

Upper Manhattan Regional Group

The fourth meeting of the NYS SPNS Upper Manhattan Regional Group was held Wednesday, January 23, 2013. This month's newsbrief provides highlights from the meeting, along with QI resources and upcoming activities in the region.

We would like to especially thank the participants, all presenters, and our dedicated Response Team and Planning Committee. And a special thank you to the **CUNY School of Public Health at Hunter College** for hosting the meeting.

Consumer Involvement

Darlene Tucker, a consumer representing Columbia-Presbyterian and St. Mary's, opened the meeting by introducing the **HRSA Ryan White Voices** video in which she was featured. In the video, Darlene explains the dark time when she and her son were diagnosed with HIV in 1988. In recent years, she has actively engaged in her healthcare and has taken classes to increase her clinical understanding.

[Click here to watch the video](#)



Darlene addresses the participants

MEETING PARTICIPANTS

- **37** Staff and Consumers Representing **18** Agencies
- **6** Representatives from the NYCDOHMH
- **13** AIDS Institute, other SPNS Staff and Invited Speakers
- **56 Total**

FEATURED PRESENTATIONS

"Low Effort, Clinic Wide Intervention Improves Attendance at HIV Clinics"

Tracey Wilson, PhD, SUNY Downstate Medical Center

Dr. Wilson, one of the co-authors of a recent study, shared the results of a low-effort, clinic wide intervention implemented at SUNY Downstate in Brooklyn and 5 other HIV-specialty clinics in the U.S.

This clinic-wide patient education intervention included training clinic staff on strategies for reminding patients about the importance of attending all clinic visits and the incorporation of brochures and posters delivering the same message.

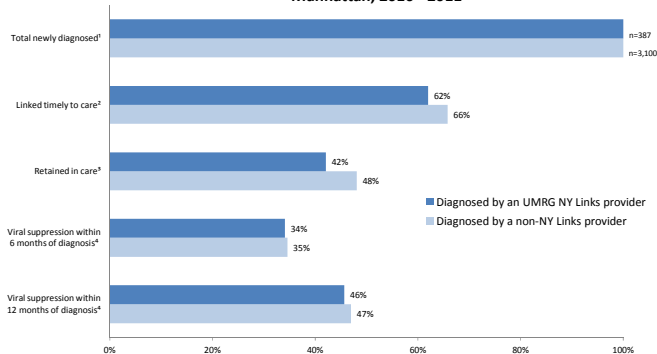
Results from the study showed improved clinical attendance, especially for younger patients, new/re-engaging patients, and patients with elevated viral loads.

Moving Forward in Upper Manhattan NY Links Surveillance Update

Rebekkah Robbins, MPH

Rebekkah Robbins, NY Links epidemiologist, presented 2010-2011 surveillance data specific to the HIV treatment cascade in the Upper Manhattan region. This data reflects linkage and retention rates of patients seen by NYLinks providers prior to the initiation of the initiative.

NY Links HIV care cascade: newly diagnosed PLWH in NYC and Upper Manhattan, 2010 - 2011¹



¹New HIV diagnoses: April 01, 2010 - March 31, 2011, as reported to the New York City HIV Surveillance Registry (NYC-HSR) by September 30, 2012 (PROVISIONAL DATA)

²Timely linkage to care is defined as ≥ 1 CD4/VL reported to the NYC HSR 8 - 91 days post diagnosis.

³Retention in care is defined as ≥ 1 CD4/VL test reported to the NYC HSR during each 4-month period in the 12 months immediately following diagnosis.

⁴Suppression viral load is defined as a patient's most recent viral load quantity reported to the NYC HSR within 6 or 12 months of diagnosis was < 400 copies/mL.

IMPORTANT RESOURCE

All resources from NY Links and the Upper Manhattan Regional Group can be found online:

NewYorkLinks.org

Intriguing & Impactful Linkage and Retention Strategies

The Upper Manhattan Regional Group is on the forefront of testing and identifying new strategies to link and retain PLWHA in HIV Primary Care. Below are two examples of strategies being tested.

Harlem United

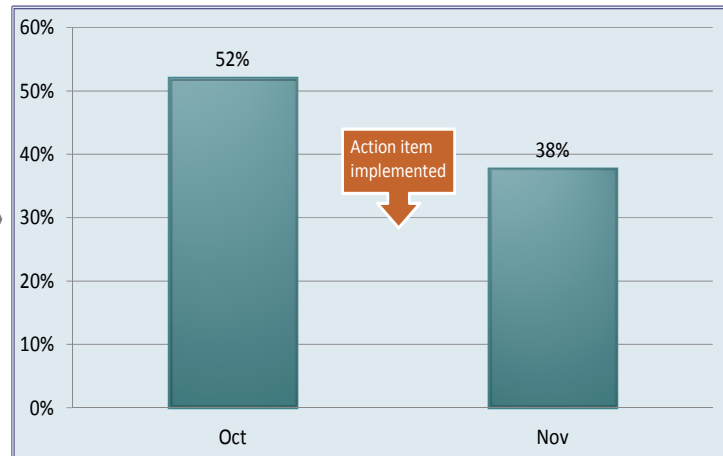
Barrier/Gap:

Chronic no shows are typically more difficult to contact and recall due to lack of consistently working telephone numbers

Test of Change

A centralized EHR template (eCW) streamlines communication amongst the multidisciplinary team and activates patient navigation when traditional patient follow-up (e.g. phone, reminders) is unsuccessful

Test Results
No Show Rates Oct/Nov 2012



Next Steps: Implementation of quality assurance tools for this process, for both clinic staff and patient navigators

Center for Comprehensive Health Practice Begins Testing in March 2012

Barrier/Gap Addressed:

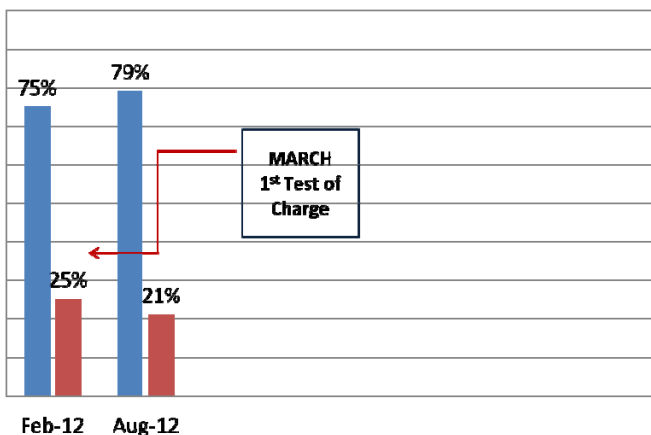
Substance use and mental health issues prevent many clients from adhering to medical and counseling visits even though all services are in our one location.

Test of Change

A behavioral risk assessment tool is used to identify individuals at high risk of falling out of care, stratify engagement interventions and consistent messaging and coordination across drug treatment, supportive and medical services.

Results: Increase in Kept Appointments

■ Kept Appts ■ Missed Appts



Next Steps:

Extend new strategy beyond testing phase and apply to all clients

Strengthening Our Collaborative: Resources and Upcoming Activities

Data for Quality Improvement

As stated by Dr. Bruce Agins - Understanding data and using improvement science to design and evaluate the effectiveness of interventions is a cornerstone of the NY Links model.

Strengthen your team's understanding and application of measurement through the following NY Links webinars:

March 21 – 2:00 -3:30 - A Thorough Overview & Discussion of NYLinks Linkage/Retention Measures

Link: <http://www.ngcqualityacademy.org/nylinksmeasures/>
Dial-in Information: 1-866-394-2346 Participant Code: 2355393970

April 4, 3:00-4:00pm - Making the Most of Your NYLinks Data Using the NYLinks Database and Data Collection Tools

Involving Consumers in Quality Improvement

RWJF Consumer Engagement Toolkit

NQC Guide to Consumer Involvement

Fostering Collaboration

The Upper Manhattan Regional Group has set a priority to strengthen collaboration across disciplines and agencies within the region. If you are interested in joining colleagues and consumers in this effort please join our the **Response Team** by contacting Lenee Simon at lsimon1@health.nyc.gov (347-396-7553)

NEXT STEPS

Next Upper Manhattan Regional Group Meeting – Late May/Early June

At Your Agency Please:

- Continue to Test, Refine and Evaluate New Linkage and Retention Strategies
- Include Consumers On QI/QM Project Teams
- Document & Share QI Activities with Key-Stakeholders
- Routinely Collect and Evaluate Linkage and Retention Performance Measures (see below)

IMPORTANT CONTACTS

To strengthen Consumer Involvement at your agency:
Dan Tietz Manager for Consumer Affairs
518-473-7542 det01@health.state.ny.us

For QI Technical Assistance at your agency:
Susan Weigl Quality Consultant
917-971-6838 sweigl@yahoo.com

For questions about the measures and data reporting:
Steven Sawicki SPNS Lead
518-474-3813 svs03@health.state.ny.us

PERFORMANCE MEASUREMENT

Upcoming Data Submission Dates:

- April 1, 2013
- June 3, 2013
- August 1, 2013

ACCESS THE NY LINKS DATABASE NOW →
NewYorkLinks.org/database/