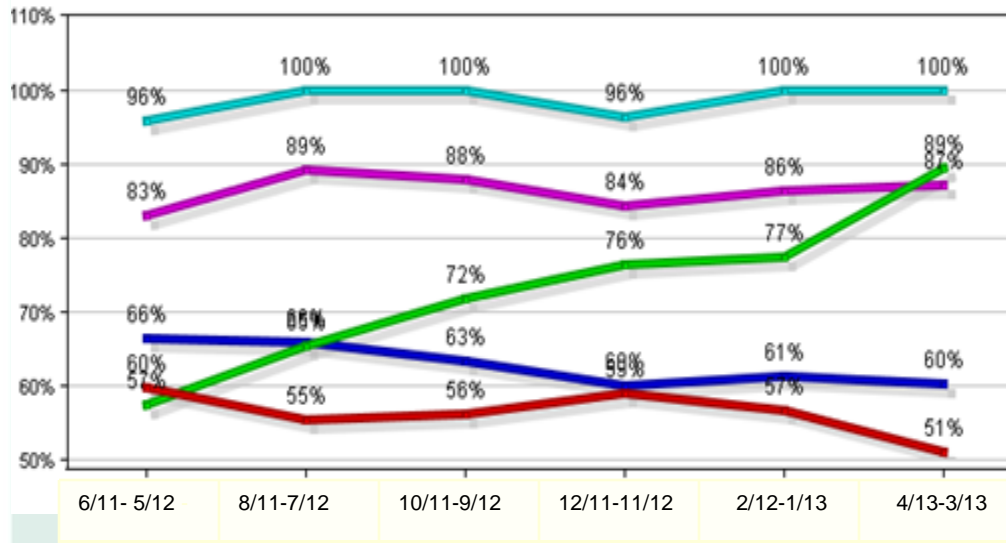


Patients Newly Enrolled in Medical Care – August 2012 through June 2013



| | | 6/11 – 5/12 | 8/11 – 7/12 | 10/11 – 9/12 | 12/11 – 11/12 | 2/12 – 1/13 | 4/12 – 3/13 |
|-------------------------|-----------------|-------------|-------------|--------------|---------------|-------------|-------------|
| National In+Care | %=mean | 60% | 55% | 56% | 59% | 57% | 51% |
| | n=patients | 7,687 | 8,335 | 8,476 | 8,014 | 5,857 | 5,619 |
| | p=organizations | 184 | 180 | 173 | 171 | 153 | 135 |
| ECMC | %=mean | 57% | 65% | 72% | 76% | 77% | 89% |
| | n=patients | 47 | 49 | 39 | 38 | 31 | 28 |
| | p=organizations | 1 | 1 | 1 | 1 | 1 | 1 |
| NYS | %=mean | 66% | 66% | 63% | 60% | 61% | 60% |
| | n=patients | 961 | 1,064 | 1,063 | 931 | 762 | 622 |
| | p=organizations | 15 | 14 | 14 | 13 | 12 | 11 |
| Top 10% | %=mean | 96% | 100% | 100% | 96% | 100% | 100% |
| | n=patients | 122 | 64 | 63 | 138 | 88 | 72 |
| | p=organizations | 19 | 18 | 18 | 18 | 16 | 14 |
| Top 25% | %=mean | 83% | 89% | 88% | 84% | 86% | 87% |
| | n=patients | 1,007 | 567 | 666 | 1,139 | 697 | 481 |
| | p=organizations | 46 | 45 | 44 | 43 | 39 | 34 |

Challenge

Intake and follow up process/protocol was uniform for all patients entering care.

After intake, patients worked with the case manager on call at time of visit or phone contact, with no protocol promoting consistency/continuity.

Patient reminders were done manually by phone and inconsistently completed due to staffing.

HIV+ patients newly enrolled with a medical provider with prescribing privileges who had a medical visit in each of the 4-month periods in the measurement year improved from **57%** in **August 2012** to **89%** in **June 2013**, entering the **top 25%** for **In+Care** and the **top 10%** for **New York Links** at same time national and state averages remained stagnant or decreased.

Intervention

Immediately identify any need for additional support and refer to WICY team for intensive multi-disciplinary management. (October 2012)

Devised system by which patients would immediately be linked with a consistent medical case manager, creating a treatment team with the medical provider. (August 2011)

Invested in automated system that allows patients to choose text or voice reminders and to confirm receipt of call. Reminders are made regardless of staffing. (August 2012)

