



# PanWest-West Texas

## 2014-2017 Comprehensive HIV Health Services Plan

### PART TWO:

1. Mission Statement, Vision Statement and Core Values
2. Goals and Strategies
3. Action Plan

February 2014





# WEST TEXAS RYAN WHITE PROGRAM

## SECTION 1: MISSION STATEMENT, VISION STATEMENT AND CORE VALUES

### Mission Statement

To support an effective, community-wide response to HIV/AIDS by focusing on high quality medical and support services and leveraging community resources.

### Vision Statement

HIV care is accessible and effective.

### Core Values

We believe all services are built on the core values of: Dignity, Respecting Diversity, Professionalism and Quality, Availability and Accessibility, and Collaboration. These core values will encourage people living with HIV/AIDS to access treatment and be maintained in HIV medical care and support services.

- ◆ Dignity: All clients will be treated with dignity.
- ◆ Respect Diversity: Recognize and respect cultural and individual differences.
- ◆ Professionalism and Quality: Provide quality services in a professional manner.
- ◆ Availability and Accessibility: Health care services will be available and accessible.
- ◆ Collaboration: Work with community organizations to enhance access to the complete continuum of services, from HIV prevention to care and treatment.



## WEST TEXAS RYAN WHITE PROGRAM

### SECTION 2: GOALS AND STRATEGIES

#### GOAL 1

**Improve the Case Management System Throughout the Panwest and West Texas Regions.**

#### Strategies

- 1.1 Implement the HRSA HIV/AIDS Bureau medical case management (MCM) core performance measure “medical visit frequency” by July 2014. Monitor performance improvement related to this measure using the PDSA cycle through December 2017.
- 1.2 Once the initial measure is successfully implemented and the quality management process (PDSA) is in place, expand the process to include the second core MCM performance measure “gap in medical visits,” targeting implementation by July 2015. Monitor performance improvement related to this measure using the PDSA cycle through December 2017.
- 1.3 Develop regional best practices for (1) MCM performance measure medical visit frequency, (2) maintenance in medical care and (3) medication delivery at the June 2014 annual provider training. Develop measures demonstrating conformance to best practices for medication delivery by January 2015 and use the provider self-audit on an ongoing basis.



## WEST TEXAS RYAN WHITE PROGRAM

### GOAL 2

**Expand Access to Behavioral Health Services (Mental Health and Substance Abuse Treatment) by Integration, Co-Location and/or Increased Collaboration Between Ryan White Funded Providers and Behavioral Health Organizations.**

#### Strategies

- 2.1 Establish medical case management best practices to improve assessment, referral and utilization of behavioral health services by December 2015.
- 2.2 Expand the treatment teams in each HSDA to include both mental health professionals and HEI case managers by December 2015.
- 2.3 Develop and implement a plan for all HIV clinic physicians and mid-level practitioners to develop the necessary skills to diagnose and prescribe adult psychiatric medications for minor to moderate depression and anxiety by December 2017.



## WEST TEXAS RYAN WHITE PROGRAM

### GOAL 3

**Ensure the Delivery of High Quality Medical Care Throughout the Region.**

#### Strategies

- 3.1 Implement the HRSA HIV/AIDS Bureau Core Performance Measures for viral load suppression and PCP prophylaxis by January 2015. Continue to monitor clinical measure for CD4 cell count.
- 3.2 Ensure physician and mid-level practitioner capacity in all HSDAs to provide timely patient access to high quality HIV medical care by January 2015.
- 3.3 Increase the percentage of female Ryan White patients who receive cervical cancer screening to 50% in 2015, 60% in 2016 and 75% in 2017 per cervical cancer screening performance measure.



## WEST TEXAS RYAN WHITE PROGRAM

### GOAL 4

**Collaborate with Non-Ryan White Funded Providers to Expand Access to the HIV Prevention and Care Service Continuum.**

#### Strategies

- 4.1 Encourage RW funded agencies to expand collaboration with local HIV prevention outreach/counseling and testing providers to effectively link newly diagnosed consumers to HIV medical care within three months of diagnosis, reducing barriers to care.
- 4.2 Continue to actively participate in the El Paso Community Mobilization Collaborative through 2014.
- 4.3 With the Community Mobilization Collaborative as an example, identify opportunities to support collaborative development in PanWest HSDA(s) in 2015 and beyond.



## WEST TEXAS RYAN WHITE PROGRAM

### SECTION 3: ACTION PLAN

**GOAL 1:** *IMPROVE THE CASE MANAGEMENT SYSTEM THROUGHOUT THE PANWEST AND WEST TEXAS REGIONS.*

**STRATEGY 1.1:** Implement the HRSA HIV/AIDS Bureau medical case management (MCM) core performance measure “medical visit frequency” by July 2014. Monitor performance improvement related to this measure using the PDSA cycle through December 2017.

**Completion Date:** December 2017

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Begin collaborating with Ryan White funded providers to plan the implementation the MCM performance measure “medical visit frequency” by March 2014.	Contracts Specialists; Nurse Consultant	March 2014	March 2014	Weekly	
2. Develop Administrative Agency internal systems for monitoring this performance measure by June 2014 including: <ul style="list-style-type: none"> <li>a. Identify required data fields in ARIES</li> <li>b. Determine sample size and an evidence-based sampling method, with the support of DSHS staff.</li> </ul>	Nurse Consultant; Contracts Specialist; Quality Coordinator; Data Manager; DSHS staff	March 2014	June 2014	Bi-Weekly	
3. Train Ryan White funded providers on their requirements for monitoring this performance measure by June 2014.	Nurse Consultant; Quality Coordinator; Data Manager	March 2014	June 30, 2014	Monthly	

**GOAL 1:** **IMPROVE THE CASE MANAGEMENT SYSTEM THROUGHOUT THE PANWEST AND WEST TEXAS REGIONS.**

**STRATEGY 1.1:** **Implement the HRSA HIV/AIDS Bureau medical case management (MCM) core performance measure “medical visit frequency” by July 2014. Monitor performance improvement related to this measure using the PDSA cycle through December 2017.**

**Completion Date:** **December 2017**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
4. Monitor this performance measure monthly in 2014, working with providers using the PDSA cycle to begin the performance improvement process.	Nurse Consultant; Quality Coordinator; Data Manager	July 2014	December 2014	Monthly	
5. As appropriate, progress to quarterly and semi-annual monitoring in 2015 and beyond. Monitoring frequency may vary between providers based on quality management results and requirements.	Nurse Consultant; Quality Coordinator; Data Manager	January 2015	Ongoing	Monthly/ Quarterly/ Semi-Annually	



**GOAL 1: IMPROVE THE CASE MANAGEMENT SYSTEM THROUGHOUT THE PANWEST AND WEST TEXAS REGIONS.**

**STRATEGY 1.2:** Once the initial measure is successfully implemented and the quality management process (PDSA) is in place, expand the process to include the second core MCM performance measure “gap in medical visits,” targeting implementation by July 2015. Monitor performance improvement related to this measure using the PDSA cycle through December 2017.

**Completion Date: December 2017**

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. After successful implementation of the initial MCM core performance measure, establish a timetable to begin monitoring the second core MCM performance measure, “gap in medical visits” by August 2014.	Program Administrator	July 2014	August 2014		
2. Begin collaborating with Ryan White funded providers to plan the implementation of the second MCM performance measure by requesting review and implementation suggestions/feedback by November 2014.	Contracts Specialists + Nurse Consultant	August 2014	November 2014	Weekly	
3. Develop Administrative Agency internal systems for monitoring this performance measure by November 2014 including: a. Identifying data fields in ARIES b. Determine sample size and an evidence-based sampling method, with the support of DSHS staff.	Nurse Consultant; Contracts Specialist; Quality Coordinator; Data Manager; DSHS staff	August 2014	November 2014	Bi-Weekly	
4. Train Ryan White funded providers on their requirements for monitoring this performance measure by March 2015.	Nurse Consultant; Quality Coordinator	August 2014	March 2015	Monthly	
5. Monitor this MCM performance measure monthly during March through December 2015, working with providers using PDSA to begin the performance improvement process.	Nurse Consultant; Quality Coordinator; Data Manager	March 2015	December 2015	Monthly	
6. As appropriate, progress to quarterly monitoring in 2016 and beyond. Monitoring frequency may vary between providers based on quality management results and requirements.	Nurse Consultant; Quality Coordinator; Data Manager	January 2016	Ongoing	Monthly/ Quarterly	

**GOAL: 1. IMPROVE THE CASE MANAGEMENT SYSTEM THROUGHOUT THE PANWEST AND WEST TEXAS REGIONS.**

**STRATEGY 1.3: Develop regional best practices for (1) MCM performance measure medical visit frequency, (2) maintenance in medical care and (3) medication delivery at the June 2014 annual provider training. Develop measures demonstrating conformance to best practices for medication delivery by January 2015 and use the provider self-audit on an ongoing basis.**

**Completion Date: January 2015 and Ongoing**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
1. Assign key AA staff to begin the development of best practices by April 2014.	Program Supervisor	March 2014	April 2014	NA	
2. Request providers send AA best practices relating to frequency of medical visits, maintenance in medical care and medication delivery by May 2014.	Contracts Specialist; Nurse Consultant	March 2014	May 2014	NA	
3. Plan and conduct the best practices training and collaboration as part of the annual training in June 2014.	Nurse Consultant; Contracts Specialists; Quality Coordinator	May 2014	June 2014	Monthly	
4. Integrate input from the annual training into final best practices document by September 2014.	Nurse Consultant; Quality Coordinator	June 2014	September 2014	Monthly	
5. Incorporate best practices into provider self-audits by January 2015, reporting progress to AA quarterly.	Nurse Consultant; Data Manager	January 2015	Ongoing	Quarterly	

**GOAL 2:** **EXPAND ACCESS TO BEHAVIORAL HEALTH SERVICES (MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT) BY INTEGRATION, CO-LOCATION AND/OR INCREASED COLLABORATION BETWEEN RYAN WHITE FUNDED PROVIDERS AND BEHAVIORAL HEALTH ORGANIZATIONS.**

**STRATEGY 2.1:** **Establish medical case management best practices to improve assessment, referral and utilization of behavioral health services by December 2015.**

**Completion Date:** **January 2016 and Ongoing**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
1. Assign key Administrative Agency staff to begin the development of behavioral health best practices by July 2014.	Program Supervisor	July 2014	July 2014	NA	
2. Work with DSHS to evaluate the effective use of SAMISS and/or other tools for behavioral health screening in the PanWest and West Texas regions by December 2014.	Nurse Consultant	March 2014	December 2014	Monthly	
3. Collaborate with providers to evaluate current use of SAMISS and best practices for behavioral health assessment, referral and follow-up by December 2014.	Contract Specialist; Nurse Consultant	June 2014	December 2014	Monthly	
4. If new assessment tools are being considered, request select providers test these tools by April 2015.	Nurse Consultant	January 2015	April 2015	Monthly	
4. Plan and conduct the best practices training and collaboration in June 2015.	Nurse Consultant; Contracts Specialists; Quality Coordinator	March 2015	June 2015	Monthly	
5. Integrate results into final best practices document by September 2015.	AA	July 2015	September 2015	Monthly	
6. Incorporate best practices for provider self-audits by October 2015, reporting progress to the AA quarterly.	Nurse Consultant; Data Manager	October 2015	December 2015 & Ongoing	Quarterly	

**GOAL 2:**                    **EXPAND ACCESS TO BEHAVIORAL HEALTH SERVICES (MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT) BY INTEGRATION, CO-LOCATION AND/OR INCREASED COLLABORATION BETWEEN RYAN WHITE FUNDED PROVIDERS AND BEHAVIORAL HEALTH ORGANIZATIONS.**

**STRATEGY 2.2:**        **Expand the treatment teams in each HSDA to include both mental health professionals and HEI case managers by December 2015.**

**Completion Date:**     **December 2015 and Ongoing**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
1. Beginning in March 2014, collaborate with each Ryan White funded medical/case management provider to develop a customized local plan to expand the treatment team over the next two years with plans completed by September 2014.	AA	March 2014	September 2014	Monthly	
2. Work with DSHS HEI representatives to identify model programs throughout the state that may be replicated by September 2014.	Planning Coordinator	March 2014	September 2014	Monthly	
3. Establish measures to monitor the effectiveness of treatment team expansion, such as an increase in HEI case loads and increase in completed referrals to mental health counseling.	Planning Coordinator	March 2014	September 2014	Monthly	
3. Support current activities to integrate HEI case managers into Project CHAMPS and PASO, monitoring effectiveness quarterly.	Planning Coordinator	March 2014	Ongoing	Quarterly	
4. Collaborate with Aliviane and El Paso providers to integrate the new HEI case manager by December 2014.	Planning Coordinator	March 2014	December 2014	Quarterly	
5. Establish a local plan for HEI case manager integration at BAS by December 2015.	Planning Coordinator	September 2014	December 2015	Quarterly	
6. Monitor the effectiveness of each treatment team expansion using established metrics.	Planning Coordinator	July 2014	Ongoing	Semi-annually	

**GOAL 2:**                    **EXPAND ACCESS TO BEHAVIORAL HEALTH SERVICES (MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT) BY INTEGRATION, CO-LOCATION AND/OR INCREASED COLLABORATION BETWEEN RYAN WHITE FUNDED PROVIDERS AND BEHAVIORAL HEALTH ORGANIZATIONS.**

**STRATEGY 2.3:**        **Develop and implement a plan for all HIV clinic physicians and mid-level practitioners to develop the necessary skills to diagnose and prescribe adult psychiatric medications for minor to moderate depression and anxiety by December 2017.**

**Completion Date:**      **December 2017**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
1. Evaluate options for mental health/behavioral health preceptorships with the Oklahoma/Texas AETC and/or StarCare by September 2014. a. Identify any pre-requisites for mental health/ substance abuse training for physicians/clinicians. b. Identify the most cost-effective approach to training, including use of telemedicine.	Contract Specialist; Nurse Consultant	March 2014	September 2014	Monthly	
2. Identify budget and resource requirements for physician training by December 2014.	Contracts Specialist	March 2014	December 2014	Bi- Monthly	
3. Develop a training plan that will accommodate budgetary and scheduling constraints by December 2014.	AA	March 2014	December 2014	Quarterly	
4. Implement this plan with all physicians and mid-level practitioners who have maintained their positions for a year or more by December 2017.	Contract Specialist; Nurse Consultant	January 2015	December 2017	Quarterly	

**GOAL 3: ENSURE THE DELIVERY OF HIGH QUALITY MEDICAL CARE THROUGHOUT THE REGION.**

**STRATEGY 3.1: Implement the HRSA HIV/AIDS Bureau Core Performance Measures for viral load suppression and PCP prophylaxis by January 2015. Continue to monitor clinical measure for CD4 cell count.**

**Completion Date: January 2015 and Ongoing**

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Develop Administrative Agency internal systems for monitoring the two new performance measures and ensure current monitoring plan for CD4 cell count conforms to HRSA requirements by December 2014. <ul style="list-style-type: none"> <li>a. Identify data fields in ARIES</li> <li>b. Determine sample size(s) and evidence-based sampling method(s), with the support of DSHS staff.</li> </ul>	Contracts Specialist; Nurse Consultant; Quality Coordinator; Data Manager	September 2014	December 2014	Monthly	
2. Train Ryan White funded providers on their requirements for data entry by July 2015.	Contracts Specialist; Data Manager; Nurse Consultant	January 2015	July 2015	Quarterly	
3. Train Ryan White funded providers on their requirements for monitoring the performance measures by June 2015.	Contracts Specialist; Data Manager; Nurse Consultant	June 2015	July 2015	Quarterly	
4. Begin data input for three medical performance measures by July 2015.	Data Manager	July 2015	Ongoing	Monthly in 2015 then Quarterly	
5. Using the PDSA performance improvement process, attain at least the HRSA median for viral load suppression and the mean for PCP prophylaxis by December 2016 and ongoing.	Providers/Contracts Specialists; Data Manager	July 2015	July 2016 and Ongoing	Semi-Annually	

**GOAL 3:**                    **ENSURE THE DELIVERY OF HIGH QUALITY MEDICAL CARE THROUGHOUT THE REGION.**

**STRATEGY 3.2:**        **Ensure physician and mid-level practitioner capacity in all HSDAs to provide timely patient access to high quality HIV medical care by January 2015.**

**Completion Date:**      **December 2017 and Ongoing**

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Identify opportunities for medical, nurse practitioner and physician assistant preceptorships to expand available resources in the West Texas region.	Nurse Consultant	March 2014	January 2015	Quarterly	
2. When physician and mid-level practitioner shortages are identified, contact additional medical care providers and encourage application for Ryan White funding. a. For current shortage in West Texas, contact local FQHCs (Project Vida, San Vicente) and other providers interested in entering the market.	Planning Coordinator; Nurse Consultant; Contract Specialist	March 2014	January 2016	Quarterly	

**GOAL 3: ENSURE THE DELIVERY OF HIGH QUALITY MEDICAL CARE THROUGHOUT THE REGION.**

**STRATEGY 3.3: Increase the percentage of female Ryan White patients who receive cervical cancer screening to 50% in 2015, 60% in 2016 and 75% in 2017 per cervical cancer screening performance measure.**

**Completion Date: December 2017**

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Review 2013 ARIES cervical cancer screening data with each Ryan White (RW) funded medical care provider to ensure accurate data entry for 2014 and going forward.	Contract Specialist	March 2014	April 2014	Monthly	
2. Develop an ARIES data report that accurately reflects female patients' cervical cancer screening by June 2014.	Contract Specialist; Data Manager	March 2014	June 2014	Monthly	
3. a) Ensure all RW funded medical providers directly provide Pap smear/cervical cancer screening or have a close referral relationship with an accessible provider and refer, monitor and track the referrals by July 2014. b) Give Providers information on the DSHS Expanded Primary Health Care (EPHC) program for women's health services clinics in Ector, El Paso, Hockley, Lubbock, Potter, Terry, and Tom Green counties.	Contract Specialist; Data Manager	March 2014	July 2014	Quarterly	
4. Develop a plan to provide education for cervical cancer screening (Pap smear) for MCM/Non MCM to provide client education and encourage utilization and compliance by June 2014. a. This education may be conducted by local gynecologic health care providers, referral partners, cancer consortia, or other professional information source. b. Make available patient education materials in English and Spanish and share between HSDAs.	AA Nurse Consultant; Quality Coordinator; Contracts Specialist; DSHS Nurse Consultant	March 2014	June 2014	Quarterly	
5. Monitor female cervical cancer screenings against the goal semi-annually through December 2017.	Contract Sp.; Data Manager	July 2014	December 2017	Semi-Annually	



**GOAL 4:** **COLLABORATE WITH NON-RYAN WHITE FUNDED PROVIDERS TO EXPAND ACCESS TO THE HIV PREVENTION AND CARE SERVICE CONTINUUM.**

**STRATEGY 4.1:** **Encourage RW funded agencies to expand collaboration with local HIV prevention outreach/counseling and testing providers to effectively link newly diagnosed consumers to HIV medical care within three months of diagnosis, reducing barriers to care.**

**Completion Date:** Ongoing

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Identify HIV counseling and testing providers in each HSDA, including disease intervention specialist staff.	Planning Coordinator	March 2014	May 2014	Monthly	
2. Support collaboration with these HIV counseling and testing providers to ensure all cases are linked to HIV medical care (both Ryan White and non-Ryan White) within three months of diagnosis.	Planning Coordinator; Contracts Specialist; Nurse Consultant	May 2014	December 2017 and ongoing	Quarterly	
3. Monitor these activities through the HRSA HIV/AIDS Bureau linkage to care performance measure by December 2014.	Data Manager; Planning Coordinator; Quality Coordinator	July 2014	December 2014 and Ongoing	Quarterly	

**GOAL 4:** **COLLABORATE WITH NON-RYAN WHITE FUNDED PROVIDERS TO EXPAND ACCESS TO THE HIV PREVENTION AND CARE SERVICE CONTINUUM.**

**STRATEGY 4.2:** **Continue to actively participate in the El Paso Community Mobilization Collaborative through 2014.**

**Completion Date:** **January 2015 and Ongoing**

<b>Actions</b>	<b>Responsible Party(ies)</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Monitoring Interval</b>	<b>Status</b>
1. Share information about the El Paso Community Mobilization Collaborative with West Texas Ryan White funded providers who are not participating.	Planning Coordinator	March 21, 2014	January 2015	Bi- Monthly	
2. Identify opportunities to shift allocation of Ryan White funds if currently funded services are provided by non-Ryan White funded collaborative partners.	Planning Coordinator; Contract Specialist	April 2014	Ongoing	Semi-Annually	
3. Identify opportunities for Ryan White funded clients to access needed services through other sources provided by collaborative partners. Identify areas for Ryan White funds to support these services, i.e. client transportation.	Planning Coordinator; Contract Specialist	April 2014	Ongoing	Semi-Annually	

**GOAL 4:** **COLLABORATE WITH NON-RYAN WHITE FUNDED PROVIDERS TO EXPAND ACCESS TO THE HIV PREVENTION AND CARE SERVICE CONTINUUM.**

**STRATEGY 4.3:** **With the El Paso Community Mobilization Collaborative as an example, identify opportunities to support collaborative development in PanWest HSDA(s) in 2015 and beyond.**

**Completion Date:** **December 2015**

Actions	Responsible Party(ies)	Start Date	Completion Date	Monitoring Interval	Status
1. Identify PanWest HSDAs with a community interest in expanding collaborative activities annually.	Planning Coordinator	December 2014	December 2016	Semi-Annually	
2. Support these activities with best practices from the El Paso Mobilization Collaborative.	Planning Coordinator	December 2014	December 2017	Semi-Annually	