

The Link in Linkage: Strategies for Strengthening Linkage to Care and Partner Services

October 29, 2012

Amy Leonard, Gretchen Hinkle, Susan Rokes



Community Health Services

The "Next Step" Program
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Amy Leonard, MPH

Sr. Director of Public Health Services



#### **Description: Legacy**



Legacy, as a Federally Qualified Health Center (FQHC) with an attached in-house HIV testing program, provides testing and care within a clinical setting that allows linkages between newly infected HIV positive patients that allows access to health care and management services in an efficient and effective manner.

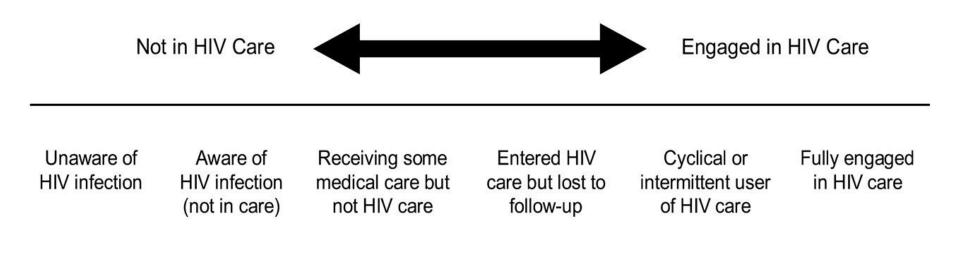
#### **Description: Legacy**



- The patient populations seeking care from Legacy are mostly uninsured, underinsured or indigent – 68% live below the federal poverty level while 58% are uninsured.
- Legacy's average testing population is between the ages of 19 and 35, with an average age of 30.
- In 2011, Legacy tested 3,105 people for HIV testing through the CTR program
- In 2011, Legacy served 2,765 HIV+ individuals in our HIV Primary Care program.

## HRSA continuum of HIV care: Describing the spectrum of engagement in HIV care

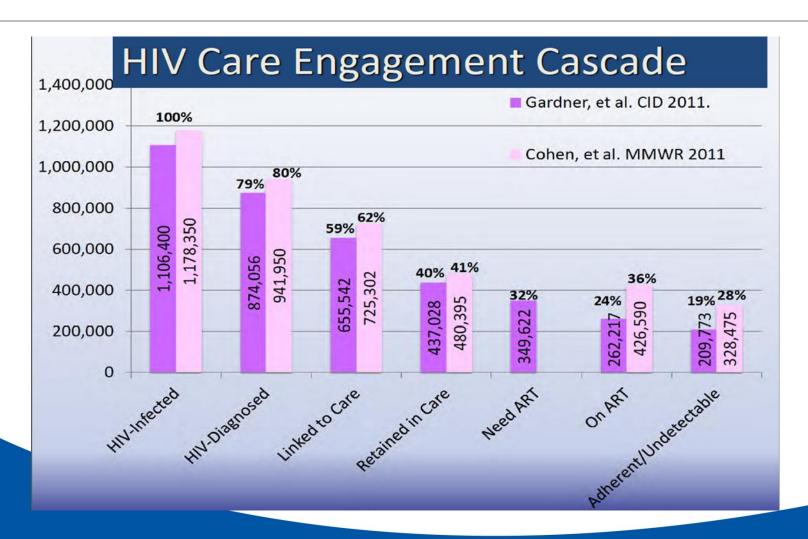




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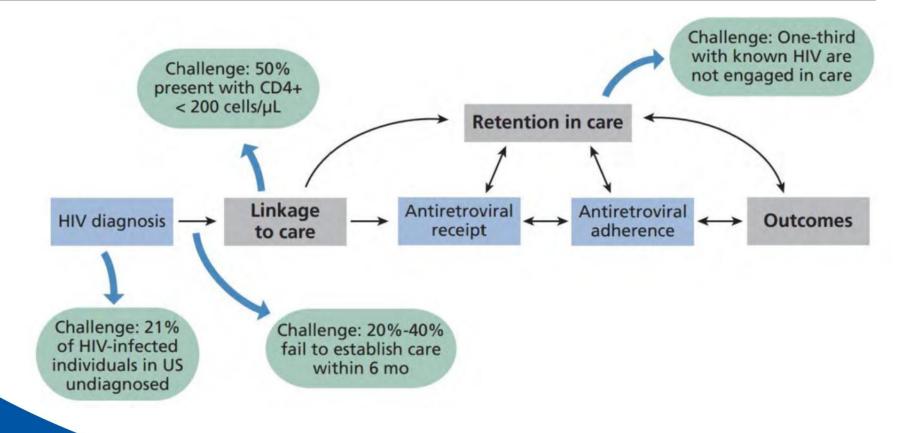
#### Gardner's Cascade





## U.S. Engagement in HIV Care Gardner's Cascade





Mugavero MJ. Topics in HIV Medicine Dec 2008

#### **Description: Next Step**



- Originally a Early Intervention Program developed in 1990
- Evolved into a Patient Navigation model
- Offered in Group of Individual format
- Offered in English and Spanish
- Covers topics on new treatment modalities as well as HIV pathogenesis, prevention education, harm reduction, risk reduction, and wellness issues.

#### **Description: Next Step**



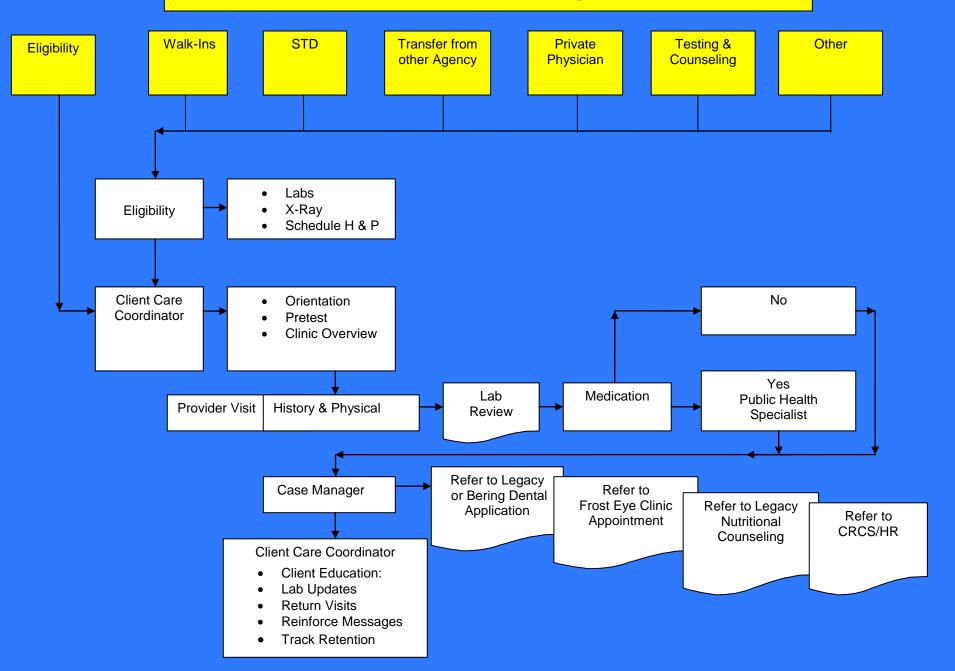
- Approximately 180 newly diagnosed HIV+ individuals annually
- 85% of newly diagnosed HIV+ individuals from CTR program are linked Next Step and into primary medical care

#### Successful components:



- Next Step program begins at point of PTC
- Build a rapport with client/Establish a relationship
- Provides Welcome Packet
- Arranges communication schedule with client
- Sets up time for a Next Step orientation
- Concerns checklist for Provider
- Documentation placed in patient's medical record
- Accompany patient to appointments (eligibility, medical)
- Ongoing contact/patient education

#### **Next Step Client Navigation**



#### **Next Step: Orientation**



#### **Welcome Packet**

- Information on HIV After You've Tested Positive
- Helpful Websites
- HIV Support Group List
- Positive Option (CRCS) Program information
- Healthy Relationships Program information
- Legacy Healthcare and Location flyer
- POZ Focus (Newly Diagnosed) magazine
- HIV Treatment

#### **Next Step: Orientation**



- Pretest
- Clinic Overview
  - New Client Checklist
  - Positively Aware Current Publications
  - CFA HIV Treatment Alerts
  - Frost Eye Clinic Overview
  - Nutrition Overview
  - Body Positive Wellness Program
  - Behavioral Health



#### **NEW CLIENT CHECKLIST**

DINITIAL	DFOLLOW-UP
CHART#	
DATE	
TIME	
LENGTH	

□Ryan White Eligibility
□Group Insurance Verification
□Medicare/Medicaid Verification
□Labs
□Chest X-Ray
□Bering Dental Clinic
□Frost Eye Clinic
□Houston Buyers Club
□ADAP
ucrcs
□Positive Options
□Medical Case Management
□Service Linkage Worker
□Body Positive
□Psychiatry
□Psychology
□Montrose Counseling Center
□AIDS Foundation Houston
□Bering Omega Community Services
Other

#### **Next Step: Patient Education**



- Next Step Presentation
  - Client Manual (Available on CD)
  - Post Test
- Lab Updates
  - Lab Definitions
  - Understanding Labs
- Review Treatment Guidelines

#### **Next Step: Patient Education**



- Return Visits
- Scheduled for Q & A, client updates/client needs
- Reinforce Messages
- Informal Contact
- Track Retention



### **Questions?**

# Amy Leonard, MPH <a href="mailto:aleonard@legacycommunityhealth.org">aleonard@legacycommunityhealth.org</a> 832-548-5086