

The first meeting of the NYS SPNS Western New York State Regional Group was held on Tuesday, June 12th, 2012.

This newsbrief provides an overview of the topics discussed, a review of the group work, and important next steps and resources.

We would like to thank everyone who attended the meeting, all presenters, and our dedicated planning committees.

IMPORTANT ITEMS FOR YOUR REVIEW

1. [NY Links Performance Measurement Database](#)
2. [NY Links General Website](#)



MEETING PARTICIPANTS

- **40** Participants Representing **14** Agencies (8 from Buffalo, 6 from Rochester)
- **12** Representatives from **5** County Health Departments (Erie, Monroe, Livingston, Ontario and Genesee)
- **17** AIDS Institute and other SPNS Staff
- **69** Total



IMPORTANT RESOURCE

All resources from NY Links and the Western New York Regional Group can be found online at:
NewYorkLinks.org

Key Presentations Summary

All ppts are available for download on our website.

Linkage and Retention: Whose system is it anyway?

Bruce Agins, MD, MPH

Dr. Agins presented literature on Linkage and Retention and emphasized how attention to these issues is a crucial and timely public health concern. Dr. Agins also stressed the importance of system performance and understanding normal variation to underscore that the entire system involved in linkage and retention must evolve in order to increase performance rates and retain the most challenging patients in care. He ended with a call to action.

What is SPNS? What is the WNYS Collaborative?

Clemens Steinböck, MBA

Clemens Steinböck outlined the NY Links Mission: **Together, we identify innovative solutions** for improving linkage to and retention in HIV care to support the delivery of routine, timely, and effective care for PLWHA in New York State; and **Together, we bridge systemic gaps** between HIV related services to achieve better outcomes for PLWHA through improving systems for monitoring, recording, and accessing information about HIV care in NYS.

Epidemiology Data and its Relevance to WNYS

Dan Gordon, PhD

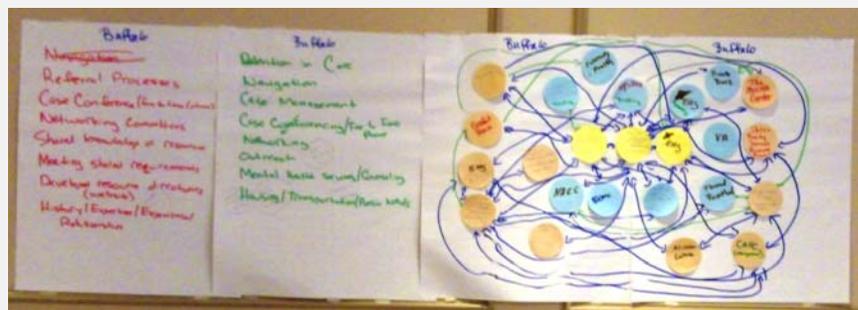
Dr. Gordon reviewed comparative data relating to Linkage and Retention across New York State, NYS excluding NYC, and the Buffalo and Rochester Ryan White Regions (RWR). From 2008-2010, over 90% of patients were linked to care within 12 months in Buffalo and Rochester RWRs. However, this figure is under 90% in both regions for linkage within 3 months.



Building a System to Link and Retain Patients

Activity Goal: The intent of this activity was to visually investigate the organizational relationships that link patients to care within each major region of Western NY – Buffalo area and Rochester area. The diagrams highlight the areas with the strongest relationships and where there are no relationships. Additionally, the strategies that different agencies use to link and retain patients in care were reviewed. Over time, these diagrams will serve as basis for identifying strengths, weaknesses, and opportunities and for making existing interventions/strategies more effective and for testing new ones.

Phase One: Each agency wrote its name on color-coded circles that represent core SPNS related functions. Next, they drew blue and green arrows between the circles to show the informal and formal ways the agencies interact.



Phase Two: The agencies worked together to identify and list interventions they already were doing.

Sampling from Rochester's list:

- Regular case conferencing (onsite and by phone)
- Referral tracking (email and phone confirmation)
- Memorandums of understanding (MOUs)
- Educate on what partner service is and who benefits
- Update on regulations
- Care coordination
- Transportation, housing, treatment adherence
- Staff on-site at partner agencies
- Provider surveys for quality assurance
- Use of NYSDOH to help with case finding

Sampling from Buffalo's list:

- Case conferences (face-to-face/phone)
- Referral processes
- Networking committees
- Shared knowledge of resources
- Developed resource directories and website
- Lower staff turnover, experienced relationships
- Housing, transportation, basic needs
- Mental health services and counseling
- Navigation
- Outreach

Phase Three: The findings were presented to the rest of the participants.



IMPORTANT NEXT STEPS

First Data Submission:

August 1, 2012

Next Learning Session:

September 11, 2012

Batavia, NY

Consumer Subcommittee:

The consumer subcommittee will have its first meeting in mid-August. Every site must identify a consumer who may be interested in participating. Please email Annelise Herskowitz at axh18@health.state.ny.us with the contact information of a potential participant

IMPORTANT CONTACTS

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Performance Measurement

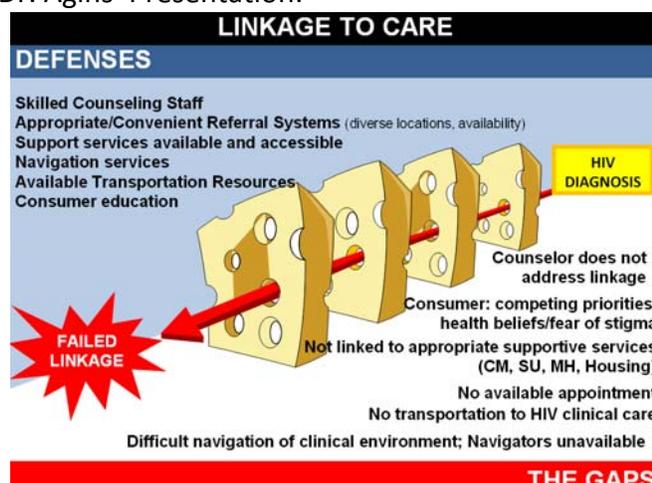
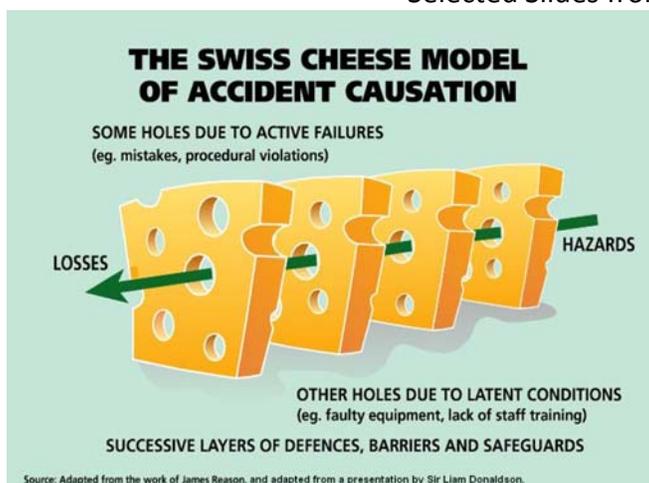
REMINDER! Measure your program's progress in improving linkage and retention in HIV primary care using the NY Links Database. This online application allows clinical and supportive service agencies to self-report their performance measurement data. Measure domains include: (1) linkage; (2A) retention; (2B) new patient retention; (3A) clinical engagement; (3B) new client clinical engagement. Data should be submitted every 2 months. Entering this data allows immediate access

- to individual scores trended over time
- to benchmarking reports
- to reports based on common search criteria

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

If you have any questions regarding the measures or would like to request technical assistance in data collection or quality performance measurement, please email Annelise Herskowitz at axh18@health.state.ny.us.

Selected Slides from Dr. Agins' Presentation:



Adapted from the work of James Reason and Sir Liam Donaldson