

Use of Multiple Communication Strategies for Stakeholder Engagement

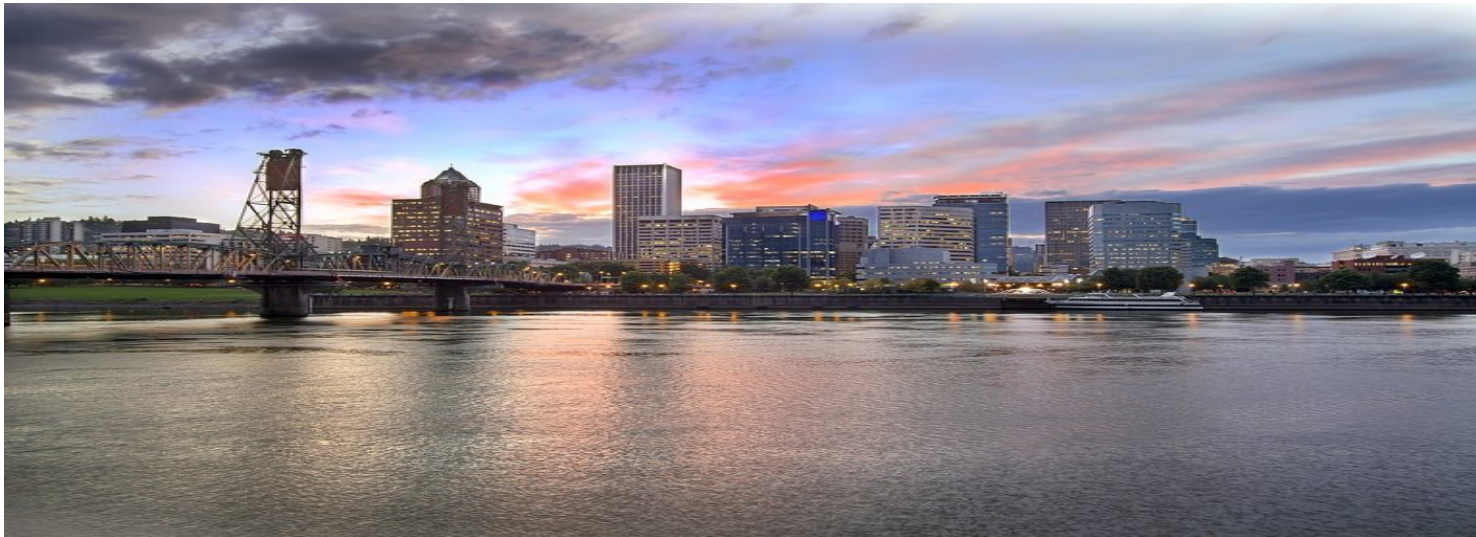
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Portland, Oregon Ryan White Part A TGA



Portland, OR TGA

- 5 Oregon counties, 1 Washington county
- 9 contractor sites
- 9 service categories
- 2,843 people served in FY15-16





Part A Administrative Team

- 0.05 FTE Sr. Manager
 - 1.0 FTE Program Manager
 - 1.0 FTE Contracts Program Specialist
 - 0.25 FTE Quality Management Program Specialist
 - 0.8 FTE Research/Evaluation Analyst II
 - 0.5 FTE Research/Evaluation Analyst II
 - 0.5 FTE Financial Administrative Analyst
 - 0.5 FTE Office Assistant Sr.
-
- 4.6 Total FTE
 - 8 People

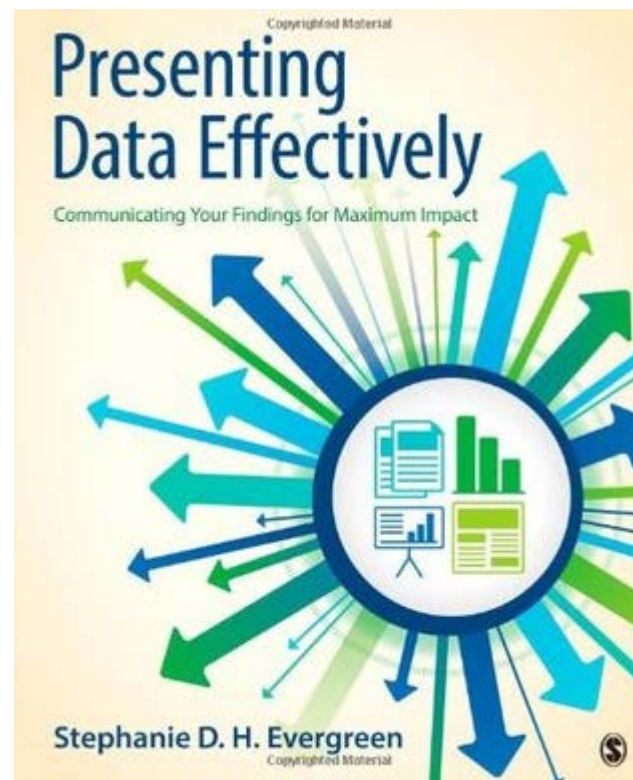


Learning Objectives

1. Facilitate interactive activities to explain HAB/HHS measure definitions.
2. Adapt communication methods to effectively engage stakeholders.
3. Identify communication barriers with providers, consumers, or other community partners.
4. Describe technology that can be used to administer Ryan White programs.

Examining Communication

- Feedback from Contractors' Survey
- Planning Council Needs
- Changes in staff
 - New Contractors
 - New Part A Admin Team
- Build Capacity
- Constant Evolvment





Communication Platforms for Program Administration

- Contractors' Website
- Quarterly Contractor Meetings
- New Employee Orientation
- WebEx for Data System (CAREWare) Trainings
- Examples of Participant Activity & Data Reports



Communications Platform Example

- Contractors Website

•<https://sites.google.com/a/multco.us/ryan-white-part-a-contractors/?pli=1>



Ryan White Part A Contractors

Home Policies and Procedures HCS Documents Contract Monitoring Calendar CAREWare Ryan White System Sitemap

Policies and Procedures
Eligibility determinations, HRSA monitoring standards and policy letters.

Ryan White System
Information about the various Ryan White program, local Part A information, and information about the Planning Council.

HCS Documents
Client satisfaction, needs assessment, grant applications and other documents describing clients and services.

Contract Monitoring
Narrative reports, quality management, compliance reviews and other contract requirements.

Communications Platform Example

- Quarterly Contractors Meetings

- <https://sites.google.com/a/multco.us/ryan-white-part-a-contractors/reporting-schedule/meetings>

- Agenda Items:

- Introductions & Announcements
 - Part A Updates
 - Quality Management Training/Activity
 - CAREWare Update/Training
 - Client Data Presentation
 - Meeting Evaluation
 - Networking



Communications Platform Example

- New Employee/Contractor Orientation

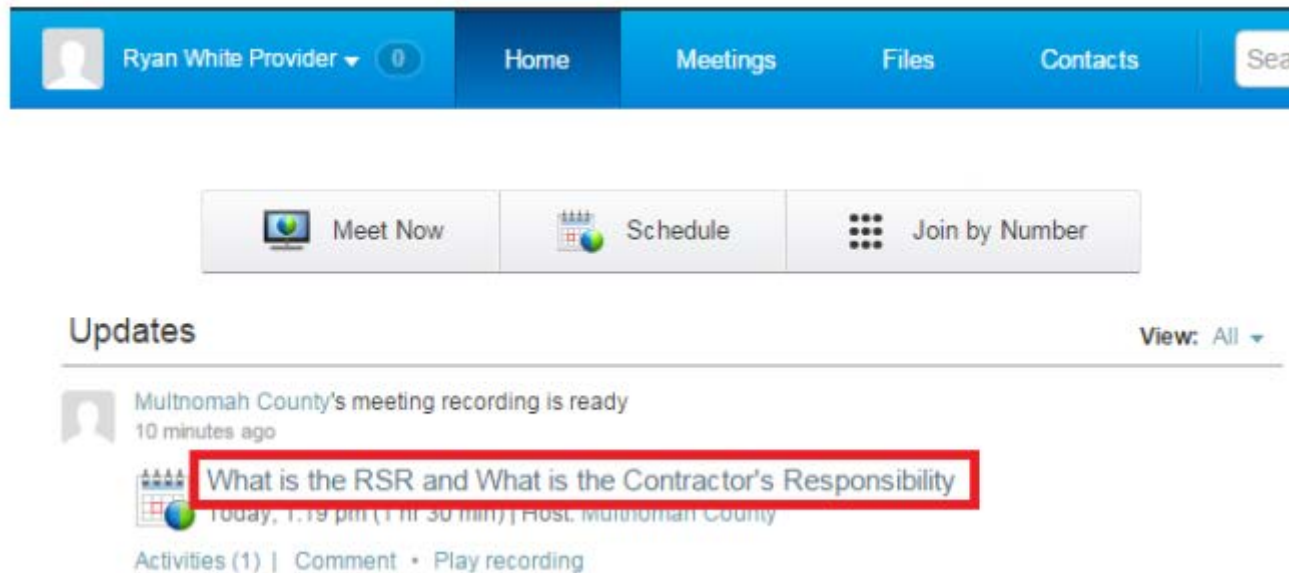
- Contractors Website
- Overview of RW Funding
- Contracts
- Eligibility
- Financial
- CAREWare
- RSR
- Monthly Reports
- Site Reviews
- Quality Management
- Q&A



Communications Platform Example

- WebEx for Contractor Training

- <https://sites.google.com/a/multco.us/ryan-white-part-a-contractors/careware>





Activity-Gap in HIV Medical Care

Numerator

Number of clients in the denominator who did not have a medical visit in the last 6 months of the measurement year.

Denominator

Number of clients with a diagnosis of HIV who had at least one medical visit and one RW service in the first 6 months of the measurement year.

Activity – Medical Engagement Providers,

Please enter your RW
Funded Services into CW

Activity – Medical Engagement

Clients with Medical Visits in
the 1st 6 mos ,

Please move to the
Denominator

Activity – Medical Engagement

This is the
Denominator

Lets count the clients
and record the number

Activity – Medical Engagement

Clients with Medical Visits in
the 2nd 6 mos,

Please move to Not in
Numerator

Activity – Medical Engagement

Clients with NO Medical
Visits in the 2nd 6 mos,

Please move to the
Numerator

Activity – Medical Engagement

This is the
Numerator

Lets count the clients and
record the number

Activity – Medical Engagement

Lets calculate how
many clients have a gap
in their care.

Activity – Medical Engagement

Lets look at who are the clients in the Numerator

Activity – Medical Engagement

Lets look at the clients that
did not make it into
Denominator



Presenting Data

- Know your audience:

- Internal staff

- Contractors

- Planning Council

Evaluate
programs

Decision
making

Identify
service
gaps

Understand
health status
of clients

Driver of
Quality
Improvement

Monitor
contract
goals



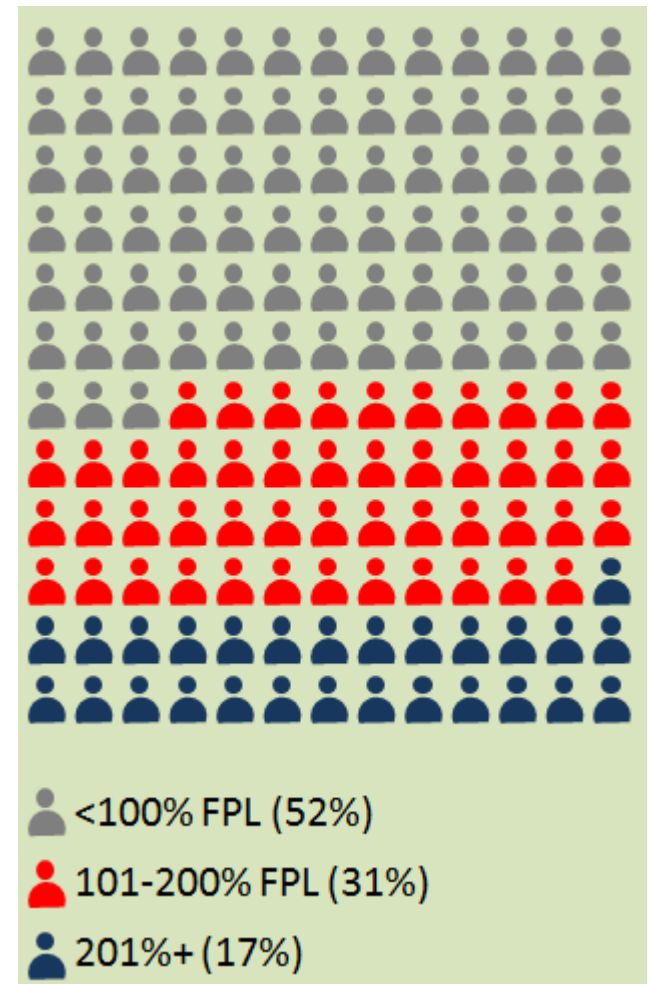
Presenting Data: Formats

- Presentations (council and contractors)
- Data Summaries (ad hoc and routine)
- Reports



Presenting Data: Presentations

Income (FPL)	N	%
<100%	1565	56
101-200%	868	31
201-300+%	366	13
Missing	180	



Presenting Data: Reports

Summary of Findings

People Living with HIV/AIDS in the TGA

The highest concentration of HIV/AIDS cases in Oregon is in the Portland metropolitan area, with the majority of cases being located in Multnomah County. As of the end of 2007, close to 4,000 people were estimated to be living with HIV/AIDS in the TGA (n=3,971).

Though males represent the majority of the epidemic (89%), females account for an increasing percentage of HIV (non AIDS) cases. As of the end of 2007, women comprised 14% of HIV (non AIDS) cases, while accounting for only 9% of all AIDS cases. The majority of PLWHA in the TGA are white, non-Hispanic (80%). However, HIV/AIDS continues to disproportionately affect the African American/Black community. The prevalence rate among African Americans/Blacks is approximately 3 times higher than Whites.

Unmet Need in the TGA

Each year, an estimate is generated of PLWHA who have an unmet need for medical care, as indicated by the lack of CD4 or viral load testing. These estimates have become more accurate as Oregon rule changes made all viral load and CD4 results reportable to State surveillance. These estimates show that close to three out of four PLWHA in the TGA (73%) have accessed medical care in Oregon in 2007. Among Part A clients, 92% had received CD4 or viral load testing in Oregon in 2007.

In a needs assessment survey conducted in late 2008, at least one in two TGA clients reported outpatient medical care, health insurance, dental care, case management, financial assistance for housing, and mental health counseling as their top service needs. Close to one-fourth of respondents reported gaps in dental care. Other top service gaps included financial assistance with housing and other housing help, case management, mental health therapy and support services.

In 2009, a series of community forums with clients were initiated to better understand what difficulties or barriers consumers faced in accessing these services. Primary barriers in accessing dental, housing, mental health, psychosocial and food services were described, including service inconvenience, such as appointment times scheduled far out, inconvenient timing of services and classes (e.g. during working hours only, etc.), and services being closed during certain days. Participants also described poor provider communication, not knowing what services were available and fluctuations in provider quality as barriers to services.

Ryan White Part A Client Characteristics

In 2008, 2,348 clients received services through Part A-funded providers, an increase of 238 clients served from 2007 (n=2,310). Part A clients in 2008 represent close to two-thirds of all TGA cases (64%). As a system designed to fill gaps for low-income PLWHA, the Part A-funded system of care generally over-represents vulnerable and special needs populations. As observed in the past three years, females and racial/ethnic minorities received Part A-funded services in 2008 in greater proportion than their representation in the epidemic.

Part A clients continue to be severely affected by poverty, lack of stable housing, and reductions in publicly-funded insurance and medication programs. At the end of 2008, close to one-fifth of clients did not have permanent housing (18%). A higher percentage of Black/African-American clients (29%) are without permanent housing in comparison to other racial/ethnic groups. Approximately 70% of clients had incomes at or below 100% of the federal poverty level (FPL), while 13% did not have medical insurance coverage at the end of 2008. However, over the course of the year, an estimated one in four clients was uninsured (24.4%) at some time.

Client Acuity

Acuity scores are a reflection of the severity of client needs; higher acuity scores indicate greater client needs. A higher percentage of female clients had acuity scores 29 and above (44%) in

HIV Care Services Annual Report EXECUTIVE SUMMARY

FY 2014

HIV Care Services administers the Health Resources Services Administration (HRSA) Ryan White Part A grant to the Portland Metropolitan Area. The Part A grant provides funding to local contractors who provide a range of services to persons living with HIV/AIDS.

Transitional Grant Area (TGA)



HIV cases in the TGA as of 12.31.2013

4,741

TGA Grant Amount

\$3,538,417

Service Categories funded



Number of Ryan White Contractors in the TGA

11

Service Category with largest % of award

Medical Case Management

represented 35% of award

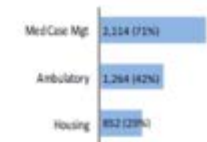
Number of Ryan White Part A clients served

2,979

Number of NEW Ryan White Part A clients

361

Top 3 Services utilized by the most number of clients

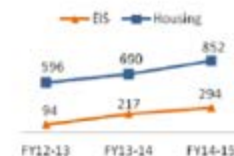


Percentage of RW clients Medically Engaged

76%*

*Goal = 90%

Service Categories where number of clients have increased since 2012



Service Category with the highest percentage of Medical Engagement

Mental Health (91%)*

*The only service category to exceed the TGA goal of 90%.

The most commonly cited unmet need

Dental Care (23%)*

*As reported by the OMMF for 2011-2012

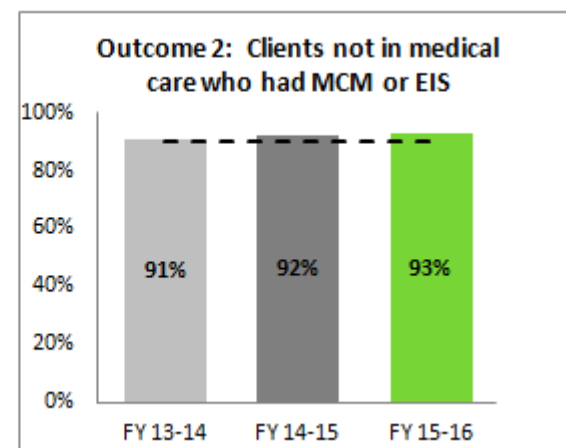
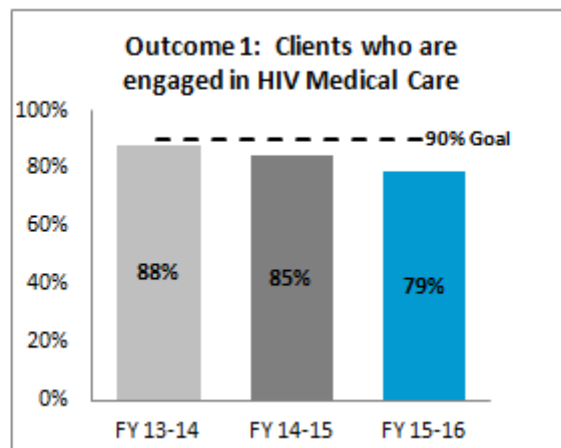


Presenting Data: Summaries (ex. 1)

Outcome (March 1, 2013 - Feb 28, 2014)	Who Completes	Numerator	Denominator	Percent	Goal
1. Clients who are engaged in HIV medical care	CAREWare				
a. Clients who have 2 medical visits		25	30	83%	90%
b. Clients who do Not have 2 medical visits		5	30		
c. Clients not in medical care who had MCM or EIS services		3	5	60%	90%

Presenting Data: Summaries (ex. 1)

Outcome	FY 13-14 293 Total Clients Served 243 Psychosocial Clients Served				FY 14-15 292 Total Clients Served 247 Psychosocial Clients Served				FY 15-16 281 Total Clients Served 236 Psychosocial Clients Served			
	Numer	Denom	%	Goal	Numer	Denom	%	Goal	Numer	Denom	%	Goal
*Clients who are engaged in HIV Medical Care	94	107	88%	90%	110	130	85%	90%	105	133	79%	90%
^Clients not in medical care who had MCM or EIS services	10	11	91%	90%	24	26	92%	90%	26	28	93%	90%



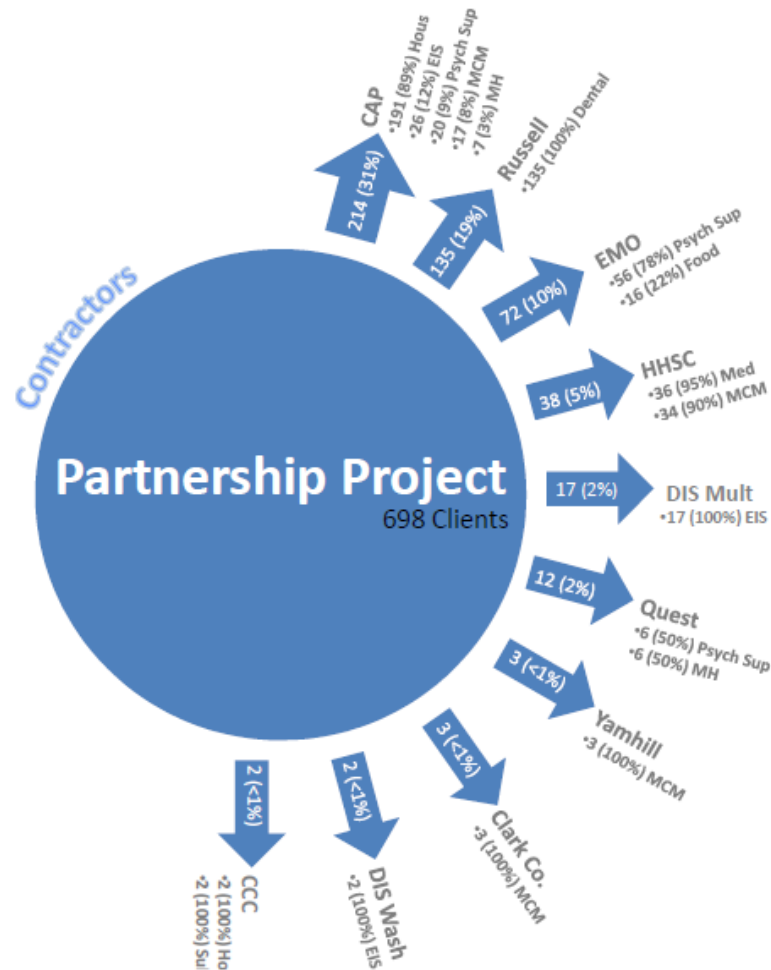
Presenting Data: Summaries (ex. 2)

^TGA HIV Care System: Client Overlap (N=3,024)
FY 2014: 3/1/14 to 2/28/15

	*CAP		CCC		*Clark		*DIS Mult		DIS Wash		EMO		*HHSC		PP		Quest		Russell St		Yamhill		Total Clients	Total Clients who Overlap	
	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	%	Clients	Clients	%
CAP	237	24.8%	16	1.7%	18	1.9%	41	4.3%	1	0.1%	188	19.6%	443	46.3%	214	22.4%	42	4.4%	178	18.6%	2	0.2%	957	720	75.2%
CCC	16	80.0%	0	0.0%	0	0.0%	2	10.0%	0	0.0%	12	60.0%	14	70.0%	2	10.0%	2	10.0%	3	15.0%	0	0.0%	20	20	100.0%
Clark	18	5.1%	0	0.0%	300	85.0%	0	0.0%	0	0.0%	5	1.4%	6	1.7%	3	0.8%	9	2.5%	21	5.9%	0	0.0%	353	53	15.0%
DIS Mult	41	27.0%	2	1.3%	0	0.0%	68	44.7%	0	0.0%	7	4.6%	58	38.2%	17	11.2%	0	0.0%	14	9.2%	0	0.0%	152	84	55.3%
DIS Wash	1	11.1%	0	0.0%	0	0.0%	0	0.0%	6	66.7%	0	0.0%	1	11.1%	2	22.2%	0	0.0%	0	0.0%	0	0.0%	9	3	33.3%
EMO	188	65.7%	12	4.2%	5	1.7%	7	2.4%	0	0.0%	24	8.4%	164	57.3%	72	25.2%	15	5.2%	82	28.7%	1	0.3%	286	262	91.6%
HHSC	443	33.7%	14	1.1%	6	0.5%	58	4.4%	1	0.1%	164	12.5%	633	48.1%	38	2.9%	38	2.9%	252	19.2%	0	0.0%	1315	682	51.9%
PP	214	30.7%	2	0.3%	3	0.4%	17	2.4%	2	0.3%	72	10.3%	38	5.4%	354	50.7%	12	1.7%	135	19.3%	3	0.4%	698	344	49.3%
Quest	42	41.6%	2	2.0%	9	8.9%	0	0.0%	0	0.0%	15	14.9%	38	37.6%	12	11.9%	25	24.8%	24	23.8%	0	0.0%	101	76	75.2%
Russell St	178	25.1%	3	0.4%	21	3.0%	14	2.0%	0	0.0%	82	11.6%	252	35.5%	135	19.0%	24	3.4%	257	36.2%	2	0.3%	709	452	63.8%
Yamhill	2	33.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	3	50.0%	0	0.0%	2	33.3%	0	0.0%	6	6	100.0%

Presenting Data: Summaries (ex. 2)

Partnership Project: FY 2014 Ryan White Client Overlap



During FY 2014 a total of 698 clients received at least one RW-funded service from Partnership Project. Of these clients, 344 (49.2%) received services from both Partnership and one or more of the other 10 Part A contractors in the TGA. A total of 354 (50.8%) Partnership clients received Part A services from only Partnership. Partnership clients also received a variety of services from other Part A contractors, as shown below.



Presenting Data: Summaries (ex. 3)

Outpatient Medical Care

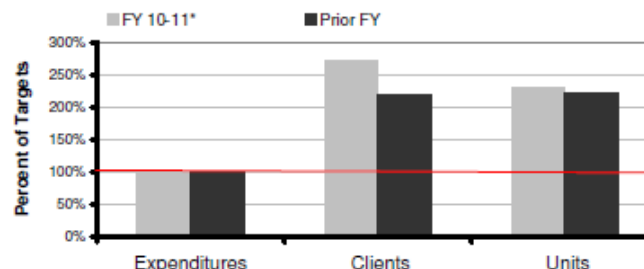
FY 10-11: March 1, 2010 - February 28, 2011

Priority	TGA Award	Initial Allocation	Reallocation	Total Allocation	% of Award	Carryover	Final Allocation
1	\$3,100,056	\$730,881	\$0	\$730,881	23.6%	\$0	\$730,881

Service Definition: Provision of primary and HIV medical care at specialty clinics that follow national standards of care for the treatment of HIV. Care includes diagnosis and treatment of physical and mental health conditions, medication management and adherence counseling, medical care coordination, and referral to other specialty providers and linkage to case management services.

Fiscal Year Performance

Expenditures		Clients		Units	
Projected Dollars	\$730,881	Projected Clients	365	Projected Units	2,970
Actual Dollars	\$730,881	Actual Clients	986	Actual Units	6,835
Percent	100%	Percent	270%	Percent	230%
Variance Dollars	\$0	Variance Clients	621	Variance Units	3,865



*This is how close the actual costs and service utilization is in meeting the projected expenditures, clients served, and service units expressed as a percentage.

About Current Performance: Additional Information for Consideration

- Fiscal:** • At our largest Part A HIV clinic, 73% of clients had under-insured visits and these under-insured visits were 59% of all visits. Under-insured is defined as any visit where reimbursement is less than 50% of the Federally Qualified Health Center (FQHC) wrap-around rate, currently \$241.
- Program:** • The two funded clinics served 1,325 clients in FY 10-11, a 10% increase over FY 09-10. Similarly, the number of uninsured and under-insured medical care clients increased by 13%, from 805 clients in FY 09-10 to 986 clients in FY 10-11. The results of Part A medical clinics' efforts to help clients remain engaged in care and achieve positive medical outcomes include:
- 90% of Part A clients receiving primary medical care had stable or increased CD4 counts (>200/ul), exceeding the target goal of 80%.
 - 99.8% of clients who had an HIV diagnosis at their first medical visit did not progress to AIDS by their last visit in FY 10-11, exceeding the target goal of 93%.
 - 89% of clients were maintained in care, just under the TGA benchmark to maintain 90% of clients in care, as measured by the number of clients at the last visit that had an HIV primary medical care visit in the previous six months.
 - Only 1% of medical care clients were lost to follow-up, well under the target of no more than 5% of clients leaving care with no explanation.
 - An analysis of the recent client satisfaction survey determined that among respondents who had a current primary health care provider for HIV, 95% said that provider was very or somewhat accessible.

Presenting Data: Summaries (ex. 3)

Priority 1: Medical

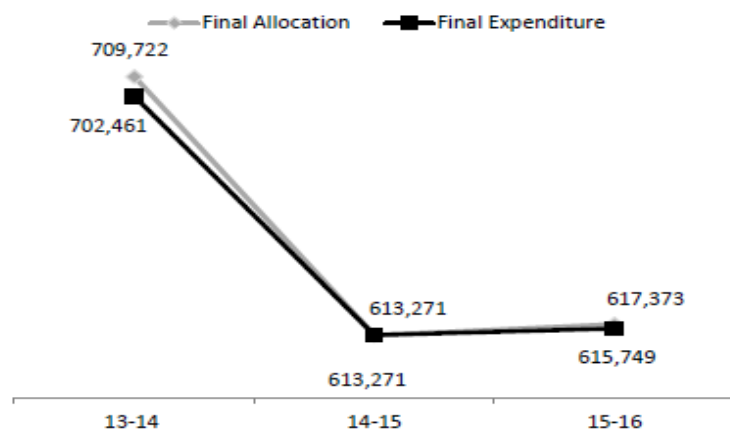
Ryan White grant year: 3-1-15 to 2-29-16

Section 1 FY15-16 Allocations

Initial Allocation	Reallocation	Carryover	Final Allocation	% of Award	TGA Award
\$599,873	\$	\$17,500	\$617,373	18%	\$3,505,035

Section 2 Allocation History

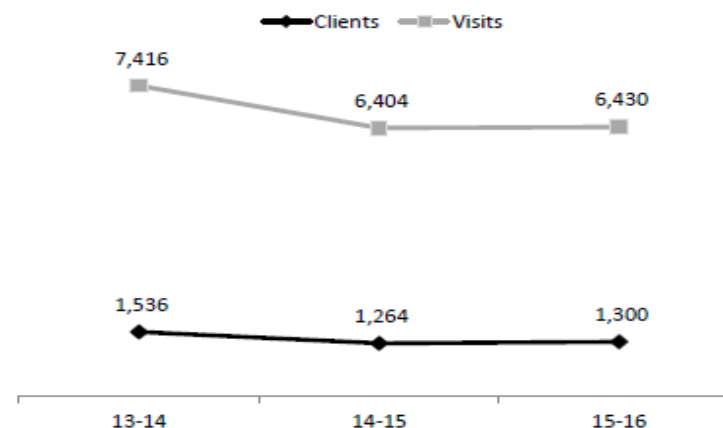
Fiscal Year	Initial Allocation	Final Allocation	Final Expenditure	% Spent
15-16	\$ 599,873	\$ 617,373	\$615,749	100%
14-15	\$ 683,736	\$ 613,271	\$613,271	100%
13-14	\$ 719,722	\$ 709,722	\$702,461	99%



Section 3 FY15-16 Performance

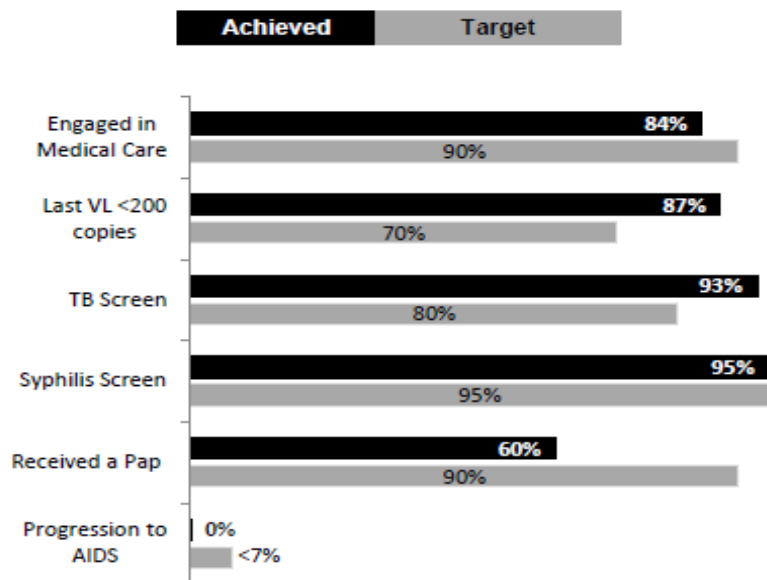
	# Served	Target	%
Clients	1,300	1,225	106%
Visits	6,430	n/a	n/a

Performance History



Priority 1: Medical

Section 4 Outcomes



Section 6 Grantee Comments

Fiscal:

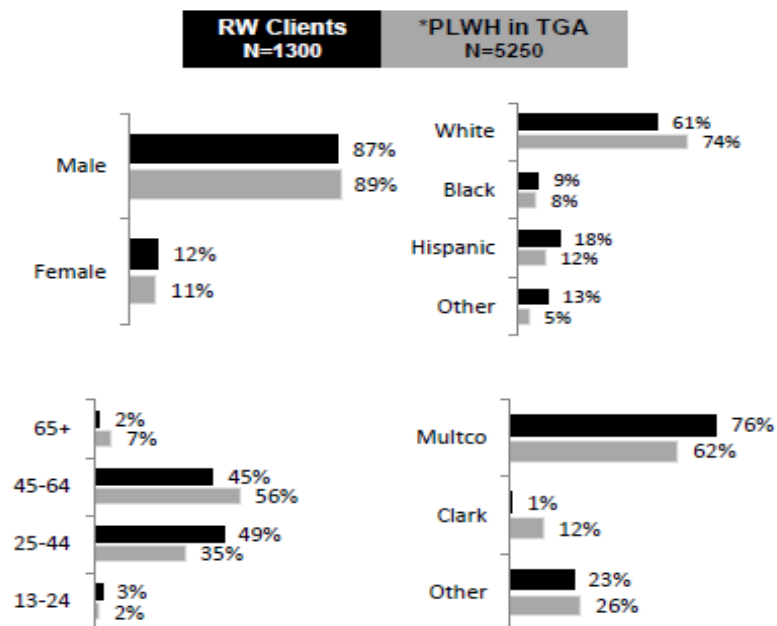
- The cost per client is \$474 from Part A. This does not include other funding sources such as insurance billed, Part C, D and SPNS
- The SPNS grant is ending in July 2017. The SPNS grant pays for 2 navigators based at the Part C Clinic.

Program:

- The average number of visits per client is 5 visits.
- The medical provider conducted a trauma informed organizational assessment and created a committee to work on improving services with a trauma informed lens.

Ryan White grant year: 3-1-15 to 2-29-16

Section 5 Demographic Distribution



*PLWHA in TGA: Surveillance data collected from the State of Oregon and Clark County, WA as of 12-31-14



Communication Brainstorm

- What's going well in terms of communicating information to contractors, planning bodies, clients, the community, government, or any other stakeholders?
- Where are the opportunities for improvement?
- What resources do you need to make improvements to communication methods?
- Timeline/plan



Thank you!

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