

QI STRATEGIES TO INCREASE TREATMENT ADHERENCE AND VLS @ ALLIANCE

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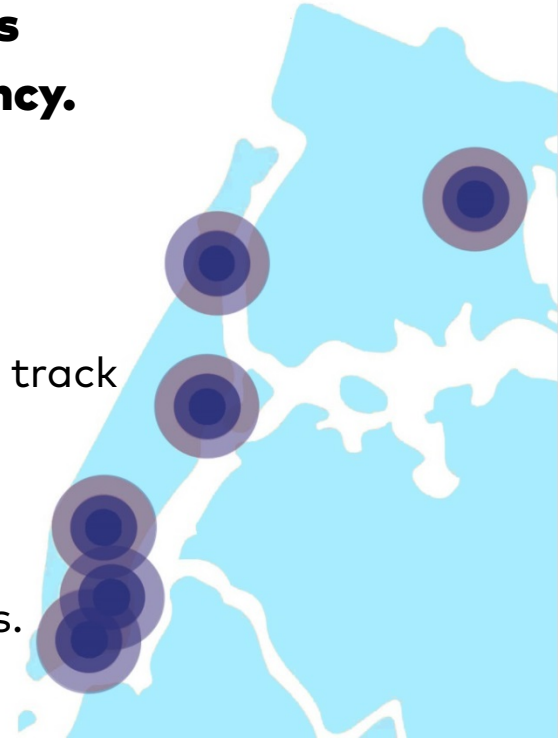
**The Alliance
for Positive Change**

POSITIVE CHANGE IN ACTION

The Alliance helps New Yorkers affected by HIV and other chronic illnesses make lasting positive changes towards health, housing, recovery, and self-sufficiency.

Each year, we help New Yorkers:

- Get tested for HIV
- Overcome addiction
- Access medical care to get their health back on track
- Escape homelessness
- Rejoin the world of work
- Replace isolation with community
- And lead healthier and more self-sufficient lives.



The Alliance's **individualized, full-service approach** gives each person the unique **mix of support** he or she needs **to feel better, live better, and do better.**

PROGRAM OVERVIEW

The Alliance offers a comprehensive Treatment Adherence Program to help participants achieve and sustain viral suppression, reduce hospitalization, and improve quality of life through:

- **Pharmacy Access Center** to enhance access to medication, education, and treatment planning
- **Peer Support, Care Management, and Medical Case Management** to ensure sustained access to medical care, behavioral health, and related support services
- **Incentives** as part of our progressive **patient-centered adherence plan** with DOT Alliance, virtually, and in patient homes
- **Undetectables!** – a multi-level approach to achieving VLS, including care management, social media campaign & quarterly incentives
- **Tailored Support For Chronic Conditions** – through referrals to supportive services



GOALS

Empower individuals to get well – and stay well – and increase adherence to a medical treatment plan leading to viral suppression that reduces healthcare costs and improves health outcomes.

FOR PARTICIPANT

- Increased Connection to Care
- Viral Suppression
- Compliance with all medication regimen
- Disease specific patient education
- Reduced Hospitalizations and ER visits

TO BE ELIGIBLE, PARTICIPANT MUST BE

- HIV-positive
- A registered Alliance client

SERVICES INCLUDE

- Encouragement/Emotional/Psychological Support
- Support Groups
- Individual Counseling
- Information/Education/Resources
- Contact/Reminders
- Pharmacy Specialty Packaging
- Reassessments
- Incentives
- DOT
- Case Conferencing



QI PROJECT BACKGROUND

- In July 2015, Alliance expanded treatment adherence efforts by implementing a structured program
- Part of the agency commitment to Ending the Epidemic (ETE) by increasing viral load suppression rates – and overall health and wellness – for participants.
- During Y1, new enrollment numbers remained consistent, but lower than expected.
- Two Quality Improvement projects aimed at changing staff and program workflows with the goal to increase client enrollment.
- QI strategies also increased overall Alliance program participation and new intake rates.



Photo: David Nager/Alliance



GOALS & METHODS

QI Project Goals:

- Increase enrollment into the Treatment Adherence program
- Increase Viral Load Suppression for all HIV+ Alliance Clients

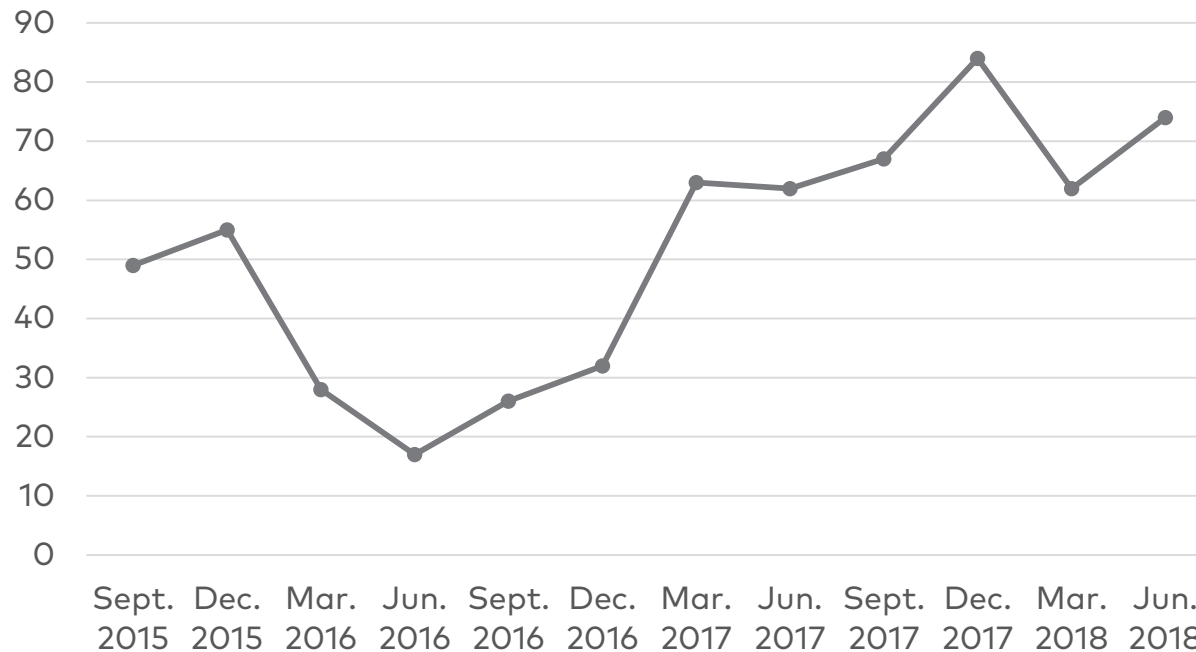
Methods:

- 1) Strategy 1: Program Enrollment Workflow
 - Centralize and streamline program intake and referral process
 - Incorporate enrollment into agency intake and prevention program workflows
- 2) Strategy 2: Quality Assurance Manager Case Finding
 - Hire a quality assurance staff member to manage case finding by reviewing eligible patients by Health Home Care Coordinator case load
 - Engage Care Coordinators on Treatment Adherence enrollment strategies



QI PROJECT RESULTS

Number of New Adherence Program Enrollments by Quarter



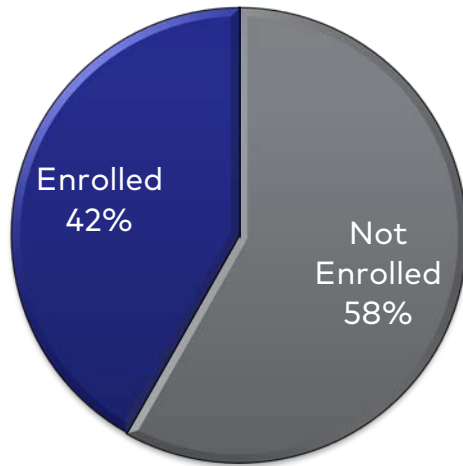
Strategy 1: Program Enrollment Workflow (Jan 2017)

- *Before implementation: enrollment remained at ~29 new enrollees per quarter (July 2015 - December 2016)*
- *After implementation: the enrollment increased by 137% to ~69 members per quarter (January 2017-June 2018)*



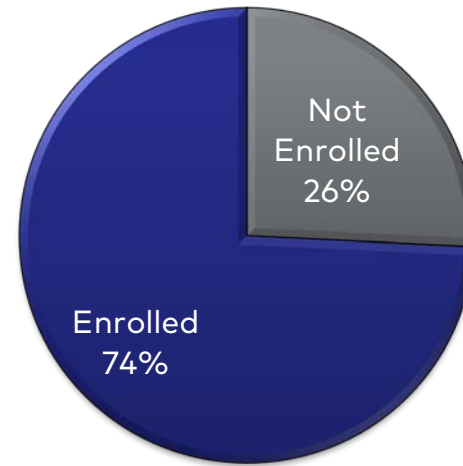
QI PROJECT RESULTS

Enrollment Before QI Implementation



■ Not Enrolled ■ Enrolled

Enrollment After QI Implementation



■ Not Enrolled ■ Enrolled



Strategy 2: Quality Assurance Manager Case Finding (Nov 2017)

- *Before implementation: 41% of eligible case management recipients were part of the program (range of 18%-65% by Care Coordinator)*
- *After implementation: two months after individual staff training, approximately 70% of eligible recipients were enrolled (range of 41%-90% by Care Coordinator)*

QI PROJECT CONCLUSION

Both QI strategies increased enrollment in Alliance's Treatment Adherence program, ultimately increasing agency viral load suppression rates among participants.

- Strategy 1: Program Enrollment Workflow increased new quarterly enrollment numbers by 137%
- Strategy 2: Case finding with Health Home Care Coordinators increased individual enrollment rates by 70%

Other Conclusions:

- QI project successfully created synergies between the Treatment Adherence Program and other Alliance programs (including case management)
- Staff across all programs (intake, prevention programs, and case management) began to "buy in" to the importance of Treatment Adherence
- Additional supportive services from the program (including pharmacy access and incentives for viral load suppression) increased engagement of staff's current case load, as well as attracted new clients to their programs and to the agency overall
- The two QI projects reinforced the importance of collaborative work amongst different departments in the agency



SUCCESSSES

- **Average Viral Suppression in Alliance TA Program**

- Before Enrollment: 55-65%
- Enrolled: 80-90%
- Enrolled ≥ 6 months: 85-95%

- **As of November 2018**

- 668 total enrolled in Pharmacy Access
- 305 total enrolled in Undetectables (60 dually enrolled)
- 42 total enrolled in other adherence services
- 91% of patients who pick-up at Pharmacy Access are virally suppressed



SUCCESSSES

"Before I met you I was terrified of who I was. Now I'm not scared. I am open about my status and I can share my story with people."

– Alliance Treatment Adherence Client

Receiving Treatment Adherence Services including Pharmacy Access, DOT, Food & Nutrition.

Enrolled with 57,938 copies/ml and now sustained undetectable viral load.

Graduate of our Peer Recovery Education Program and is now employed part time.



Photo: David Nager/Alliance



THANK YOU!

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