed
- 4 became virally suppressed by using a range of services to make it easy to access services without a case manager
  - 2 transferred care
  - 1 LTC
- Results: 14/16 patients became suppressed



# end+disparities ECHO Collaborative

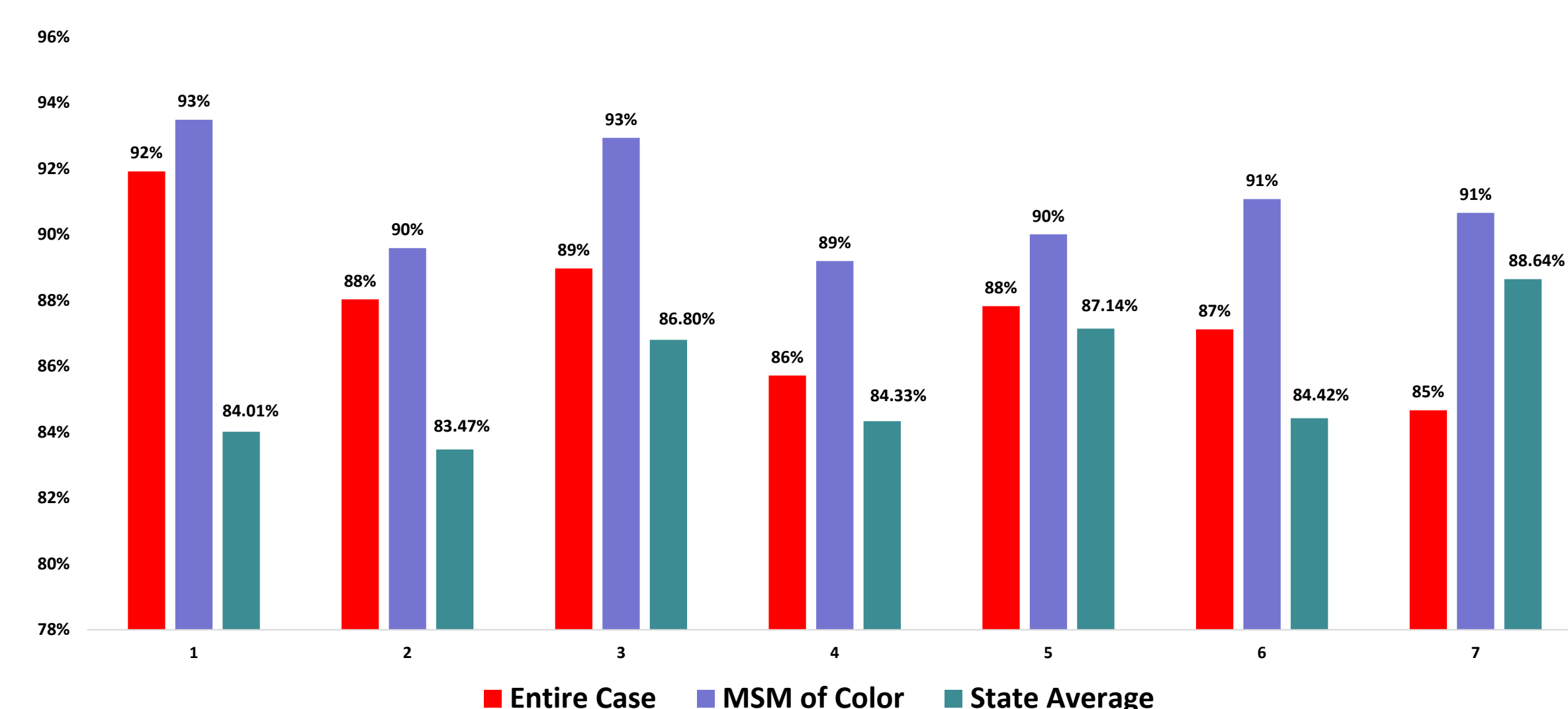
Learning Session 4 – September 24-25, 2019  
5600 Fishers Lane, Rockville, MD

## AIDS Healthcare Foundation at Upland/Riverside Clinics

Patricia Salas, NP (Provider); Erica Washington, MSW (Case Manager); Sara Walker (Receptionist); Grace Cuevas (Medical Assistant); Carmen Martinez (Referral Coordinator); Toney, Consumer Liaison; Christopher, Consumer Liaison; Jenny Castro, LTC Coordinator; Eduardo Tellez, LTC Coordinator

## Increasing Viral Suppression Rates for MSM of Color at Upland/Riverside Clinics

### VS Rates For 7 Data Cycles



Viral Suppression (% of HIV patients, regardless of age, with a viral load less than 200 copies/mL at last viral load test during the measurement year)



**↑ 14/16 MSM of Color Reach Viral Suppression – 87.5%!**

*“To be included in this work has been eye-opening, emotional, powerful, and I’m so grateful.”*

Christopher Alcalá - Consumer

*“There is no way that I can let the people who fought for me, fight without me, so I am here to fight!” In the beginning I was naïve of the struggle to end disparities amongst MSM of Color, transgender persons, youth populations, and others. Now that I am aware of the fight to help end disparities I am here to pay it forward and help other PLWH.”*

Toney – Consumer

*“I feel honored and blessed to have the insight that the Leadership Role of this Collaborative has afforded. I have learned so much about my team, my clients, my colleagues, and the needs in my community. I have also learned so much about Ryan White, QI, leadership, data analysis, teamwork, client engagement and advocacy. I am looking forward to our continued improvement.”*

Erica Washington

### Change Ideas

- Monthly meeting of MDT to create an Intervention Plan based on a list not suppressed patients
- Share data with County statistical data analyst
- QI Project team (also MDT) met to review not suppressed list and to understand patient management needs including health education
- New: to hire a RN Manager to identify patients not suppressed ongoing and to participate in intervention planning and retention efforts
  - Serve as a liaison between the clinical provider and MCM
  - Member of the Multidisciplinary Team

TASK/WHAT	responsible	WHEN completed by	RESOURCES/ COMMENTS
Continue Cm outreach to engage remaining detectable MSM of Color in CM services.	Erica	12/31/19	
Update new MSM of color spreadsheet with new data	Erica	12/31/19	
Create work flow to help funnel detectable RW clients into CM through Provider and Nurse Manger assessments.	Erica and Patricia Salas	ongoing	Pending a nurse being hired soon.
Incorporate findings into our Provider and Consumer Trainings	Erica	10/11/19	
Provide medical case management to unsuppressed MSM of color	Erica	Ongoing	Provide actions according to the individual patient barriers.
Complete Story Board for AHF Upland	Erica and Staff	8/7/19	
Multidisciplinary Team Meeting to see what interventions are having impact on suppression.	All Staff	8/7/19	Work planning lunch session
Schedule a presentation for ECHO Collaborative MSM of Color	Erica	Oct/Nov 2019	Planning to present at Provider training and on CQII webinar.
Review data to see what actions produced results and incorporate these actions into the clinic for unsuppressed patients.	Multidisciplinary Team	10/31/19	Incorporate interventions that assisted in VL suppression for all unsuppressed patients.
Provide a new spreadsheet on all unsuppressed patients in the clinic. Update format as needed.	Erica	10/31/19	Phase II

### Consumer Involvement

- Erica Washington with Co-Consumer Liaisons Christopher Alcalá and Toney Hodnett-Cordier attended 2019 TCQPlus in Cincinnati, OH. It was amazing! We appreciate and applaud Christopher and Toney for their courageous efforts to end the epidemic of HIV!
- Erica and Alcalá attended the E3—Educate, Engage & Empower, A Conference for Consumer Advocacy Board Members. We received an excellent lecture from our Coach Justin Britanik
- Planning a Regional Provider Summit in Oct 2019 on CA RG sustainability and plans for the next 18 months. Consumers will have a role to share their experience



### Aim Statement

- By Dec 2019, the overall rate of viral suppression, inclusive of the subpopulation will increase from 91.91% to 95%
- By Nov 2018, AHF Upland will identify all patients who have not been virally suppressed within the MSM of Color subpopulation and connect them to medical case management services
- 100% of patients identified within the subpopulation as not virally suppressed, will be contacted by Feb 2019
- By Feb 2019, the identified subpopulation will increase the percent of medical visit frequency from 66.18% to 73%
- Viral suppression rate for Subpopulation **MSM of Color (92): 93.48% Aim: 98%**
- Viral suppression rate for entire **HIV Caseload (136): 91.91% Aim: 95%**

### Staff Engagement in QI Project

- All staff members are on the MDT and engage in planning, intervention implementation and client engagement
- Providers support intervention plan by engaging clients in continuous education, by case conferencing and by participating in quality work planning
- Consumers-attending consumer training (TCQ in September by MCM and 2 consumers) and facilitating local consumer/provider trainings

### Spread and Sustainability

Task	Who	When
CM Outreach to remaining unsuppressed MSM of Color	Case Manager	12/31/19
Rerun Disparity Calculator	Case manager	12/31/19
Complete second Data Drill Down, Print list of clients not suppressed	Case Manager	12/31/19
Follow up on getting our lobby TV to play educational material	Receptionist	8/31/19
Implement Nurse Manager Position to serve a Liaison for referrals into Case Management	Provider	8/31/19
Incorporate more substance abuse and mental health education in support group	Case Manager	8/8/19
Post message on back of clinic door encouraging all clients to complete feedback survey on their way out of the HCC.	Receptionist	8/31/19
Provide ongoing adherence education, address barriers, etc. Use of pamphlets, teach back tools, pill planners, transportation assistance, switch to mail order	Case Manager/Provider /Pharmacy Reps	8/31/19

### Lessons Learned

- Study your data. Engage your entire staff. This is a team effort. Don't be discouraged by overall changes in data. Instead, look closer at data and find the barriers and successes hidden within.
- Data is constantly changing as client's insurance coverage and overall need change. Work will be ongoing and goals will change over time. Continuous data analysis is critical to understanding and meeting the ever-changing needs of our clients.
- Every client has different needs and perception of the quality of our services. Its not so much about how we feel we are delivering services, as it is how client's perceive the delivery of our services.

**AIDS Healthcare Foundation at Upland/Riverside (Part A)**