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## BACKGROUND

The HIV Care Continuum is a model of care that displays the sequential steps or stages that a patient takes from diagnosis to viral suppression, the goal for all patients. Many HIV programs provide services that focus on one or more of these stages to assist patients with any challenges they may have with their treatment.

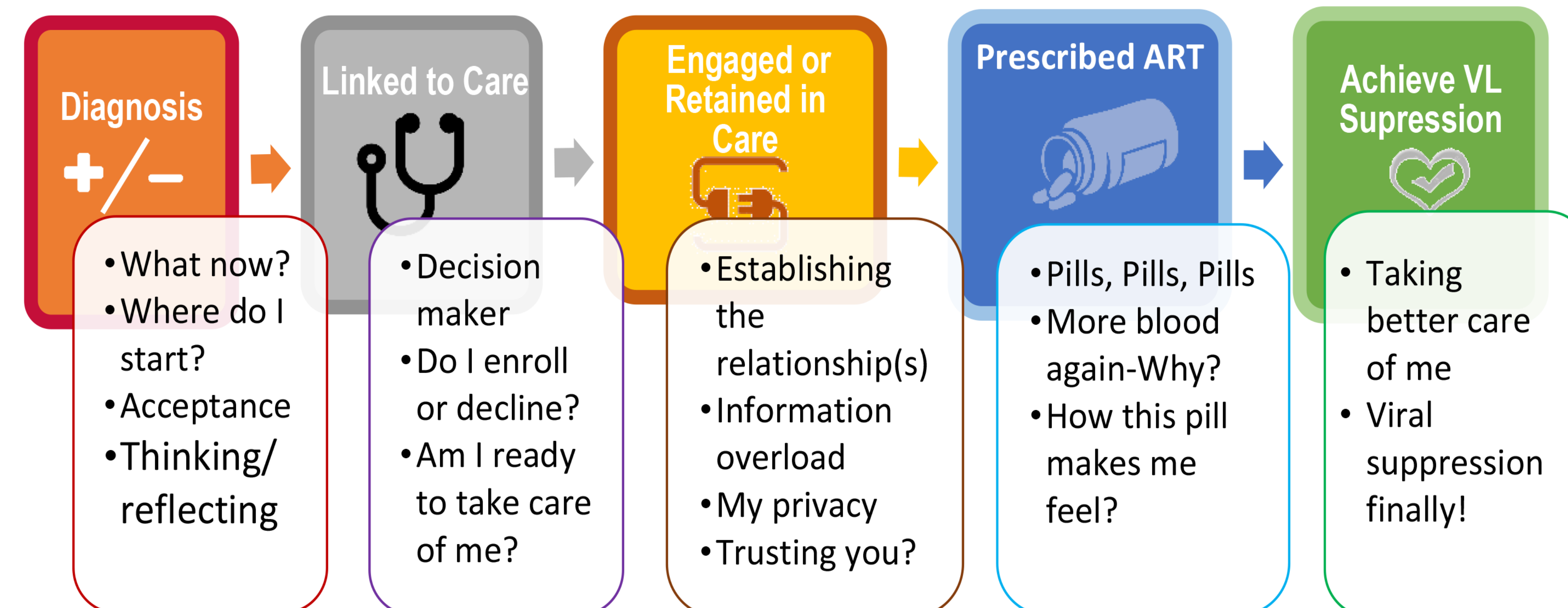
The Care Coordination program (CC) at Interfaith Medical Center decided to develop a patient-centered view of services and best practices that could be applied at each stage of the continuum, as a way to individualize care. The CC program felt that this approach, by focusing on their current needs, would keep patients from becoming overwhelmed and would help them stay in care.

The Care Coordination program at Interfaith has an average annual enrollment of 71 patients. The program receives referrals from many internal and external partners, and as a result, many CC program patients bring different experiences and expectations when they enter the program.

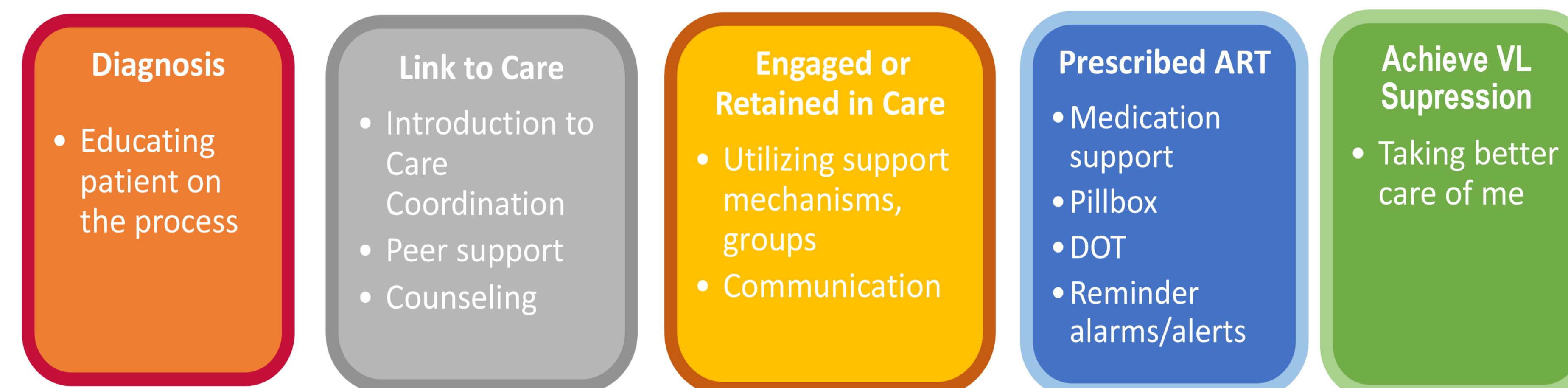
While all CC program patients are receiving ARVs, treatment adherence remains the most accessed health promotion topic, indicating that patients may need a continuous focus on adherence challenges. Program providers need to ensure patients are being supported throughout the care continuum.

## METHODS

### Patient Centered View of HIV Continuum



### Best Practices, Suggestions



## PROGRAM METHODS

1. To develop a patient-centered HIV Care Continuum that emphasizes the patient's perspective on their needs in each of the various stages of care
2. Have this continuum mirror the patient viewpoint; meet the individualized needs of each patient and ensure that the patient is progressing, but is not overwhelmed
3. Have Interfaith CC program staff effectively manage each stage of care; utilize appropriate best practices
4. Better coordinate all of the services that a patient is receiving, making sure that the staff and the patient are aware of impact of services; enhance multidisciplinary knowledge and services

## METHODS

- To develop the patient-centered care continuum, the program sought feedback and input from a variety of sources (primary care physician, patient, progress notes)
- Program staff were encouraged to rethink their approach in the context of the progression of the care continuum, and to consider their patients needs at each stage
- Best practices that have been utilized effectively were identified and included
- The proposed continuum was used in case conferences and in health education sessions to ensure staff and patient awareness
- CC program staff involved internal and external partners in the discussion regarding what services should be included in the various stages

## NEXT STEPS

- Share information with the facility's consumer advisory board, as well as with others on the service team
- Incorporate patient feedback, add to 'best practices' if necessary
- Pilot the Patient Centered Continuum with CC patients and staff
- Assess the impact on services, patient clinical progression, and on patient engagement and retention
- Make the continuum a living document that will incorporate new approaches and new services, with the ability to prioritize those services that have significant impact