

Outreach Team to Engage New and Existing Patients in Care and Build Partnerships with the Community

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Disclosures

Presenters have no financial interest to disclose.

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Commercial Support was not received for this activity.

Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. To describe the role of the Outreach Team in engaging ***new patients*** in care.
2. To discuss the role of the Outreach Team in engaging existing patients in care who “***no show***” for follow up appointments.
3. To describe ways the Outreach Team ensures follow up for ***hospitalized patients***.
4. To describe the role of the Outreach Team in building and facilitating the ***Consumer Advisory Board***.
5. To discuss role of the Outreach Team in building relationships within our ***community***.

Obtaining CME/CE Credit

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Outline

- Overview of Partnership Comprehensive Care Practice and Outreach Team
- Role of Outreach Team in engaging New Patients in Care
- Facilitating follow up and addressing barriers for patients who “no show”
- Tracking hospitalized patients and ensuring follow up
- Building our Consumer Advisory Board
- Community Outreach

Partnership Outreach Team

- The Partnership, which was established 25 years ago, is a large urban HIV Clinic serving 1700 patients in Philadelphia.
- The Outreach Team started in October 2017.
- Modeled after Path Peer Program, Brooklyn Hospital Center
- Team overseen by 2 medical providers one with focus on new patients and Outreach and one with focus on “no show” events and patients who are lost to care.
- 1 Outreach Team Supervisor
- 2 Outreach Specialists
 - One with focus on New Patients
 - One with focus on Existing Patients

Outreach Team

Objective: To improve access to healthcare and health outcomes for Partnership patients.

The Team

- Dr. Zsafia Szep
 - New Patient Engagement
 - Partnership Outreach
- Dr. Amy Althoff
 - Identifying barriers to retention in care
 - “No Show” Events
- Taneesa Franks
 - Patient Navigation/Linkage Coordinator
- Rhonda Ferguson
 - Outreach Specialist
- Brian Aarons
 - Outreach Specialist

Criteria for getting Outreach services

- All newly diagnosed patients
- Poor engagement in care, out of care > 6months
- Hospitalized patients
- Unsuppressed HIV viral load
- Needs assistance connecting with medical care/has complex medical needs
- Needs assistance attending a specialty appointment

New Patient Protocol

Time Line	Action
2 days before first appointment	1 st Pre-session on phone
Day of appointment	Initial meeting and assessment
2 days after new patient visit	1 st Care Call
1 day before second appointment	2 nd Pre-session on phone
Day of second appointment	2 nd meeting and education
2 days after second appointment	2 nd Care Call
1 day before third appointment	3 rd Pre-session on phone
Day of 3 rd appointment	3 rd Meeting and final check in

“No Show” Events

- Contact all patients who “no show” for their appointment within 24-48 hours of their missed visit.
- Identify and address barriers to appointment adherence and schedule next visit within 1-2 weeks.
- If unable to reach patients by phone, attempt to contact patient via portal, emergency contact or mail.
- Note outcome of rescheduled visit.

Referral Process

Task Detail -- Webpage Dialog

Task Details

Task | Filters

☒ 1 Not about a patient ☐ 2 Concerning patient

Assign To: ☐ User ☒ Team Task: Follow Up

PCCP Outreach Specialist: A/I Priority: Routine Status: Active

Comment:

Text Templates...

Activate: 06 Dec 2017 10:15 AM Overdue: 10 Dec 2017 10:15 AM

Create Notify Task When: ☐ Complete ☐ Overdue

Notify: Franks, Taneesa Priority: Routine

☐ Delegate

OK Cancel

Hospitalized Patients

- Track all hospitalized HIV positive patients by collaborating with Infectious Disease Consult Team and Hospital Pharmacist who tracks patients on ART
- Ensure engagement in care for all newly diagnosed patients by walking them to the Partnership after hospitalization for their initial appointment
- Ensure follow up for current Partnership patients who are hospitalized within 1 week
- Facilitate engagement in care for patients who have been out of care and or have a low CD4 count (<200)

Consumer Advisory Board

- The Consumer Advisory Board is also known as CAB.
- CAB is a small group of consumers and Partnership staff.
- The meetings are held every 3rd Thursday.

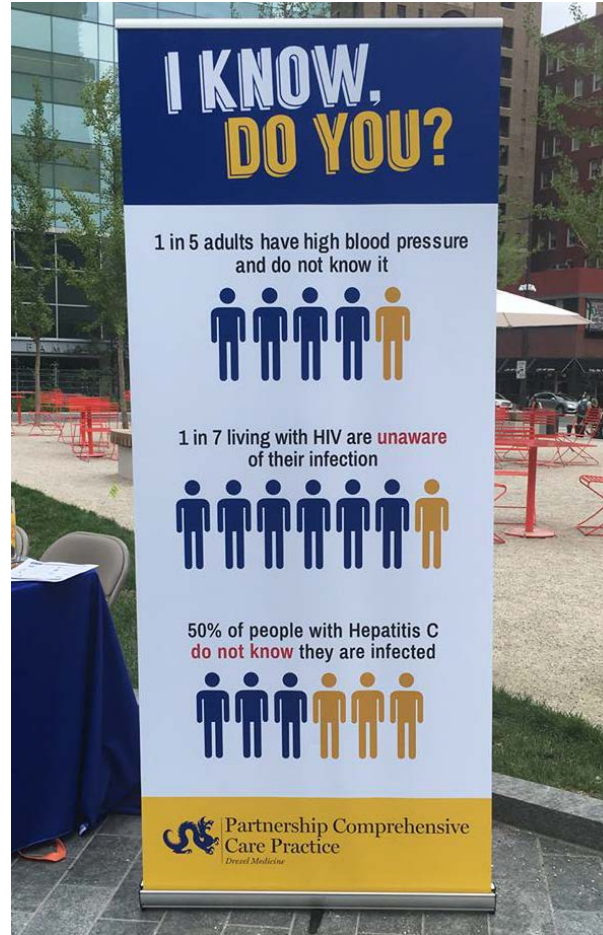
CAB Recruitment

- Consumers actively engaged in medical care for 6 months or more.
- Identifying consumers dedicated to enhance the patient experience.
- Increasing membership by flyer, peer, clinical and provider referrals.

CAB Initiatives

- Community Bulletin Board
- Voter Registration Drive
- Community Track for Partnership's 25th Anniversary
- Patient Satisfaction Survey

Community Outreach



Community Outreach

