



Quality Project:
Increasing access to mental health services

MAI Target Population

- Program eligible clients who have not accessed Borinquen mental health services
- Target population subgroups:
 - Hispanic MMSC
 - Black MMSC
 - Black Female
 - Black Male Heterosexual
- Total patients: 292



Background and Rationale

- Psychosocial factors, including mental health symptoms, are associated with lower odds of viral suppression ⁽¹⁾
- HIV National Strategic Plan has identified integration of efforts to address substance use and mental health disorders as a priority goal (Goal 4)
- Retention in care issues are complex and impacted by many variables, including substance use disorders ⁽²⁾

1-Sheehan, D.M., Dawit, R., Gbadamosi, S.O., Fennie, K.P., Li, T., Gebrezgi, M., Brock, P., Ladner, R.A., Trepka, M.J. (2020). Sustained HIV viral suppression among men who have sex with men in the Miami-Dade County Ryan White Program: the effect of demographic, psychosocial, provider and neighborhood factors. *BMC Public Health*, 20.

2-Trepka, M.J., Sheehan, D.M., Dawit, R., Li, T., Fennie, K.P., Gebrezgi, M.T., Brock, P., Beach, M.C., Ladner, R.A. (2020). Differential role of psychosocial, health care system and neighborhood factors on the retention in HIV care of women and men in the ryan white program. *Journal of the International Association of Providers of AIDS Care*, 19 ³

Mental Health Services

- Mental health is an important factor in long-term viral load suppression
- Baseline in Q4 2020 was 5% of MAI had a visit with a mental health provider
- By engaging patients in mental health services expectation is better management of HIV

Goal: Increase uptake from 5% to 30%

Mental Health Services at Borinquen

- Team consists of:
 - Four psychiatry providers
 - 2 MDs
 - 2 DNPs
 - Licensed mental health counselors, Social Workers
 - Case managers and outreach specialists
- Services available at all locations, virtual and in-person, or hybrid using Amwell carts



Intervention: Data Evaluation and Patient Engagement

- March to June 2021 identified patients with no mental health service
- Phone outreach to capture reason for barriers to uptake
- Engage and encourage patient to schedule appointment

Measure	Baseline
Total MAI Population (Q4 2020)	292
MAI with MH Visit (July 2021)	23
Percentage of MAI with MH Visit (July 2021)	8%

Intervention: Integration of Mental Health and Primary Care Services

- Hybrid/dual visit to capitalize on opportunity
- Reduce stigma by not singling out mental health services
- Case Manager outreach to schedule appointments



Barriers:

- Site closure
- Loss of a primary provider of HIV care, causing shortage of appointments with hybrid provider

Intervention:

Walk-In Mental Health and Expansion of Access

- Expansion of services by increasing walk-in availability
- Training and integration of Amwell Carts at all sites

Project year final data

July 1, 2021-February 28, 2022

Measure	Baseline
Total MAI Population (Q4 2020)	292
MAI with MH Visit (February 2022)	43
Percentage of MAI with MH Visit (February 2022)	15%

Viral Load Suppression Final Project Year Data

July 1, 2021-February 28, 2022

Target Population	Number of Clients	VL Suppression Rate	Mental Health Visit Rate
Hispanic MMSC	185	84%	16%
Black MMSC	24	83%	8%
Black Female	45	78%	11%
Black Male Hetero	38	68%	16%
Totals	292	81%	15%

Next Steps

- Continue to engage clients for mental health service uptake
 - Explore stigma reduction campaign
 - New site reopened; availability constraints removed
- Process and flow review
 - Ensure scheduling, billing, and follow-ups are in alignment with policies
- Engage HIV Quality Committee