

SPNS Video Conferencing Intervention in LA State Prisons

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Disclosures

Presenter, Karissa M. Page, has no financial interest to disclose.

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SPNS Video Conferencing

- The video conference intervention is a supplement to Ryan White transitional case management services provided by the Louisiana Office of Public Health – STD/HIV Program (OPH-SHP) for HIV-positive persons incarcerated in Louisiana's DOC state prisons.
- By having the opportunity to meet virtually with a case manager who works at the agency OPH-SHP is providing a referral to, the client should gain familiarity with case management services and have a point of contact with whom they are familiar with at the agency.
- The goal of offering a video conference session is to increase the likelihood that HIV-positive clients will link to case management and HIV medical care within 90 days of release from prison.

OPH-SHP Pre-Release Services I

- **HRSA Policy Notice 07-04: The Use of Ryan White HIV/AIDS Program Funds for Transitional Social Support and Primary Care Services for Incarcerated Persons**

“Federal funds received under the Ryan White HIV/AIDS Program, as established in Title XXVI of the Public Health Service Act, may be used for short-term, transitional social support, and primary care services for an incarcerated person as they prepare to exit the correctional system as part of effective discharge planning (or who are incarcerated for a brief period with no formal discharge planning) and are otherwise eligible for Ryan White HIV/AIDS Program services under the following conditions...”

- **Transitional Social Services**
- Funded transitional social support services are those services that are needed by incarcerated persons with HIV/AIDS to establish or re-establish linkages to HIV/AIDS care and treatment services in community based systems of care in order to achieve their medical outcomes during the time period as indicated in this policy.
- **180 days or less from release**

OPH-SHP Pre-Release Services II

- Started in 2007 with 1 Corrections Specialist visiting all DOC facilities monthly, some assistance to TWP
- Each DOC facility provides lists of all HIV-positive offenders in their custody.
 - Lists based on ELISA database or pharmacy records
- OPH-SHP maintains database of offender DOC number, location, and release date. Release dates are checked in CAJUN (Louisiana's OMS).
- When offender is <180 days from release they become eligible for Pre-Release Services
- Services are optional
- Monthly 1-on-1 visits
- Average client load is 140/yr

OPH-SHP Pre-Release Services

During the 180 days before a client's release, OPH-SHP provides the following:

- Discuss continuity of HIV care and medications
- Provide basic HIV patient education, understanding lab values
- Discuss client's housing plan(s)
- Collaborate with DOC mental health, if needed
- Provide referral to HIV medical care, and schedules appointment
- Provide referral to Ryan White case management
- Enroll client in ADAP
- Obtain HIV Rx from DOC medical staff. Submit Rx to ADAP pharmacy.

Capacity & Readiness Requirements

- **Case management participation**
 - Assessment case management agencies physical space, internet bandwidth
 - Nominated CM lead at each agency
- **DOC already had telemed equipment at each DOC**
- **Purchasing:** Collaborated with LSU Telemedicine on which equipment to buy
 - \$53,000 for 13 Polycom sets
- **Staff burden:** Hired a 2nd Corrections Specialist
- **Data collection:**
 - Devised video conference session flow and created applicable documentation. Practiced with staff unrelated to project.
 - Created subforms in CAREWare to capture required data elements (for local and national evaluation)
 - **Created billable service unit in CAREWare**
- **Trained** case managers via mock sessions
- Created user guide (how to use Polycom, FAQs, etc.)

SPNS Case Management Agencies

Agencies by Region

Region 1 – New Orleans/AIDS Task Force

Region 2 – Family Service of Greater Baton Rouge

Region 2 – HIV/AIDS Alliance of Region Two

Region 2 – Volunteers of America-Baton Rouge

Region 3 – Exchange Support Services

Region 4 – Acadiana CARES

Region 5 – Southwestern Louisiana AIDS Council

Region 6 – Central Louisiana AIDS Support Services

Region 7 – Philadelphia Center

Region 8 – GOCARE

Region 9 – Volunteers of America-Greater New Orleans



Intervention Inclusion Criteria

- Must be participating in Pre-Release Services
- Must be planning to reside in Louisiana after release (even just temporarily)
- Must be willing to participate in case management
- Must be willing to participate in case management at an agency participating in the SPNS video conference intervention

Intervention Implementation

- **Pilot sites:** 4 prisons in Baton Rouge area. Started 8/29/13, gradual roll out.
- **Expansion:** 5 prisons outside Baton Rouge, started 4/23/14, gradual roll out.
- **Fidelity Monitoring**
 - Every CM observed conducting VC, provided feedback, and if warranted observed again by SPNS Coordinator
 - At least 1 VC at each DOC observed by SPNS Coordinator
 - CM's VC patient charts audited annually by SPNS Coordinator.
- **Evaluation** – SPNS national evaluators at UC-SF, local evaluators at The Policy & Research Group. De-identified data.

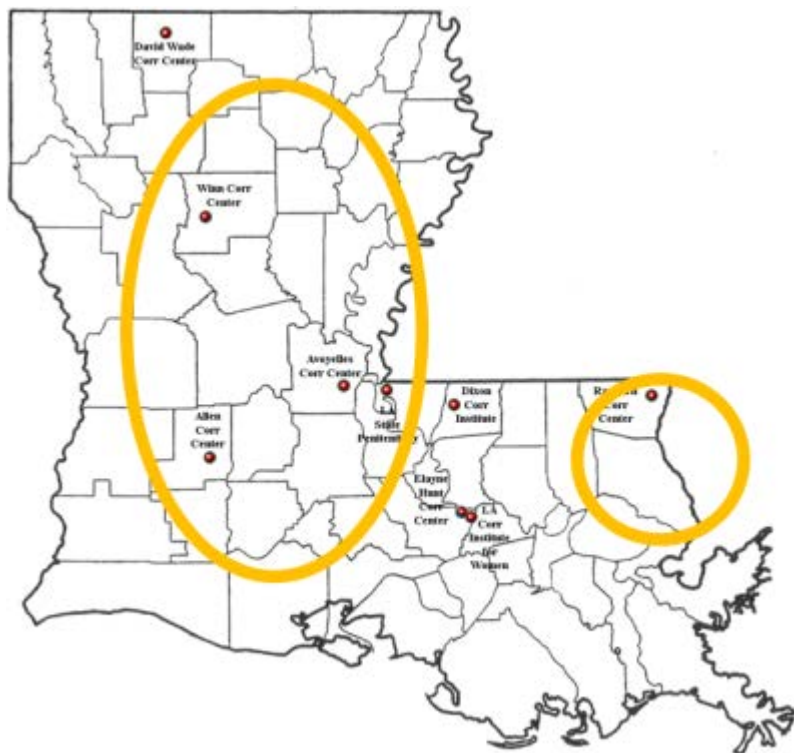
Pilot Sites – Video Conferencing

DOC Site Start Dates

- Elayn Hunt CC - 8/29/2013
- Dixon Corr. Institute - 9/27/2013
- LCIW - 10/03/2013
- LSP- 10/22/2013



Expansion Sites – Video Conferencing



DOC Site Start Dates

- Avoyelles CC - 4/23/2014
- Allen CC (Geo) - 5/14/2014
- David Wade CC - 5/30/2014
- Winn CC (CCA; LaSalle) - 10/22/2013
- Rayburn CC - 11/7/2014

Intervention Implementation

- **Consent form** – signed before VC
- **Assessment form** – completed by case manager during VC
- **Personal Needs & Care Planning Tool** - completed by case manager during VC
- **Referrals** – completed by case manager between VC and client intake
- **SPNS Follow-up Form** – completed by case manager upon client's intake at agency
- Data collected in **CAREWare**

Challenges & Successes

DOC record-keeping delays, release dates

Scheduling process

Acceptance that not all clients will receive VC

Travel constraints

Burden falls to 2 people

IT issues- firewalls

DOC security constraints

Clients have flat affect

Case managers' initial perception

Paper driven, fax

Scheduling

Well received by offenders

DOC very cooperative

LSU Telemed reliable and patient

Improved OPH's relationship with DOC, CBOs

Find out more about client's story, past situation

CBOs like VC forms better than other forms

Pushed case managers outside their comfort zone

Improved pre-release service and documentation

Equipment issue-free

Lessons Learned

Opened our eyes to case managers' **capabilities and skill set.**

Limitations for someone who has been incarcerated; **Federal programs fall short.**

Opportunities for corrections-related **training and program evolution.**



Sustainability

- Project will continue under Part B and MAI funding
- Role may change due to LA expansion of Medicaid
- Looking to bring VC to more correctional facilities and more providers



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