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

- Patient no shows for an appointment
- Patient hasn’t been seen in six months
- Patient appears on MIA report: no show report runs weekly, greater than six months runs monthly
- Medical Care Coordinators get patient lists and conduct outreach, i.e., phone calls and letters
- NCC contacts Care Coordinators, Special Services, checks Healthlink pharmacies, specialists, other known community contacts
- Patient cannot be located or re-engagement after 12 months
- Not retained
New Patient Retention Data

EMG HIV+ Patient Growth 2013

<table>
<thead>
<tr>
<th>SPNS Submission Dates</th>
<th>563</th>
<th>607</th>
<th>662</th>
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<tbody>
<tr>
<td>Jan 2013</td>
<td></td>
<td></td>
<td>563</td>
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<tr>
<td>June 2013</td>
<td>607</td>
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<tr>
<td>Nov 2013</td>
<td>662</td>
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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.
Quality Project

Viral Load Suppression

Worked with IT Dept. to extract all historical and current VL data

Analyzed data to determine VL suppression

Comparison to national, state, and regional cascades to EMG.

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

US: 25%
NYS: 48%
WNY: 48%
EMG: 82%

446,287 (VL)
1,644 (VL)
212 (VL)
54 (VL)

Jan 2013 Mar 2013 June 2013 Sept 2013