

QUALITY IMPROVEMENT INITIATIVE

FY 2020-2021



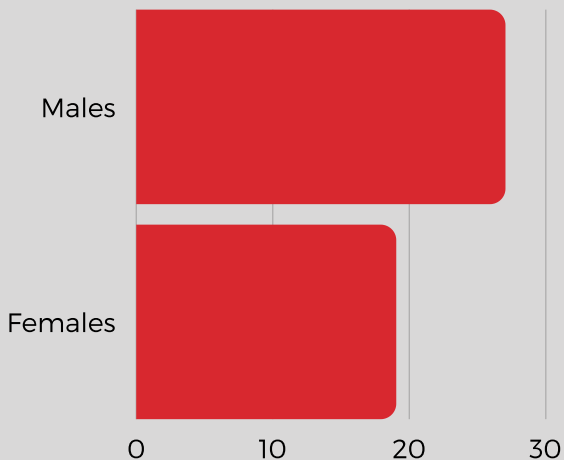
THE NUMBERS

OUR
STATISTICS

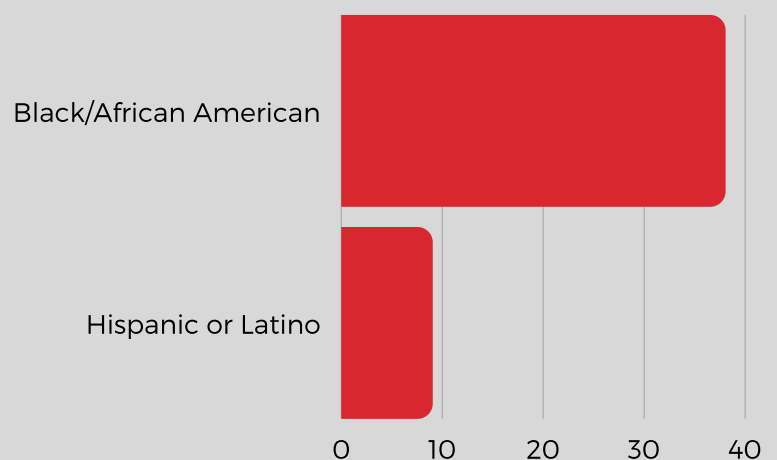
46

Clients served since
September 2018

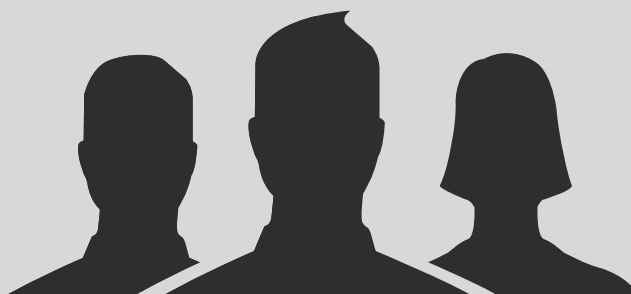
Since September 2018, Care 4 U has been providing **Outpatient/ Ambulatory Health Services (OAHS) and Medical Case Management (MCM)** for minority clients in Liberty City to engage newly diagnosed clients, improve client care through supportive services, and help PLWHA to achieve and maintain viral suppression. So far we have served roughly **46 clients** that are eligible for MAI services. Once we officially become a TTRA provider we will be better equipped to track enrollment through the Provide system. Overall, **83%** of our MAI eligible clients have been Black and about **60%** have been males.



CLIENTS BY
GENDER



CLIENTS BY RACE/
ETHNICITY





OUR APPROACH TO HIV TREATMENT & PREVENTION

OPT-OUT HIV TESTING

- HIV screening is integrated into our **routine standard of care**. Every client is tested for HIV unless they explicitly decline the service.
- Opt-Out screening reduces the stigma of HIV testing, fosters early dx and tx, and reduces risk of transmission

LINKAGE TO CARE (DAY 1)

- Clients with **reactive tests results** have plasma specimen sent to a lab within 24 hours for an **RNA test to confirm proof of status & baseline labs are assessed**
- DOH Surveillance is contacted immediately to find out whether the client is a **new or previous positive**. For previous positives, information on last VL and CD4 is gathered to ascertain whether a client is in care or has likely fallen out of care.
- Clients attend 1st Partnership for Health **education session** with provider, see Case Manager, and speak with peer

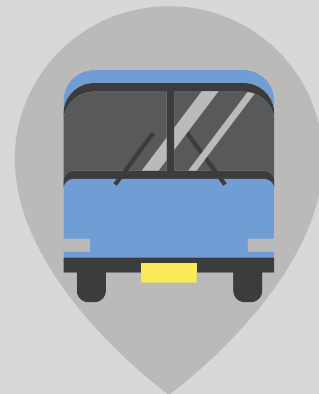
RAPID ACCESS TO TREATMENT

- In conjunction with baseline labs, clients with reactive test results receive a **7-day supply of ARVs** and an appointment to followup in 7 days as a part of rapid access to treatment
- After 7 days the client returns for their f/u appt and is then provided with a **30 day supply of ARVs**
- Clients return in 30 days (5 weeks from initial test date) to have their labs drawn again so that any **changes in viral load** from the baseline data can be assessed
- Through our partners (Gilead, Janssen, and ViiV), Care 4 U is able to provide MAI eligible clients with **1 year of ARVs**
- During that 1 year period, Care 4 U works to acclimate clients for **ADAP readiness** (i.e. obtaining photo ID as proof of residency and advising them on the best bus routes to take to ADAP pharmacy)



BARRIERS TO QUALITY CARE

- Homelessness
- Food insecurity
- Substance abuse
- Lack of health insurance
- Lack of transportation
- Low health literacy



RECOMMENDATIONS FOR IMPROVEMENT

- **Advocate for Medicaid expansion** to increase the number of individuals that are eligible for Medicaid and subsequently increase access to healthcare for a large number of individuals
- **Reduce the distance of ADAP's pharmacy** from clients they serve by endorsing the development of an additional pharmacy closer to Liberty City or relocating the existing pharmacy from its current location on Flagler



MODIFICATIONS DUE TO COVID



- All clients and staff have their **temperatures taken, clean their hands, and clean their feet** at a sanitizing station prior to entering the facility
- **Masks and shoe covers** are provided to all clients and worn by all parties throughout the center
- **Telehealth** has been offered as a means of completing counseling sessions with the MCM to limit potential exposure to COVID for the client
- The MCM has been given a **larger office** in order to comply with the CDC's recommendations for social distancing (6 ft)
- **COVID testing** is available for all clients -- even those not experiencing any COVID related symptoms

