

# The One Stop Shop: An Integrated Model of Early Intervention Services in HIV Care

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# Learning Objectives

- Learn about the psychosocial aspects of working with HIV infected patients in healthcare institutions, methods and approaches used and how to develop a system of care based on education and communication to improve care.
- Master the principles of teamwork in developing and optimizing adherence to treatment.
- Learn to apply the knowledge gained in practical settings.

# Definition of Concepts



## One-stop

- Relating to or providing a comprehensive selection of goods or services at a single location .

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- Having or providing a range of related services or goods in one place a one-stop shop.

[Collins English Dictionary – Complete and Unabridged](#) © HarperCollins Publishers 1991, 1994, 1998, 2000, 2003

# Definition of Concepts

## Early Intervention Services (EIS)

- Activities designed to identify individuals who are HIV-positive and get them into care as quickly as possible. As funded through Parts A and B of the Ryan White HIV/AIDS Program, includes outreach, counseling and testing, information and referral services. Under Part C Ryan White HIV/AIDS Program, also includes comprehensive primary medical care for individuals living with HIV/AIDS.

HRSA Glossary of Terms

# Definition of Concepts

## Integrated Health Care

- Process in which health care providers work together in collaboration to optimize the patient's health through interventions based on the bio-psycho-social model of care (O'Donohue & Cummings, 2005 en Cappas, 2009).

# Definition of Concepts

## Biopsychosocial model of care

- It is both a philosophy of clinical care and a practical clinical guide. Philosophically, it is a way of understanding how suffering, disease, and illness are affected by multiple levels of organization, from the societal to the molecular. At the practical level, it is a way of understanding the patient's subjective experience as an essential contributor to accurate diagnosis, health outcomes, and humane care (Borrell-Carrió, Suchman and Epstein, 1994).

# Definition of Concepts

- Views health and illness as the product of a combination of factors including biological characteristics (e.g., genetic predisposition), behavioral factors (e.g., lifestyle, stress, health beliefs), and social conditions (e.g., cultural influences, family relationships, social support).

## **Psychological Components:**

- Behavior (adoption and maintenance), emotions (feelings), cognition (thoughts, beliefs and attitudes), personality (characteristic ways of thinking , and feeling).



# Definition of Concepts

## Health Psychology

- The aggregate of the specific educational, scientific, and professional contributions of the discipline of psychology to the promotion and maintenance of health, the prevention and treatment of illness, the identification of etiologic and diagnostic correlates of health, illness, and related dysfunction, and the analysis and improvement of the health care system (Matarazzo, 1980).

# Definition of Concepts

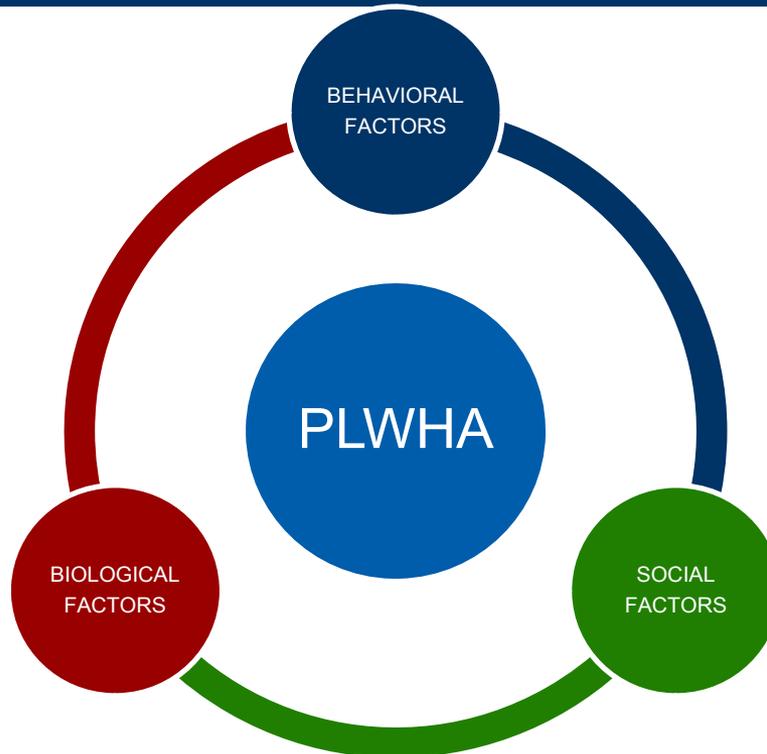


## Health Psychology

- A field of psychology dedicated to the knowledge of the psychological influences on how people stay healthy, why they become ill and how they respond to such (Taylor, 1995).
- A complete state of physical, mental, and social well-being and not merely the absence of disease and infirmity.

World Health Organization (1948)

# Biopsychosocial Aspects of Working with PLWHA



# Benefits of the Integration of Health Psychology in Health Care

- Has provided techniques useful in changing behaviors that affect health and illness.
- Is committed to keeping people healthy rather than waiting to only treat them when they become ill.
  - Patients with chronic conditions have a higher probability of suffering from depression (up to 3 times more) than those with other diagnoses (McDaniels, 2005).
- Assists physicians in pain management treatment.

# Benefits of the Integration of Health Psychology in Health Care

- Provides continuity of care and contributes to patient retention in care.
  - It is estimated that 25 to 50% of the patients with symptoms of mental or emotional conditions refuse to accept referrals to receive specialized mental health services outside their primary care settings.
- Integrates psychological aspects in the conceptualization, diagnose and treatment of medical conditions.

# Benefits of the Integration of Health Psychology in Health Care

- Contributes to reduce the excessive use of health care services.
  - Early identification of mental disorders in medical conditions can reduce significantly health care costs (20 to 40%) (Ofsen, 1999).
  - An average of 60% of the medical visits are to address “worries” that can not be diagnosed as a clinical disorder (Pyne, 2003).
  - Primary care physicians dedicate at least 50% of their time trying to treat conditions related to mental health (Langston, 2002).

# What do we Need to Develop an Integrated Model of EIS in HIV

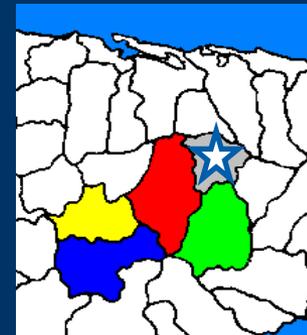
- Coordinated patient-centered delivery system.
- Integrated, multidisciplinary team based approach.
- Continuity of care/continuum of care.
- High levels of communication and education.
- Well trained and highly motivated staff.
- Flexible organizational structure.

# History of Service

- The Gurabo Community Health Center's (GCHC) Services for Individuals Infected with HIV and Families Program ("SIVIF", Spanish acronym), is the only provider of Early Intervention Services (EIS) in its service area, within the Caguas, Puerto Rico TGA. Operating under a primary healthcare center that is funded under Section 330e of the Public Health Service (PHS), the SIVIF Program provides comprehensive HIV medical care and supportive services to about 300 clients annually since 1995 in the municipality of Gurabo, Puerto Rico. HIV prevention services and HIV Counseling and Testing is provided annually to over 1,500 at risk individuals. SIVIF receives funding from the Ryan White Modernization and Treatment Act Parts A, B, and C.

# Service Area

- The GCHC SIVIF Program is located in the municipality of Gurabo, Puerto Rico, in the eastern-central region of the Island. The service area is mixed urban-rural with poor public transportation and limited medical services, classified as a medically underserved area with a shortage of health professionals.

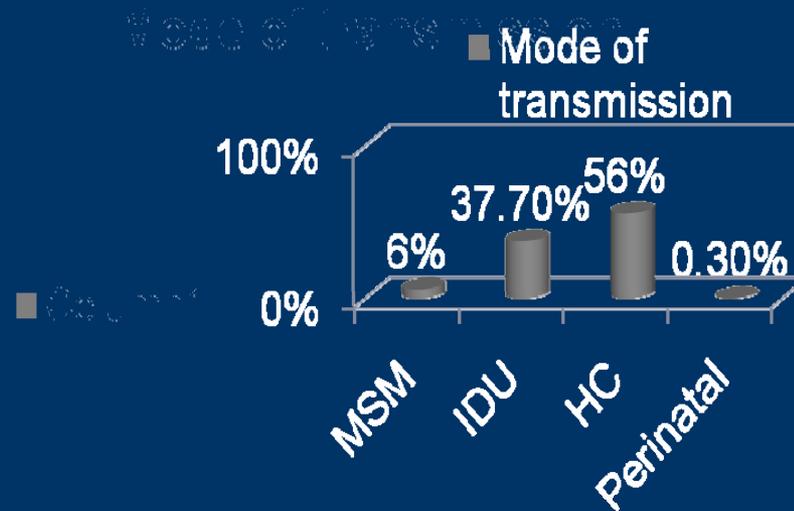
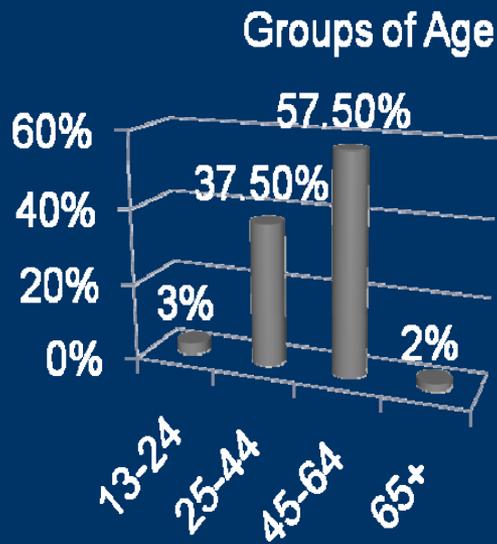


# Population

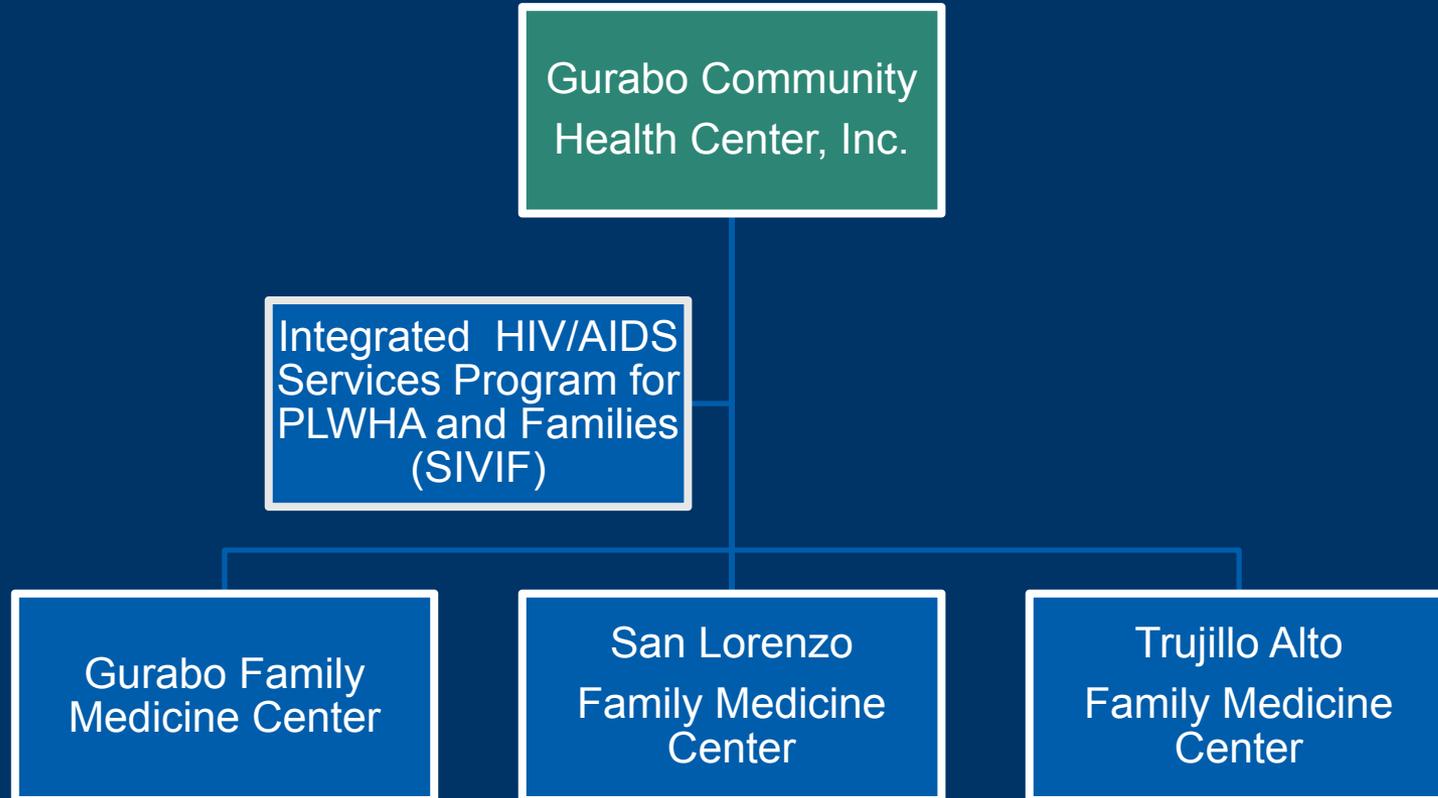
- SIVIF clients are 100% Hispanic. The primary population is the medically underserved and uninsured of the service area. The medically indigent constitute 75% of the total population, with incomes under 200% of poverty level. A 75% of the SIVIF clients' medical insurance is other public (PR Health Reform Plan), 20% are privately insured, a 2.5% are Medicare and 2.5% are uninsured (2009 RDR).

# Demographics

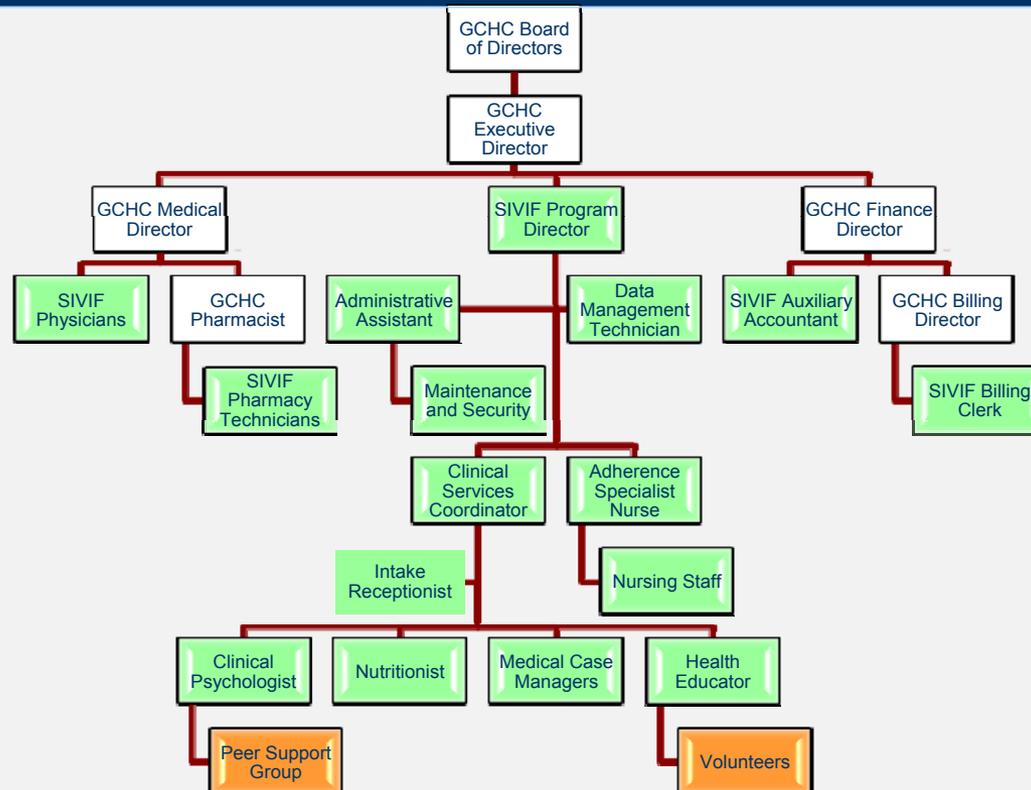
- A 73% of the SIVIF clients enrolled are male and a 27%, female. A 13% were new clients to the program in 2009. A 95% of clients are HIV+ (not AIDS) and 5% have an AIDS status as defined by the CDC.



# GCHC Organizational Structure



# HIV Program Organizational Chart

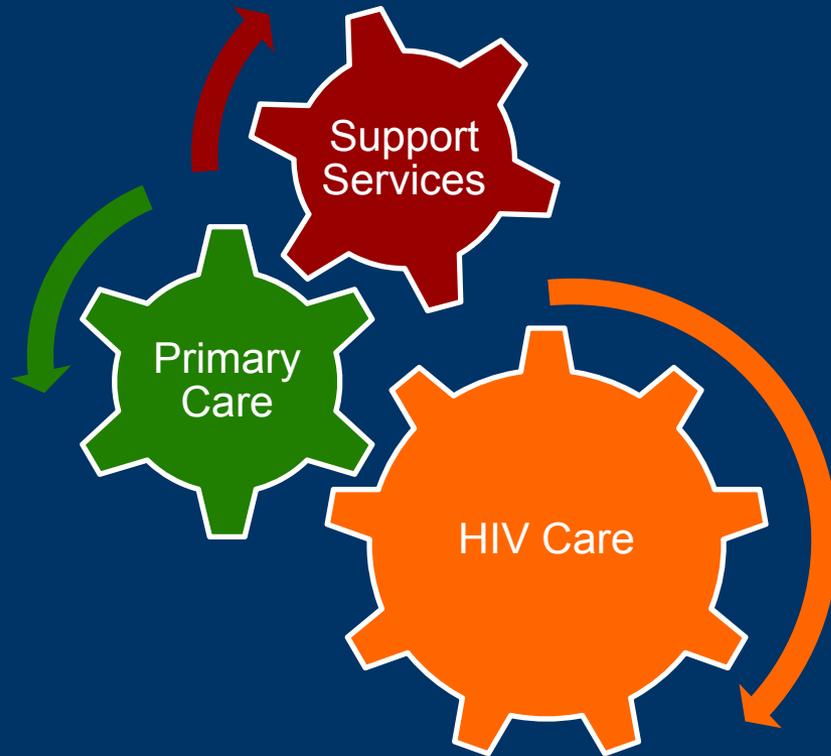


# SIVIF Model of Care

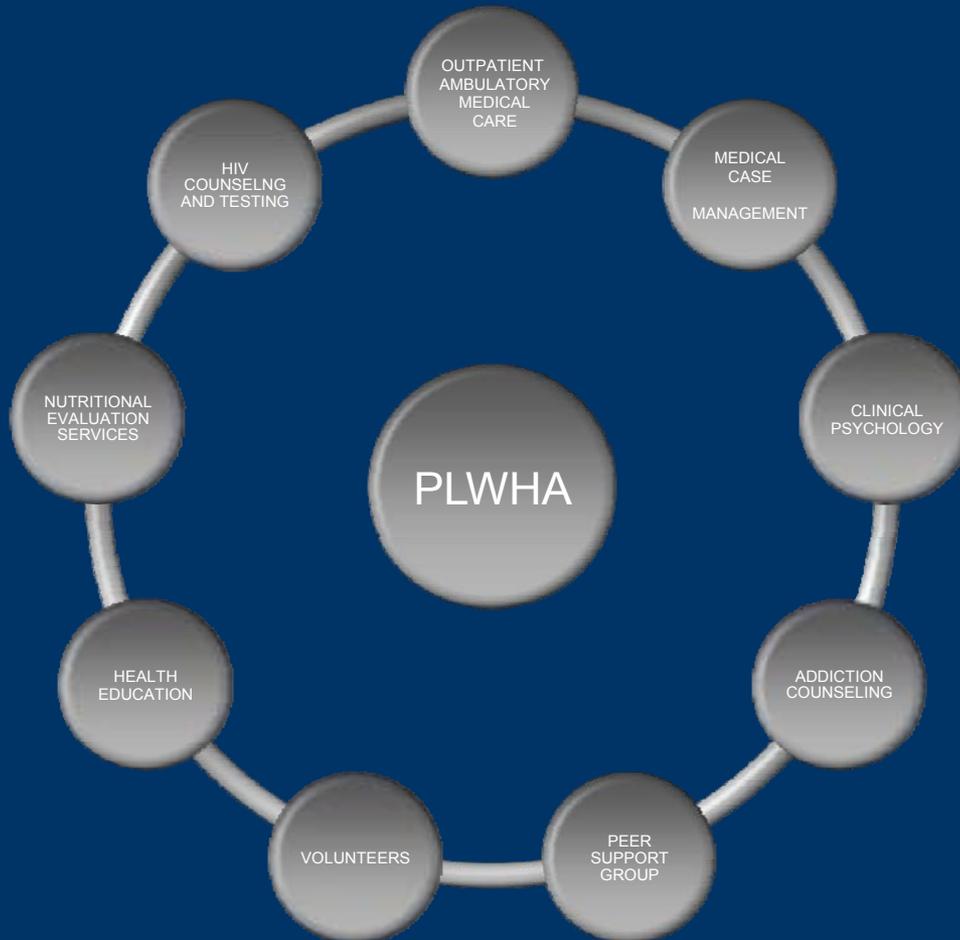
## Biopsychosocial Model Level 3: Integrated System

- Same location.
- Same vision.
- Biopsychosocial environment.
- Committed and knowledgeable Staff.
- Teamwork approach.

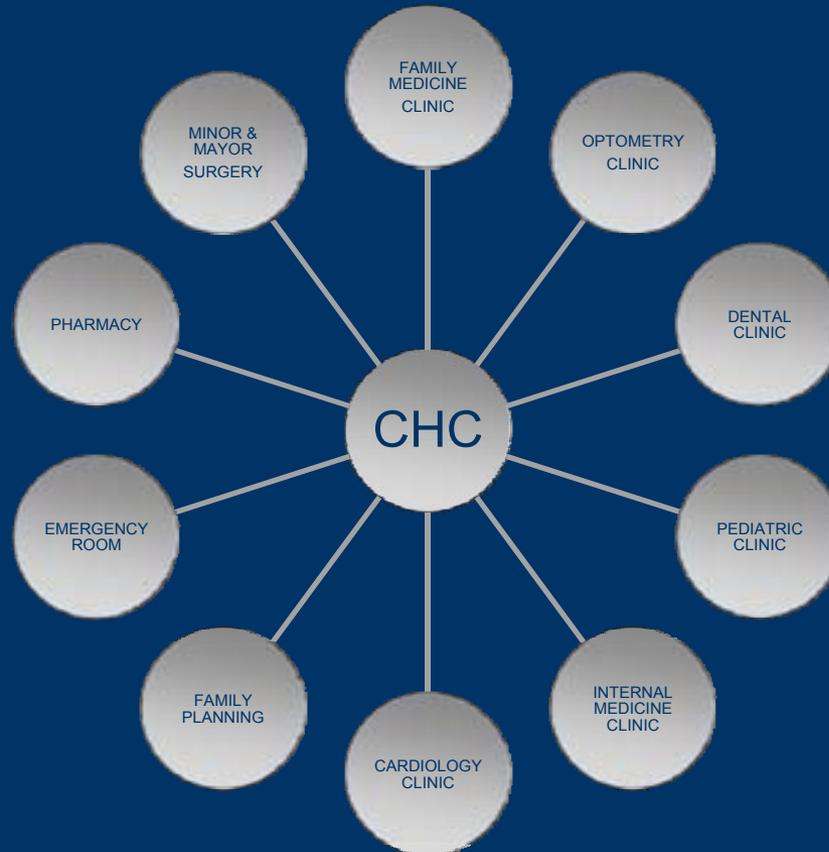
# SIVIF Integrated Approach to EIS Services



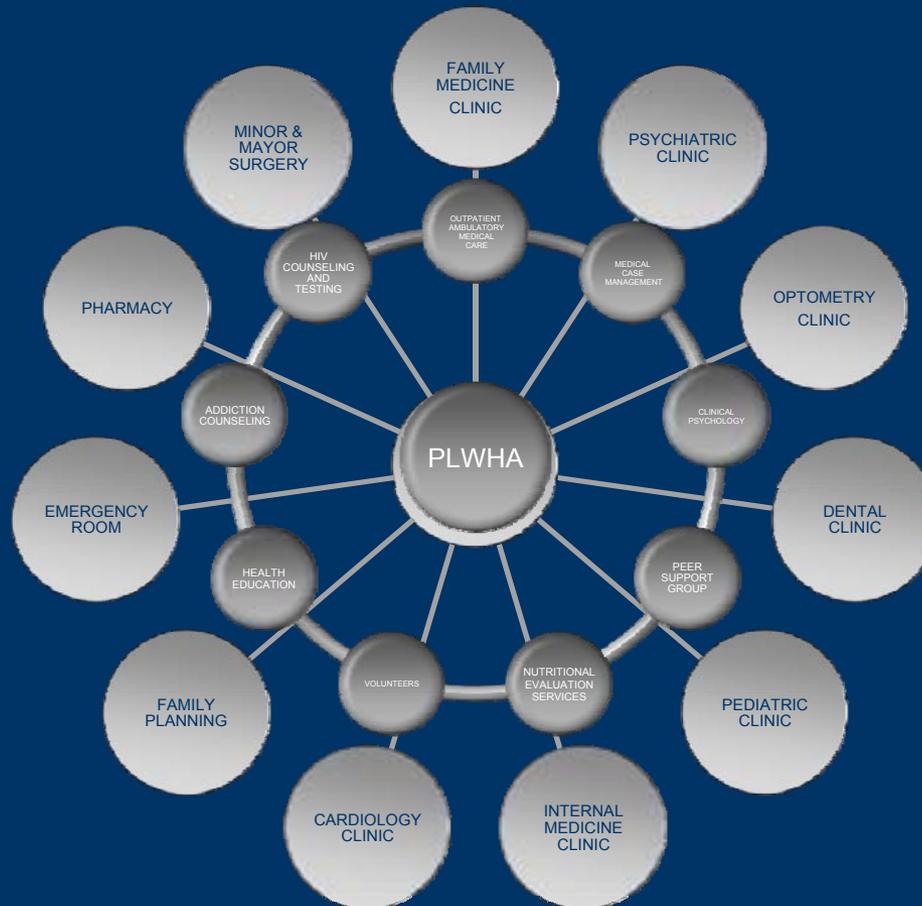
# SIVIF One Stop Shop



# Primary Care and Subspecialties within the GCHC



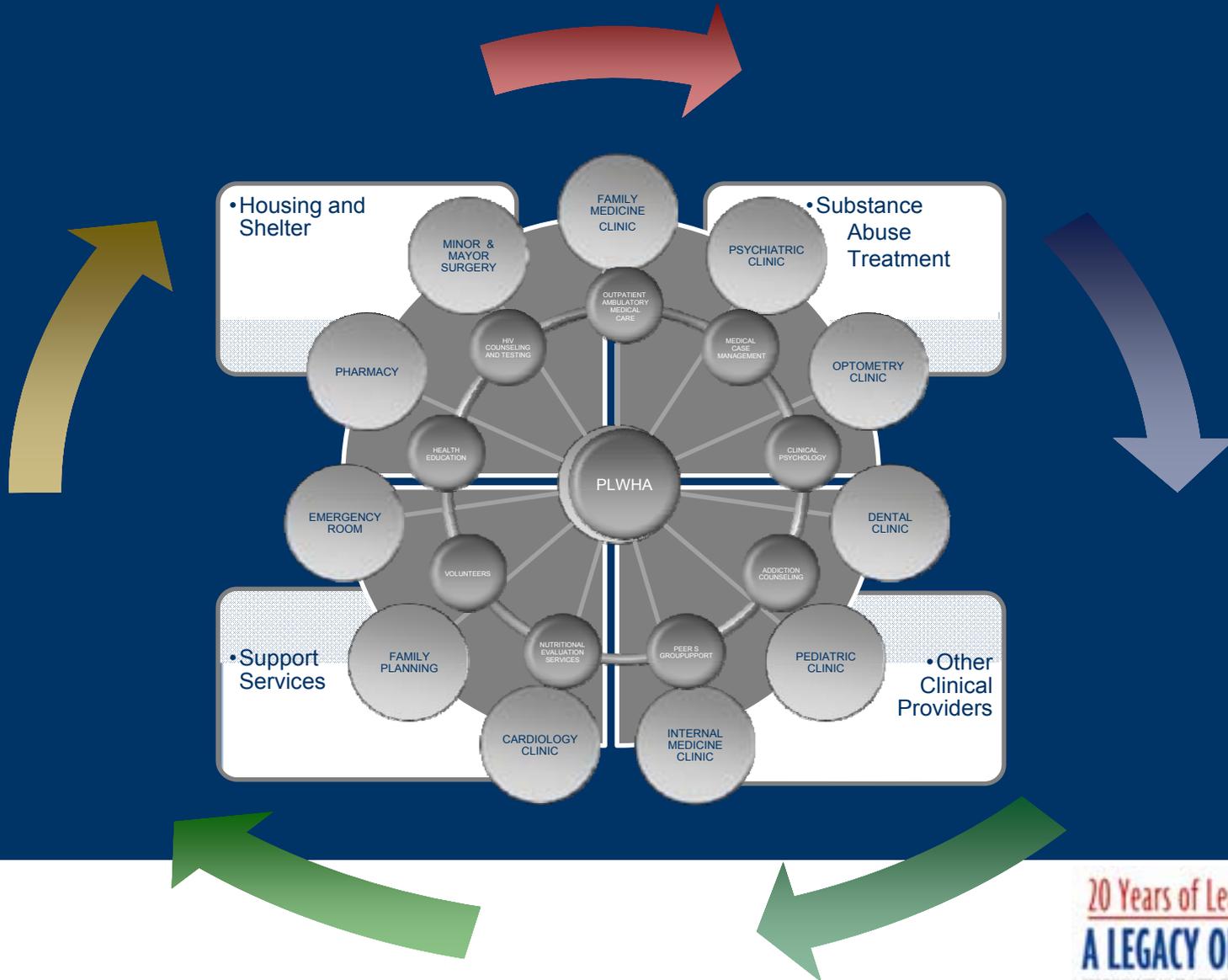
# Integrated System of Care for PLWHA within GCHC



# Network of Collaborators

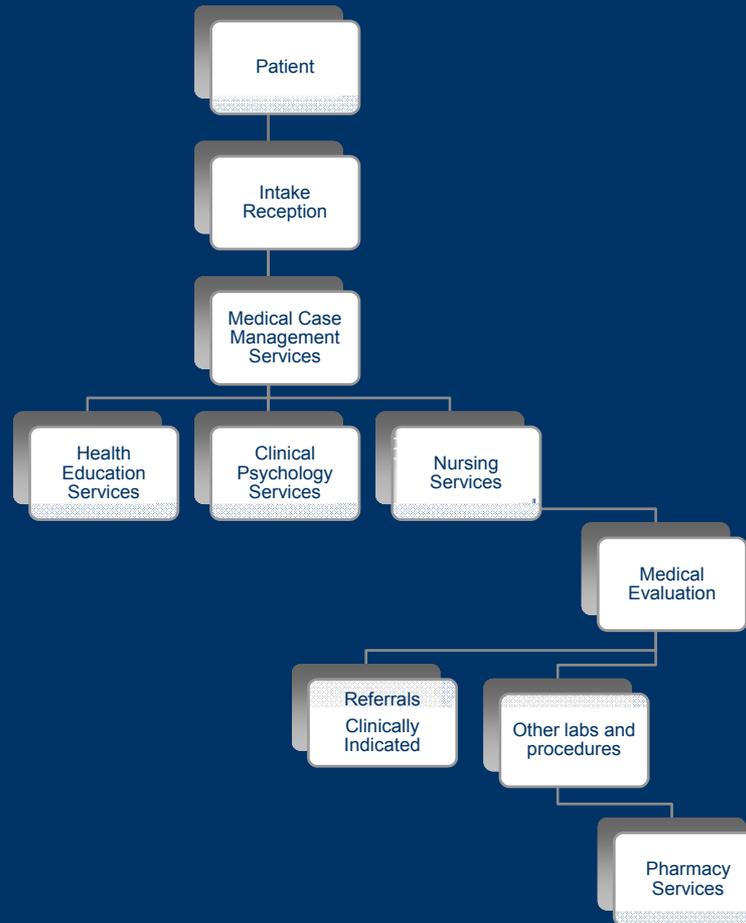


# The Continuum of Care



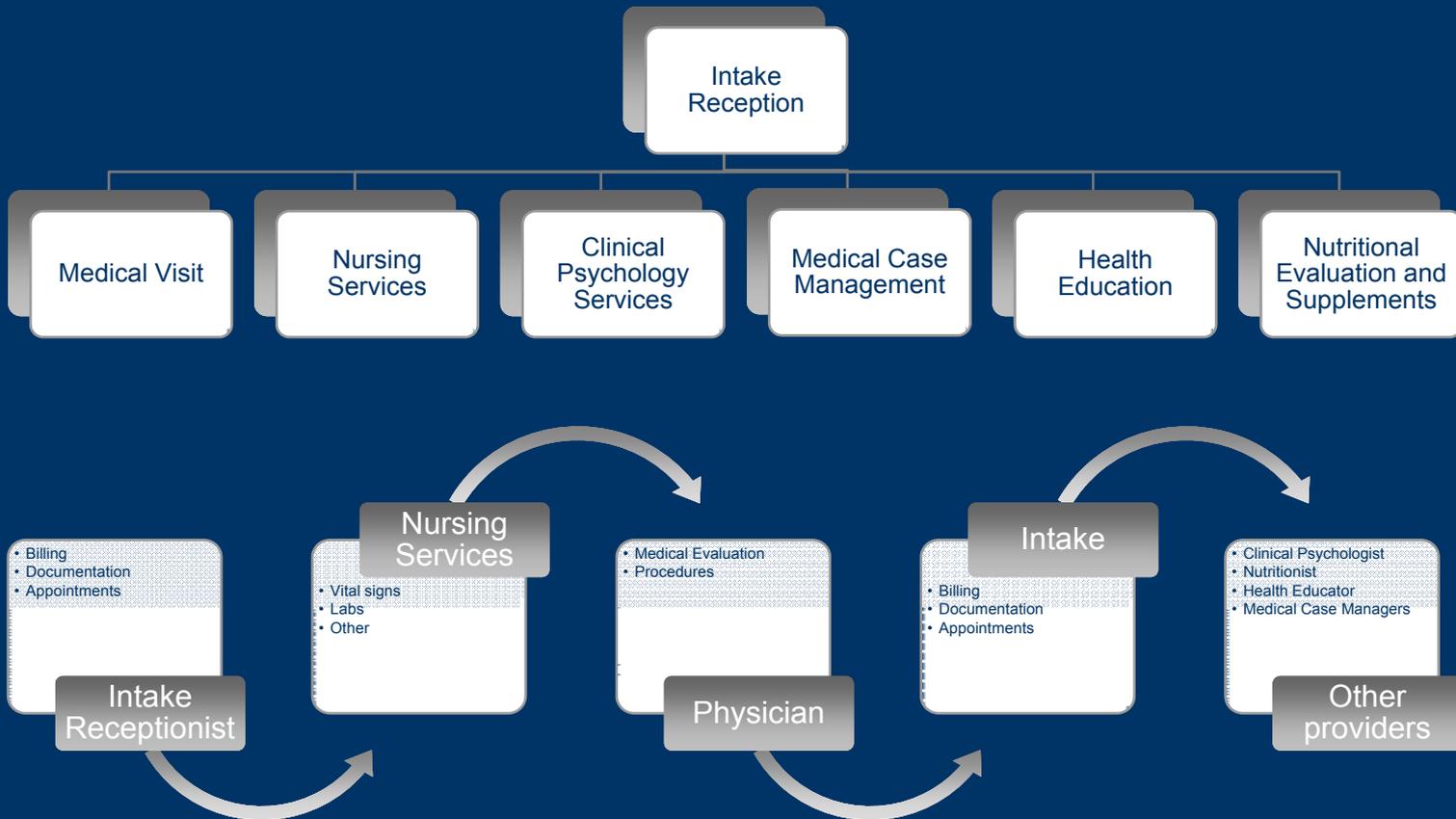
# SIVIF Patient Flow

## New patient



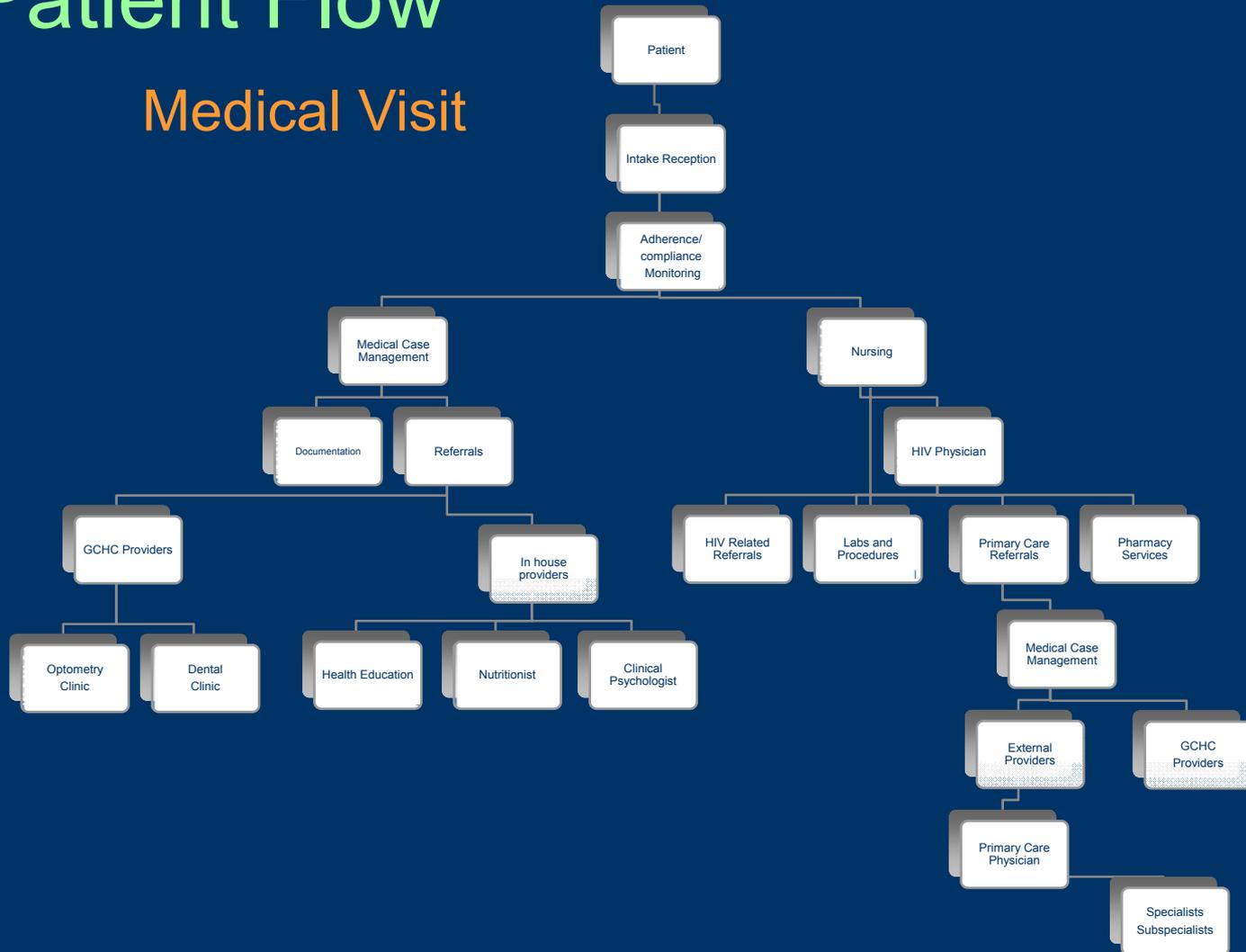
# SIVIF Patient Flow

## Follow up patient



# Patient Flow

## Medical Visit



# Patient Flow

## Clinical Psychological Services



# Benefits of and Integrated Approach of EIS in HIV Care

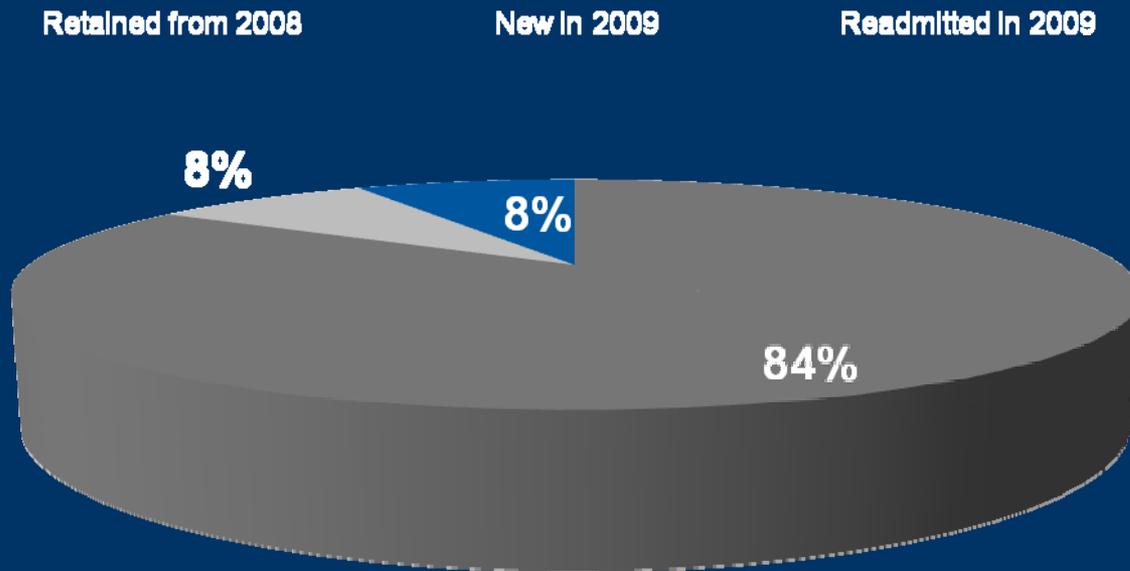
- Increases significantly the positive outcomes that can be obtained in HIV/AIDS programs.
- Improves over time medical indicators such as CD4 counts and viral loads.
- Has greater positive changes in health related quality of life over time.
- Decreases self reported symptom severity over time.
- Reduces self reported barriers in access to medical and support services.

# Benefits of and Integrated Approach of EIS in HIV Care

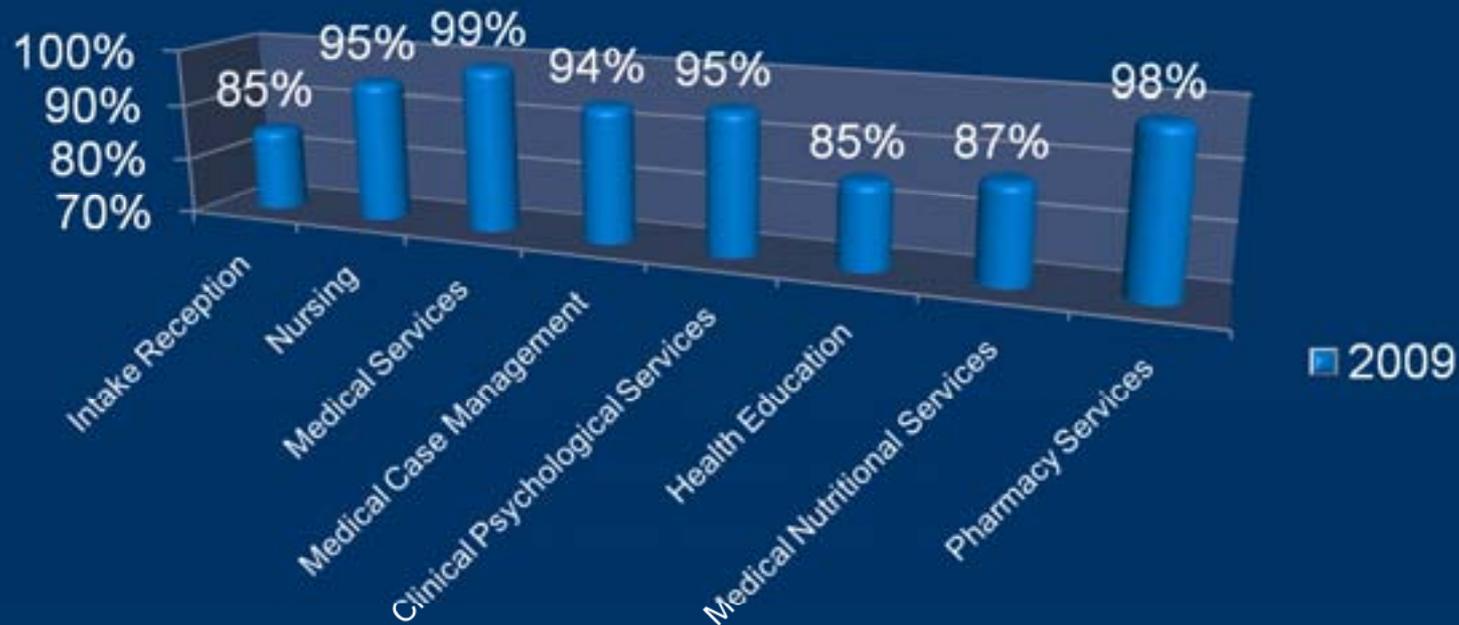
- Reduces levels of psychological distress.
- Reduces levels of unmet needs.
- Increases satisfaction with overall service quality.
- Impacts significantly retention in care.

(Huba, 2001) HRSA/HAB SPNS Cooperative Agreement 1994-99  
to develop innovative models of HIV/AIDS care)

# SIVIF Retention in Care Average in 2009

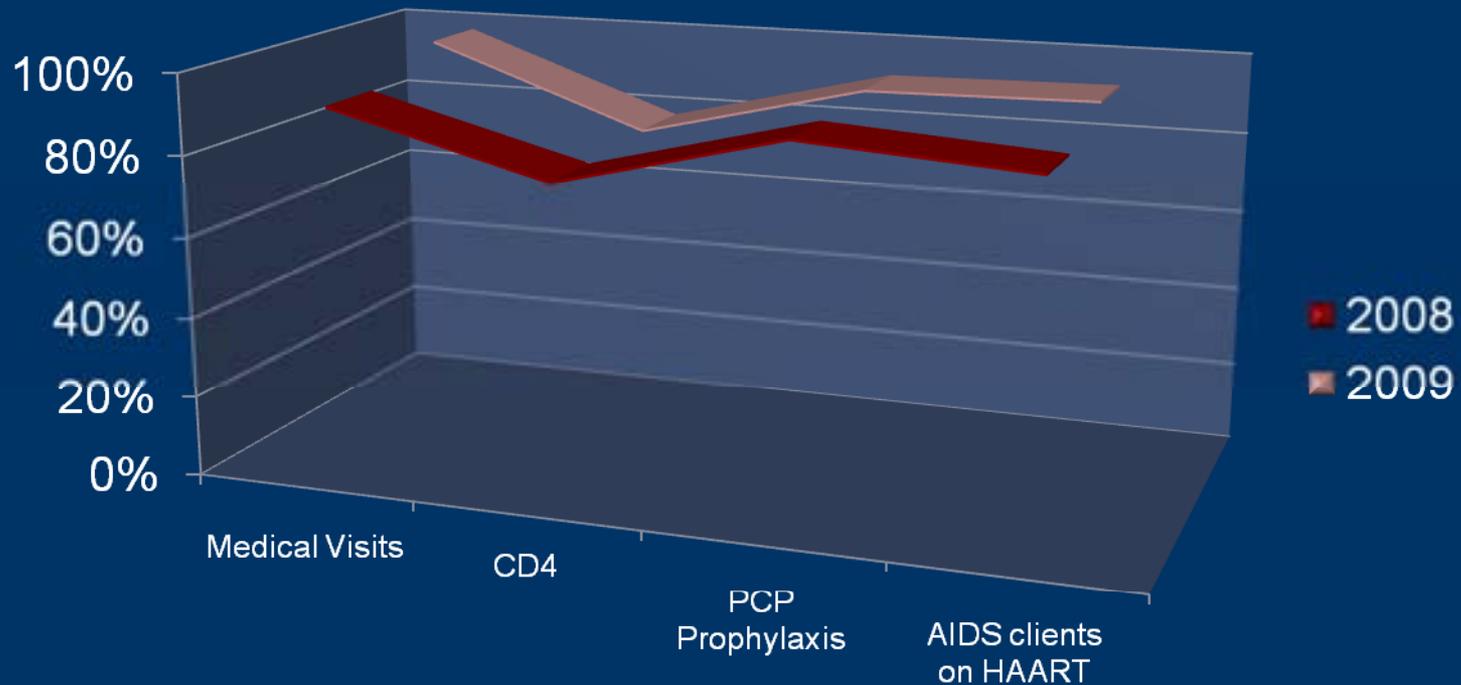


# SIVIF Patient Satisfaction Surveys



Sample of 100 patients that evaluated our services as excellent.

# SIVIF Performance Measures of Clinical Indicators



# Teamwork: A Key Component in Integrated Health Care Systems

- Patient treatment and safety is improved through interdisciplinary teamwork.
- The coordination among the clinicians' extensive skills makes the quality of the patients' treatment a seamless success.
- Effective teams have members who anticipate each other's needs, they can coordinate without the need to communicate overtly.

(Salas, et. al.,2003)

# Teamwork: A Key Component in Integrated Health Care Systems

- High-performance teams develop a sense of collective efficacy.
- The team members recognize their interdependency and believe in the ability of the team to provide superior health care for patients.
- Effective teams optimize their resources.
- Team members are self-correcting, compensate for each other, and reallocate functions as necessary.

(Salas, et. al.,2003)

# Team Members Skills Required

- Cultural Competency.
- Sensitivity.
- Empathy.
- Knowledge.
- Effective Communication.
- Team oriented.
- Patient centered.



# SIVIF Teamwork Approach

- Defined roles and responsibilities of all members of the team.
- Reallocation of functions as needed.
- Constant communication at all levels.
- Shared decision making.



# SIVIF Teamwork Approach

- Full participation of team members in all committees, programmatic activities, educational experiences and community events.
- Periodical multidisciplinary case discussions.
- Direct consultation between team members.



# Quality of Care: Our Goal



# Thank you...



## Questions?

20 Years of Leadership  
**A LEGACY OF CARE**



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