

Identifying Linkage to Care Strategies from Organizational Care Cascade Data at SUNY Downstate Medical Center

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Disclosures

Dr. Jameela J. Yusuff has no financial interest to disclose.

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Commercial Support was not received for this activity.

Learning Objectives

At the conclusion of this activity, the participant will be able to:

- 1-Understand how to construct Care Cascade
- 2-Develop linkage to care strategies
- 3-Compare Cascade results between years

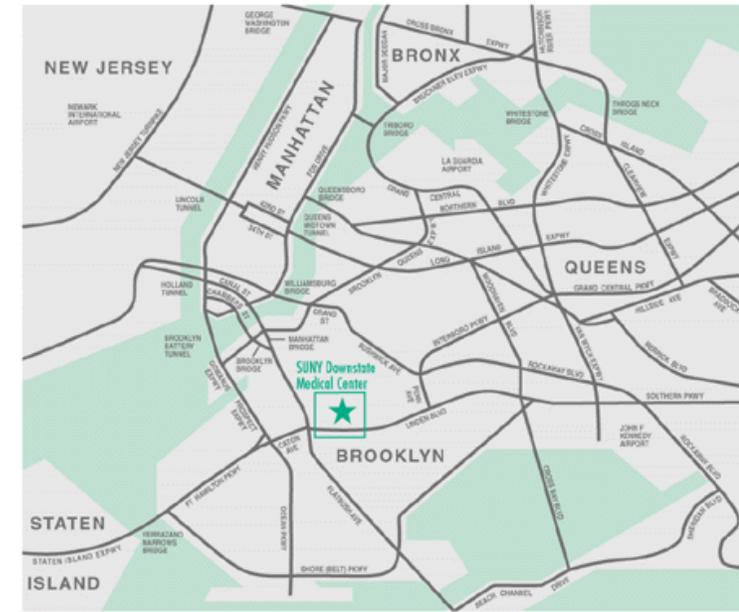
HIV Clinics Overview

STAR HEALTH CENTER (Part C)

- 1300 patients
- PCMH Level 3
- HIV Primary care and prevention
- HCV/fibrosan
- Re-entry population
- Opioid treatment
- LGBTQ care, HRA services
- MH/Psychiatric care
- Women's Health and prenatal
- AETC site

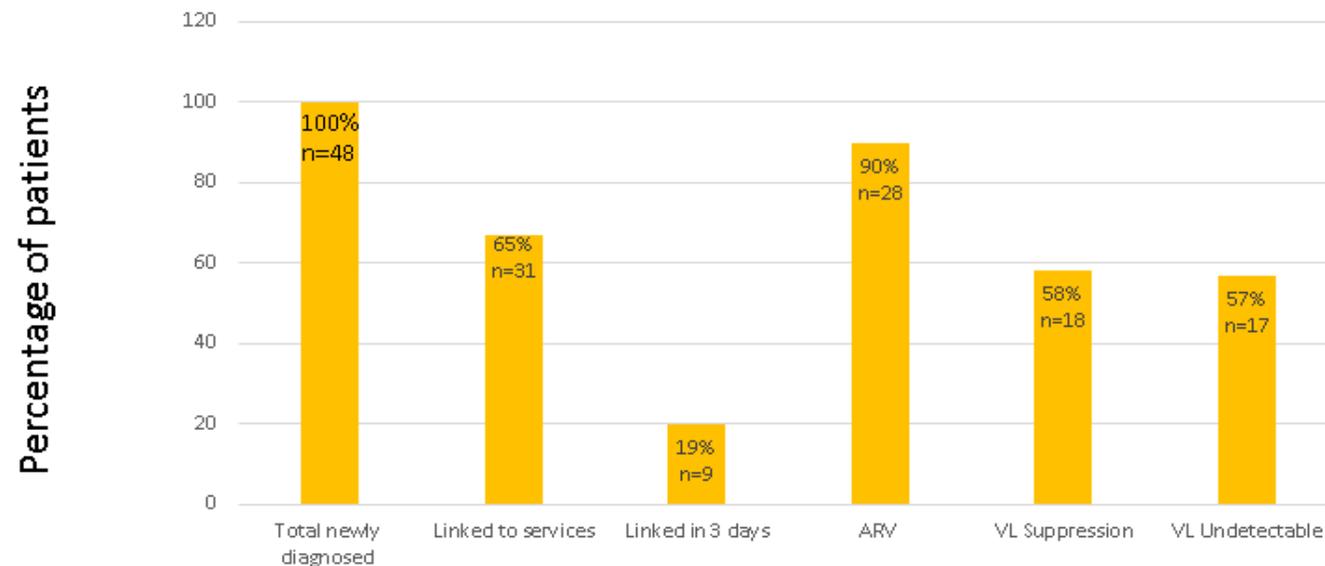
HEAT (Part D)

- 130 patients
- HIV
- PrEP-PEP
- Mental Health services
- LGBTQ care
- Outreach





HIV Care Cascade for Newly Diagnosed Patient 2016



LEGEND:

Total Newly Dx: Total number of patients newly diagnosed in 2016

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VL Undetectable: Total number of newly diagnosed patients on ARV with VL<20

Data Source: EMR, Healthbridge, Office Practicum, Cerner and T-System

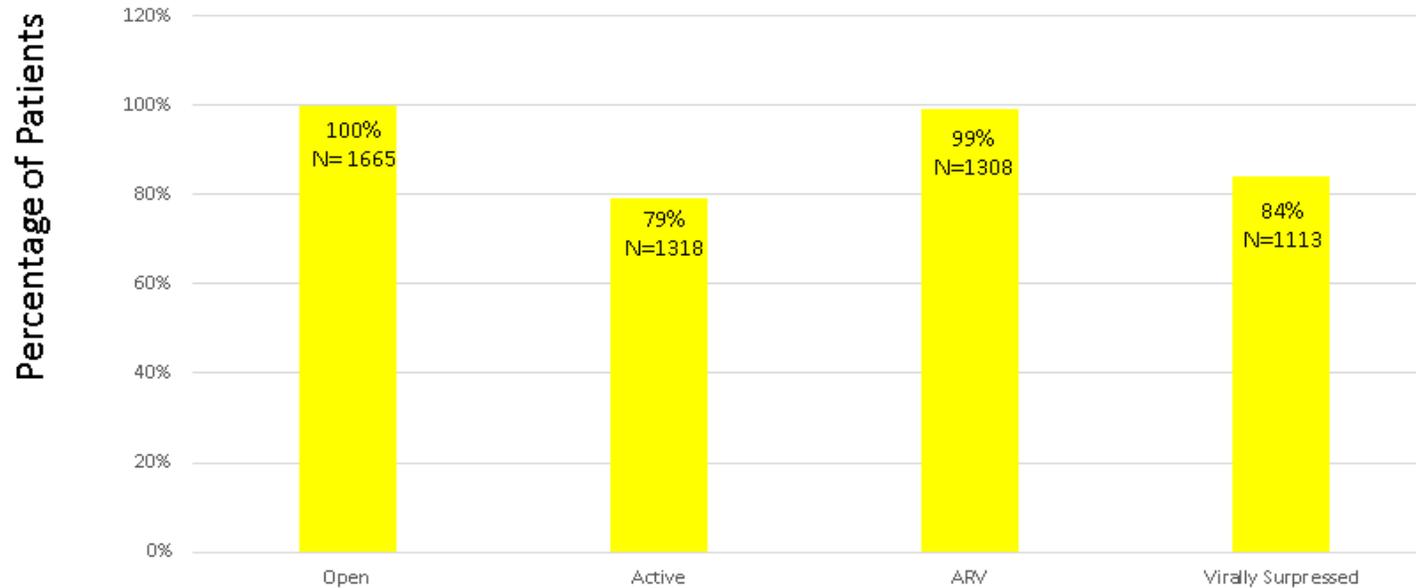


HIV Care Cascade for Established Patient 2016



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LEGEND:

Open: Total number of HIV patients seeking care in 2016

Active: Total number of HIV patients enrolled in the Adult and Pediatric HIV clinic

ARV: Total number of established patients on ARV

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HIV Care Cascade Implementation Plan

- Improve Linkage
 - STAR Connect Phone
 - Utilize Application to Provide Lab Alerts for new positives
- Improve Same Day Linkage
 - Inform Hospital of Same Day Appointment
- Reducing Open Cases
 - Capturing outside HIV provider

STAR CONNECT

STAR
PROGRAM

SPECIAL
TREATMENT
AND
RESEARCH

**Call, text or Tiger Text:
347-831-4244**

For Tiger text look for: Hector Ojeda-Martinez



Contact us if:

1. STAR patient is admitted to your service
2. New HIV diagnosis
3. HIV patient not linked to care
4. STAR patient about to be discharged



Improving Linkage: STAR Connect Goal

- Provide smooth transition of care from the outpatient setting to inpatient back to outpatient
- Decrease medication errors/lapses in ART
- Link newly diagnosed patients into care
 - Meet and greet arranged during inpatient stay
- Link existing HIV patients who are not engaged in care

Improving Linkage: STAR Connect Process

- MD Champion (former Hospitalist)—Dr. Ojeda Martinez
- Inservice Hospitalists about the goal and process
- Inservice residents
- Flyers placed in House Staff team room
- Flyers placed in Hospitalist work room

Improving Linkage: STAR Connect Findings

- Preferred method of contact:
 - TIGER TEXT (HIPAA Compliant text messaging)
- 25 separate patient communications –split between newly diagnosed and re-engaging
- 3 medication errors identified
- 7 linked to clinic, rest were in care elsewhere or opted to f/u elsewhere

JAMEELA YUSUFF
03/06/2018
SUNY

Time Zone:
US/Eastern

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Bed Trace

Dashboard

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Devices - Patient
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Quick Guides

new

layout

ALERT REVIEW

View: HIV Patients (S MOY) **

View Manager

Hide Criteria

This View: Save As Preview

Time Range Selection

Last x ...

Last 14 Days

Alert Selection

Alert Groups / Alerts

- ADT (8)
- Cardiac enzymes (4)
- Chemistries (12)
- Coagulation (15)
- Drug Levels (53)
- EZ Alerts (61)
- Electrolytes (12)
- Endocrinology (4)
- Flag & Isolation Alerts (61)
- Hematology (13)
- Hepatology (10)
- Infection Related Death (2)
- Notifiable Diseases (93)
 - Notifiable Disease: AIDS
 - Notifiable Disease: Acid Fast Bacilli
 - Notifiable Disease: Amebiasis
 - Notifiable Disease: Anthrax
 - Notifiable Disease: Babesiosis
 - Notifiable Disease: Blastomycosis
 - Notifiable Disease: Botulism
 - Notifiable Disease: Brucellosis

Patient Selection

Institution:

SUNY

Roster:

Patient Location:

Current Patient:

Specified Patient:

All Patients

All Patients

Defined Populations

Documentation Status

- Undocumented
- Documented by Me
- Documented by Someone

Alert Status

- Active
- Retracted

Suppress Status

- Not Suppressed
- Suppressed

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ALERT REVIEW

View: HIV Patients (S MOY) ** [View Manager](#)

Show Criteria

49 Alerts Found

Last 90 Days
All Patients
Alert Institution: SUNY
Alert Status: Active
Intervention Status: Undocumented, Not Dismissed by Me, Not suppressed
Sorted by: Alert Name

Print Report

MRN: 01174698

Alert Time	Alert																										
12/06/2017 13:41	<p>Notifiable Disease: HIV Admit Diagnosis: SYNCOPE,LYMPHOMA</p> <p>Patient demographics</p> <p>A positive result for HIV AB confirmatory test suggests that HIV may be present.</p> <table border="1"> <thead> <tr> <th>Order/Culture</th> <th>Result</th> <th>Source</th> <th>Collected</th> <th>Result Status (Date/Time)</th> <th>Specimen #</th> <th>Ordering Provider</th> </tr> </thead> <tbody> <tr> <td>HIV antibody confirmatory test</td> <td>HIV AB confirmatory test = HIV-1 Positive (HIV negative)</td> <td>BLOOD</td> <td>12/06/2017 05:53</td> <td>F (12/06/2017 13:41)</td> <td>2017340000586</td> <td>James-Goulbourne,Tracian,</td> </tr> </tbody> </table> <p>Active Antiviral Orders:</p> <table border="1"> <thead> <tr> <th>Drug</th> <th>Dose</th> <th>Start</th> <th>End</th> <th>Status</th> <th>Pat Class</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="text-align: center;">None found.</td> </tr> </tbody> </table> <p> Lab Review Microbiology Review Bed Trace Medications Patient Flags Demographics </p>	Order/Culture	Result	Source	Collected	Result Status (Date/Time)	Specimen #	Ordering Provider	HIV antibody confirmatory test	HIV AB confirmatory test = HIV-1 Positive (HIV negative)	BLOOD	12/06/2017 05:53	F (12/06/2017 13:41)	2017340000586	James-Goulbourne,Tracian,	Drug	Dose	Start	End	Status	Pat Class	None found.					
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Drug	Dose	Start	End	Status	Pat Class																						
None found.																											

ACTIVE

MRN: 00319396

Alert Time	Alert							
12/08/2017 12:06	<p>Notifiable Disease: HIV Admit Diagnosis: N/A</p> <p>Patient demographics</p> <p>A positive result for HIV AB confirmatory test suggests that HIV may be present.</p> <table border="1"> <thead> <tr> <th>Order/Culture</th> <th>Result</th> <th>Source</th> <th>Collected</th> <th>Result Status (Date/Time)</th> <th>Specimen #</th> <th>Ordering Provider</th> </tr> </thead> <tbody> </tbody> </table>	Order/Culture	Result	Source	Collected	Result Status (Date/Time)	Specimen #	Ordering Provider
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ACTIVE

Informing Hospital of Same-Day Appointment Availability

- PCMH status
- STAR Health Center—Staff meeting
- Meet-Greets with key departments—
 - Internal medicine clinics, family practice, ER, Hospitalists
- Ambulatory Care Quality Meeting
- Attendings—ID lectures to housestaff
- Clinic brochures/other clinic giveaways (pen/gum/sanitizers, etc)

Structured Notes Entry - TEST , Advancedirective4 - General Adult Ambulatory (OPD)

CREATE Preview Date of Service : 08 - 16 - 2017 Time : 16 : 47

Sections

- HPI
- ADVANCE DIRECTIVE
- PROBLEM LIST
- SIGNIFICANT EVENTS
- PFSH
- SELF MANAGEMENT
- ALLERGIES
- OUTPATIENT MEDS
- ROS
- PHYSICAL EXAM
- HEALTH MANAGER
- SCREENING
 - Heart Disease/Cholesterol
 - TB Risk Assessment
 - STD/HIV Risk Assessment**
 - Immunizations
- BODY IMAGES
- LABORATORY RESULTS
- OTHER RESULTS
- DX, ORDERS, RX

Copy Forward Refer to Note Preview Modify Template Acronym Expansion

Have you ever had an HIV test? yes... no

When?

Was it positive or negative? Positive... Negative

Are you connected to services? yes... no

When?

Where?

Are you sexually active with and HIV+ person? yes no unknown

Any History of Post-Exposure Prophylaxis (PEP)? yes no unknown

STD/HIV Risk Assessment Comments

Is the patient a good candidate for being offered Pre-Exposure Prophylaxis (PrEP)? yes... no

PrEP Screening At risk accepted At risk refused Other

Referred to HEAT STAR

We offer HIV testing to yes no, patient declined HIV testing.

Retrieve Last Charted...
Insert Default Values
Clear Unsaved Data

Need Help? Mark Note As: Results pending Priority Incomplete E&M Calculation Charge Capture SuperBill Save Cancel

Improving Open Case EMR Optimization

- ▶ PHYSICAL EXAM
- ▶ HEALTH MANAGER
- ▼ **SCREENING**
 - Heart Disease/Cholesterol Ris
 - TB Risk Assessment
 - STD/HIV Risk Assessment**
 - Immunizations
- ▶ BODY IMAGES
- ▶ LABORATORY RESULTS
- ▶ OTHER RESULTS
- ▶ DX, ORDERS, RX

The screenshot displays the Sunrise Clinical Manager interface. On the left, a navigation menu is visible with 'STD/HIV Risk Assessment' highlighted. The main form contains the following fields and options:

- HIV test? When? [Text Input]
- Was it positive or negative? Positive... Negative
- Are you connected to services? yes... no
- Referred to: HEAT STAR

An 'SCM Notice' dialog box is overlaid on the right side of the screen. It features a green information icon and contains the following text:

SCM Notice

Please call 917-757-0107 to refer clients 25 years and up to the STAR Program for HIV care and treatment, transgender services, and sexual health assessment.

OK

Alert Detail - TEST ; Advancedirectives9 - Save Structured Note

Alert Summary

Ack...	Vie...	Doc...	Alert	Priori...	Type	Comment	Scope
✓	✓		Orders Entered from Document	LOW	WARNING		Chart

Alert: Orders Entered from Document

Message: The following Orders will be created
Referral - HIV Clinic STAR

[Expand](#)

Acknowledgement Comment:

Acknowledge when seen
 Acknowledge all on Proceed

Alert 1 of 1

To continue with the Save Structured Note unchanged click Proceed.

To return to the Save Structured Note and discard alerts click Go Back.

Progress Report of QI Interventions 2017

Intervention

Challenge

Modification

Outcome

STAR Connect
Phone

Reception Poor
Awareness?

Text Only
Increase
Awareness

Implemented
Exploring other
text carriers

EMR
Modification
Outpatient

Time consuming
to
implement

Nothing

Finally
Implemented
By 12/2017

EMR Alerts

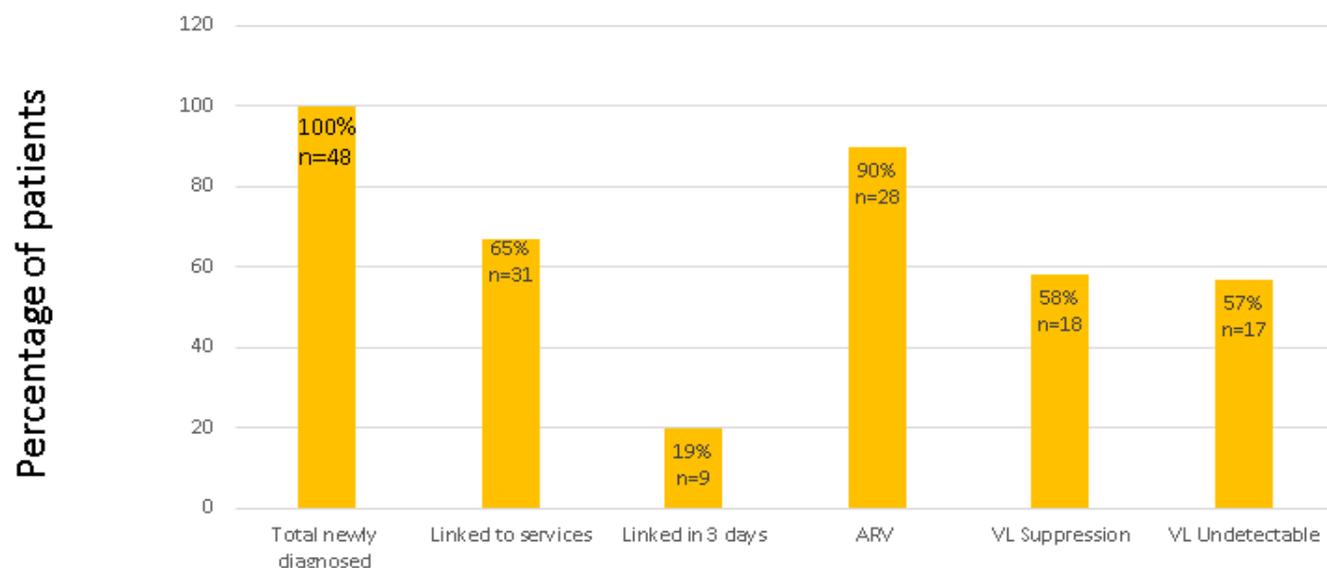
Too much for
email
MD logs in weekly

MD log in
regularly

Successful but
needs
Tracking!



HIV Care Cascade for Newly Diagnosed Patient 2016



LEGEND:

Total Newly Dx: Total number of patients newly diagnosed in 2016

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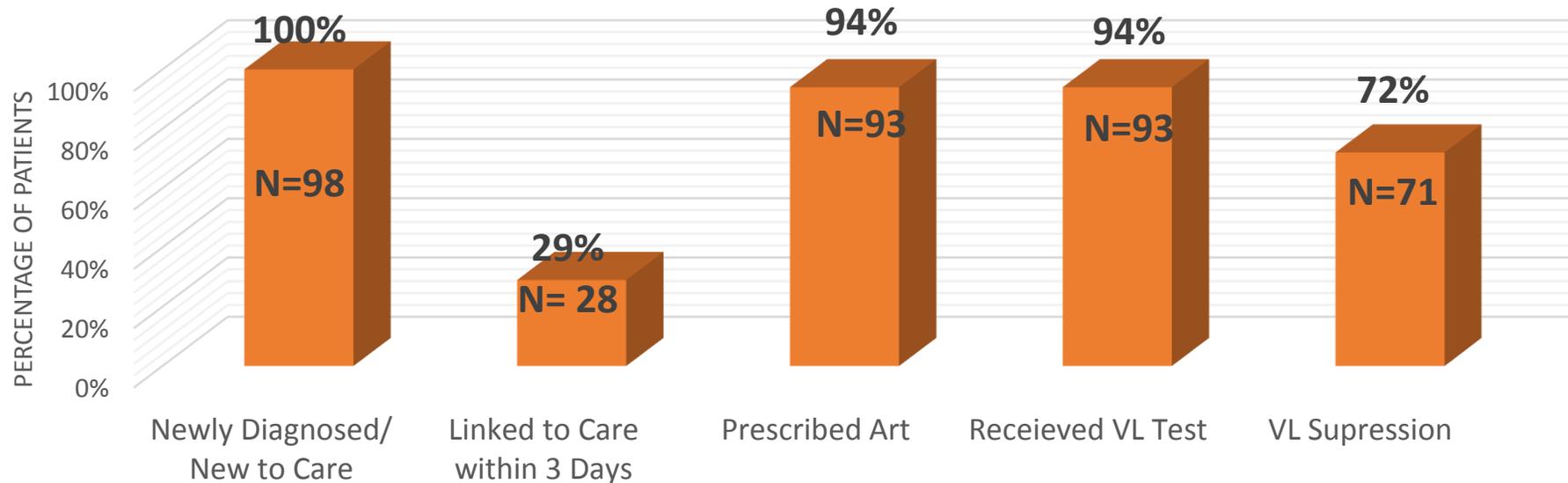


HIV Care Cascade of Newly Diagnosed Patient 2017



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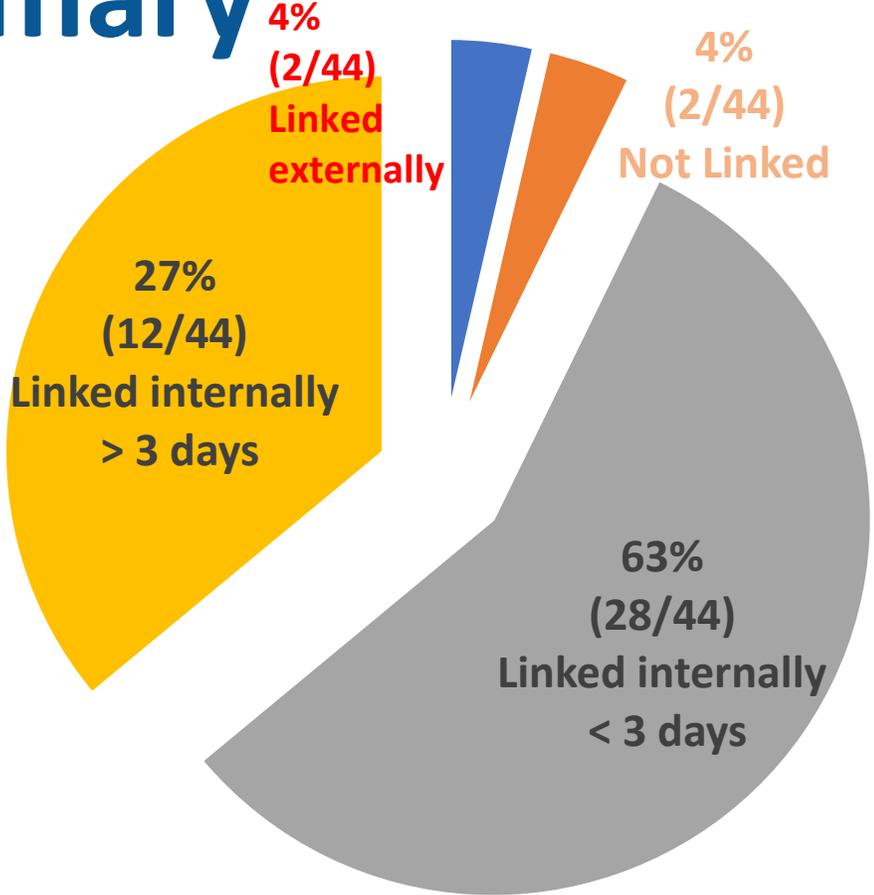
Prescribed ART: Total number of newly diagnosed Patients prescribed ART.

Received Viral Load Test: Percentage of active patients with a documented viral load test in 2017

Data Source: EMR, Healthbridge, Office Practicum, Cerner and T-System

Response Category

Linkage Summary



OPEN: # of PLWH, diagnosed before measurement year, with any visit in 2017, except those who receive care elsewhere, incarcerated or deceased

ACTIVE: # of open patients who received HIV primary care services at the organization in 2017

PRESCRIBED ART: Percentage of active patients who were prescribed ART in 2017

RECEIVED Viral LOAD TEST: Percentage of active patients with a documented viral load test in 2017

VIRALLY SUPPRESSED: Percentage of active patients who had < 20 copies/ml at viral load test of 2017

Data Source: EMR, Healthbridge, Office Practicum, Cerner and T-System

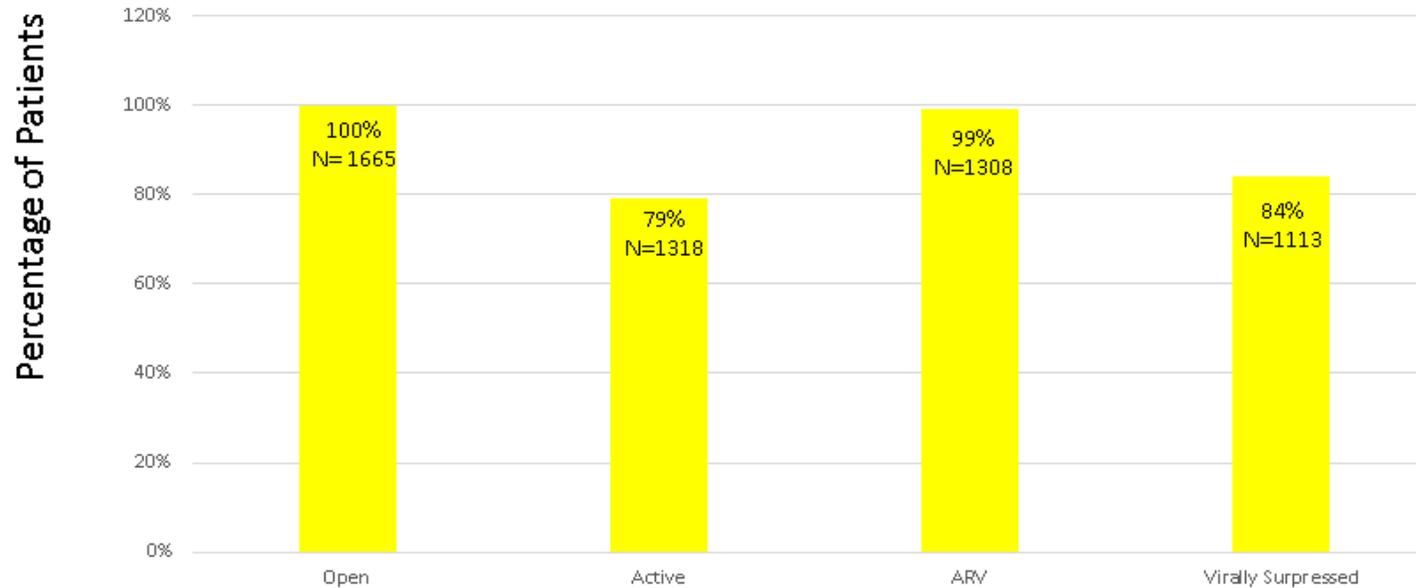
■ Linked externally ■ Not linked ■ Linked < 3 days ■ Linked internally > 3 days

HIV Care Cascade for Established Patient 2016



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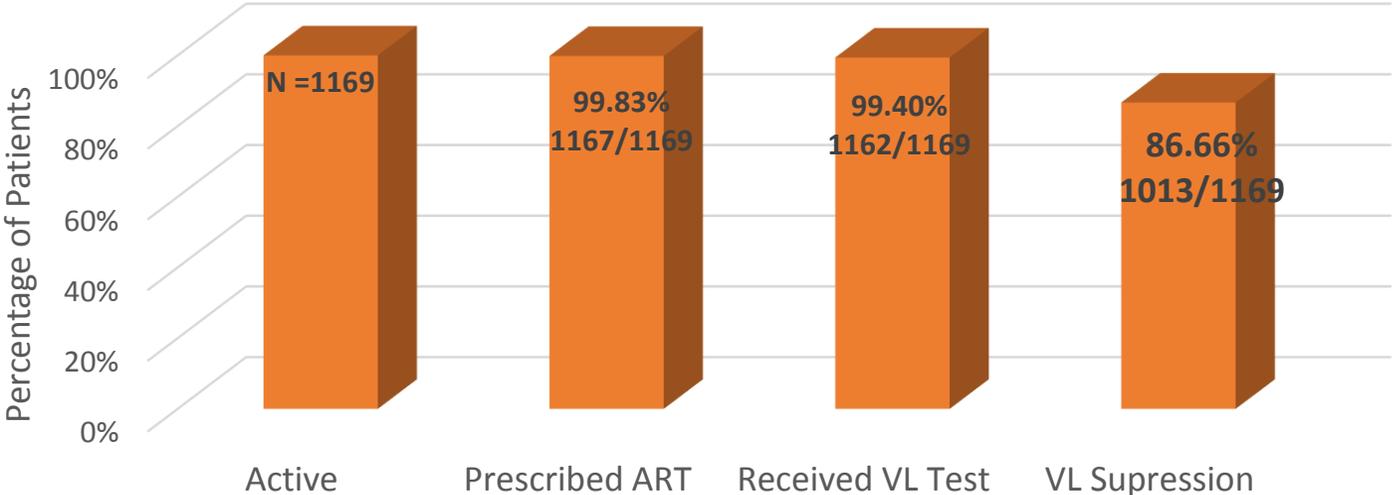
HIV Treatment Cascade Active 2017



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HIV Treatment Cascade, Active Patients 2017



ACTIVE: # of open patients who received HIV primary Care services at the organization in 2017

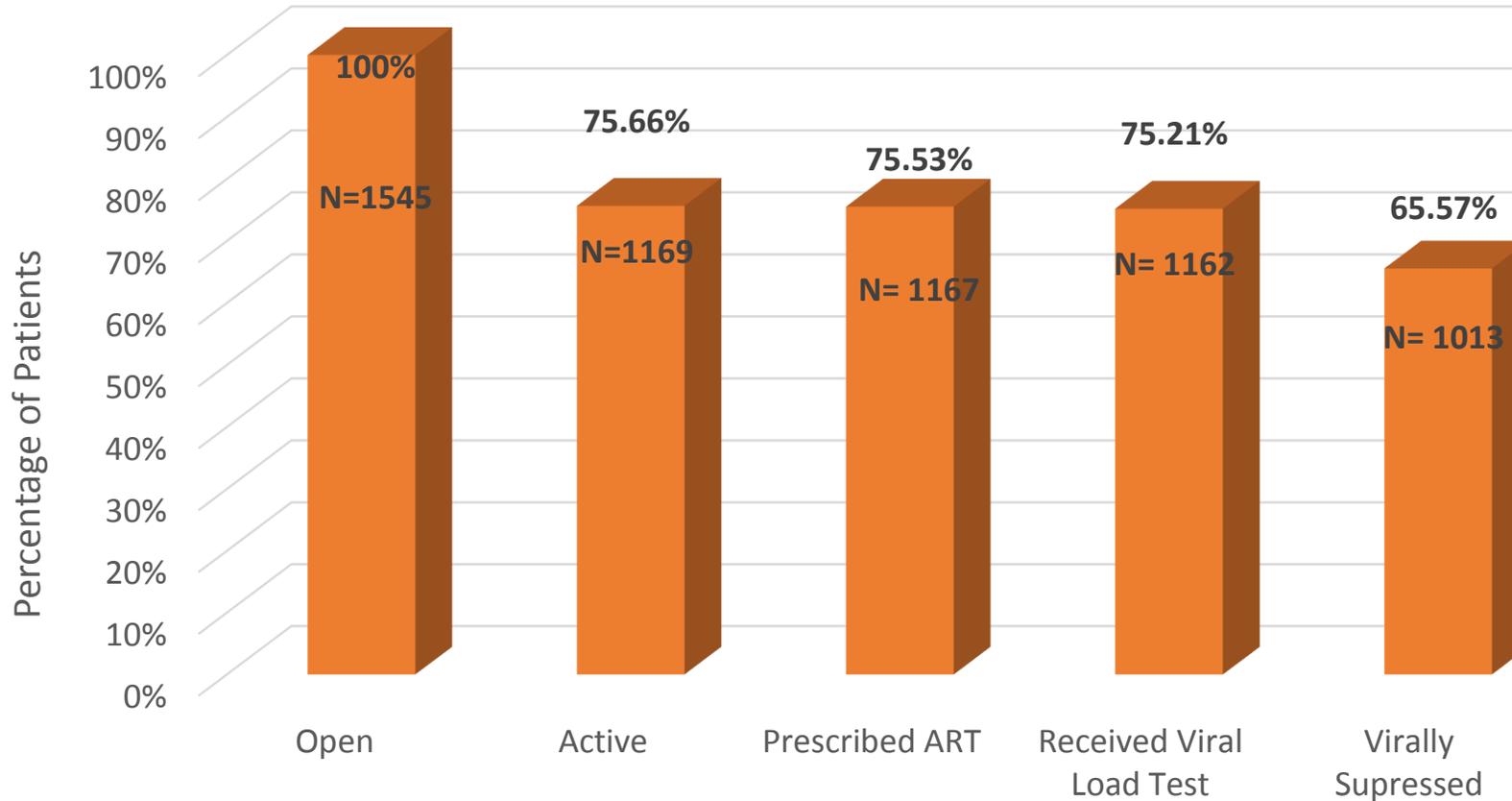
Prescribed ART: Percentage of active patients who were prescribed ART in 2017

RECEIVED VIRAL LOAD TEST: Percentage of active patients with a documented viral load test in 2017

VIRALLY SUPRESSED: Percentage of active patients who had < 20 copies/ ml at viral load test of 2017

Data Source: EMR, Healthbridge, Office Practicum, Cerner and T-System

HIV Treatment Cascade, Open Caseload 2017



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Service Delivery Points	Number of Non- Active Patients who receive Services During CY 2017
Emergency Department	160
Outpatient Visit/ Ambulatory Care *	99
Nursing Station/ Inpatient	56
Midwood Clinic (Ophthalmology)	17
Bayridge Clinic (Ambulatory Surgery)	16
Gynecology/ Obstetrician	13
Suite J / Transitional Care	9
Specialty Care (Dialysis, Surgery, Employee Health)	6

Next Steps: QI Plan for 2018 based on 2017 Data

Linkage

- STAR Connect
- EMR alerts
- *Open slots for walk-ins for discharged pts*
- *Peer meet/greet*
- HIV track MD/PA meet/greet

VL Suppression

- Quarterly Viral Load report (RF, all VL, MD, Age, Sex)
- Clinical Pharmacist
- MCM enrollment
- *Assessment of younger demographic**

Open Cascade

- Structured field for ER for PCP
- Structured field for inpatient
- Outreach within our institution, particularly
 - Ophthalm
 - OB/GYN
 - Surgery specialty



Thank you!



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