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Person-centered Care for Vulnerable Populations: A Case Study

Department of State Health Services
FUNdamentals Session

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Manisha H. Maskay, Ph.D., Chief Program Officer
Justin Vander, Director
Community Partnerships & Digital Media

Learning Objectives

- Describe key components for developing and implementing models of care for vulnerable populations.
- Identify at least *two* elements to improve individual client level outcomes.
- Describe strategies to sustain critical program elements.

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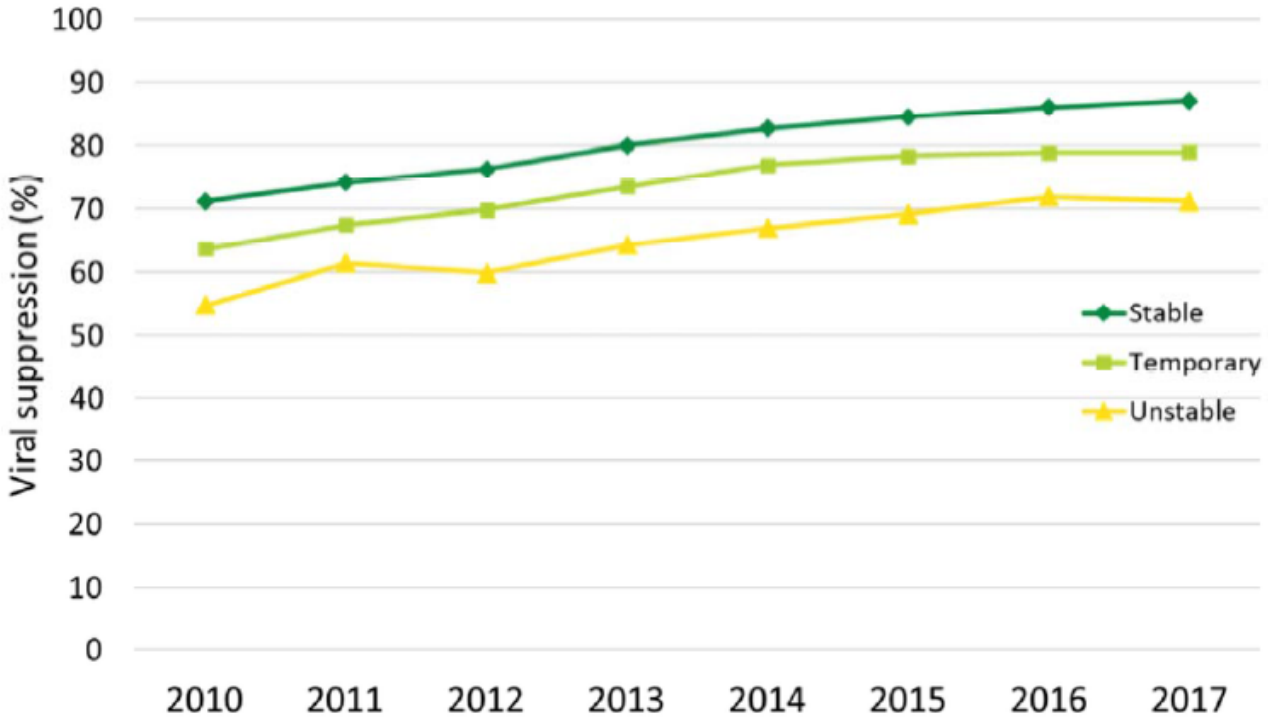
Case Study - a focus on PLWH with complex needs

- PHNTX, one of 9 sites tasked with
  - Developing/implementing a model of care for people living with HIV (PLWH), co-diagnosed with mental health and/or substance misuse disorders, experiencing homelessness
  - Disseminating key development/implementation action steps and study findings through multiple platforms
- Demonstration project/study supported by the Health Resources and Services Administration, HIV/AIDS Bureau, Special Projects of National Significance, 2012-2017.

Rationale

Viral Suppression, Clients Served by RWHAP, by Housing Status, 2010–2017—U.S. and 3 Territories



Credit: RWHAP Client HIV Care Outcomes: Viral Suppression, by Housing Status - 2017 [PPT, 1.6MB]

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Prism Health North Texas
formerly known as AIDS Arms, Inc.

Mission

Advancing the health of North Texas through education, research, prevention, and personalized integrated HIV care.

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- Provides integrated care and services:
  - Outreach to and testing for those at high risk for HIV/STIs
  - HIV/STI prevention and treatment - risk reduction, education and counseling services
  - Pre-exposure prophylaxis (PrEP) for HIV prevention
  - Linkage to medical care and psychosocial support services
  - Primary HIV medical care and integrated behavioral health care
  - Psychosocial support services to promote health equity, retention in care, treatment adherence
  - Effective 2019: primary medical care, transgender care
- Works to address specific needs of marginalized populations
- Collaborates with partner agencies to ensure respectful care for clients.
- Service area - North Texas

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Key Components of Initiative

- Integrated within PHNTX person-centered care model
- Intensive care coordination and behavioral intervention provided by three FTE social workers:
  - Skilled in providing care to people with complex needs and co-occurring disorders
  - Mobile: able to meet with clients at places and times convenient to them
  - Able to advocate effectively on behalf of clients with housing, behavioral health, medical and other providers
  - Able to build bridges to necessary care
  - Persistent

Partnerships

- Strategic focus on strengthening/sustaining partnerships with:
  - Providers of relevant services including housing
  - Rental property managers/owners
  - Shelters
  - Motels
  - Mental health/substance use disorder treatment providers
  - Hospitals and medical providers
  - Respite care providers
  - Community members
  - Others essential to promoting successful client outcomes

Critical Elements for Success: Client Level

- Comprehensive assessment of client needs
- Collaborative development of care plans
- Regular meetings with clients based on ***acuity*** and ***need***
- Expedited access to medical and behavioral health care
- Care-team case conferences
- Focus on client strengths and resilience
- Flexibility in addressing clients' needs
  - Food, water, clothing, hygiene packs, sleeping bags, tarps, restaurant gift cards, other as necessary
  - Assistance with obtaining and storing documents
  - Emergency housing
- Ongoing process and outcome evaluation

Critical Elements of Success: Service Delivery

- Responsiveness to needs of frontline staff, supervisor(s)
  - Clinical supervision
  - Professional support to address self-care, compassion fatigue, other concerns
  - Active support of requests related to improving care processes
- Ongoing process and outcome evaluation

Sustaining Necessary Services

- ***Intentional*** - starting at program inception
  - Ongoing evaluation to determine essential components for achieving optimal outcomes
  - Rigorous documentation
  - Capacity building to enhance organizational ability to care for priority population
  - Strategic fundraising

Capacity Building

- Subscribing to/utilizing the Homeless Management Information System (HMIS) to expedite client access to permanent housing
- Ongoing education and technical assistance for internal and external direct service and support staff on:
  - Challenges faced by clients experiencing homelessness
  - Trauma informed care
  - Best practices for providing person-centered care
  - Motivational interviewing, strength based and solution focused counseling techniques
  - Emerging trends related to regulations and eligibility requirements

Capacity Building – Example

Working with the Homeless Population

AIDS Arms, Inc.

June 9, 2016

Brought to you by:

Health Hope and Recovery - Benjamin Callaway, Luis Moreno, Miata Everett, Raymond Castilleja Jr. and Justin Vander

Case Management - Trang Mai and Gilbert Moreno

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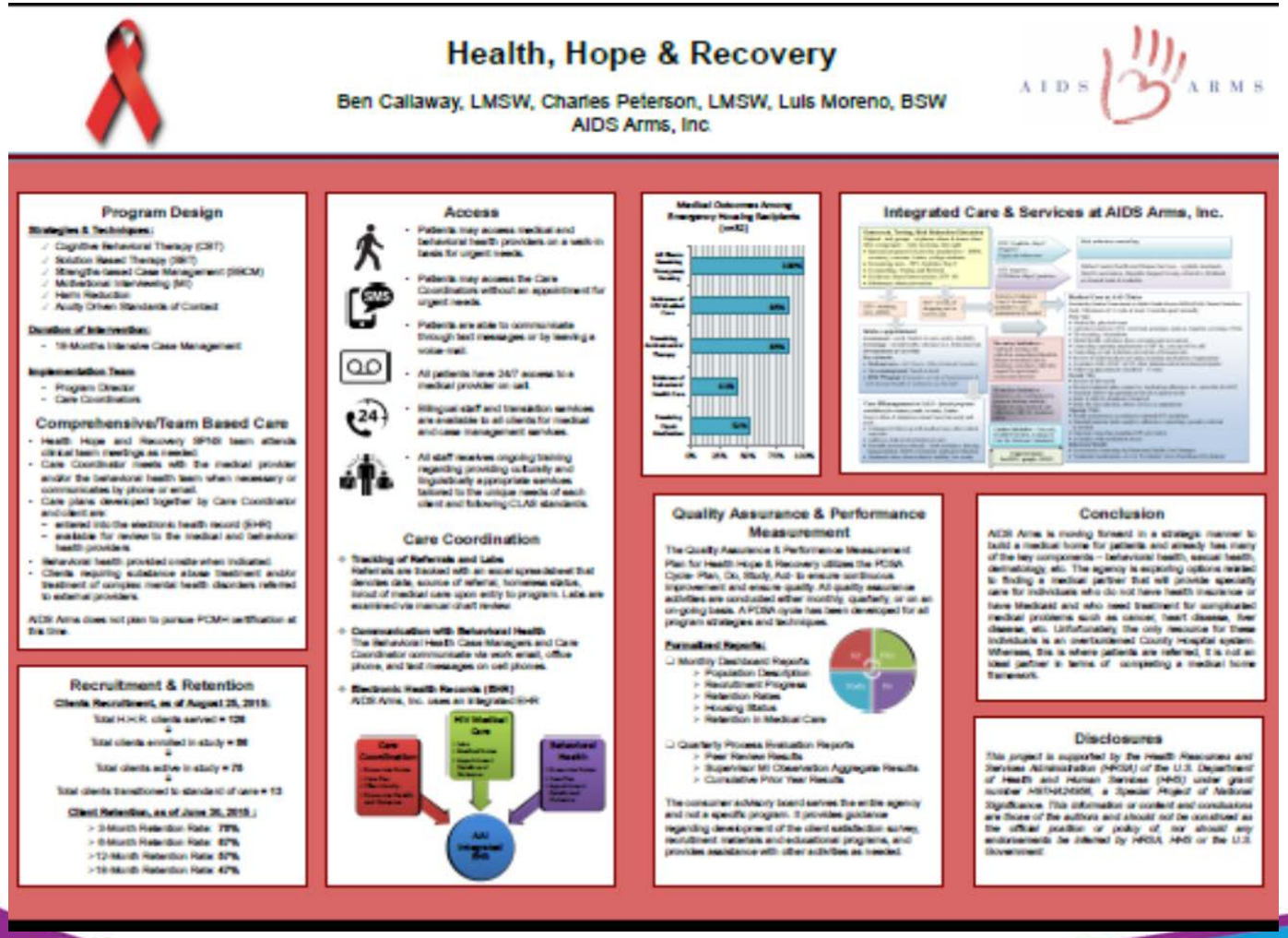
Capacity Building - Example



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Capacity Building - Example

A day in the life of staff members providing services to homeless clients …

- Text client to remind them of appointment.
- Meet client at shelter to provide a needed items such as sleeping bag, medication box and/or snacks.
- Work in collaboration with shelter staff and client to obtain letter of homelessness for housing eligibility.
- Discuss and assess client's past experiences with medical care including barriers to care such as substance use and mental health disorders.
- Create care plan in collaboration with client utilizing motivational interviewing to identify triggers for substance use and create a harm reduction plan to decrease high risk behaviors.
- Call client to schedule medical and behavioral health appointment.
- Assist client in programming medical appointments in cell phone provided by AAI to increase adherence to medical care.
- Provide education on DART system, bus pass and practical tips for attending medical appointments.
- Help internal and external colleagues learn about the Trauma Informed Model of Care as well as harm reduction strategies.

Leveraging Resources

Source	Purpose
Ryan White Parts A, B and C	Intensive non-medical case management/care coordination
Private donors	Emergency housing, support for HMIS subscription fees
Agency general funds	Documentation assistance, packaged snacks, transportation vouchers, assistance with other basic needs
Marketplace insurance plans	Medical and psychiatric care

Key Outcomes

- A total of 157 clients served
- 120 clients enrolled in multi-site study
  - Staff recorded 5,761 encounters with clients during a 3 year period (Jan 1, 2013 - Feb 1, 2016)
  - 75% achieved stable housing
  - 85% achieved viral suppression compared to 43% at baseline

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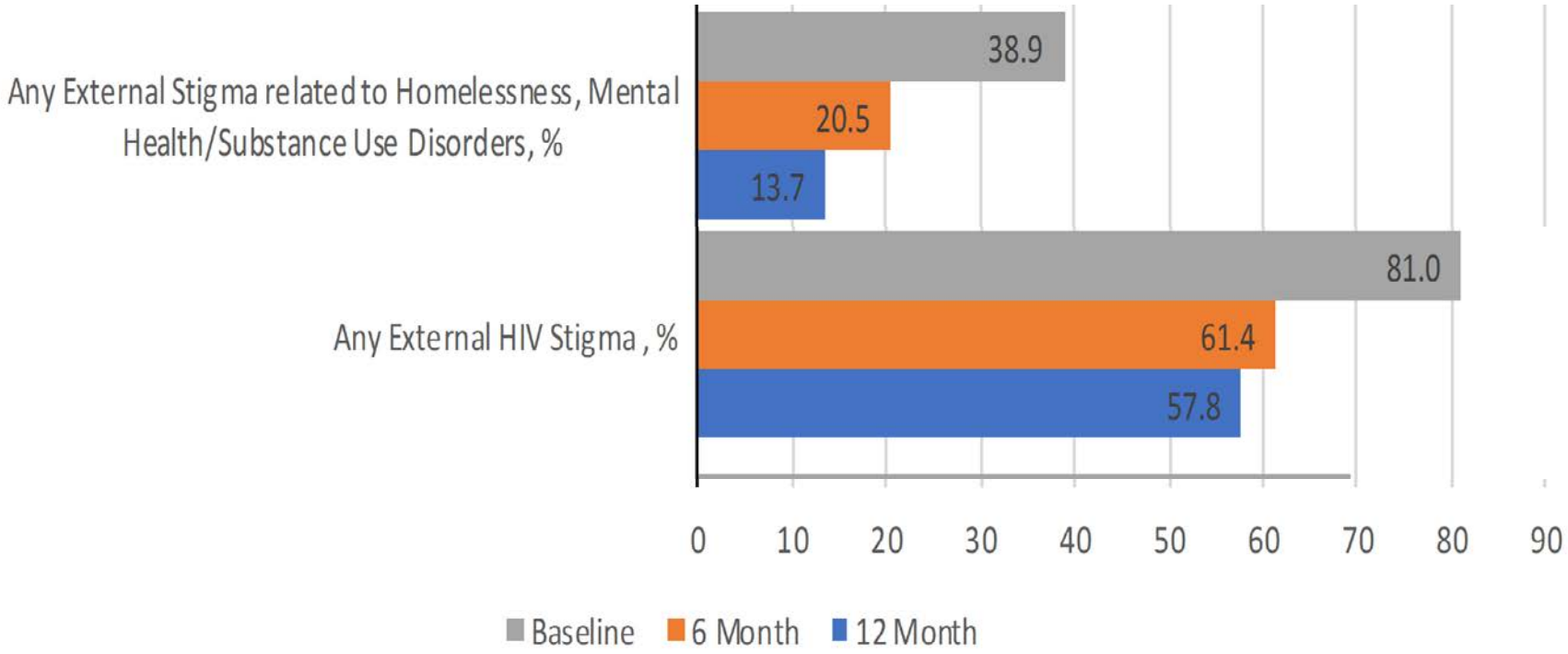
Key Outcomes -

Percentage of Participants reporting Perceived External Stigma (N=548)



Source: Maskay et al. AJPH.108: Supplement 7; 2018; S546-S551.

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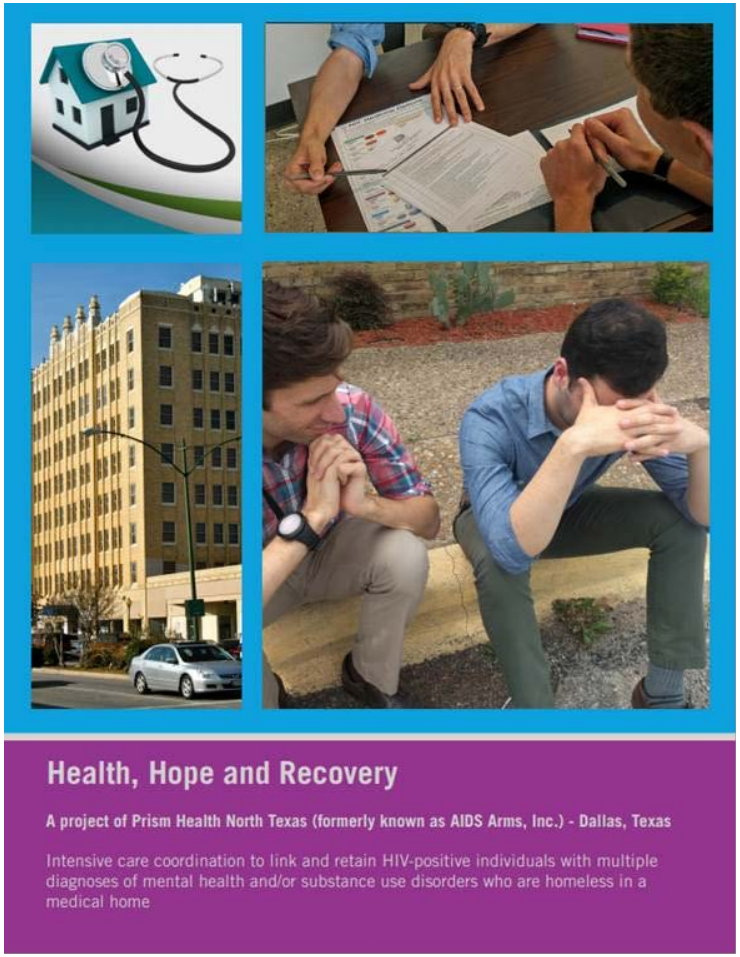
Ongoing Needs and Challenges

- Inadequate availability of affordable permanent housing
- Varying levels of adoption of Housing First model
- Increasing requirements related to documents needed to establish eligibility and frequency of updates
- Perceived and actual stigmatizing behaviors from service provider staff and other clients
- Inadequate understanding and acceptance regarding needs of HIV positive individuals with mental health and/or substance use disorders experiencing homelessness

Resources



https://ciswh.org/wp-content/uploads/2017/06/HHR-prism-health.pdf

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References

- Sarango M, Hohl C, Gonzalez N, et al. Strategies to build a patient-centered medical home for multiply diagnosed people living with HIV who are experiencing homelessness or unstable housing. AJPH.108: Supplement 7; 2018; S519-S521.
- Maskay MH, Cabral HJ, Davila JA, et al. Longitudinal stigma reduction in people Living with HIV experiencing homelessness or unstable housing diagnosed with mental health or substance use disorders: an intervention study. AJPH.108: Supplement 7; 2018; S546-S551.

Acknowledgments

- Nicole Chisolm, MPH
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- Justin Vander, MBA

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Participant Discussion

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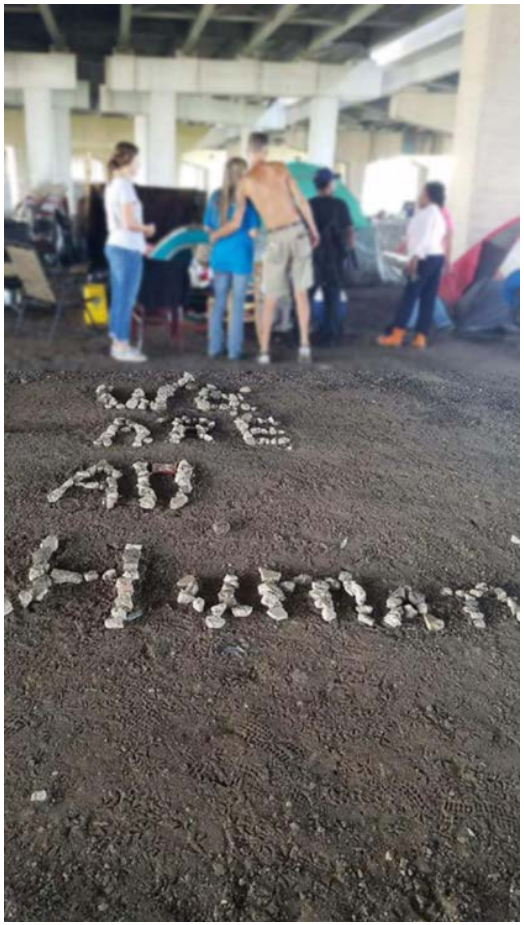
One Client's Path to Success



Video

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Thank you!

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