Building the Plane as We Fly: Our Journey to Providing HIV Care within Our Existing Integrated Care Model

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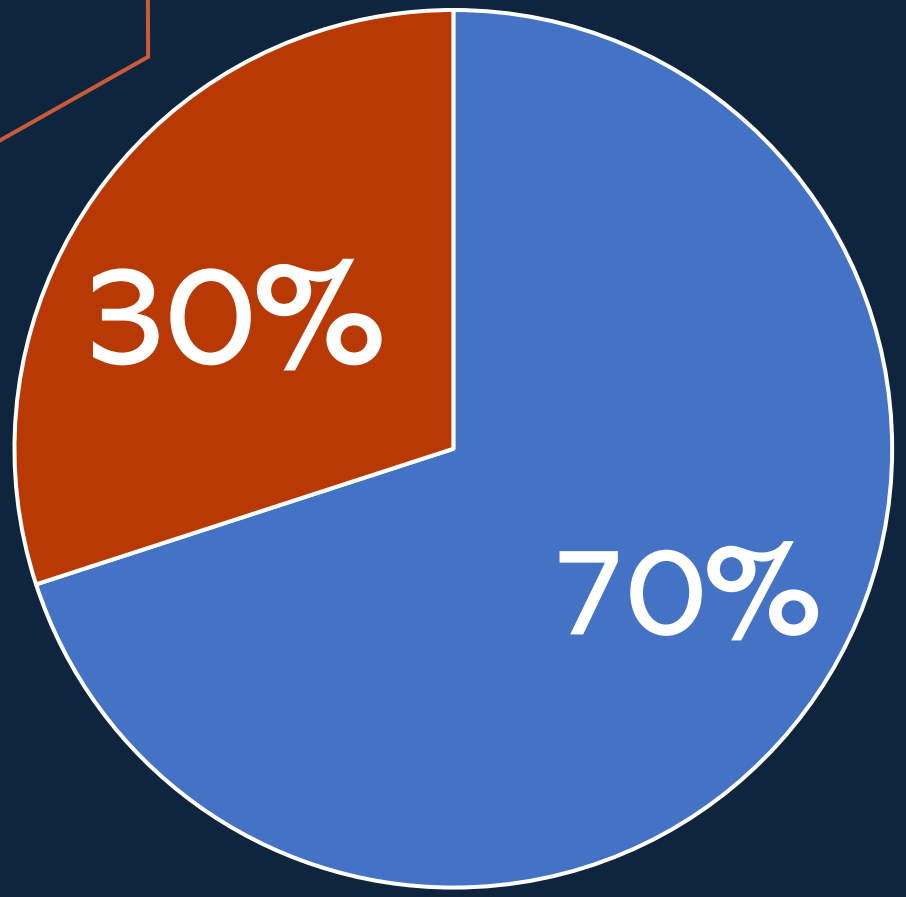
Agenda

Our Clinical Model

- Integrated care
- Behaviorist on PC team
- Consulting psychiatrist on PC team
- Shared patient panel & population health goals
- Shared support staff, physical space, & clinical flow
- BH access at the point of care
- PC team-based co-management & care coordination
- Shared documentation, communication, & treatment planning



Origin Story

Fertile Ground

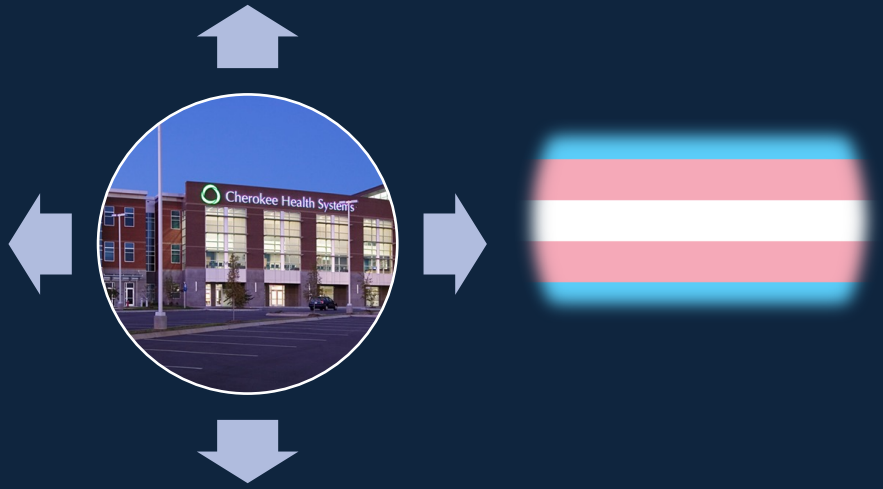
Hiring Practices

Hub & Spokes

Patient & Community Need

Training

Origin Story



Origin Story

Fifth Avenue

Patient Population

Individuals experiencing homelessness

IVDU

STIs

Origin Story

Patient Population

Individuals experiencing homelessness

IVDU

STIs

Mobile Clinic

Origin Story

Infectious Disease Clinic

Patient Population

MAT

Hep C

Origin Story

Gender Affirming Hormone Treatment

Patient Population

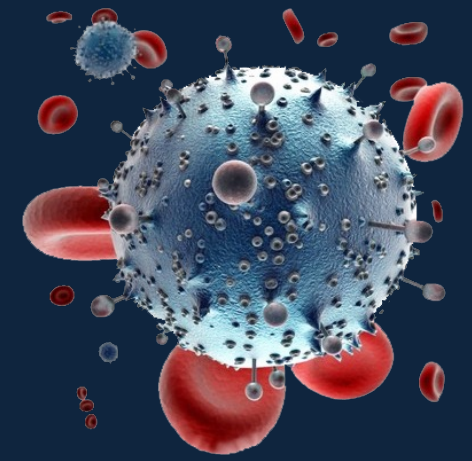
Planned Parenthood

Primary Care

Infectious Disease Clinic

Access

- Health departments
- Patient word of mouth
  Hospitals (OB/GYN)
- Internal referral



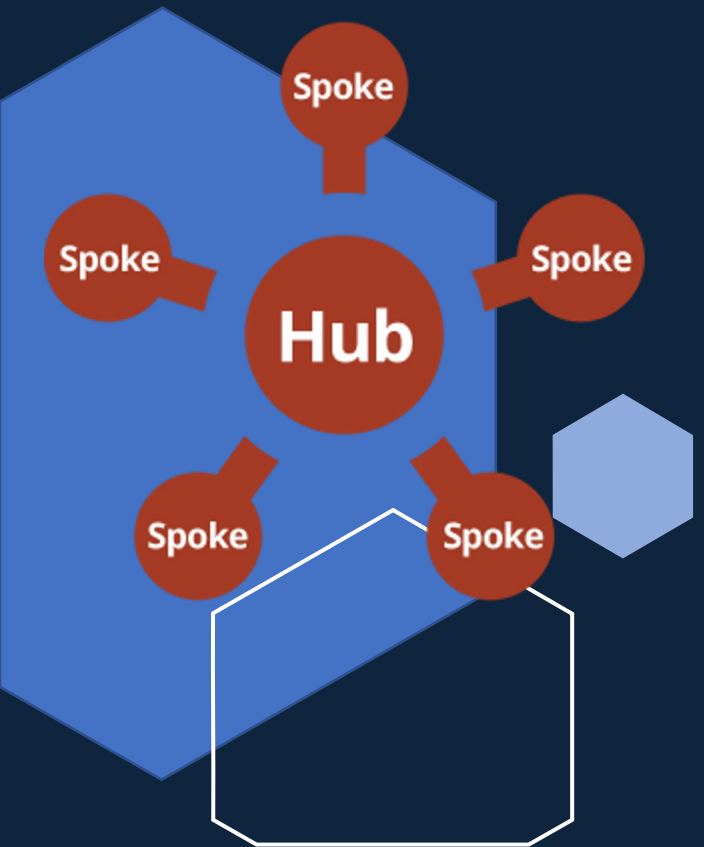
Challenges

- Streamlined access
- Community awareness
- No-show rates
- Bottleneck scheduling

Lessons Learned

- Social media
- Patient information
- Routine assessment of sexual history and substance use history

Infectious Disease in Primary Care



Access

- PCP management
- Any open door—BHC, PCP, CHC

Challenges

- Provider knowledge
- Lack of streamlined workflow
- Time constraints
- Providers' lack of comfort in discussing sexual and substance use history

Lessons Learned

- Importance of external consultants
- Repository of knowledge
- Learning opportunities
- Experts with open doors
- Provider note templates

GAHT

Access

- Online scheduling
- Same day access
- Prioritized access
- Absorbing Planned Parenthood patients

Challenges

- Providers' comfort with assessing gender dysphoria
- Providers' discomfort prescribing hormones
- Inappropriate language

Lessons Learned

- Open door support
- Educate the entire team
- Provide language examples
- Develop protocols
- Create streamlined access to affirming providers

Open Discussion

Q&A

Thank you

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