



Community Resources



Contact Us

About



1201 E. Schuster Ave., Suite 1

Providing Services to PLWH

Our Toolkit

UBER Health



## Who we are

Where Case Management  
meets Medical Care.

- Project CHAMPS
- Southwest Viral Med
- SunsetID Care
- LabCorp

Timeline

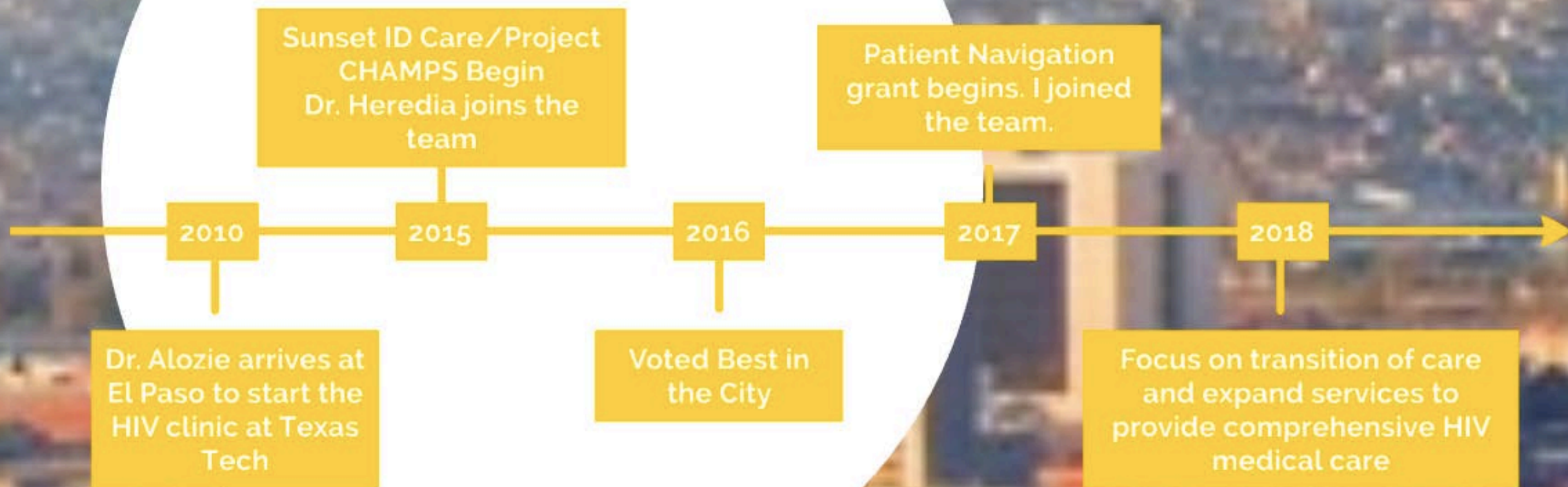
Process

Treatment  
Cascade

The  
Clinic

Overview

# History

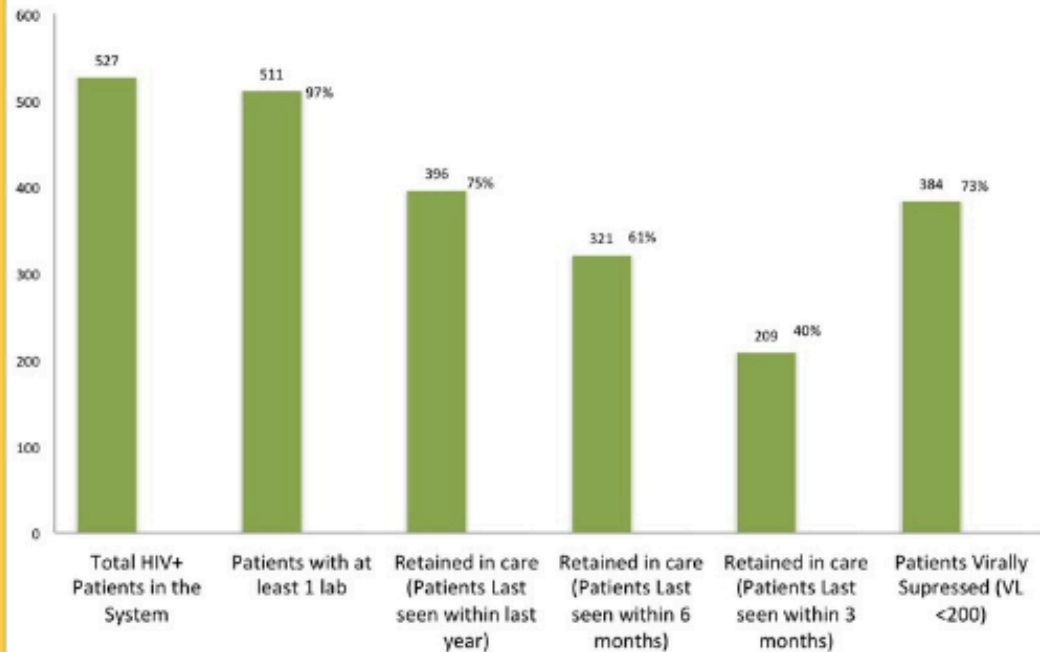


# Overview

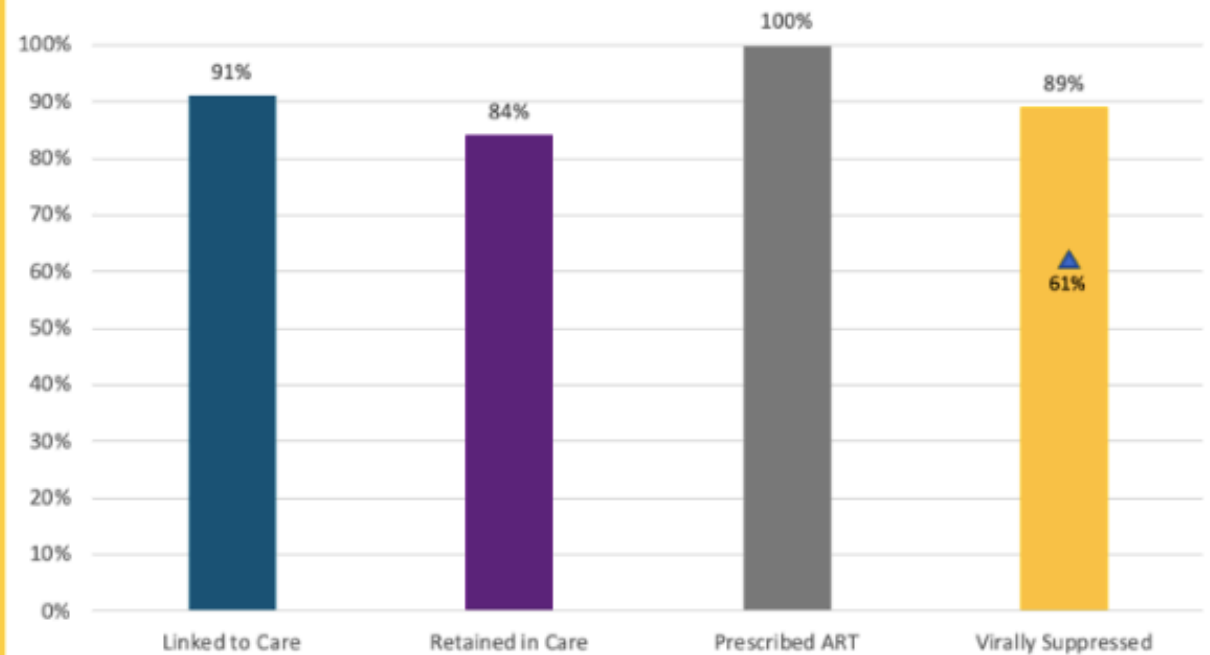


# HIV Care Continuum

Overall Cascade 2015-2017



SWVM Patient Navigation Program - 12 month Data



▲ 61% - number calculated with at least 1 visit vs. 89% calculated from retained in care  
 A total of 129 patients referred to SWVM from September 1, 2017- September 30, 2018



## **Sunset ID Care/ Southwest Viral Med**

Dr. Alozie - Director and Provider

Dr. Heredia - PharmD, BCACP,  
AAHIVP

Team of 7

Educational location for TTUHSC EL  
Paso medical students and  
University of Texas El Paso (UTEP)  
PharmD students.

# A few of the things that have helped our organization



Know our community



Embrace Technology

Set Goals



Focus our Efforts and Resources



# Community Resources

"The greatness of a community is most accurately measured by the compassionate actions of it's members" - Coretta Scott King

Teamwork

Transition  
of Care



# Project CHAMPS

- Case Management arm of the program
  - Team of 6



Health  
Department

UMC

Opportunity  
Center

Aliviane

BRC

## Transition of Care Interventions (Warm Hand-off)

Connect a patient to the provider or case management program directly from the referring hospital.

Initial referral from the hospital

Hospital visit by the patient navigator

Transition of care interventions

Usually followed by a second hospital visit, home visit or both



Brief Questionnaire

Identify potential barriers

Provide RW registration materials at hospital

Schedule two appointments (CM and provider)

Ensure records are sent

Medication list

# Embrace the Tech



ENLI

HIPAA  
Bridge

Uber  
Health

Get  
Creative

Looking  
Back

# ENLI

Workflow management software that was recommended by Dr. Alozie

- Central Worklist

It is the bridge that allows our two different data systems to communicate.

- ARIES
- Athena Net (EMR)



# HipaaBridge

Secure messaging app where you can send texts, videos, pictures.

Hipaa compliant

Meets the Joint Commission guidelines

**FREE!**



# UBER Health

Book a ride for a patient ahead of time or on demand.

Hipaa Compliant

Patient can activate a ride from their phone without needing to download the app

**UBER** Health

# Get Creative



Set reminders



Make it personal



Use what you have and be diligent

Meet the patient where they're at



BE PATIENT!



Education is KEY



# Where to Start



Look at your data



Identify barriers



Prioritize



Set goals



Know your community



Take care of your relationships



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