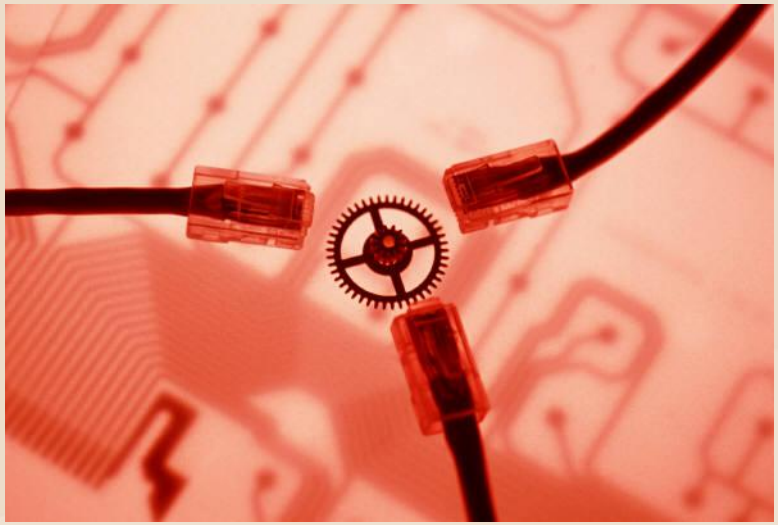
North Carolina Communicable Disease Conference

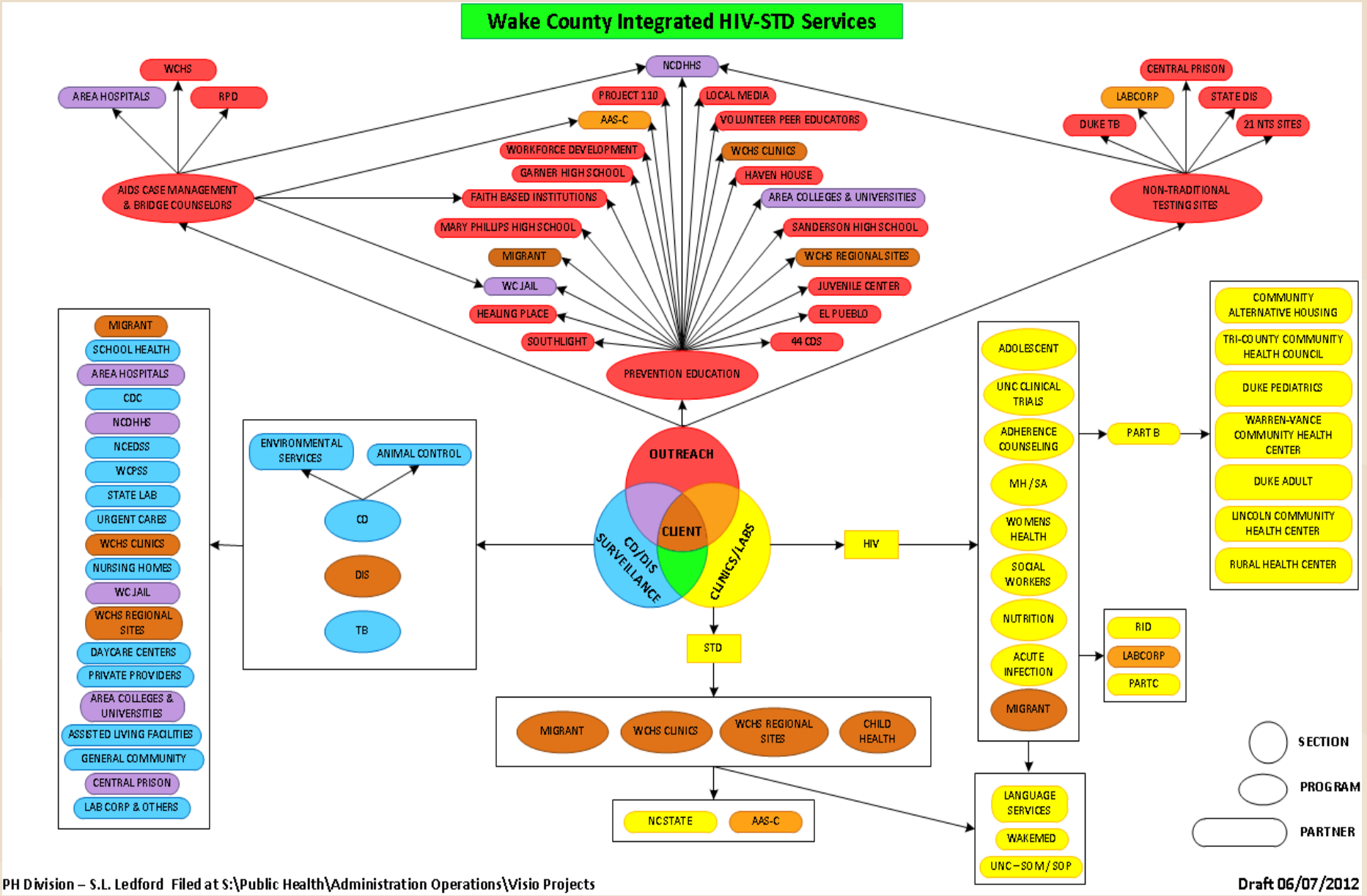
Michael McNeill, Grants / Data Manager

Sue Lynn Ledford, RN, BSN, MPA, DrPH Candidate/PH Division Director

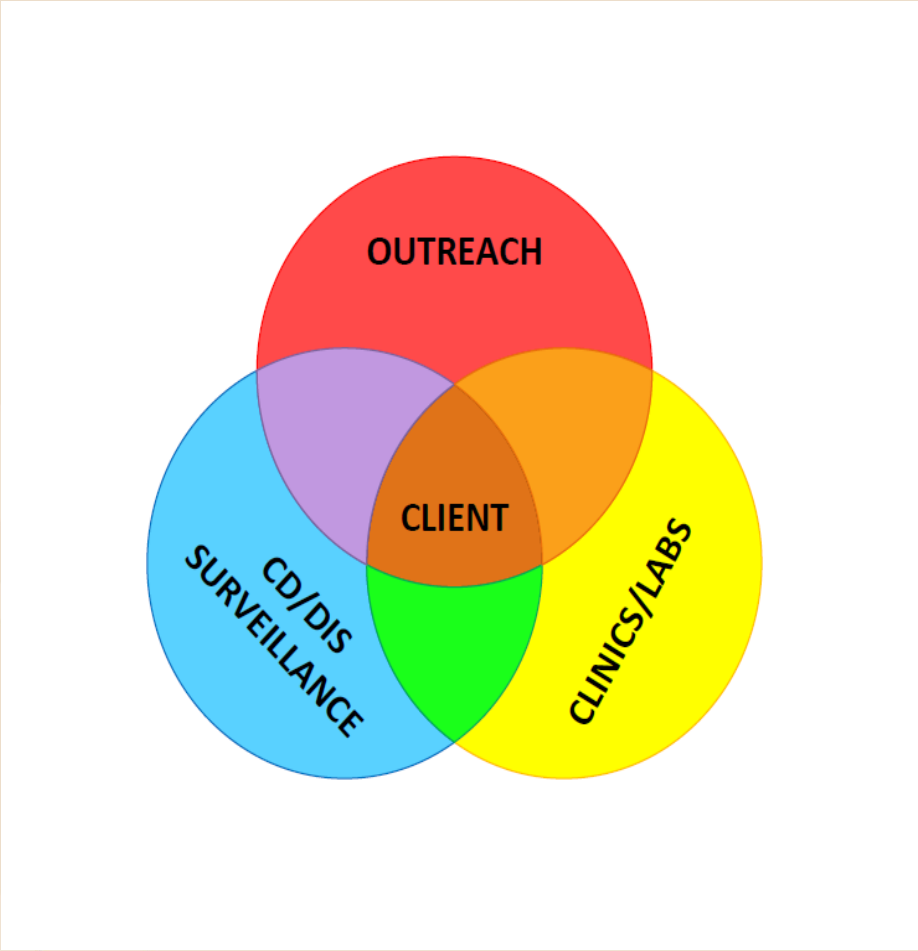
WAKE COUNTY
NORTH CAROLINA



Integrated Systems Approach to Improve Linkage / Retention and Viral Load Suppression


Wake County Integrated HIV-STD Services
WCHS
AREA HOSPITALS
RPD
AIDS CASE MANAGEMENT & BRIDGE COUNSELORS
NCDHHS
PROJECT 110
LOCAL MEDIA
AAS-C
VOLUNTEER PEER EDUCATORS
WORKFORCE DEVELOPMENT
WCHS CLINICS
GARNER HIGH SCHOOL
HAVEN HOUSE
FAITH BASED INSTITUTIONS
AREA COLLEGES & UNIVERSITIES
MARY PHILLIPS HIGH SCHOOL
SANDERSON HIGH SCHOOL
MIGRANT
WCHS REGIONAL SITES
WC JAIL
JUVENILE CENTER
HEALING PLACE
EL PUEBLO
SOUTHLIGHT
44 CDS
PREVENTION EDUCATION
CENTRAL PRISON
LABCORP
STATE DIS
DUKE TB
21 NTS SITES
NON-TRADITIONAL TESTING SITES
MIGRANT
SCHOOL HEALTH
AREA HOSPITALS
CDC
NCDHHS
NCEDSS
WCPSS
STATE LAB
URGENT CARES
WCHS CLINICS
NURSING HOMES
WC JAIL
WCHS REGIONAL SITES
DAYCARE CENTERS
PRIVATE PROVIDERS
AREA COLLEGES & UNIVERSITIES
ASSISTED LIVING FACILITIES
GENERAL COMMUNITY
CENTRAL PRISON
LAB CORP & OTHERS
ENVIRONMENTAL SERVICES
ANIMAL CONTROL
CD
DIS
TB
OUTREACH
CLIENT
CD/DIS SURVEILLANCE
CLINICS/LABS
HIV
STD
ADOLESCENT
UNC CLINICAL TRIALS
ADHERENCE COUNSELING
MH/SA
WOMENS HEALTH
SOCIAL WORKERS
NUTRITION
ACUTE INFECTION
MIGRANT
PART B
COMMUNITY ALTERNATIVE HOUSING
TRI-COUNTY COMMUNITY HEALTH COUNCIL
DUKE PEDIATRICS
WARREN-VANCE COMMUNITY HEALTH CENTER
DUKE ADULT
LINCOLN COMMUNITY HEALTH CENTER
RURAL HEALTH CENTER
RID
LABCORP
PARTC
MIGRANT
WCHS CLINICS
WCHS REGIONAL SITES
CHILD HEALTH
NCSTATE
AAS-C
LANGUAGE SERVICES
WAKEMED
UNC–SOM/SOP
SECTION
PROGRAM
PARTNER
PH Division – S.L. Ledford Filed at S:\Public Health\Administration Operations\Visio Projects
Draft 06/07/2012

HIV/ STD Integrated Core Team

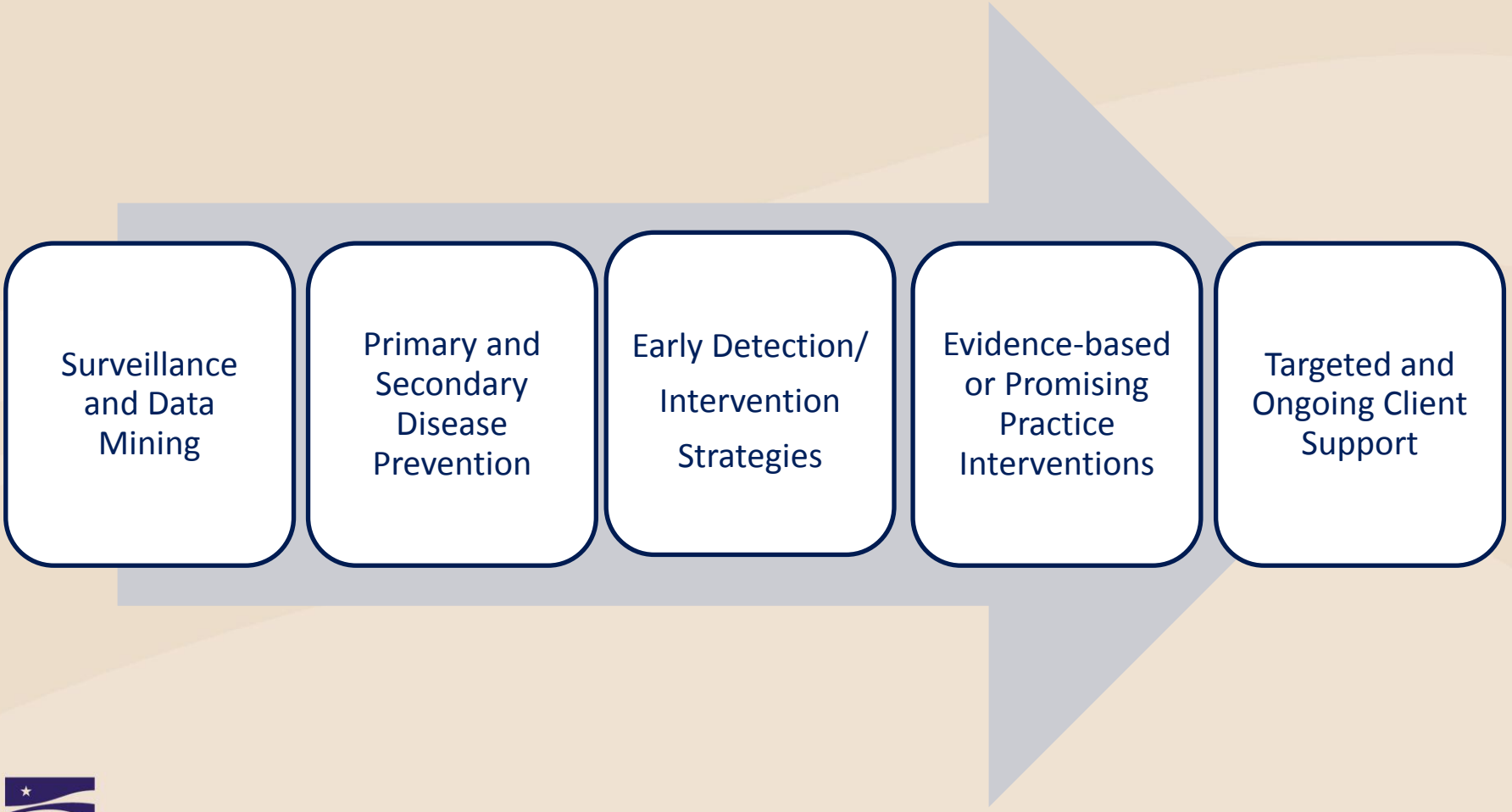


Coordinated and Focused Strategic Plan

- Surveillance
- Prevention
- Early Detection
- Accelerated Interventions
- On-going Support and Monitoring

WAKE COUNTY NORTH CAROLINA

Core Functions of Team



WAKE COUNTY NORTH CAROLINA

How Does Integrated Data Drive Integrated Service Delivery?

(Methods to improve link to services, community and patient HIV outcomes)

Un-mined data can connect the dots: communication is key

Quantitative: Data Sources

- CARE WARE- data
- NCEDSS- data trends (state coordinated info has helped propel)
- GIS- location (down to census blocks)
- CLINIC- data
- Outreach – data
- TB data (foreign born trends)
- Hepatitis data
- Partners data: (Adoptions, Foster Care, Schools, Hospitals, CBO's, Gang suppression) data insert chart

WAKE COUNTY NORTH CAROLINA

Qualitative Data:

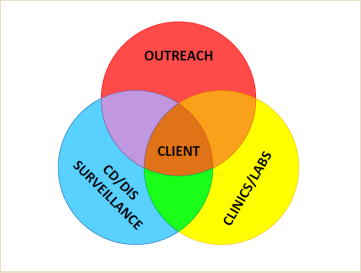
- Case Studies and Client Interviews
  - Focused team interventions and interview of staff and clients

- Assimilation of case study findings into surveillance- data insert chart of the after action

Evidence Based Strategies and Promising Practices that are Client Specific

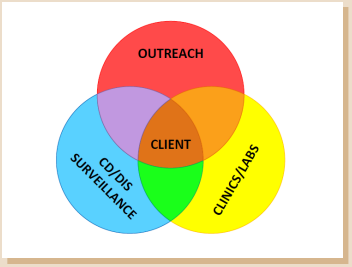
- Literature Review searches to explore and validate methods (FDT, EPT, Acuity Ranking)
- CDC models
- Tailored use of key findings- on adherence, transition, age appropriate education, family centered care, adoption, MSM, etc.)

“Systems Approach” to target and link to care



- How to connect the dots? (clients, data, service links)
- Who needs the linkage to services? (the #’s tell us)
- What will work best? (ask the experts and the clients)
- How to accomplish better links to service? (coordinated systems approach)

WAKE COUNTY NORTH CAROLINA

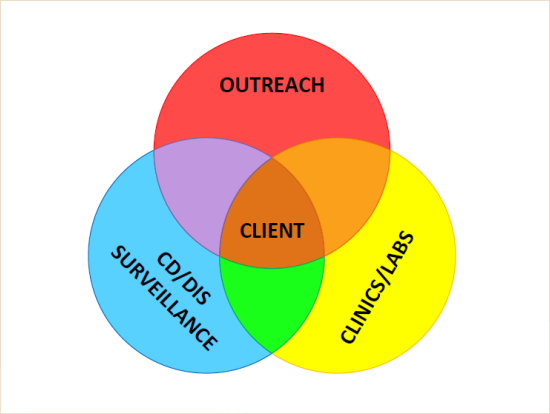


How does Data Team help? Data Supports Link to Care

The data entry team generates reports of Clients "soon-to-be-lost-to-care."

- **Providers in Clinic are each involved in the work to contact their own patients on the list and,**
- **Patients that cannot be located/contacted by providers are referred to Bridge Counselors for follow up.**

WAKE COUNTY NORTH CAROLINA

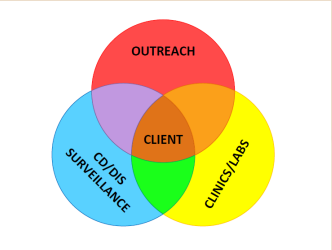


HIV/ STD/ CD

COORDINATED STRATEGIES

WAKE COUNTY NORTH CAROLINA

Community Links and Clinical Partnerships



- Alliance of AIDS Services-Carolina
  - Under One Roof
- Community Dental-Warrick & Associates
- CommWellHealth, Inc
- Duke University Pediatric (RW-D) HIV Case Management (for pregnant women and infant care)
- Raleigh Infectious Diseases Associates
- Sohi Eye Care OD, PA
- WakeMed Health and Hospitals
- University of North Carolina School of Medicine
- Wake Health Services, Inc.-Horizon

WAKE COUNTY NORTH CAROLINA

HIV Outreach Strategies

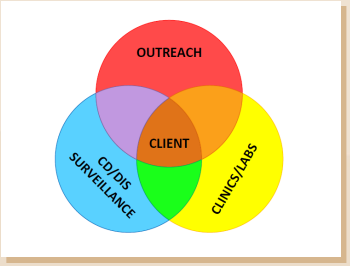
Out of the Brick Building Approach

- Targeted Community-based programs and interventions
- Education multiple venues
- Social media outlets
- Non Traditional Testing sites (NTS)
- Partnerships: Strong Community Collaboration
- Bridge Counseling is a model for linkage to care for newly diagnoses HIV+ clients.
  - Connect clients to treatment adherence, support services, mental health, substance abuse, prevention for positive cases, food, housing, emergency and financial assistance and long term care AIDS case management.
  - Follow up with clients: Did Not Keep Appointments (DNKAs) or clients who have not shown up for their appointments.
  - Re-engage with clients: Lost to Primary Care (after 9 months missed appointments)

WAKE COUNTY NORTH CAROLINA

Bridge Counseling
Why is this important?

Of those with HIV, 80 percent know their status; of those who know, only 70 percent are linked to care; and of those who are linked to care, only 60 percent are retained in care." ***(Emory Center for AIDS Research, March 2012)***



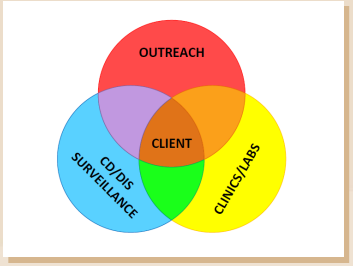
Recommendations:

- Systematic monitoring of successful entry into HIV care.
- Systematic monitoring of retention in HIV care.
- Brief, strengths-based case management (bridge counseling) for individuals with a new HIV diagnosis.
- Intensive outreach for individuals not engaged (lost to care) in medical care.
- Use of peer or paraprofessional patient navigators may be considered.

Annals of Internal Medicine: Guidelines for Improving Entry Into and Retention in Care and Antiretroviral Adherence for Persons with HIV: Evidence-based Recommendations March 5, 2012.

WAKE COUNTY NORTH CAROLINA

Communicable Disease Section Strategies



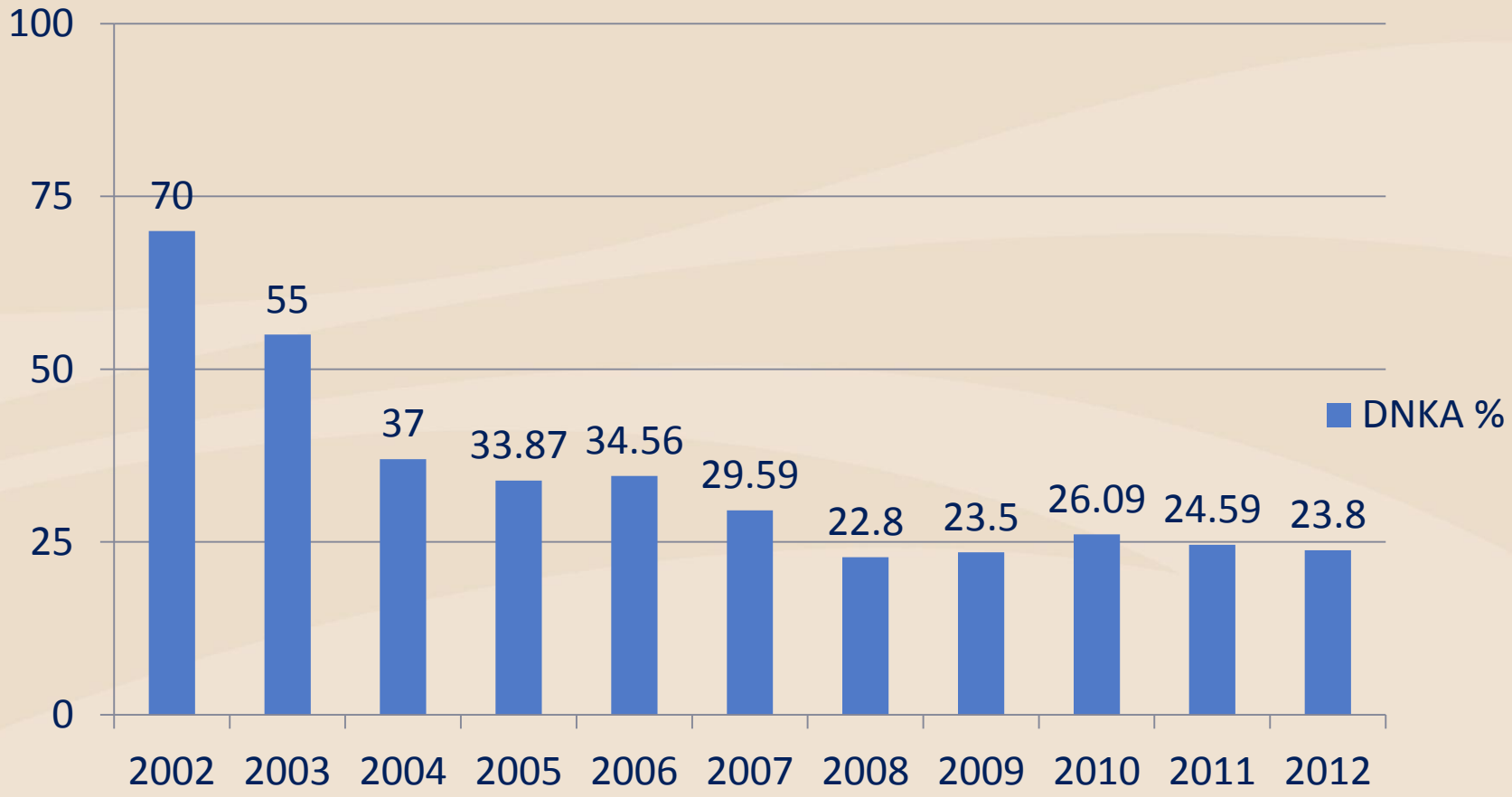
- Epi- Surveillance
- Cross trained staff
- Co-morbidity enhanced awareness and testing
  - TB
  - Hep C
  - Other STI's
- Collaboration in multiple research studies
- Direct interface with hospital
- Disease Intervention Specialist (highly integrated)
- Field Delivered Therapy

Why does it matter?

DATA MONITORING AND CLIENT OUTCOMES

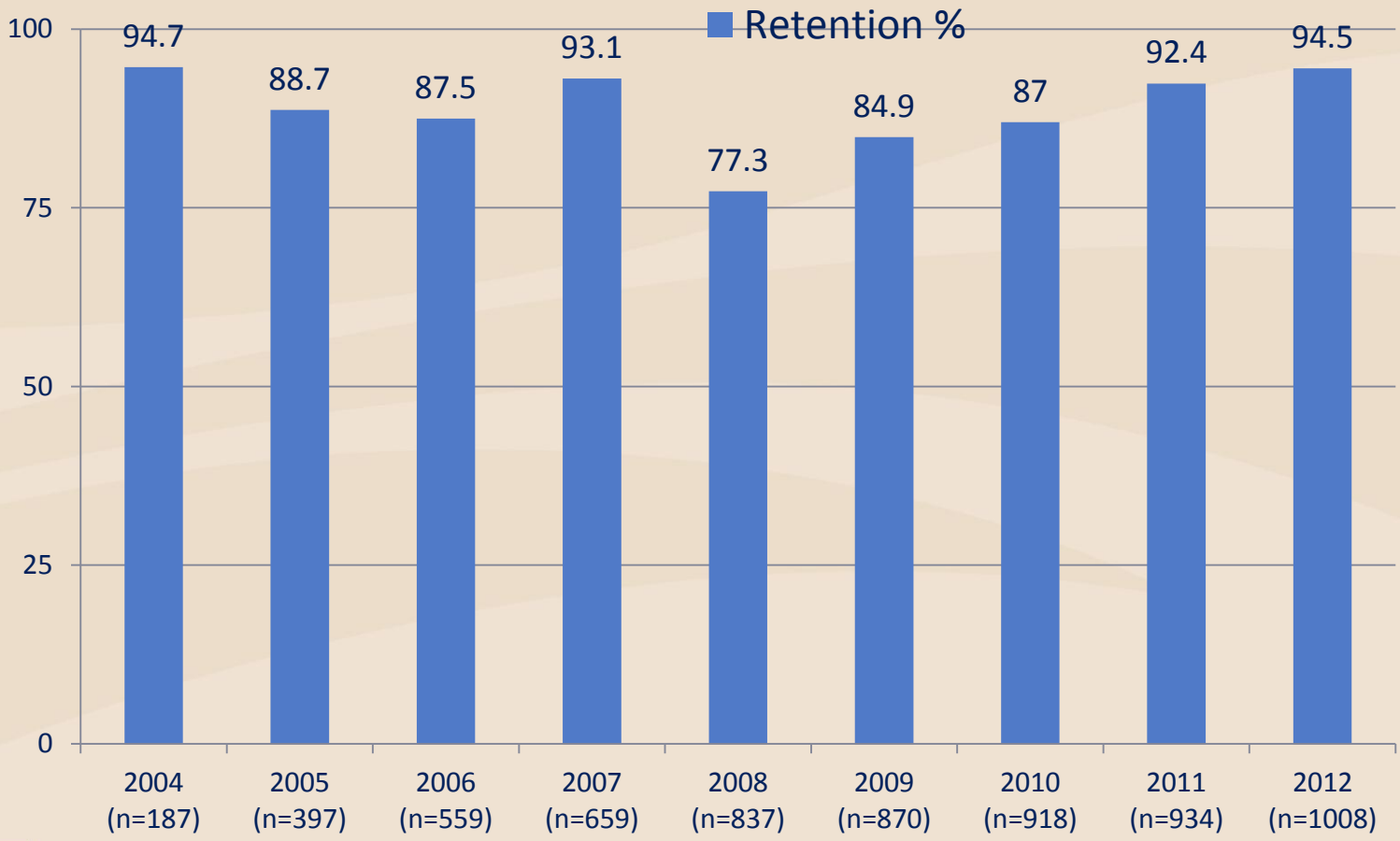
WAKE COUNTY
NORTH CAROLINA

DNKA Rate



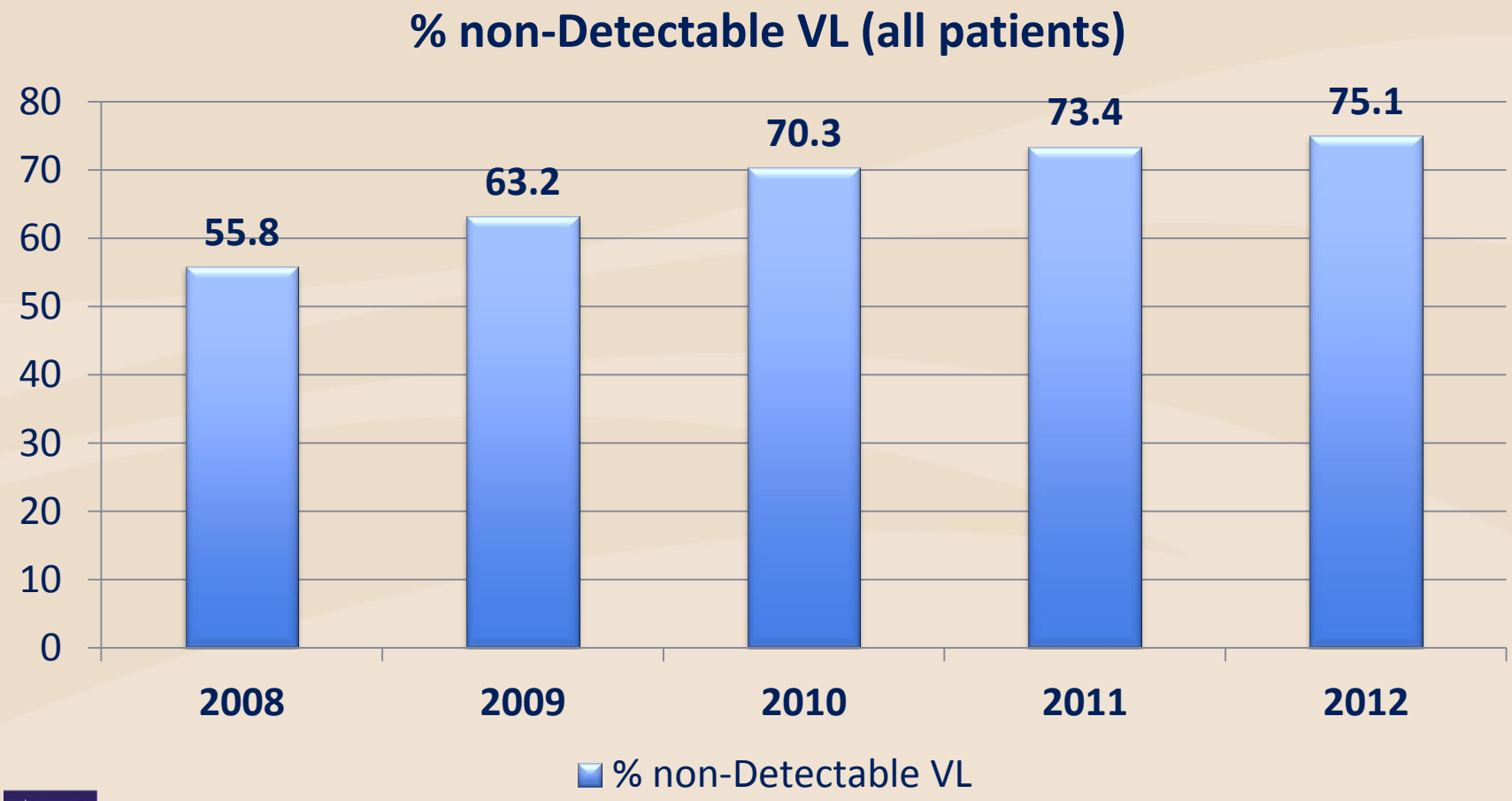
WAKE COUNTY NORTH CAROLINA

Client Retention Rates



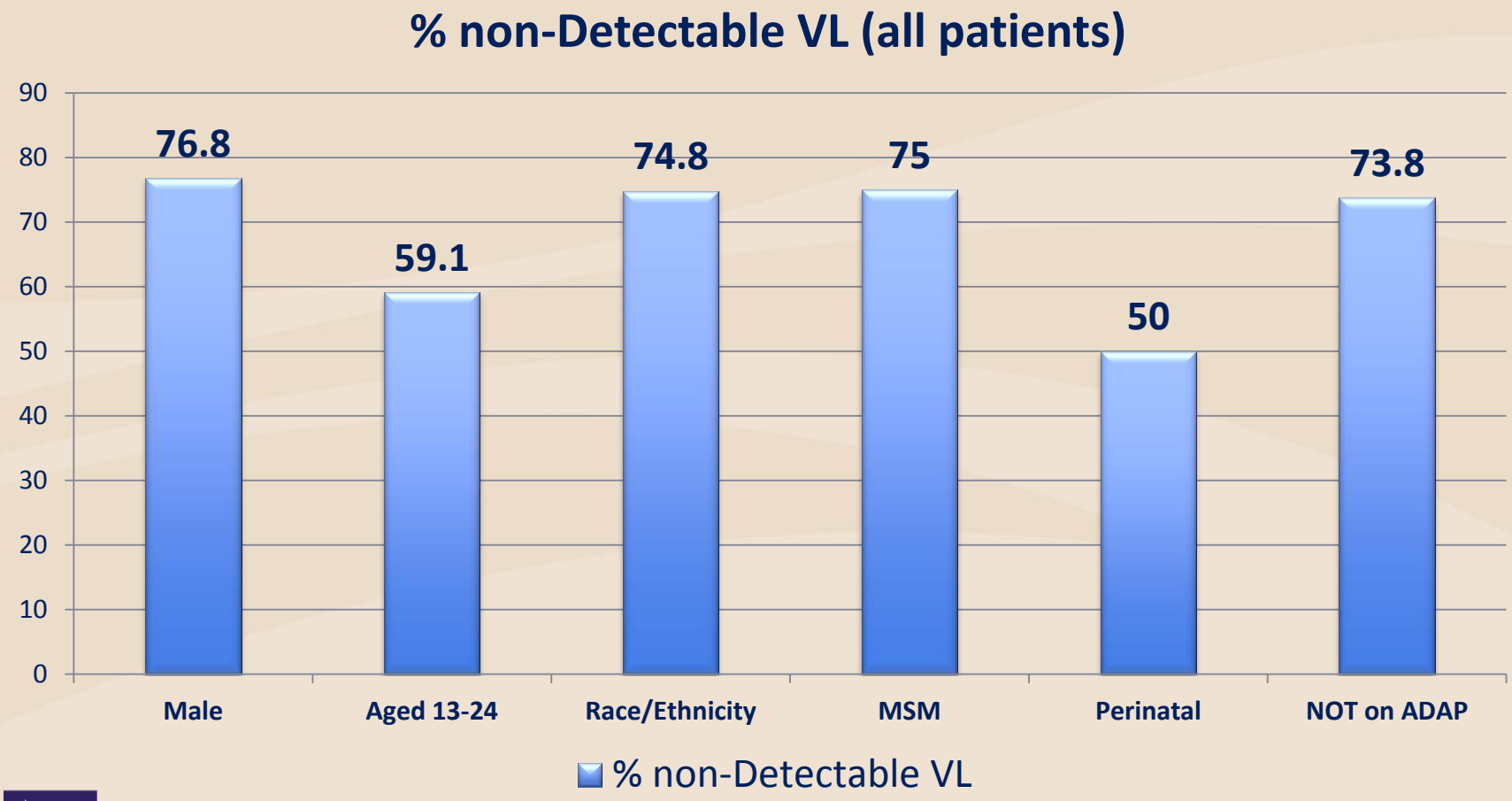
WAKE COUNTY NORTH CAROLINA

Importance of Linkage to Care and Viral Load



Data Source: WCHS CAREWare

Importance of Linkage to Care and Viral Load 2012 breakdown:



Data Source: WCHS CAREWare

What's Next for Wake County HIV?

- **Further define our 25%** non-suppressed VL (what do they look like?)
- "Systems Approach" to identify **behavioral benchmarks** for loss to care clients
- **Tailor our response** to those clients
- Refine **allocation of Case Management**/ Bridge Counselor based upon benchmarks
- **Acuity ranking** of HIV clients for Case Management assignments

WAKE COUNTY NORTH CAROLINA

Benchmarks for Acuity Ranking?

- Level 1 Well Controlled
- Level 2
- Level 3
- Level 4
- Level 5 Acute Hospitalization Crisis

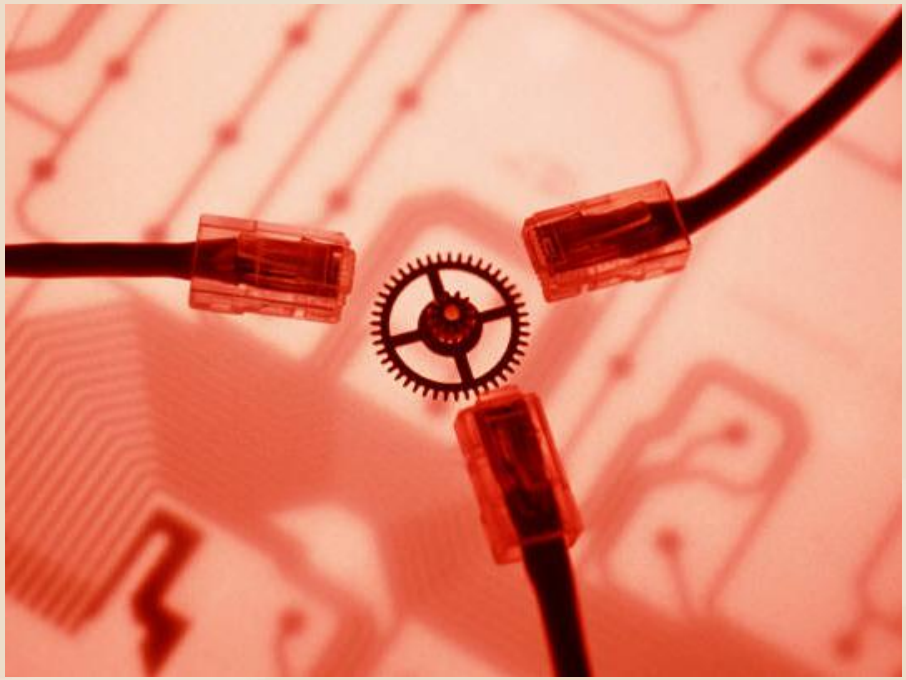
WAKE COUNTY NORTH CAROLINA

Core Team Linkage to Care Successes

Connecting the pieces

- **Crucial component**: Consistent and standardized source data
- Data Drives Integration
- Developing a Common Integrated Plan (still a work in process)
- Better alignment of expertise
- Cross-trained staffing
- Adding additional focused strategies to integrate and link services
- Constant assessment of metrics and methods to focus and improve service links

WAKE COUNTY NORTH CAROLINA



Questions for our group

Thank you……

Michael McNeill, Grants / Data Manager, Wake County Human Services

Michael.McNeill@wakegov.com

Sue Lynn Ledford RN BSN MPA DrPH Candidate

PH Division Director Wake County Human Services

Sue.ledford@wakegov.com

WAKE COUNTY NORTH CAROLINA