

A Workflow Model for HIV and high-risk Patients

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BACKGROUND

- The population Spring Branch Community Health Center (SBCHC) treats includes many who are HIV positive, or high-risk for contracting HIV.
- SBCHC's service area includes 34 zip codes and all of them have a high prevalence of HIV.
- HIV and high-risk HIV patients bring unique challenges to the healthcare setting.
- The purpose of this project is to develop a workflow that SBCHC will use to provide value based, timely and comprehensive care for HIV patients and high-risk HIV patients.

OBJECTIVES

- Examine the current SBCHC workflow model.
- Meet with key personnel, and shadow providers.
- Identify ways to develop and improve the workflow model for HIV and high-risk HIV patients

METHODOLOGY

- We will shadow providers to understand the current workflow model and develop ideas to incorporate into the HIV patient workflow model.
- Meet with key personnel (ex. CEO, CTO, Director of Nursing, Providers, MAs, etc) to better understand the project guidelines and gather ideas.
- Meet with Chisomnazu for resource access as necessary.

RESULTS

- Stigma around HIV is one reason that patients may not want to visit a clinician about their status.
- SBCHC's staff has not undertone HIV-specific stigma training.
- A main concern of key personnel is the lack of basic infrastructure to care for HIV and high-risk patients.
- SBCHC sees many pediatric and OB/GYN patients.
- Another challenge: the high cost of HIV testing.
- Patients have to opt-in for HIV testing.
- SBCHC recently partnered with FLAS, an organization dedicated to HIV education and free testing.

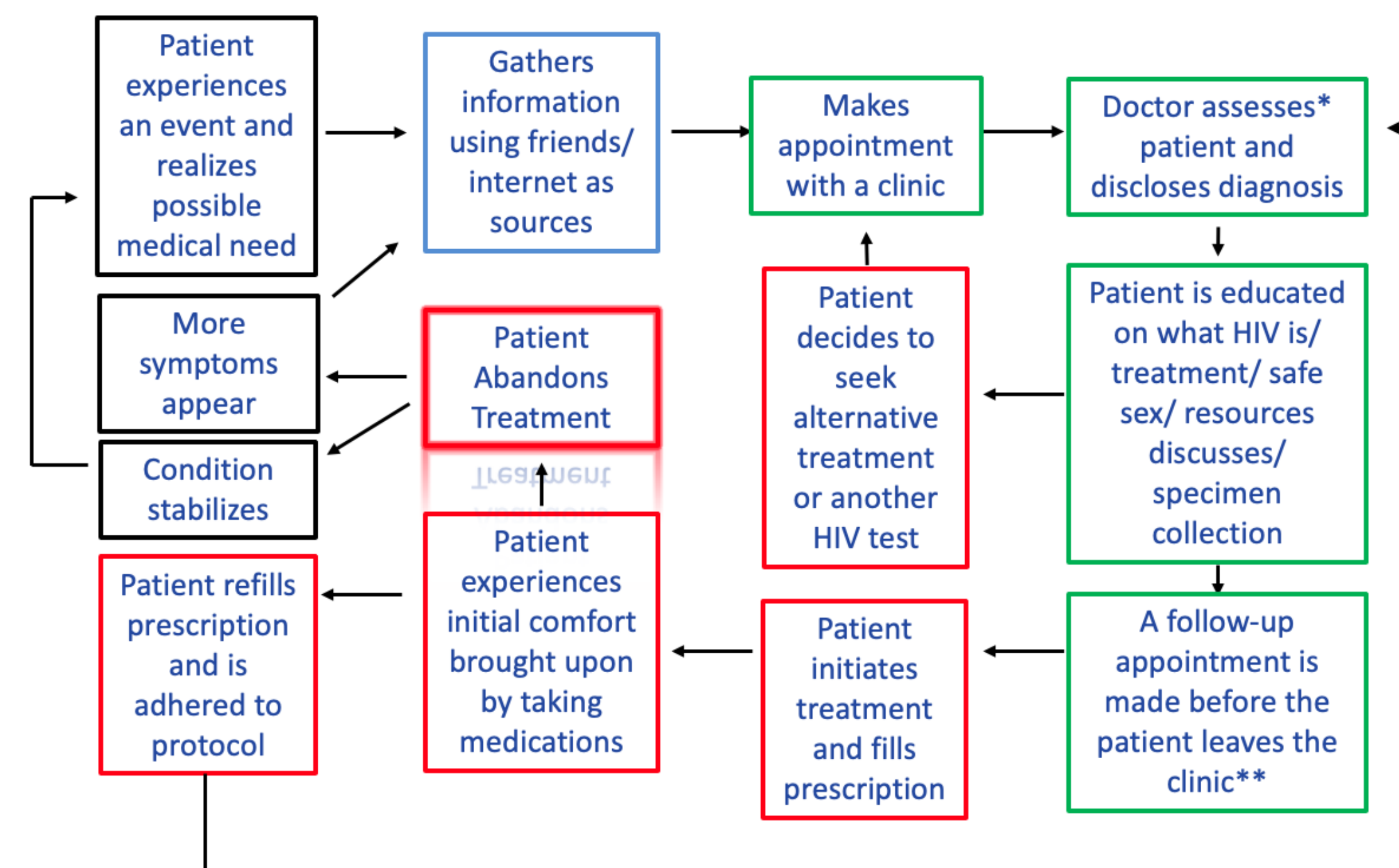
CONCLUSION/ DISCUSSION

- Making follow-up appointments should allow for higher patient adherence compared to not doing so.
- A partnership with Baylor College of Medicine- Houston AETC would allow for stigma awareness training and other beneficial training.
- Implementation of the workflow should streamline patient care and improve DHAP goals .

RECOMMENDATIONS

- Focus on lowering HIV stigma withing SBCHC employees.
- Allow patients to wait in their cars instead of the lobby.
- Make follow up appointments for HIV patients the same day they learn about their HIV status.
- Educate teenage pediatric patients about HIV.
- Make use of the partnership with FLAS to offer low priced HIV and comorbidity testing.

EXTERNAL WORKFLOW MODEL



References
[APA format of any references used or quoted in poster]

ACKNOWLEDGEMENTS

- NMF Primary Care Leadership Program
- Spring Branch Community Health Center, Houston, Tx
- Chisomnazu Ibe, Gabrielle Sword, Dr. Jean Raphael, Dr. David Kruslesky, Dr. Marlen Trujillo
- The providers, staff, and MAs of SBCHC
- Our funders Gilead Science