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

Presenter
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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**

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHF Patients/ Clients Worldwide</td>
<td>608,051</td>
</tr>
<tr>
<td><em>As of March 29, 2016</em></td>
<td></td>
</tr>
<tr>
<td>(Up 11,481 since February 23, 2016)</td>
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<tr>
<td>Number of AHF Countries</td>
<td>36</td>
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<tr>
<td>Number of AHF States (USA)</td>
<td>15</td>
</tr>
<tr>
<td>AHF Healthcare Centers, US</td>
<td>46 in 14 states</td>
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<tr>
<td>AHF Pharmacy Outlets, US</td>
<td>38 in 11 states</td>
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<tr>
<td>AHF Out of the Closet Stores, US</td>
<td>19 in 6 states</td>
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<tr>
<td>AHF Wellness Centers, US</td>
<td>18 in 7 states</td>
</tr>
<tr>
<td>Free HIV Tests Done US 2015</td>
<td>164,804</td>
</tr>
<tr>
<td>(with 1,845 HIV+)</td>
<td></td>
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<tr>
<td>AHF Mobile Testing Units US</td>
<td>15 in 9 states</td>
</tr>
<tr>
<td>Free condoms distributed 2015</td>
<td>US 7,390,400</td>
</tr>
<tr>
<td>Global</td>
<td>31,315,497</td>
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</tbody>
</table>
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 AHF Model 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
#ADHERENCE2016

**The AHF Circle of Care**

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

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

- **Healthcare Centers (3)**
  - Expert Care.
  - Providers, Lab
  - Benefits Counsel
  - Case Management
  - Mental Health

- **Pharmacies (3)**
  - HCC 103 & 104
  - Day Reports.
  - Pharmacy 35 Day Reports.
  - Broward Jail Connection
> 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)
- **Encouraged** (n=10)
- **Risky Events** (n=10)
- **Symptoms** (n=13)
- **Spontaneous Opportunity** (n=8)
Linked To Care

Professional Non Judgmental

Top FOUR Measures of a Good Testing Experience

Caring Tester

Understood Results
Getting the Results

SHOCK! (n=25)

Anxiety and Fear (n=22)

Guilt about risky behavior (n=16)

Sadness (n=11)
POSITIVE LINKAGE TO CARE EXPERIENCE ROOTED IN ...

- SETTING UP 1ST MD APPOINTMENT AND BEING THERE (n=24)
- QUICK FIRST MD APPOINTMENT AFTER TESTING (n=21)
- CONTINUING SUPPORT AFTER FIRST VISIT (N=13) ANYONE CARE?
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…

- Positive Experiences during first and follow on medical visits!
- Continuity of Care…
- Relationship with ..
- Doctor
- Staff
- Facility
- Familiar

- Health and Quality of Life
- Undetectable Viral Load
- Feel Healthy
- Financial Help and Assist
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

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>How was your overall experience today?</td>
<td></td>
</tr>
<tr>
<td>Did you have a good experience today?</td>
<td></td>
</tr>
<tr>
<td><strong>YES</strong> OR <strong>NO</strong></td>
<td></td>
</tr>
<tr>
<td>(please circle one at checkout)</td>
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</tbody>
</table>

If no, may I PLEASE call you to follow up?

Your Telephone: __________________

Many thanks for helping us to improve!

AHF NorthPoint Healthcare Center
6405 North Federal Hwy, Suite 205
954-772-2411
Aidshealth.org

AHF NorthPoint Healthcare Center Today…

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George Butchko
Office Administrator
AHF Commitment …To Quality and Process
Patient Centered Care

QUALITY PROCESS FOCUS

- HCC Clinical Dashboards
- Leadership Meetings
- Client Experience Driven Process
- Patient Survey Feedback Tools
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.