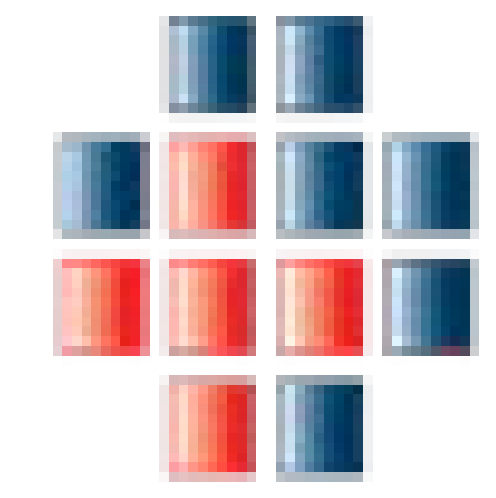




HSDA:
Brownsville
 Administrative Agency:
South Texas Development Council

2020 National Ryan White Conference on HIV Care & Treatment

Valley AIDS Council-DBA Westbrook Clinic
 Rio Grande Valley (Harlingen, McAllen & Brownsville), Texas
 Access and Continuity of Care Team



WESTBROOK CLINIC

Aim Statement

Increase viral load suppression rates from 83% to 88% in youth clients(13-24) by October 2020 by utilizing tele-case management at every medical visit.

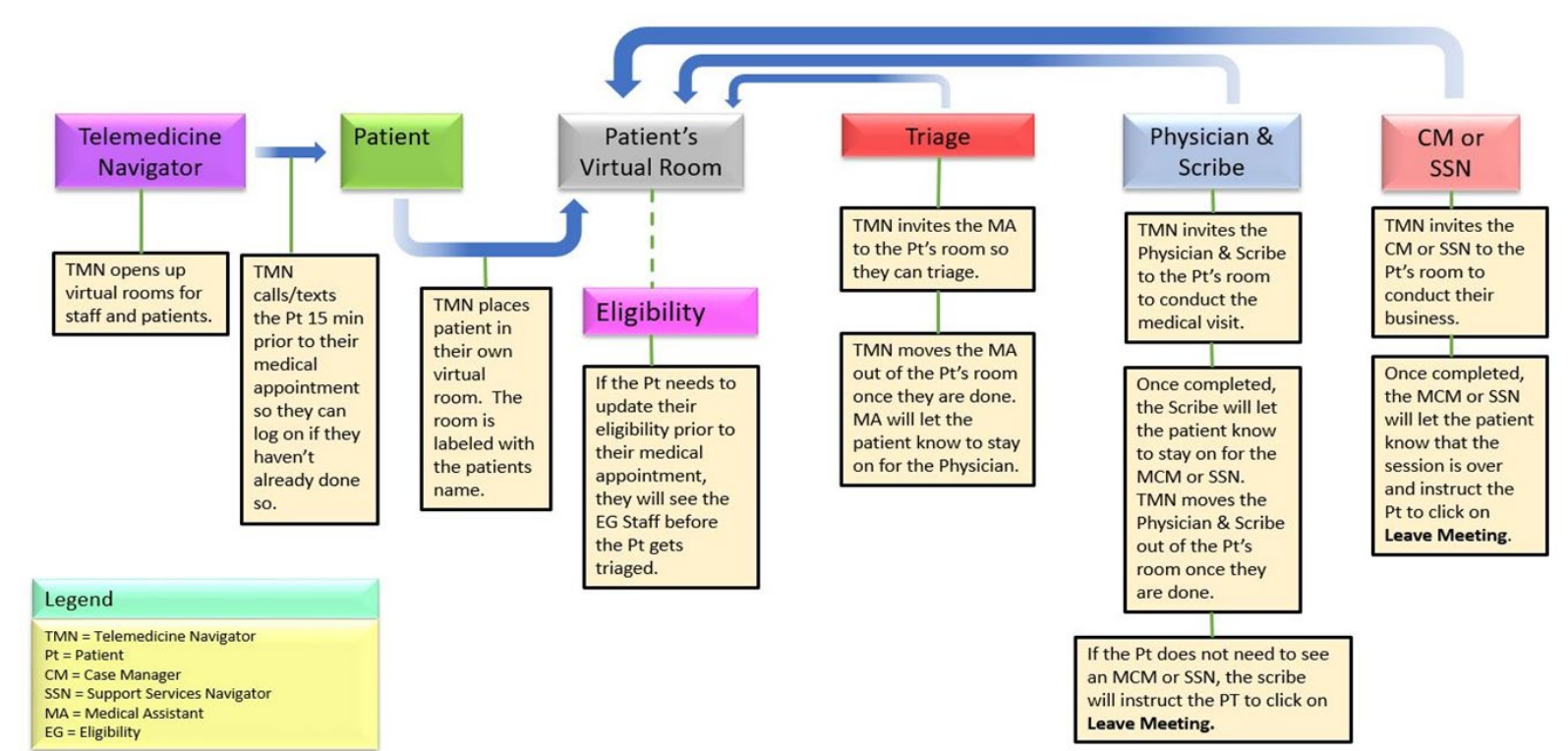
Change Ideas

- Utilize tele-case management to discuss strategies including adherence collaboration, determining acuity score, & referral follow
- Implement Rapid Start for ART to improve timely linkage and retention in youth clients.
- Schedule youth patients for tele-case management visit at their convenience
- Conduct youth groups using a virtual platform
- Youth clients seen by youth case manager until they are 27 to assist in transition

Problem Statement

- Youth clients (13-24) have lower viral suppression rates at WBC and often engage case management less than their older counterparts.
- One dedicated Youth Medical Case Manager primarily located in Hidalgo County.
 - Youth were seeing different case managers based on availability; not able to establish and maintain rapport to discuss areas of concern
 - Inefficient use of Youth Case Manager
 - Competing priorities for youth such as attending work and school

Collaborative Role



Tests of change

PDSA WORKSHEET

Agency Name: Valley AIDS Council Date: 10/15/2020

Goal: Case manager will implement tele case management with youth clients to contact medical case management.

Objective: Test Zoom as an option for connecting youth case manager services to youth clients.

PLAN

Identify the problem: Youth clients have lower viral suppression rates. Youth case manager will be able to provide case management services to youth clients. Youth case manager will be able to provide case management services to youth clients. Youth case manager will be able to provide case management services to youth clients.

What are you going to change? Implement Zoom as a telemedicine option.

What do you expect to happen? More youth clients will be able to access case management services.

DO

Test the changes.

What did you learn? More youth clients are using Zoom for case management services.

ACT

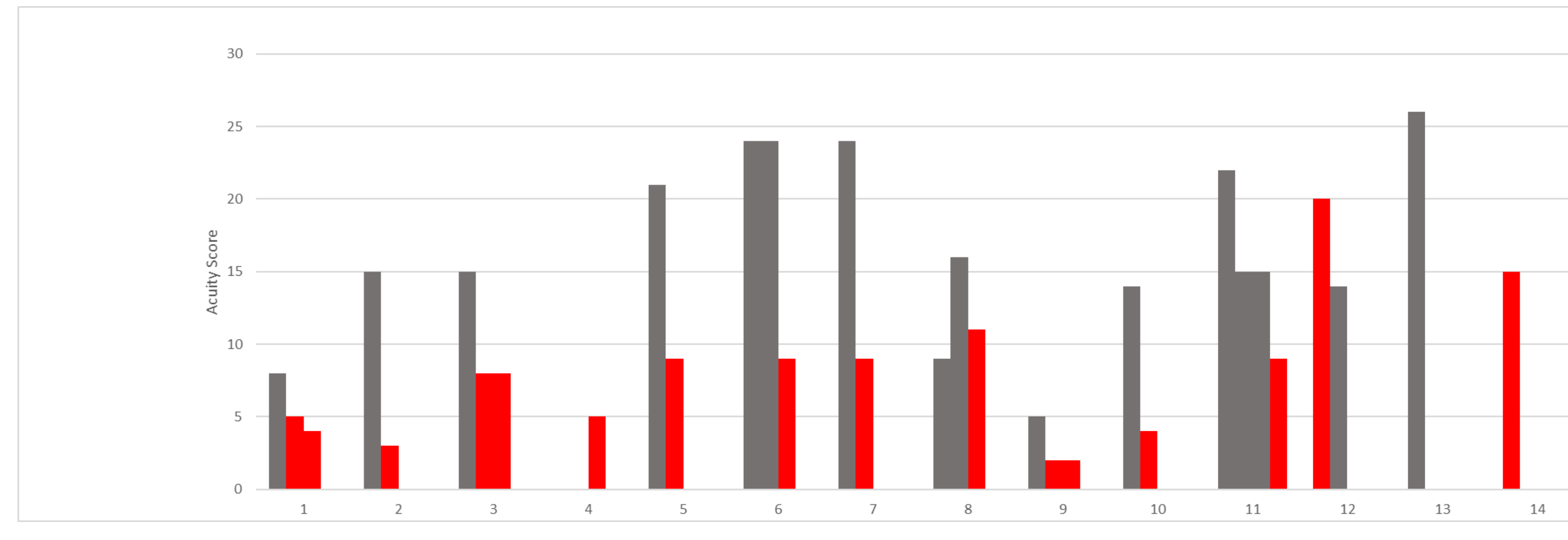
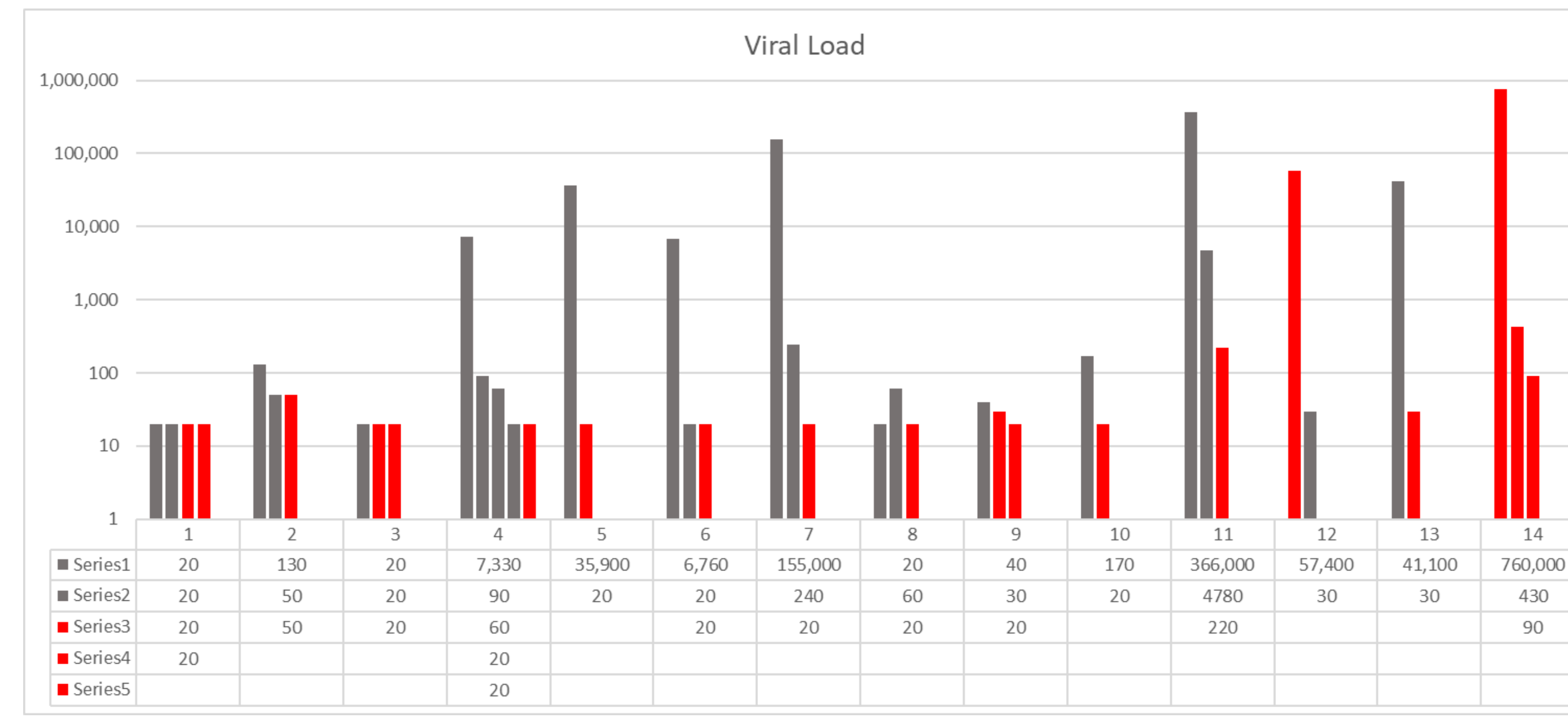
Decide to Adopt, Adapt, or Abandon.

Adopt: Implement the change and continue testing plan.

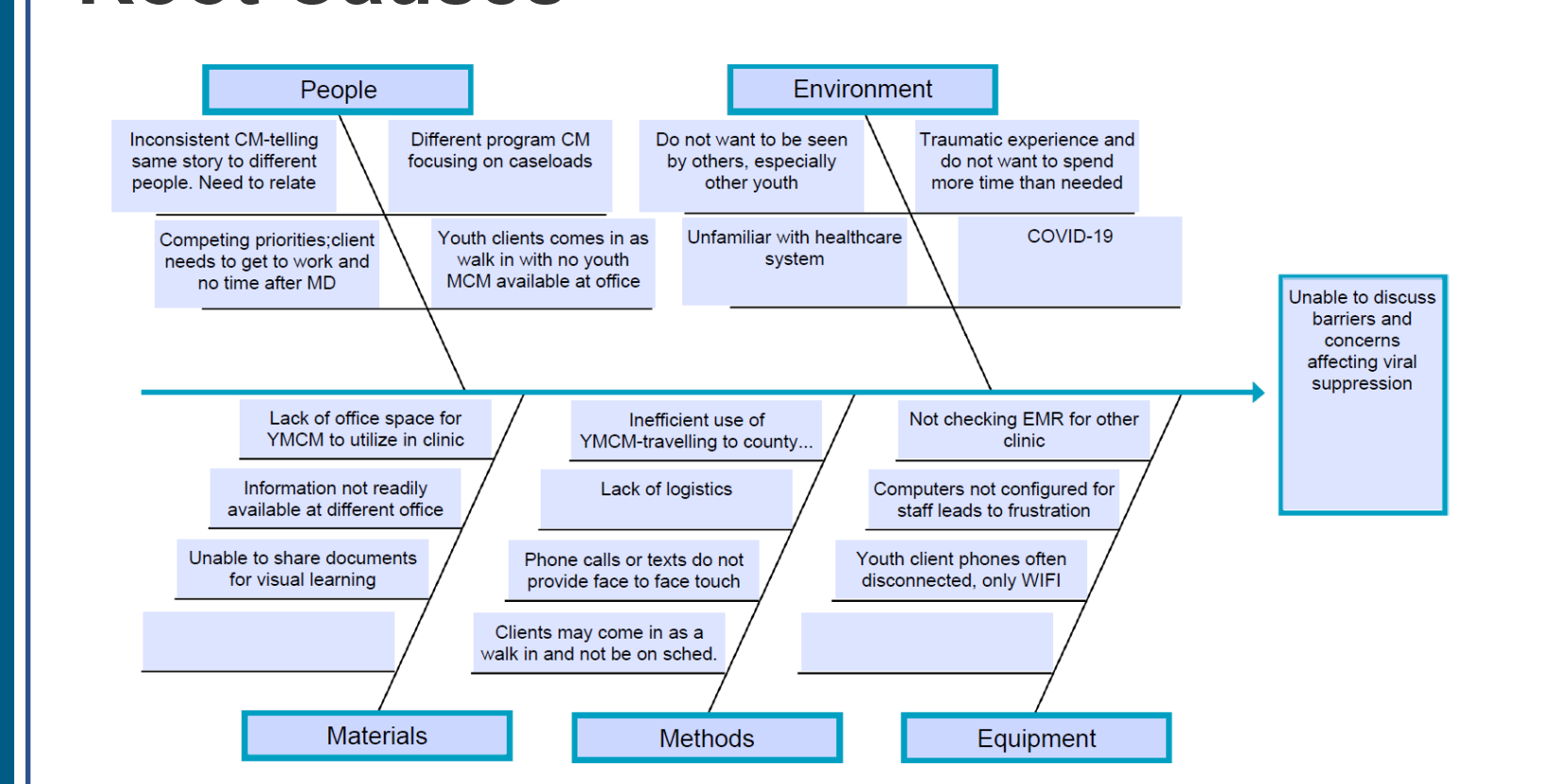
Adapt: Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.

Abandon: Discard this change idea and try a different one.

The Application of Tele-Case Management as a Modality to Achieve and Maintain Viral Suppression in Youth



Root Causes



Engagement of Staff and Consumers

- Youth Support Group for feedback on experiences
- Post tele-visit survey triggered upon completion of visit utilizing eClinicalWorks
- Observations completed during tele-cm visits in order to gather information on workflows and processes

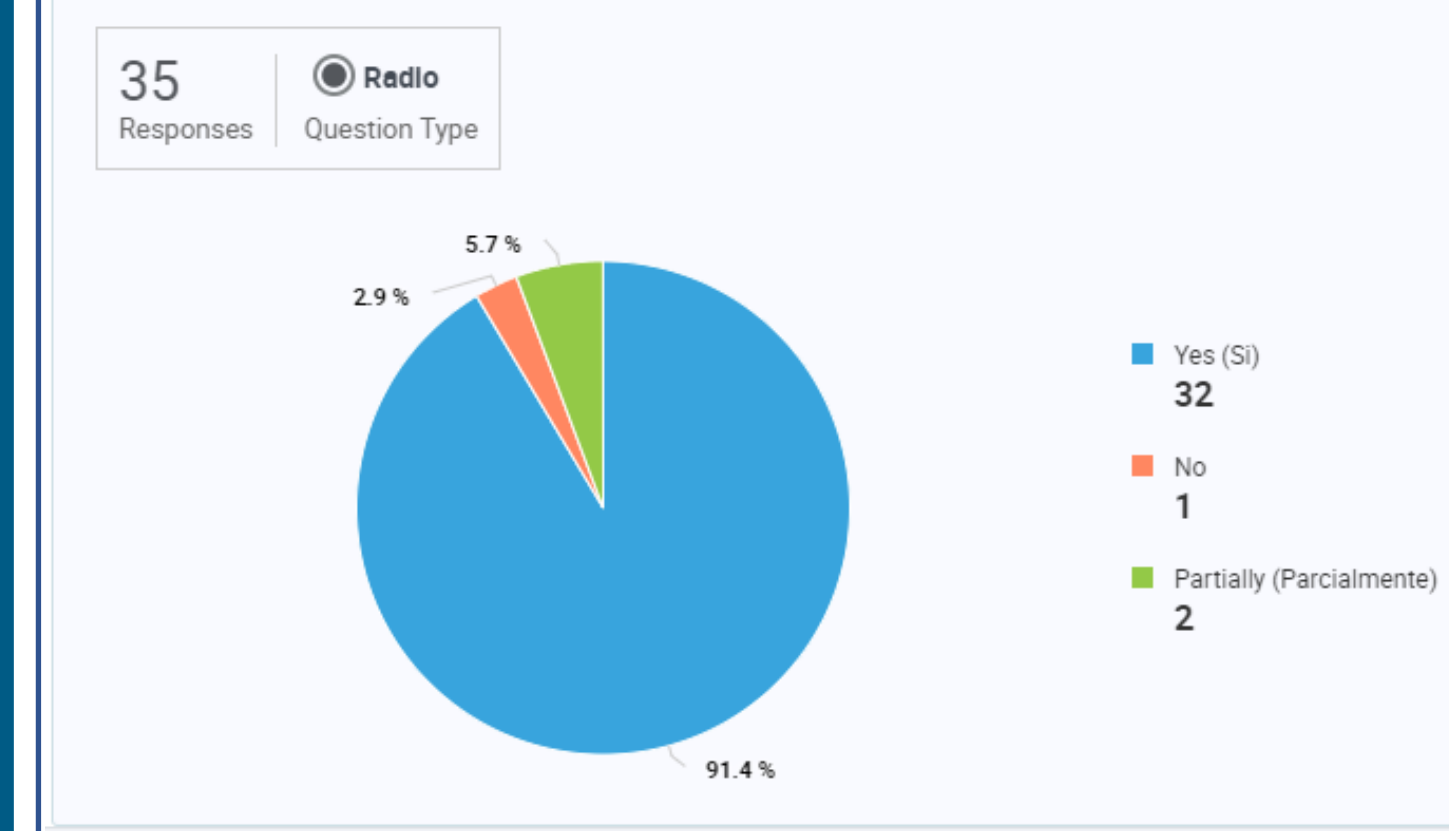
Lessons Learned

- Communication between medical staff and case management staff is key in ensuring there are no gaps in care while delivering tele-cm
- In order to scale up, we needed another mechanism within Zoom to allow multiple CMs to engage, breakout rooms.
- Some youth and clients in general have hesitation about tele-conferencing due to privacy, explain and meet the client where they are at
- The client is in charge, we just assist along their journey

In Person Meets Virtual

- Establish rapport
- Provide orientation
- Case managers monitor different provider Zoom IDs
- Share documents and assist with health literacy
- Discuss adherence and collaborate
- Communicate via text after Zoom visits

I felt that case managers addressed my needs to reach or stay undetectable (Senti que el trabajador de caso atendio mis necesidades para alcanzar o permanecer indetectable)



This data doesn't necessarily reflect only youth but different age groups who accessed telehealth with their case manager.

Spread: COVID-19 accelerated our entry into full tele-case management. Once we implemented telemedicine, a full immersion training was conducted in order to identify bottlenecks in tele-medicine delivery.

Sustainability: Initially, we were wanting to implement tele-case management for youth but have spread this to other individuals, including for PrEP care, counseling, gender affirming care. We are currently gathering patient satisfaction survey data.

Valley AIDS Council-DBA Westbrook Clinic
 Rio Grande Valley, Texas