

Open Door Family Medical Centers *2017 Organizational HIV Treatment Cascades*

Quality Advisory Committee 6/14/18

Version of 5/30/18 FINAL

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Outline

- Overview of Open Door
- General Methodology
- Results to review today:
 - Active caseload cascade
 - Newly diagnosed & new-to-care caseload cascade
 - Non-active/open patients caseload cascade
- Analysis & Improvement Plan



OVERVIEW OF OPEN DOOR



Open Door Overview

- Established in 1972 in a Church Basement
- FQHC, National Committee for Quality Assurance (NCQA) patient-centered medical home, Joint Commission Ambulatory Care Accreditation
- 57,000 individuals served each year
- Locations
 - 5 in Westchester County
 - 1 in Putnam County
 - 7 SBHC locations (in 2 districts)
 - 2 mobile dental vans (1 for general population and 1 for SBHC)
- Services
 - Medical
 - Dental
 - Behavioral Health, including psychiatry
 - Wellness and Nutrition
 - Care Coordination
 - WIC (select locations)
 - Women's Health (OBGYN and Midwifery)
 - Optometry
 - Podiatry



GENERAL METHODOLOGY



Methodology: General

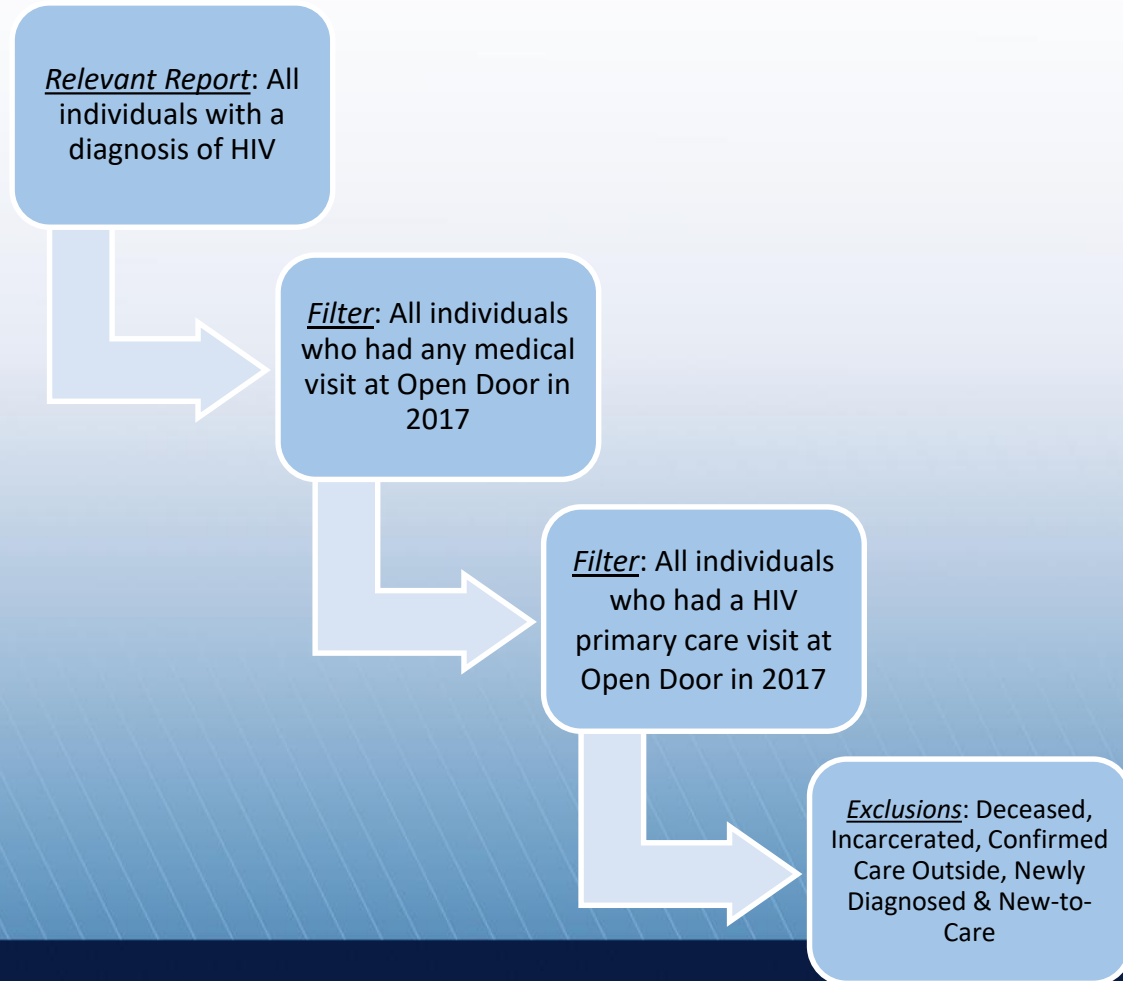
- Data sources
 - EMR, eClinicalWorks (eCW)
 - Extract from Relevant platform
 - An EXCEL file to track Newly Diagnosed and New to Care patients
 - Supplemental chart review as needed (linkage to care calculation)
- Benefits
 - All aspects of patient care is documented in eCW
 - Including if a patient becomes incarcerated, moves/transfers, or goes out of state/country temporarily
 - Change of status and the effective date in structured fields in eCW
- Limitations
 - Human error in data recording
 - If staff is not aware of a change in a patient's status



ACTIVE CASELOAD



Methodology: Active Caseload

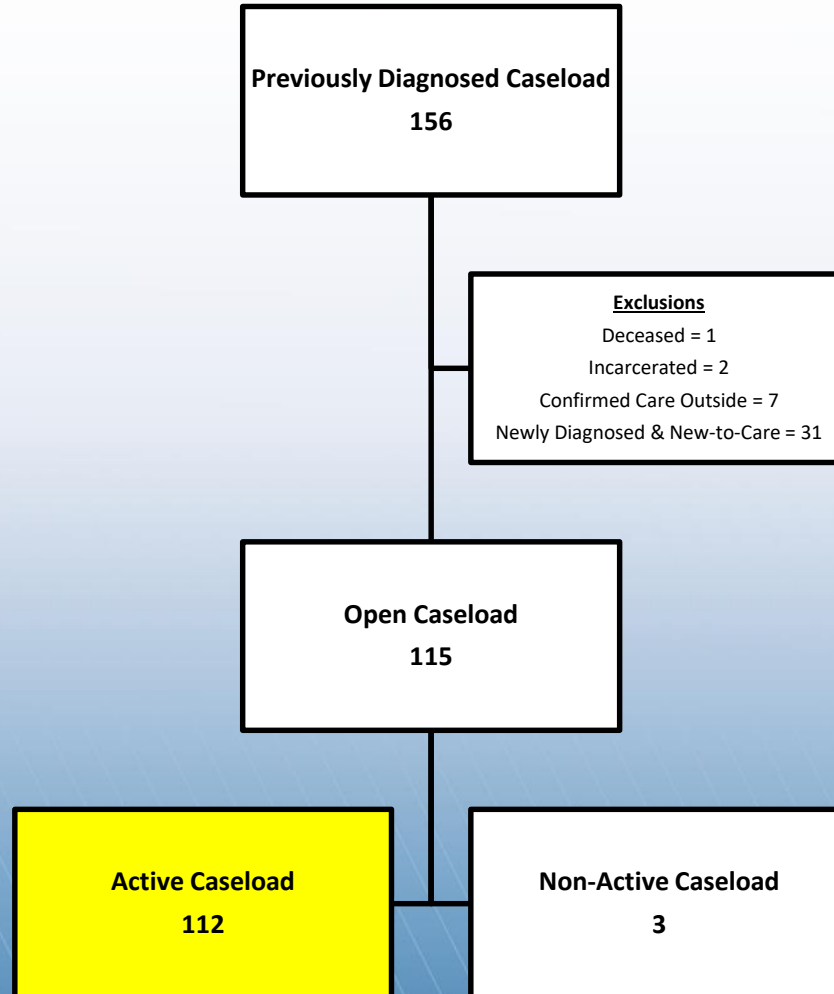


Methodology: Active Caseload

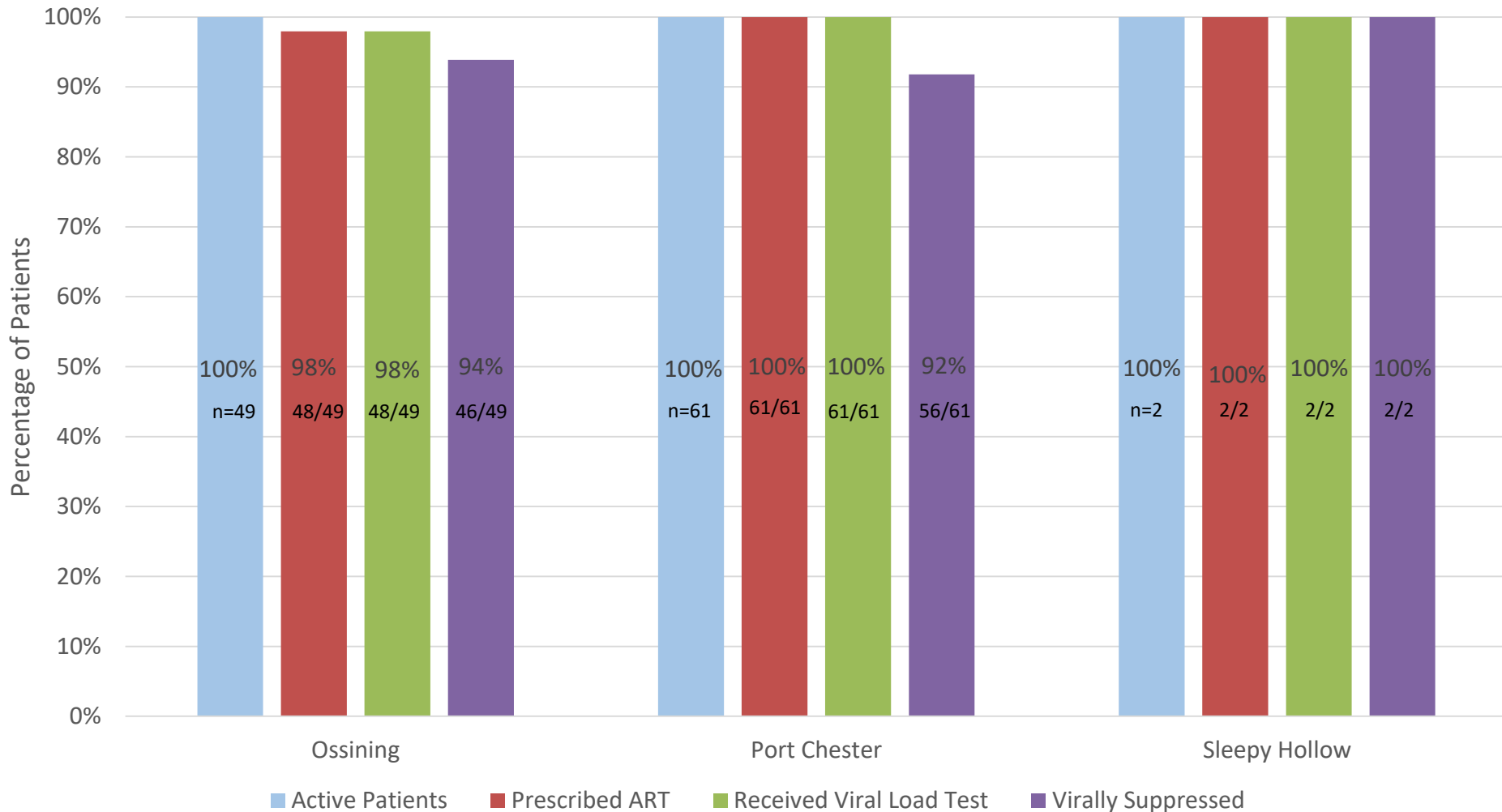
- Limitations of demographic information
 - Open Door maintains records of race and ethnicity separately
 - Cascade guidance did not ask for racial breakdown for patients with Hispanic as their identified ethnicity.
 - Does not take into account the diversity of race within the cohort of individuals identified as Hispanic
- Limitations of risk factors
 - Open Door maintains records of all risk factors for each patient
 - Cascade guidance groupings “other” and “unknown” risk together
 - Open Door had to include a number of individuals with multiple known risk factors in this general category, eliminating the level of detail that could have been provided (e.g. multiple vs. other vs. unknown)



Results Overview: Overall



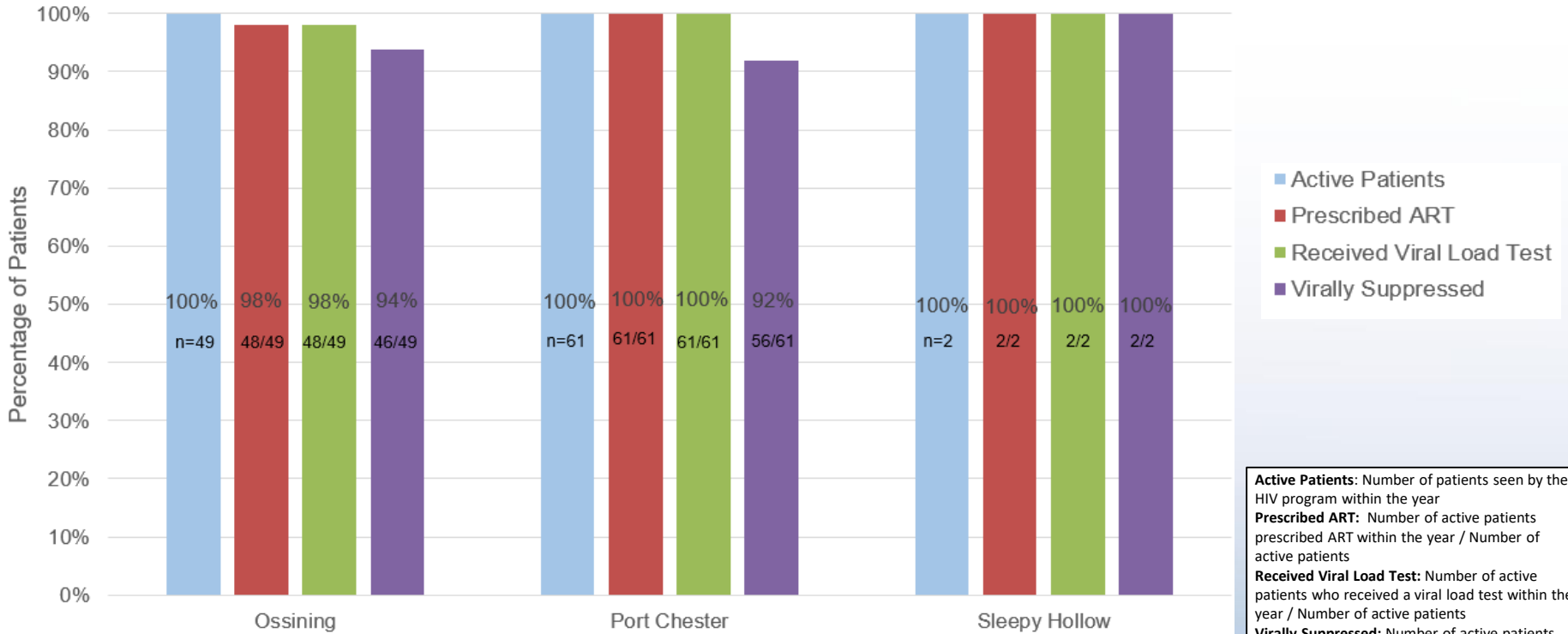
HIV Treatment Cascade for Previously Diagnosed Active Patients by Open Door Site (2017)



Active Patients: Number of patients seen by the HIV program within the year
Prescribed ART: Number of active patients prescribed ART within the year / Number of active patients
Received Viral Load Test: Number of active patients who received a viral load test within the year / Number of active patients
Virally Suppressed: Number of active patients who were virally suppressed (<200 copies/mL) at last test of the year / Number of active patients
Data Source: Open Door Family Medical Centers' EMR, eClinicalWorks

Exclusions: Data excludes 1 patient who died prior to the end of CY 2017 and 2 patients who were incarcerated at the end of CY 2017

HIV Treatment Cascade for Previously Diagnosed Active Patients by Open Door Site (2017)

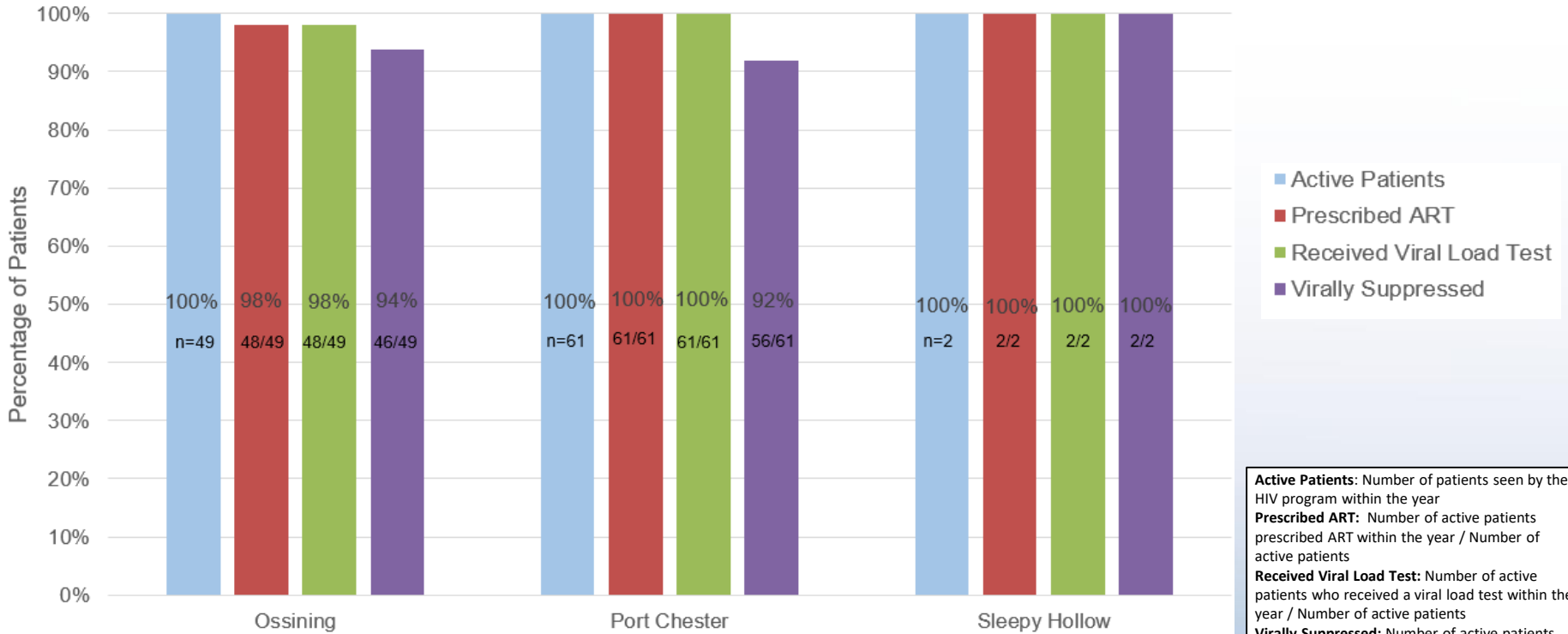


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Age	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)
0-12	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
13-19	1(2)	1(2)	1(2)	1(2)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
20-24	1(2)	1(2)	1(2)	1(2)	1(2)	1(2)	1(2)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
25-29	1(2)	1(2)	1(2)	1(2)	5(8)	5(8)	5(8)	4(7)	0(0)	0(0)	0(0)	0(0)	0(0)
30-39	10(20)	10(21)	10(21)	10(22)	18(30)	18(30)	18(30)	16(29)	1(50)	1(50)	1(50)	1(50)	1(50)
40-49	14(29)	14(29)	14(29)	14(30)	16(26)	16(26)	16(26)	16(29)	0(0)	0(0)	0(0)	0(0)	0(0)
50-59	13(27)	12(25)	12(25)	10(22)	14(23)	14(23)	14(23)	14(25)	1(50)	1(50)	1(50)	1(50)	1(50)
60+	9(18)	9(19)	9(19)	9(20)	7(11)	7(11)	7(11)	6(11)	0(0)	0(0)	0(0)	0(0)	0(0)
Unknown	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)

HIV Treatment Cascade for Previously Diagnosed Active Patients by Open Door Site (2017)

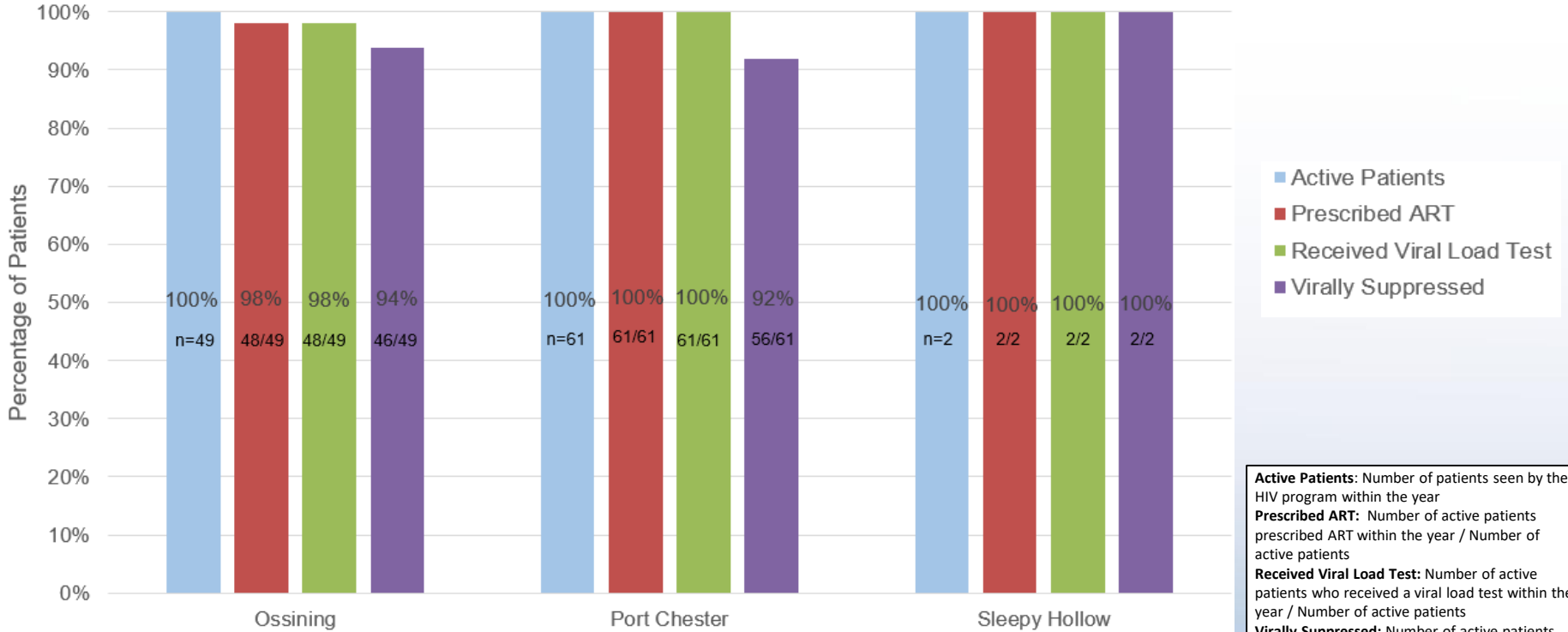


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Exclusions: Data excludes 1 patient who died prior to the end of CY 2017 and 2 patients who were incarcerated at the end of CY 2017

Gender	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)
Male	34(69)	33(69)	33(69)	31(67)	47(77)	48(77)	48(77)	11(20)	1(50)	1(50)	1(50)	1(50)	1(50)
Female	15(31)	15(31)	15(31)	15(33)	12(20)	12(19)	12(19)	43(77)	1(50)	1(50)	1(50)	1(50)	1(50)
Transgender	0(0)	0(0)	0(0)	0(0)	2(3)	2(3)	2(3)	2(4)	0(0)	0(0)	0(0)	0(0)	0(0)
Unknown	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)

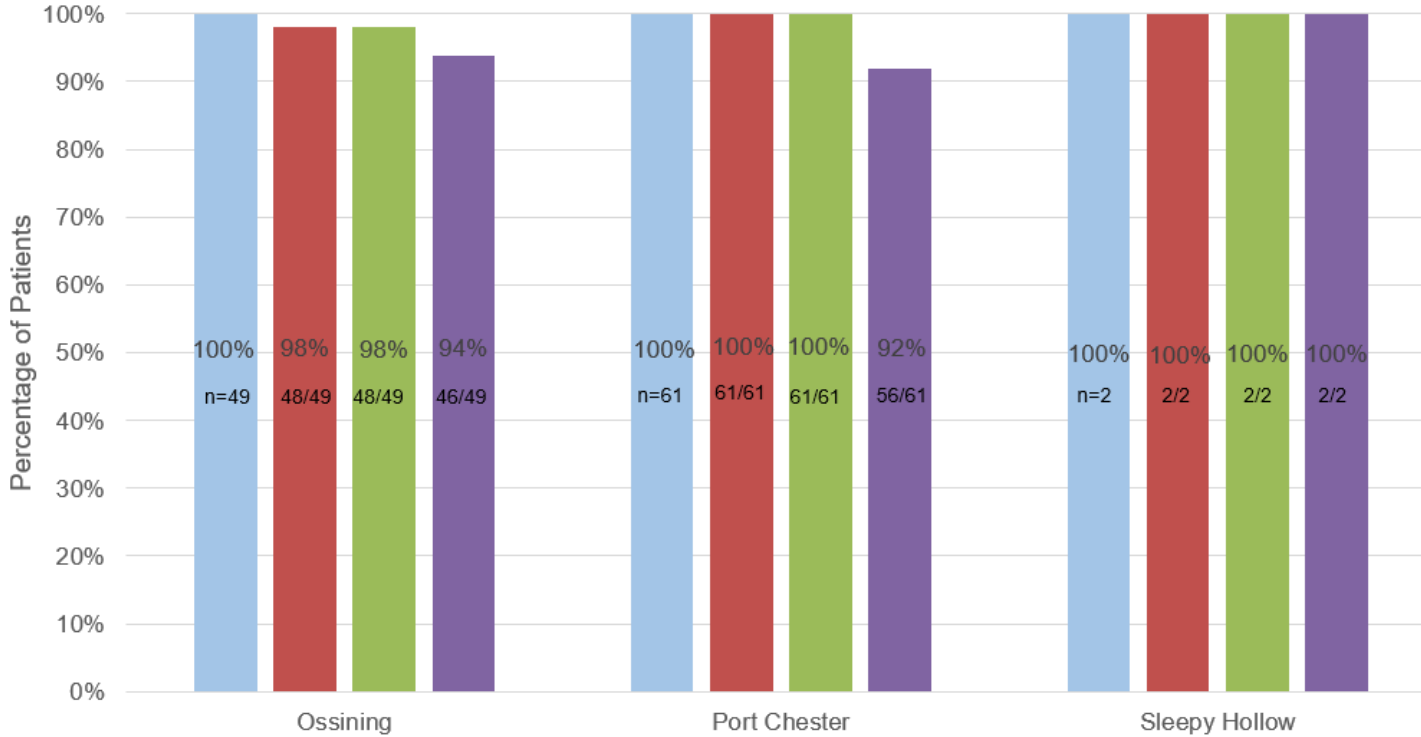
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Race/ Ethnicity	Ossining #(%)	Ossining #(%)	Ossining #(%)	Ossining #(%)	Port Chester #(%)	Port Chester #(%)	Port Chester #(%)	Port Chester #(%)	Port Chester #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)
Non-Hispanic White	6(12)	5(10)	6(13)	5(11)	8(13)	8(13)	8(13)	8(14)	8(13)	1(50)	1(50)	1(50)	1(50)
Non-Hispanic Black	14(29)	14(29)	14(29)	13(28)	9(15)	10(16)	10(16)	8(14)	9(15)	1(50)	1(50)	1(50)	1(50)
Hispanic	27(55)	27(56)	26(54)	26(57)	43(70)	43(69)	43(69)	39(70)	43(70)	0(0)	0(0)	0(0)	0(0)
Asian/ Pacific Islander	2(4)	2(4)	2(4)	2(4)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
Native American	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
Multi-Race	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
Unknown	0(0)	0(0)	0(0)	0(0)	1(2)	1(2)	1(2)	1(2)	1(2)	0(0)	0(0)	0(0)	0(0)

HIV Treatment Cascade for Previously Diagnosed Active Patients by Open Door Site (2017)

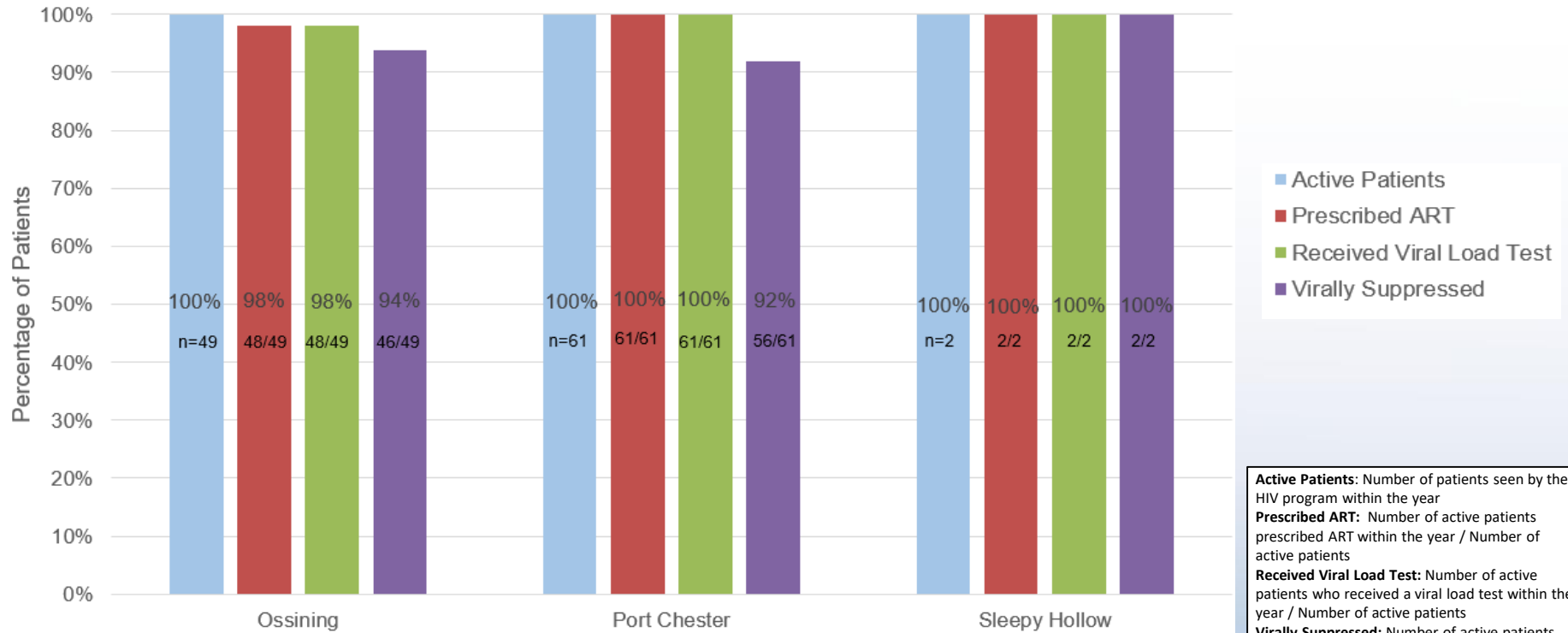


■ Active Patients
■ Prescribed ART
■ Received Viral Load Test
■ Virally Suppressed

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Data Source: Open Door Family Medical Centers' EMR, eClinicalWorks
Exclusions: Data excludes 1 patient who died prior to the end of CY 2017 and 2 patients who were incarcerated at the end of CY 2017

Risk Category	Ossining #(%)	Ossining #(%)	Ossining #(%)	Ossining #(%)	Port Chester #(%)	Port Chester #(%)	Port Chester #(%)	Port Chester #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)	Sleepy Hollow #(%)
MSM	15(31)	14(29)	14(29)	12(26)	37(61)	37(60)	37(60)	35(63)	0(0)	0(0)	0(0)	0(0)
IDU	0	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
MSM/IDU	0	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
Heterosexual	25(51)	25(52)	25(52)	25(54)	18(30)	19(31)	19(31)	17(30)	1(50)	1(50)	1(50)	1(50)
Pediatric risk	0	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)	0(0)
Unknown/ other	9(18)	9(19)	9(19)	9(20)	6(10)	6(10)	6(10)	4(7)	1(50)	1(50)	1(50)	1(50)

HIV Treatment Cascade for Previously Diagnosed Active Patients by Open Door Site (2017)



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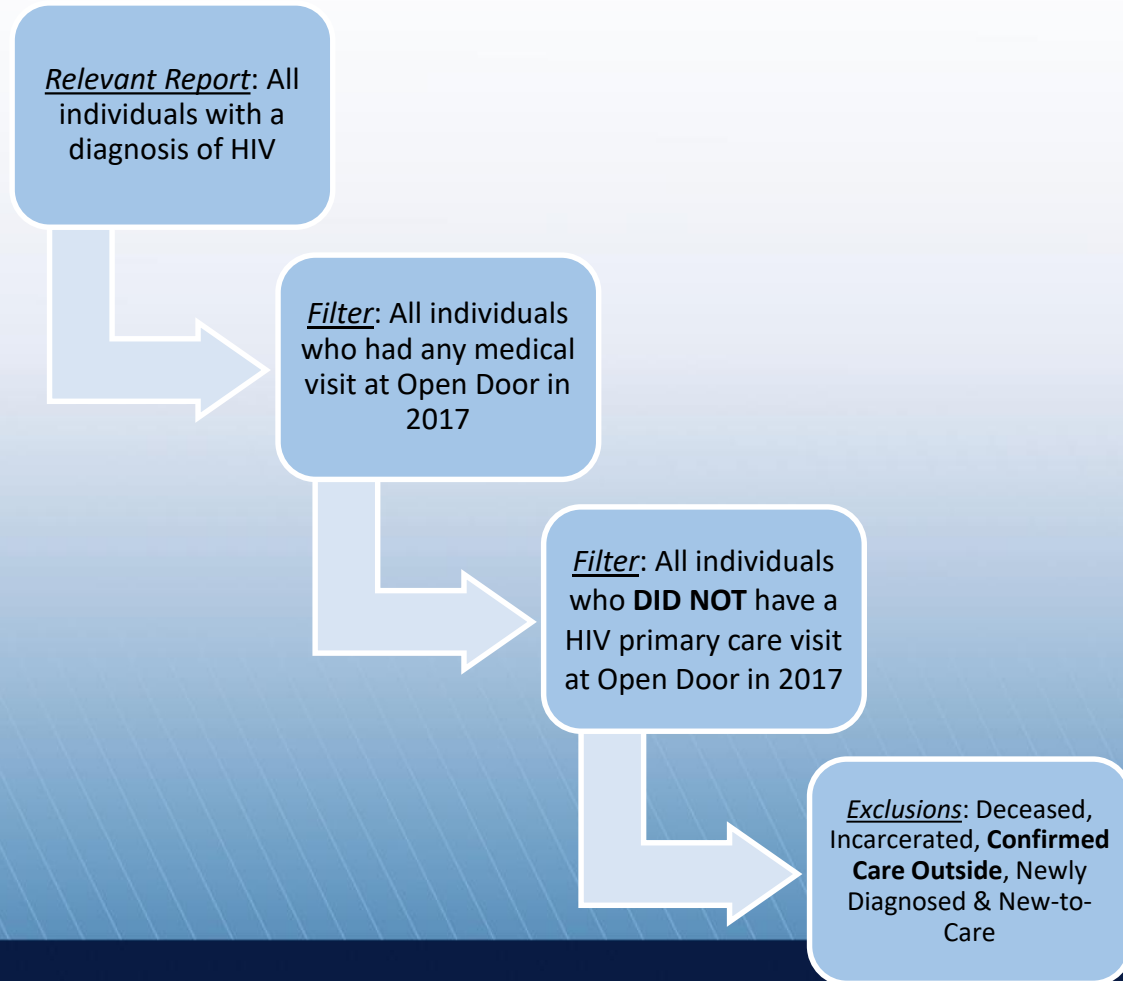
Exclusions: Data excludes 1 patient who died prior to the end of CY 2017 and 2 patients who were incarcerated at the end of CY 2017

Housing Status	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)	#(%)
Stable permanent	45(92)	44(92)	44(92)	42(91)		59(97)	59(95)	59(95)	55(98)		1(50)	1(50)	1(50)
Temporary	0(0)	0(0)	0(0)	0(0)		0(0)	0(0)	0(0)	0(0)		0(0)	0(0)	0(0)
Unstable	1(2)	1(2)	1(2)	1(2)		0(0)	0(0)	0(0)	0(0)		1(50)	1(50)	1(50)
Unknown	3(6)	3(6)	3(6)	3(7)		2(3)	3(5)	3(5)	1(2)		0(0)	0(0)	0(0)

NON-ACTIVE/OPEN CASELOAD



Methodology: Non-Active/Open Caseload

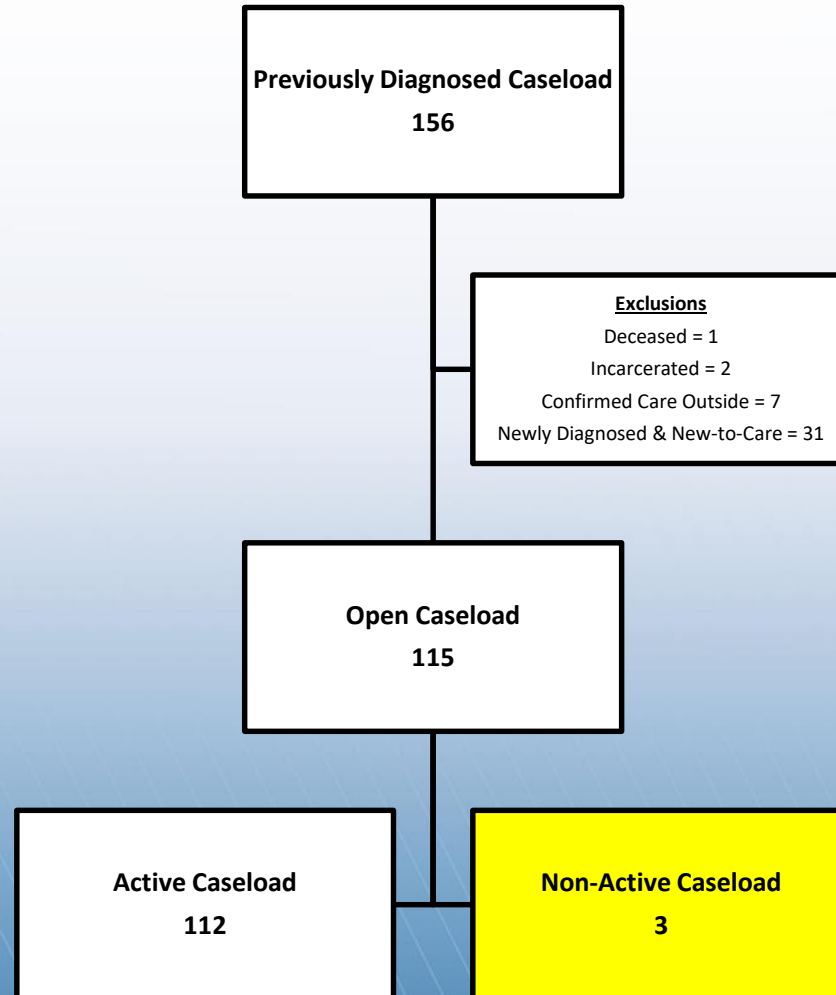


Methodology: Non-Active/Open Caseload

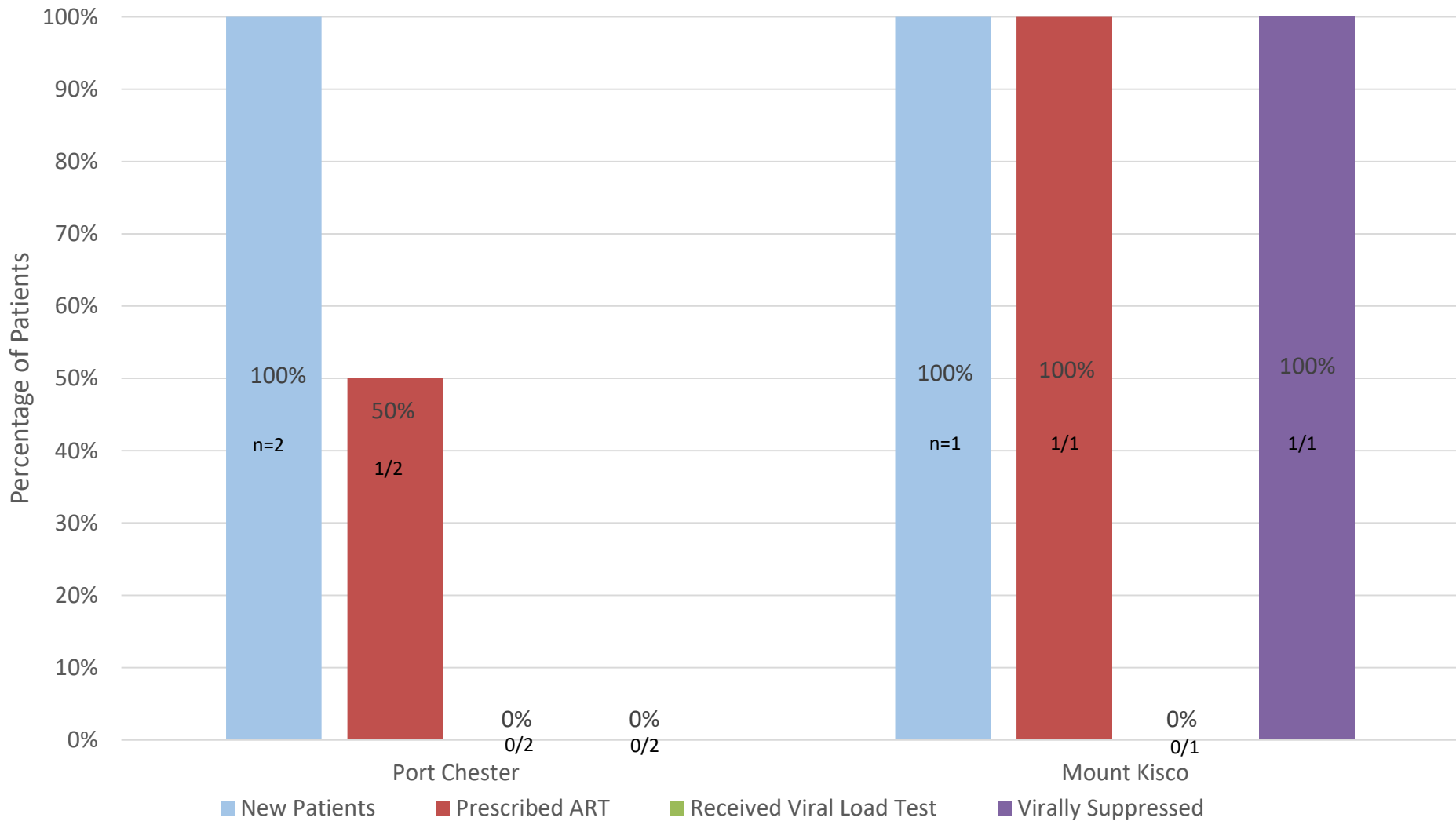
- For all 3 of these cases, the medical provider who saw the patient documented that the patient receives care somewhere, but only specifies the municipality where the provider is located
- Patient report is utilized for ART and VL status in the cascade, as no documentation is on file from the HIV care provider



Results Overview: Overall



HIV Treatment Cascade for Non-Active Patients by Open Door Site (2017)



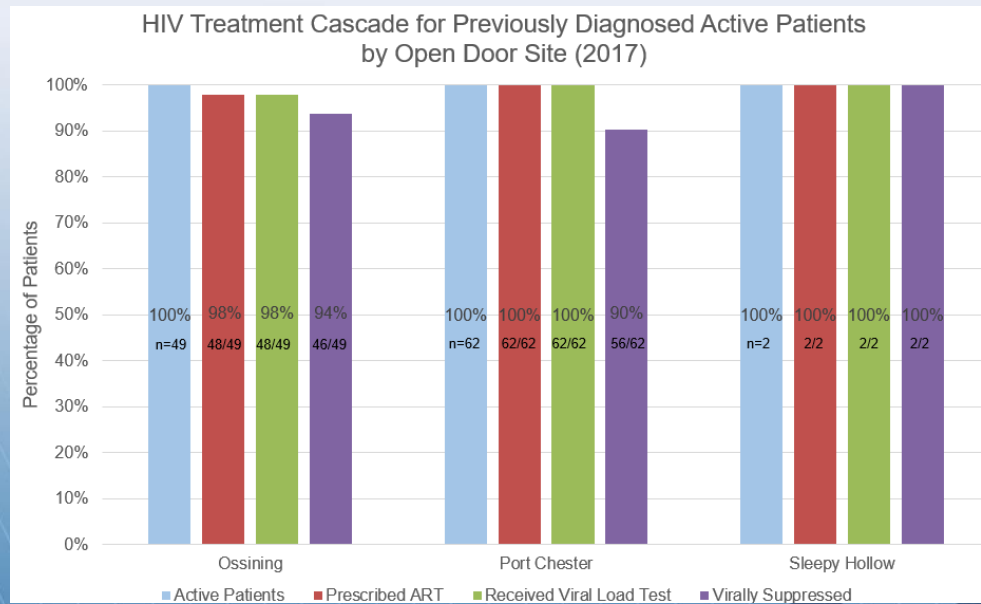
Newly Dx/New-to-Care: Number of patients diagnosed before measurement year, with any visit in last 12 months, except those confirmed to be in care elsewhere, deceased, or incarcerated
Prescribed ART: Number of Open patients prescribed ART within the year / Number of Open patients
Received Viral Load Test: Number of Open patients who received a viral load test within the year / Number of Open patients
Virally Suppressed: Number of Open patients who were virally suppressed (<200 copies/mL) at last test of the year / Number of Open patients
Data Source: Open Door Family Medical Centers' EMR, eClinicalWorks
Exclusions: Data excludes 7 patients who were confirmed in external care by the end of CY 2017

ANALYSIS



Analysis: Active Caseload

- Across all sites
 - 104/112 (93%) patients were virally suppressed
 - 8/112 (7%) patients were virally unsuppressed



Analysis: Active Caseload

- The number of unsuppressed patients is so small, the differences in percentages need to be taken “with a grain of salt”
- Unknown Housing Status is attributed to missing documentation, not to an individual patient’s risk
- The focus is on the needs of each of the individuals who are not virally suppressed

Category	Sub-Category	# (%) of unsuppressed active patients in each demographic category	# (%) of overall active patient population in each demographic category
Age	0-30	2 (22%)	9 (8%)
	31-60+	7 (78%)	104 (92%)
Gender	Male	8 (89%)	83 (73%)
	Female	1 (11%)	28 (25%)
	Transgender	0 (0%)	2 (2%)
Race/ Ethnicity	Non-Hispanic White	1 (11%)	15 (13%)
	Non-Hispanic Black	3 (33%)	25 (22%)
	Hispanic	5 (56%)	70 (62%)
	Asian	0 (0%)	2 (2%)
Risk Category	MSM	5 (56%)	52 (46%)
	Heterosexual	2 (22%)	45 (40%)
	Unknown/Other	2 (22%)	16 (14%)
Housing Status	Stable	7 (78%)	105 (93%)
	Unstable	0 (0%)	2 (2%)
	Unknown	2 (22%)	6 (5%)



Analysis: Active Caseload

- Each of the 8 individuals and the 1 who did not have a viral load measure in 2017 each have their own unique reason why they were not virally suppressed

Patient ID	Demographics	Dx Date	Patient Story	Is VL Suppressed in 2018?
1	Open Door Site: Port Chester Age: <= 30 Gender: Male Ethnicity/Race: Hispanic Risk Category: MSM Housing Status: Stable	2015	Patient had been suppressed since September 2015 but reported missing medication for 2 days prior to the labs in December 2017.	Yes – March 2018
2 – No ART	Open Door Site: Ossining Age: 30-60+ Gender: Male Ethnicity/Race: Non-Hispanic White Risk Category: MSM Housing Status: Stable	2001	Patient declined ART for many years. Early in 2018, began ART but is not yet suppressed as of May 2018.	No – As of May 2018
3	Open Door Site: Ossining Age: 30-60+ Gender: Male Ethnicity/Race: Non-Hispanic Black Risk Category: MSM Housing Status: Stable	2003	Patient had been suppressed but reported missing 4 days of medication in October 2017.	No – As of May 2018
4	Open Door Site: Port Chester Age: 30-60+ Gender: Female Ethnicity/Race: Hispanic Risk Category: Heterosexual Housing Status: Stable	1996	Patient has not been suppressed in many years. Reports experiencing side effects and a fear of having side effects. As a result the patient does not consistently take medication.	No – As of May 2018

Analysis: Active Caseload

Patient ID	Demographics	Dx Date	Patient Story	Is VL Suppressed in 2018?
5	Open Door Site: Port Chester Age: 30-60+ Gender: Male Ethnicity/Race: Non-Hispanic Black Risk Category: Heterosexual Housing Status: Unknown	2003	Patient had disappeared for a few years before returning to care in June 2017. He misses many appointments and has multiple other medical conditions . Patient has missed appointments and not had labs since June 2017.	No – As of May 2018
6	Open Door Site: Port Chester Age: 30-60+ Gender: Male Ethnicity/Race: Hispanic Risk Category: Unknown Housing Status: Stable	2009	Patient had been suppressed and temporarily became unsuppressed in August 2017 during which time he was in treatment for cancer .	Yes – As of January 2018
7	Open Door Site: Port Chester Age: 30-60+ Gender: Male Ethnicity/Race: Non-Hispanic Black Risk Category: Unknown Housing Status: Unknown	Prior to 2007	Patient has been unsuppressed for many years. He has memory issues which impacts his medication adherence.	No – As of May 2018
8 – No VL measure	Open Door Site: Ossining Age: 30-60+ Gender: Male Ethnicity/Race: Hispanic Risk Category: MSM Housing Status: Stable	1986	Patient was suppressed in 2016. Had one visit in February 2017, but did not get his labs drawn. He fell out of care immediately after.	No – No VL measure
9	Open Door Site: Port Chester Age: <= 30 Gender: Male Ethnicity/Race: Hispanic Risk Category: MSM Housing Status: Stable	2015	Patient had been suppressed, but reported missing 5 days of medication in October because he was concerned about taking it and drinking alcohol. He was unsuppressed then, but because suppressed again by January 2018.	Yes – As of January 2018

Analysis: Active Caseload

- 3 of the 9 patients who were unsuppressed in 2017 are now currently suppressed, an adjusted rate of $107/113 = 95\%$

Analysis: Non-Active/Open Caseload

- All 3 of the non-active open patients used minimal Open Door services (1-2 visits in 2017)
 - None saw a HIV medical provider
 - None had contact with a HIV Case Manager

	# of Visits at Open Door in 2017	Past use of Open Door	Reason for Visits at Open Door in 2017	Age	Gender	Race/Ethnicity	Risk Factor	Housing
Patient A	1	5 visits in 2012 only (no HIV dx on record at that time)	STI test	30-39	Male	Non-Hispanic Black	Unknown	Unknown
Patient B	1	None	Sick visit	30-39	Male	Hispanic	Unknown	Unknown
Patient C	2	None	Sick visits	25-29	Female	Non-Hispanic Black	Unknown	Unknown



IMPROVEMENT PLAN



Improvement Plan: Active Patients

- The suppression rate of $104/113 = 92\%$ organization wide is very high
 - 3 of the 9 patients who were unsuppressed in 2017 are now currently suppressed, an adjusted rate of $107/113 = 95\%$
- The Case/Care Managers will continue to work with each patient to work towards suppression, utilizing an individualized approach
- Open Door will not have a 2018 Quality Improvement Plan around VLS, but will continue to monitor the rate to insure that there is no decrease



Improvement Plan: Non-Active/Open Caseload

- Provide (re-)training to all medical providers on the importance of
 - Documenting the details of individual's outside HIV care
 - Documenting the individual's dx date, ART, VL
 - Preferably requesting records

Questions?

Thank you!

