SPNS Workforce Capacity Building Initiative

Practice Transformation

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Disclaimer

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number #H97HA27423, SPNS Engagement and Retention Initiative, awarded at $1,189,000 over 4 years, with 0% non-governmental sources used to finance the project. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
Presentation Outline

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Overview

Site: Family Health Centers of San Diego (FHCSD)
- Private 501(c)3 Federally Qualified Health Center
- Operates 22 clinic sites throughout San Diego County
- Largest provider of HIV services in SD County
- Approximately 1,300 persons living with HIV per year
- Patient population racially/ethnically diverse, low income

Goal: Expand the capacity of FHCSD to provide specialty HIV care through system-level structural changes
- Train primary care providers (MD, DO, NP, PA) and family medicine residents to provide HIV specialty care
- Expand care from one to several additional clinic sites
- Train support staff at the additional clinic sites in HIV services
Capacity

Capacity requirements for success:

- **Agency**
  - Buy in from different levels of agency (staff, clinic directors, supervisors, providers)
  - Clinics and medical providers willing to initiate HIV medical care
  - Physician champion (i.e. committed faculty trainer) on staff or external HIV specialist
  - Staff champions available to train support staff

- **Adequate Funding**
  - HIV physician champion or identified specialist - training time
  - Existing medical providers - fill clinic hours missed with per diem providers
  - Support staff – pay for training outside of business hours
  - External persons/agencies – to train support staff for topics not available from in-house champion staff
Capacity (con’t)

Resources for success: Medical Providers
- AIDS Education & Training Centers (AETC)
  - National HIV Curriculum (www.hiv.uw.edu)
- HIV specialist champion with time for consultation after training complete
- American Academy of HIV Medicine (www.aahivm.org)
- Internal educational case reviews/meetings
- Pacific AETC’s HIV Learning Network telehealth program

Resources for success: Support Staff
- Existing staff expertise to lead certain training topics
  - Internal processes, patient flow, insurance, HIV programs & referrals
- Developed curricula
  - AETC at University of California San Diego, Coldspring Center
- Staff champions willing to train other staff
Implementation: Medical Providers

Training Model – Medical Providers

Curriculum:

- Multi-modal and longitudinal training program culminating in American Academy of HIV Medicine (AAHIVM) specialty certification
  - 24 months for family medicine residents
  - 6 months for existing primary care providers

Methods:

- Immersive clinical preceptorship: rotations of one to two and a half days per month progressing to preceptoring then empanelment (assigned own patients)
  - Independent study (see next page)
  - Specialty consultation (ongoing via text, telephone, electronic)
Training Model – Medical Providers

Independent Study

- HIV Online Curriculum: National HIV Curriculum (University of Washington)
- HIV Webstudy/Question Bank (AETC)
- Telehealth (Pacific AETC HIV Learning Network)
- Telehealth recorded sessions (Northwest AETC)
- Hepatitis C Curriculum (University of Washington)
- Weekly Hepatitis C huddle (FHCSD)
Training Model – Clinical Support Staff

Curriculum: 2-hour sessions both in person and online, approximately once per month for a period of six months

Topics:
- HIV 101 (Pacific AETC)
- Hepatitis C 101 (Pacific AETC)
- Cultural Competency/Sensitivity (Pacific AETC)
- HIV Pre-Exposure Prophylaxis (Existing staff)
- HIV Resources and Referrals (Existing staff)
- Trauma Informed Excellence (Coldspring Center – hired)
Implementation: Adaptations and Successes

Adaptations

• **Provider curriculum**: rotation days modified as needed (1 to 2 ½ days per month); existing provider curricula shortened to six months, resident curricula lengthened to 2 years

• **Staff curricula**: Offered repeated courses as refresher

Successes

• **Providers**: 11 trained and practicing by end of 2018

• **Staff**: 185 individuals trained

• **Clinics**: Expanded from 1 to 7 clinic sites offering HIV specialty care
Successes:
New Medical Providers

Newly Trained HIV Medical Providers: Number of Patients Living with HIV/AIDS Served

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Sustainability

- **Family medicine resident training** will continue
  - Curricula, scheduling and costs built into the residency program (2 per yr.)
  - Physician champion still available

- **Support staff training** will continue but at reduced capacity
  - Clinic directors allow staff hours to complete online trainings
  - Newly hired staff trained by existing champions

- **Agency expansion** is enduring
  - 11 medical providers trained and practicing by 2018 (increased from 3)
    - Clinic directors supportive of providers building HIV panels
  - 185 support staff and support staff champions trained
  - Seven clinic sites offering HIV services (increased from one)
Lessons Learned & Recommendations: Agency / Support Staff

- **Agency**
  - Time and effort to **gain support** from new clinic sites
  - **Synchronize** support staff and medical provider training completion
  - More **cost effective** to sustain HIV training within medical residency training than training practicing providers
  - Medical provider **location of practice** drives expansion

- **Support Staff**
  - **Incentivize** support staff training
  - **Cultivate champions** for each staff type to continue training culture
  - Offer **refresher training** courses
  - **Essential** for provider and patient support
Lessons Learned & Recommendations: Medical Providers

Medical Provider

- Need **physician champion** with adequate protected time to teach
- Ensure trained providers are **committed** to remaining at agency after trained
- **National HIV Curriculum** and **AETC** important resources that offer continued training
- **Support and mentoring** for newly trained providers must be ongoing
Lessons Learned & Recommendations: Medical Providers (con’t)

Medical Provider

• Prepare trainees to take the **American Academy of HIV Medicine specialty exam**
• **Organizing schedules** for preceptor rotations and monitoring resident efforts takes staff time
• Plan for enough **preceptor time** and **HIV patients**
• **Schedule time** for telehealth sessions / learning network
• Building a **patient panel** after training completed may take time
Resources

• National HIV Curricula  
  www.hiv.uw.edu
• HIV Learning Network (AETC)  
  www.paetc.org/hiv-learning-network/
• Coldspring Training Center  
  www.coldspringcenter.org/training.html
• HIV Webstudy/Question Bank (AETC)  
  www.hiv.uw.edu
• Telehealth Recorded Sessions (Mountain West AETC)  
  www.mwaetc.org/training/mwaetc-hiv-echo
• Hepatitis Website (University of Washington)  
  www.hepatitis.uw.edu
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