

11th International
Conference on
HIV TREATMENT
AND PREVENTION
ADHERENCE



#ADHERENCE2016

Ending AIDS as a Public Health Threat: The Power of Change

MAY 9-11, 2016 • FORT LAUDERDALE

Jointly sponsored by



Postgraduate Institute
for Medicine



SESSION TITLE

***"One Organization's Model of
Linkage and Retention in Care"***

Presenter
George M. Butchko
Aids Healthcare Foundation



Aids Healthcare Foundation

Who are we?



Aids Healthcare Foundation (AHF)

Mission

Cutting-edge medicine and advocacy regardless of ability pay.

Core Values

- > Patient Centered
- > Values Employees
 - > Respect for Diversity
 - > Fight for what's right
 - > Nimble

**Aids Healthcare Foundation**

AHF Patients/Clients Worldwide 608,051

*As of March 29, 2016

(Up 11,481 since February 23, 2016)

Number of AHF Countries 36

Number of AHF States (USA) 15

AHF Healthcare Centers, 46 in 14 states

AHF Pharmacy Outlets, US 38 in 11 states

AHF Out of the Closet Stores, US 19 in 6 states

AHF Wellness Centers, US 18 in 7 states

Free HIV Tests Done US 2015 164804

(with 1,845 HIV +)

AHF Mobile Testing Units US 15 in 9 states

Free condoms distributed 2015 US 7,390,400

Global 31,315,497



Today we will focus on our
**AHF Model of Linkage and
Retention in Care.**

Evolving Areas of Operation:

Western USA

Central USA

**Eastern USA... The AHF Southern Bureau.
Headquartered in Fort Lauderdale, Florida**

**Let's distill the process of our AHFModel as it
works daily in...**

BROWARD COUNTY FLORIDA



AHF Foundations
in
Broward County, Florida

-Community Awareness.
-aidshealth.org

-AHF has brought
HIV “Out-of-the-Closet”
in Broward County Florida.

-Advertising
-Advocacy
-Outreach



Why are we different?
“CIRCLE OF CARE”
Patient centered care.



AHF Model at WORK
In Broward County



- **Out-of-the-Closet Stores.(2)**
- **Broward Wellness Center.(1)**
- **Mobile Testing Units.**

Testing

- **Linkage post diagnosis help.**
- **On-call.**
- **72 Hours to care.**
- **2 visits**
- **Transportation.**

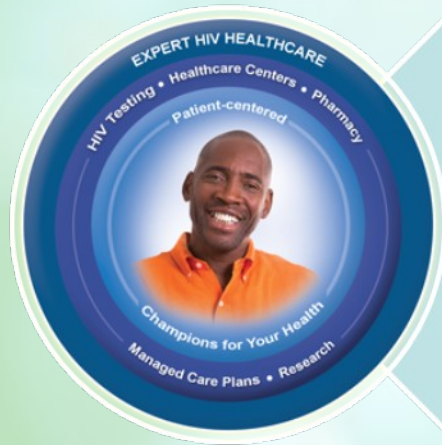
Linkage to
Care

Healthcare
Centers (3)
Pharmacies (3)

Retention to
Care

- **HCC 103 & 104**
- **Day Reports.**
- **Pharmacy 35 Day Reports.**
- **Broward Jail Connection**

- **Expert Care.**
- **Providers, Lab**
- **Benefits Counsel**
- **Case Management**
- **Mental Health**



>With many MODELS of Linkage and Retention to Care how do we know what works?

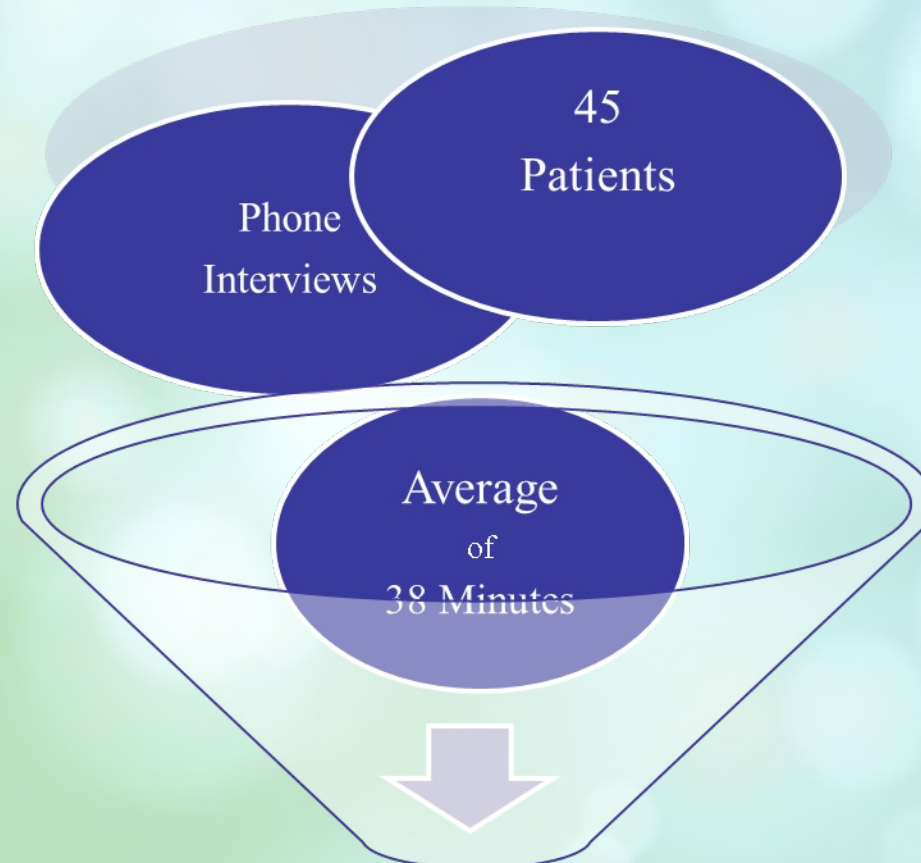
>Yes, we can measure results. But, what drives the results?

> What contributes to the success of a MODEL from Testing to Care?

>“Patient Centered Care” not only listens, but, hears the patient. Their response, reactions and feelings ultimately determine the measure of our success.



*Patients do business with people they trust and like...
Asking patients to share opinions and feelings can open the door for improved
process , but, more importantly gain trust and confidence that you care...*



*With all of our science and technology. The
answers from our patients were simple ...*



The top five reasons for testing ...

Routine Testing (n=16)

*Symptoms
(n=13)*

*Encouraged
(n=10)*

*Risky Events
(n=10)*

*Spontaneous
Opportunity
(n=8)*





*Getting the
Results*

*SHOCK!
(n=25)*

*Anxiety and
Fear (n=22)*

*Guilt
about
risky
behavior
(n=16)*

*Sadness
(n=11)*



AFTERSHOCK...

***CONCERN
ABOUT
STIGMA (N=21)***

DISCLOSURE (N=25)

DISCLOSURE...

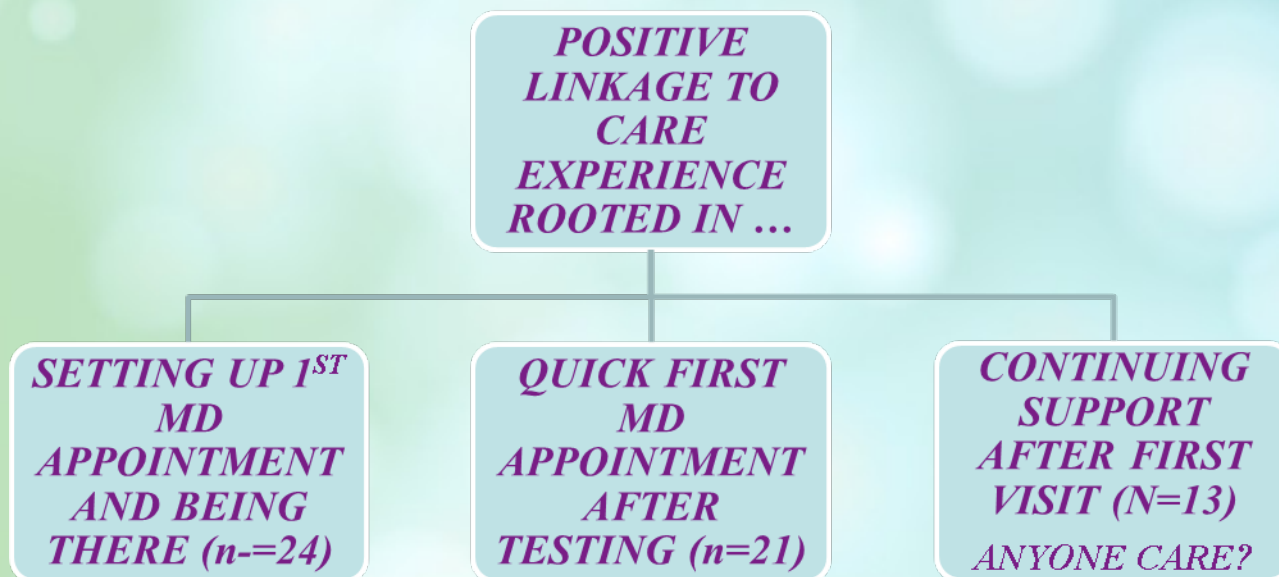
***FEARS
OF REJECTION***

***WHERE TO TURN...
WHO CAN I TURN
TO?***

QUALITY OF LIFE...

***STAYING
HEALTHY (N=24)***

***COSTS OF CARE
(N=4)***



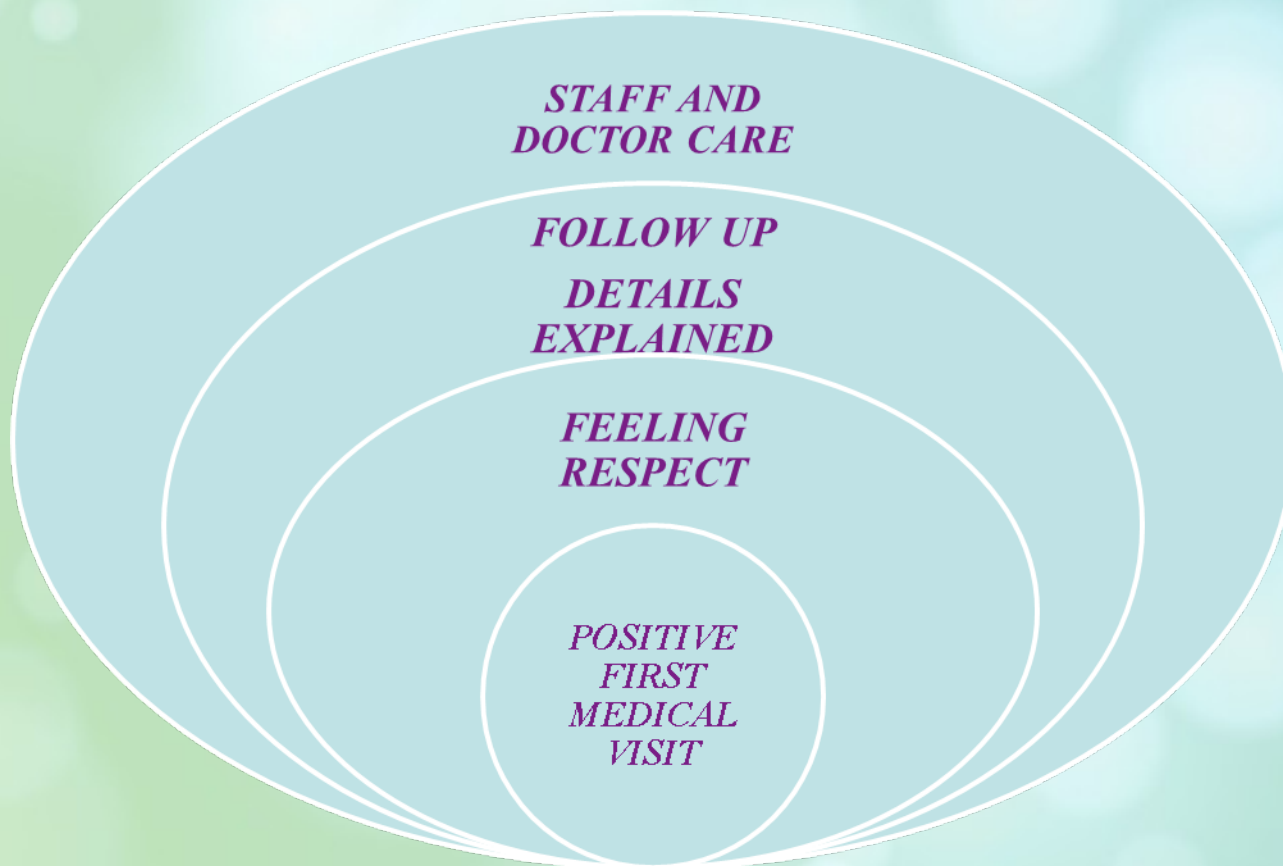


*24" x36" AHF NorthPoint "We Care" Staff Photo
Greets All of Our Patients and Guests as They
Enter Our Main Healthcare Center Lobby.*





***“My healthcare provider and staff are approachable,
personable and friendly...”***



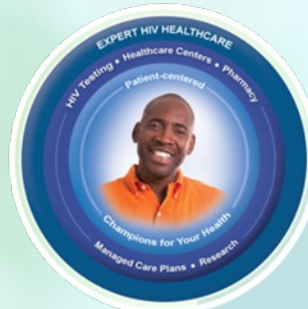


Key Factors to Our Patients in Retention to Care...
Why should they care ... Why should they keep
“fighting”...
Why keep coming back...





AHF Commitment to learn from our process and patients using feedback and survey tools...



*Serving Patients with
Commitment, Compassion
and Excellence are held by
Providers and Staff.*



AHF patient survey tools.
>Patient Prompt Surveys
>Visit and Annual Surveys

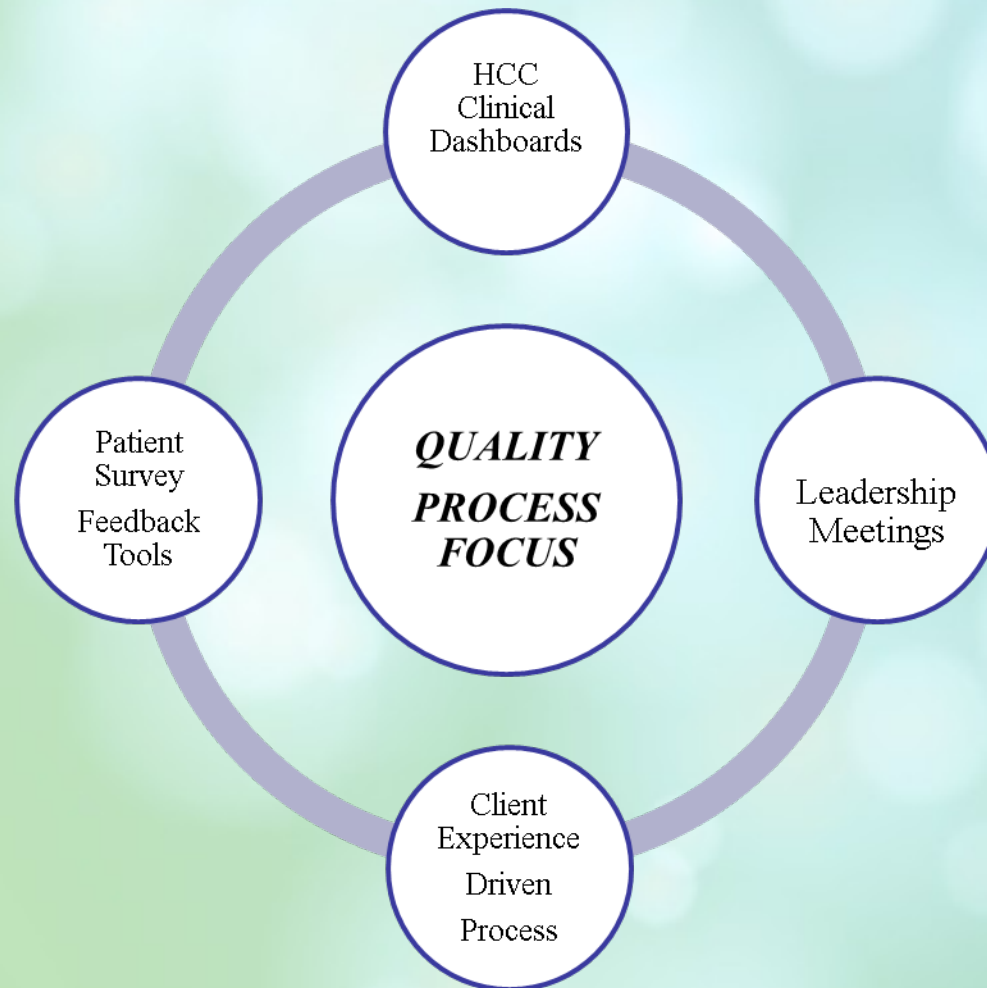


AHF NorthPoint Healthcare Center Daily Experience Survey Form

		AHF NorthPoint Healthcare Center Today...
		How was your overall experience today?
		Did you have a good experience today?
		YES _____ OR _____ NO _____
		(please circle one at checkout)
AHF NorthPoint Healthcare Center 6405 North Federal Hwy, Suite 205 954-772-2411 Aidshealth.org		If no, may I PLEASE call you to follow up?
		Your Telephone: _____
George Butchko Office Administrator		Many thanks for helping us to improve!



*AHF Commitment ...To Quality and Process
Patient Centered Care*





The Bottomline...

THE PATIENT'S PERCEPTION IS THEIR REALITY.

How they perceive their care and service can ensure Continuing Care and Retention.





For further information please free to contact ...

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AIDS HEALTHCARE FOUNDATION

**THANKS
IAPAC
AND
IAPAC MEMBERS
FOR THIS OPPORTUNITY
AND
ALL THAT YOU DO EACH DAY
FOR THOSE LIVING WITH HIV.**