



**Evergreen Medical Group**

# Improving HIV+ Patient Retention

## Background

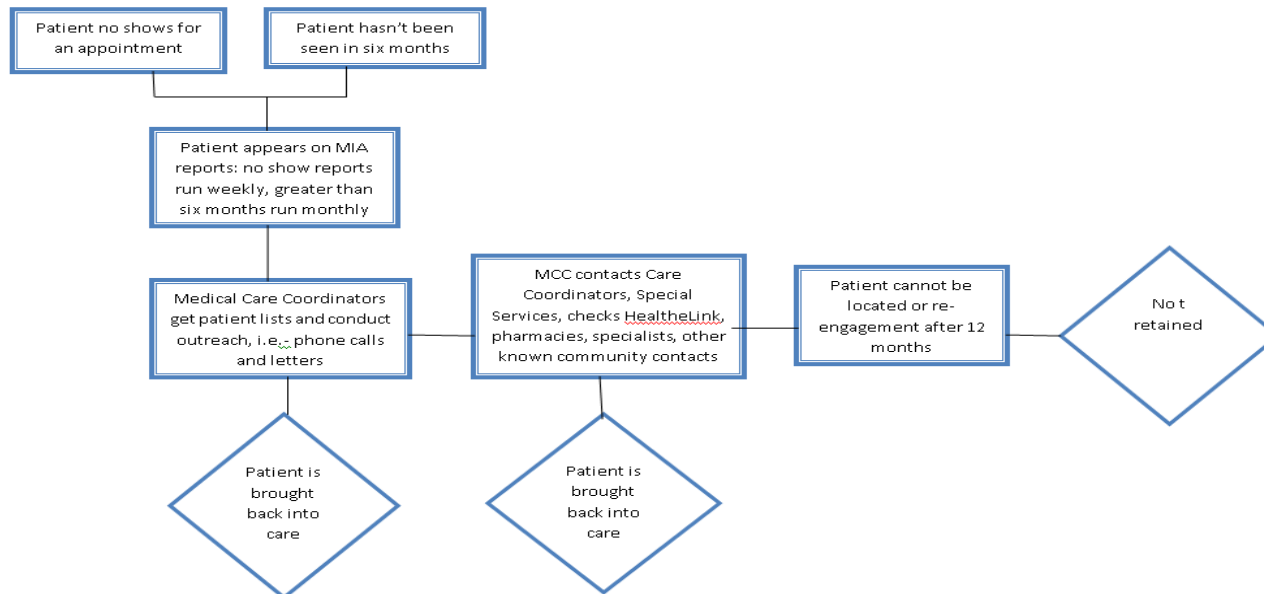
The National AIDS Strategy and CDC High Impact Prevention Strategy require linkage and retention in HIV primary care to facilitate viral load suppression and prevention with positives.

EMG New HIV+ patient retention averaged 75% for 2012; 78% for 2013

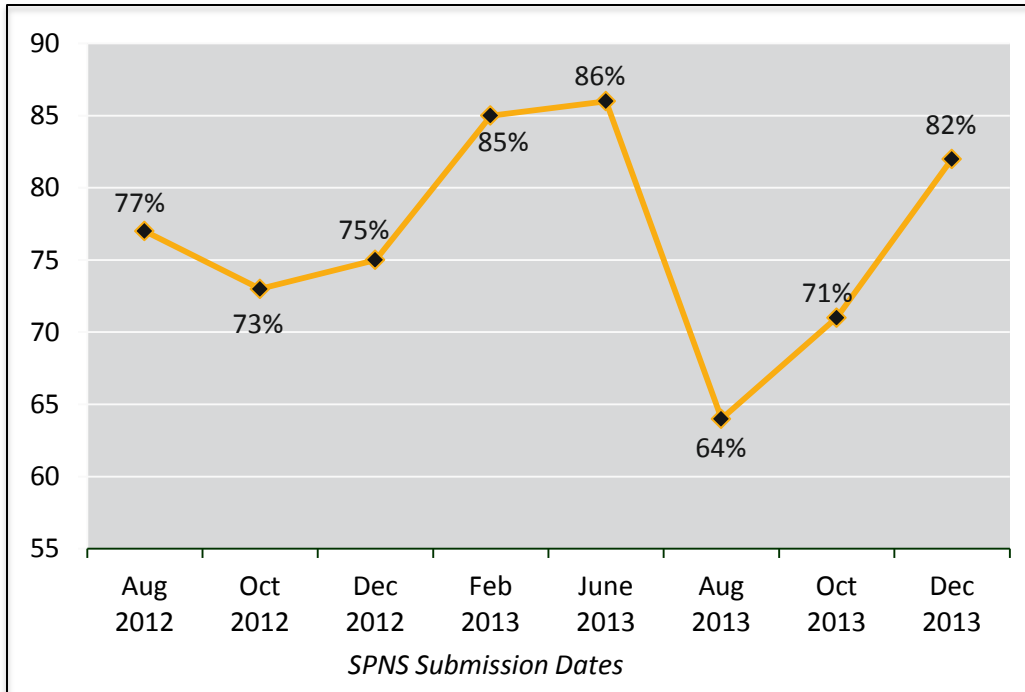
EMG staff, space and systems undergoing substantial changes.

Number of new patients increasing rapidly

### New Patient Flow Chart



## New Patient Retention Data



## EMG HIV+ Patient Growth 2013



**18% Increase in 11 months**

## Interventions Utilized

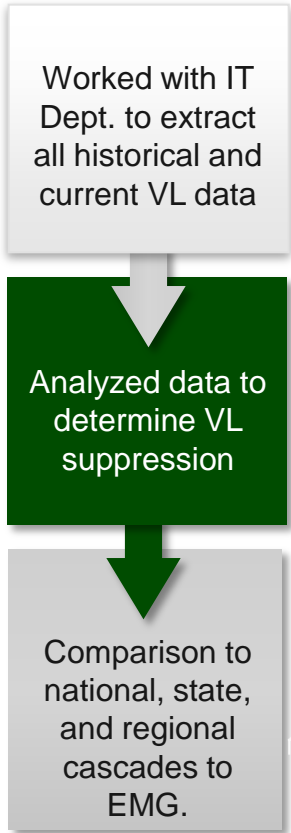
- Redesign Medical Care Coordination number of patients, data clean-up.
- Attention paid to retention rate.
- Create new flow chart for all missed appts. and patients not retained.
- Work with in-house HIV/STI screening in relationship building.
- Increase number of staff due to increased patient numbers.

## Results

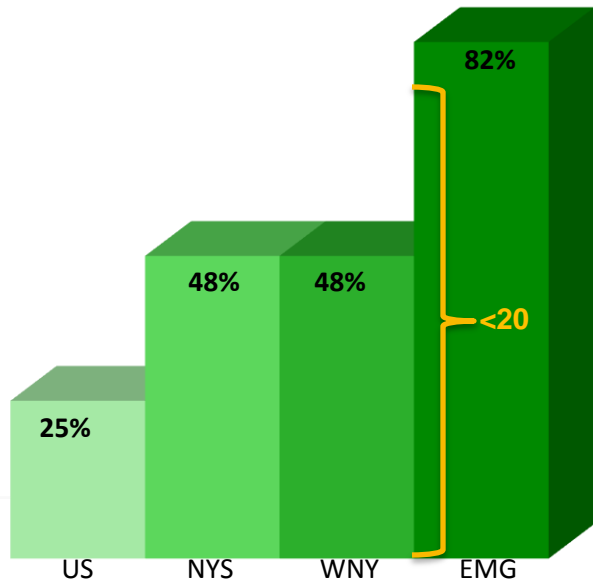
- Increased Retention rate.
- Steady increase of new patients.
- Monitoring systems in place.
- Medical provider/staff expansion.
- Closer relationship with IT Dept.

# Viral Load Suppression

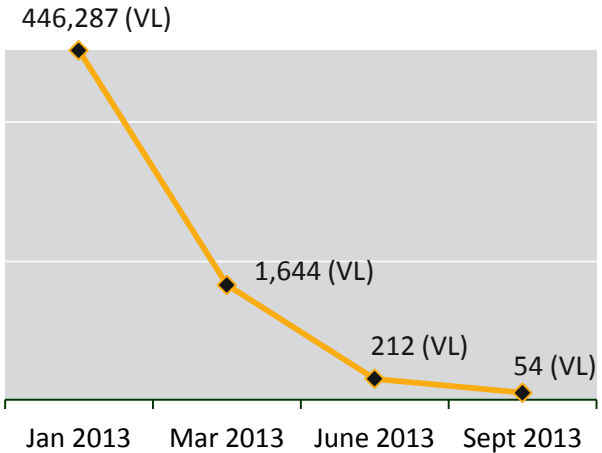
## Quality Project



### Viral Suppression Cascade (<200/ml)



### Track Patient VL Progress



32 year old African American Male  
Started care at EMG January 2013  
Diagnosed 2011 – No previous care

