

Impact of Mental Health & Substance Use on Retention in Care/Viral Load Suppression



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Background

- The MCM team has determined that unaddressed mental health & substance use behaviors are factors that cause clients not to be engaged in care. Identifying clients with these behaviors is important for improving engagement, retention, and reducing disparities.
- Improving retention in care remains a key component for ending the HIV epidemic in NYS. Ryan White-funded case management (MCM) continues to improve retention by addressing mental health & substance use issues with clients, promoting better health outcomes as a result.
- The MCM Hope Cares/Retention Program works to improve its Retention in Care measure by following previously identified clients connected to mental health & substance use services.

Outreach Efforts Include:

- Chart reviews, phone calls, letters, insurance reviews, prison/jail database records, emergency contacts, pharmacy records; coordinating care with other agencies (with consents) and working with the multidisciplinary team at the HOPE Center.
- The MCM team continues to discuss client progress in mental health & substance use programs—and emphasizes the importance of attending medical appointments; addressing any barriers with adherence to ARV medications as well as maintaining a viral load <200.

Project Aim

- To ensure that at least 85% of MCM clients are maintained in care and are addressing any mental health & substance use issues.

Methods

- This project began in March, 2017
- The MCM team at HOPE Center, St. John's Riverside Hospital implemented an Excel tracking tool to identify clients with ongoing mental health (MH) & substance use (SU) issues, as well as clients who had a detectable viral load. (New measure)
- The goals of our ongoing QI project are to ensure clients stay connected to MH & SU services in order to increase their retention rate to 85% and to decrease their viral load to <200, within 12 months.
- The MCM team initially identified the clients with MH & SU issues via assessments as reported by clients, medical providers and case conferences.
- The MCM team continues to update changes to client demographic/contact information in order to better stay connected.
- The MCM team continues to make phone calls and send outreach letters so clients can schedule their medical appointments.
- During their medical visits, clients are evaluated on the progress being made in their treatment program (MH and/or SU) and encouraged to continue to progress in these areas, which in turn can promote better health outcomes, e.g., viral load suppression.

MCM Tracking Tool

Client	Gender	Race	Referral	Appt. Status (Yes/No)	Substance Abuse	Medical	Outcome	IST QT	2ND QT	3RD QT
A	M	W	Substance Abuse	Y	N	ENGAGED	Enrolled in Mental Health Care	28	48	72
B	F	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
C	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
D	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
E	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
F	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
G	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
H	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
I	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
J	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
K	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
L	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
M	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
N	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
O	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
P	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
Q	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
R	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
S	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
T	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
U	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
V	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
W	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
X	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
Y	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
Z	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AA	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AB	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AC	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AD	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AE	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AF	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AG	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AH	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AI	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AJ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AK	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AL	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AM	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AN	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AO	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AP	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AQ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AR	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AS	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AT	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AU	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AV	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AW	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AX	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AY	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
AZ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BA	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BB	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BC	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BD	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BE	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BF	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BG	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BH	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BI	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BJ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BK	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BL	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BM	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BN	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BO	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BP	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BQ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BR	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BS	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BT	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BV	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BW	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BX	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BY	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
BZ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CA	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CB	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CC	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CD	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CE	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CF	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CG	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CH	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CI	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CJ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CK	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CL	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CM	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CN	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CO	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CP	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CQ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CR	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CS	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CT	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CV	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CW	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CX	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CY	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
CZ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DA	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DB	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DC	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DD	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DE	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DF	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DG	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DH	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DI	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DJ	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DK	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DL	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DM	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DN	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DO	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28	48	72
DP	M	W	Mental Health	Absent	Y	ENGAGED	Enrolled in Mental Health Care	28</		