



The Role of Patient Coordination Strategies in Telehealth Integration and Patient Satisfaction among Women Living with HIV in Puerto Rico

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Telehealth Strategies
to Maximize HIV Care





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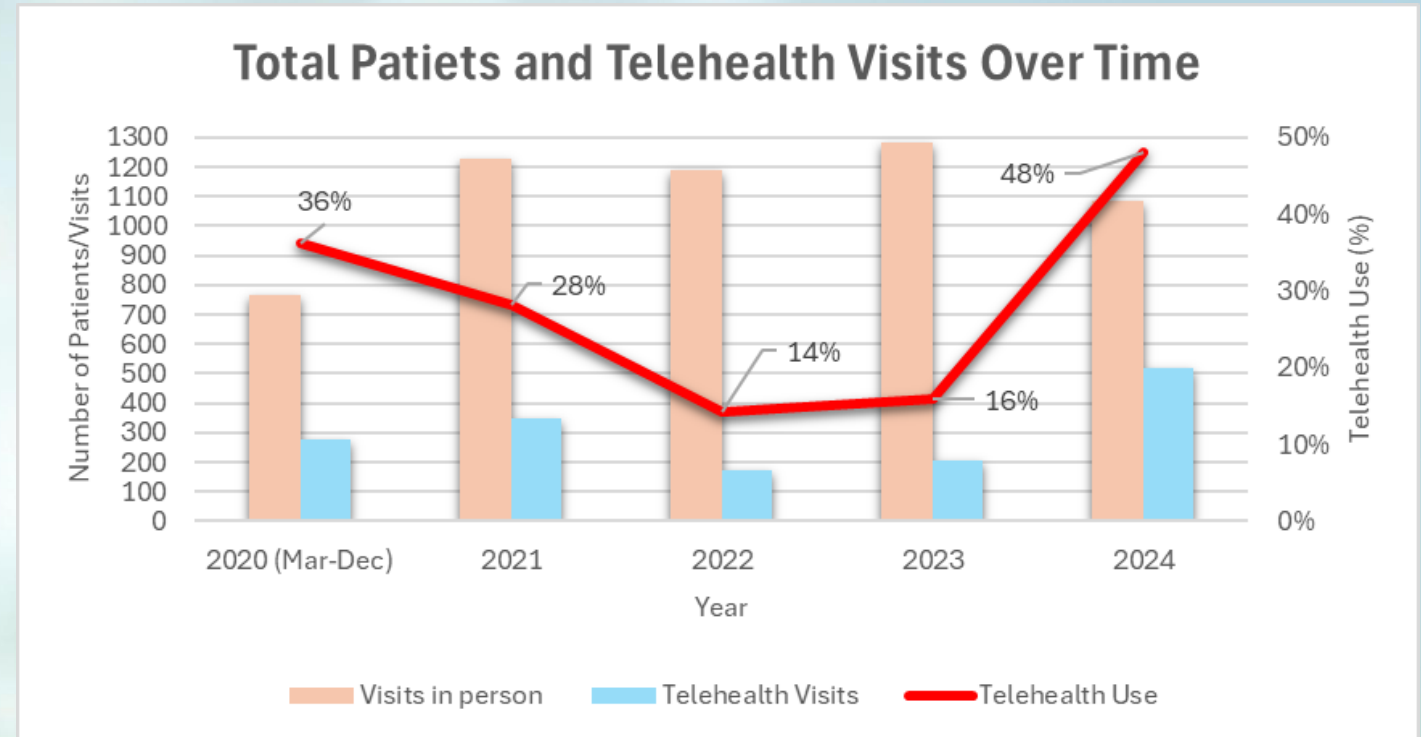
Description of Project

- CEMI is one of the five participating sites of the HRSA's Telehealth Strategies to Maximize HIV Care initiative
 - Thomas Street @ Quentin Mease, Harris Health System, Houston, TX
 - Housing Works Community Healthcare, New York, NY
 - Michael Reese Research and Education Foundation, Chicago, IL
 - Maternal Infant Studies Center (CEMI), University of Puerto Rico Medical Sciences Campus, San Juan, PR
 - University of Pittsburgh Medical, Presbyterian Shadyside – PACT Clinic, Pittsburgh, PA
- ✓ The purpose of this project is to identify telehealth strategies that most effectively enhance care linkage, retention, and health outcomes, including viral suppression, for individuals with HIV under the Ryan White HIV/AIDS Program (RWHAP).



Use of Telehealth at CEMI

- Started offering telehealth services in March 2020.
- Need to provide care continuity during the COVID-19 pandemic.
- As of today, we have offered more than 1,600 telehealth visits.
- More than 500 patients have benefited from this service.
- External factors like pandemic and funding impact the adoption of telehealth services.





Expanding Telehealth

- Motivation for expanding telehealth:
 - ✓ Good acceptability
 - ✓ Increased accessibility
 - ✓ Reduced barriers to care
 - ✓ Enhanced engagement and satisfaction
 - ✓ Efficiency and time management
 - ✓ Integration of multidisciplinary teams
- Applied for research funding in May 2023.
- Received approval notification in June 2023.





Evolution of Telehealth

•Staffing Hybrid Model

- ✓ Telehealth Coordinator – hiring a dedicated person for telehealth
- ✓ Cross-training – training current staff to facilitate telehealth implementation

•Strategies to enhance our telehealth program

- ✓ Operational Coordination Strategies
- ✓ Patient Coordination Strategies



Patient Coordination Strategies

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Outreach and Promotion

Printed Materials

- ❖ To increase patient awareness and readiness for telehealth.
- ❖ To inform patients about the benefits and availability of telehealth services.

In-person and Text Communication with Patients

- ❖ Patients are informed about telehealth availability by their physician during scheduled on-site visits.
- ❖ Information about telehealth is communicated to patients through text reminders sent before upcoming appointments.

Animated Workflow Video

- ❖ Purpose of the video is to educate patients on what to expect during their telehealth visit and how telehealth services can be utilized.
- ❖ Video was played in the clinic's waiting room.



Patient Coordination Strategies

Outreach and Promotion

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¡TENEMOS SERVICIOS DE TELESALUD DISPONIBLES EN EL CENTRO DE ESTUDIOS MATERNO-INFANTILES (CEMI)!

¿QUÉ ES LA TELESALUD?
Utiliza la tecnología electrónica para que tu médico te atienda sin necesidad de tener que asistir presencial a la clínica.

BENEFICIOS:

- Mayor acceso y retención en el cuidado médico
- Minimiza el riesgo a enfermarse por contagios en sala de espera
- Mayor conveniencia y flexibilidad para agendar citas
- Ahorra tiempo y gastos de transportación porque no tienes que visitar la clínica

¿TE INTERESA CONOCER MÁS?
¡LLÁMANOS! (787) 771-4740
(787) 753-5913

Auspiciado por subgrant # UniversityofPR001
HRSA U90HA46350-01-00

Autorizado por la Oficina del Contralor Electoral OCE-SA-2024-08761

¿QUÉ ES LA TELESALUD?

Utiliza la tecnología electrónica para que tu médico te atienda sin necesidad de tener que asistir presencial a la clínica. Se realiza accediendo a internet a través de una computadora, tableta o teléfono inteligente.

Tipos de tecnologías utilizadas

- computadora con cámara
- teléfono inteligente
- tableta
- conexión a WiFi o datos del celular

Consejos

- Encuentre un espacio privado y tranquilo para su visita.
- Utilice la mejor conexión a internet posible.
- Pruebe la cámara, el sonido y video antes de su visita.
- Coloque su cámara a la altura de los ojos y su rostro deberá aparecer al centro de la pantalla.
- Tenga lápiz y papel a mano para tomar nota.
- Ajuste la iluminación de manera que las ventanas estén detrás de su dispositivo y no detrás de usted.
- Asegúrese de cargar su dispositivo.

Para más información:
Consulte con su médico o llámenos al (787) 771-4740

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Estrategias de telemedicina para maximizar el cuidado de la salud de la mujer

A través de este proyecto el Centro de Estudios Materno-Infantiles (CEMI) tiene como objetivo identificar y maximizar el uso de estrategias de telemedicina que sean más efectivas para mejorar la retención en el cuidado y la salud de las personas que viven con VIH y otros diagnósticos de salud.

¿Te interesa conocer más?
¡Contáctanos!
(787) 771-4740; (787) 753-5913

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*Approved by RCM IRB

*Approved by the the Office of the Comptroller of Elections

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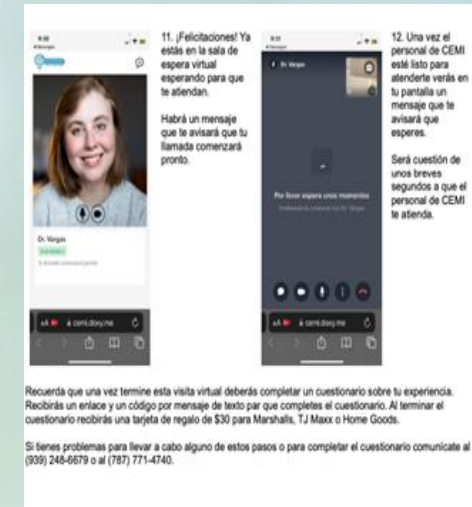
Patient Coordination Strategies

Navigation

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- ❖ Staff have been actively preparing all patients for their telehealth visits.
- ❖ Coordinator offers a Patient-Centered Telehealth Orientation, tailored to each patient's level of familiarity and health/technology literacy.
- ❖ We set up a dedicated area equipped with all the necessary technology for patients to practice prior to their telehealth appointments.
- ❖ Step-by-step written instructions are also made available to patients.





Telehealth Preparedness Kit

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- ✓ Phone/tablet light
- ✓ Phone/tablet holder
- ✓ Notebook and pen
- ✓ Microfiber pouch
- ✓ Battery backup





Preliminary Results: Enrollment

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Enrollment numbers (April 2024 to May 2025)

- ❖ **Screened: 154**
- ❖ **Enrolled: 150**
- ❖ **Baseline survey: 150**
- ❖ **Telehealth visit: 149**
- ❖ **Follow-up survey: 137**



Patient Demographics and Clinical Outcomes (Retention and Suppression)

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Patient demographics	
Age	Mean
	50.9
Income Status (% of federal poverty level)	
0-100%	127
101-138%	16
139-250%	7
251-400%	0
>400% FPL	0
Race	
Black or African American	52
Multi-race	20
White	62
Other	6
Unknown	10

Patient medical history	Total
Retained in Care	
Yes	84%
No	16%
Virally Suppressed	
Yes	86.7%
No	13.3%



Patient Perspectives

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Baseline and Follow Up Comparisons (Likert scale from 1-5)

Telehealth Perspectives	Baseline (N=150)	Follow-Up (N=137)
Telehealth helps me manage my HIV.**	4.04	4.14
Telehealth is more convenient than in-person	3.57	3.58
More likely to miss an in-person HIV appointment than telehealth appointment	3.60	3.60
More likely to be late to an in-person HIV appointment than telehealth appointment	3.69	3.74
More comfortable during a telehealth appointment	3.35	3.31
More comfortable on video	4.03	3.84

Mean scores represent responses to a Likert Scale question where 5 indicates strongly agree, 4 agree, 3 neutral, 2 disagree, and 1 strongly disagree with a concern about telehealth.



Patient Perspectives

Baseline and Follow Up Comparisons

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What are the benefits of using telehealth for some of your HIV care appointments?

Telehealth Benefit	Baseline N=88	Follow-Up N=130
Travel	68.2%	61.5%
Money spending	51.1%	56.2%
Work	42.1%	41.5%
Childcare	19.3%	18.5%
Using patient portal	26.1%	25.3%
Involving family or friends	13.6%	15.3%
Feeling less stigma **	15.9%	22.3%

% are based on the number of patients who indicated they experienced the benefit.

N= number of patients who completed the surveys



Satisfaction

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How satisfied are you with your telehealth appointment?	
Response	N=133
Completely Satisfied	95 (71%)
Very Satisfied	37 (28%)
Moderately Satisfied	1
Slightly Satisfied	0
Not satisfied at all	0

99% of patients reported being completely or very satisfied.

Please explain your level of satisfaction with your telehealth appointment.

A mi me encantó.

Es conveniente porque puedo estar en la comodidad de mi hogar.

Es súper fácil y agradable con la Dr.

Excelente servicio.

Fue muy buena porque me explicaron todo y lo resultado fueron positivos.

Fue muy buena y puntual.

Fue muy práctico como si estuviera en la oficina de la doctora.

La Dra. Ibarra fue muy profesional, como siempre.

La visita fue magnífica.

Me encanta! Contacto directo con mi médico sin afectar mi horario de trabajo.

Mi doctora siempre me da las mejores opciones para mejorar mi salud.

Me fascina es muy cómodo.

Me sentí como en una consulta normal pude hacer preguntas donde obtuve respuesta.



Telehealth Satisfaction among Patients that had a Telehealth Appointment in the Past Year

How satisfied were you with your overall <i>[past]</i> telehealth experience?		
	Frequency	Percent
Not satisfied at all	2	2.25
Moderately satisfied	2	2.25
Very satisfied	39	43.82
Completely satisfied	46	51.69
Total	89	100
Mean Score: 4.43		

How satisfied were you with your overall telehealth experience?		
	Frequency	Percent
Not satisfied at all	0	0
Moderately satisfied	1	0.75
Very satisfied	37	27.82
Completely satisfied	95	71.43
Total	133	100
Mean Score: 4.71		

The mean satisfaction score increased from baseline to follow-up, with a mean difference of 0.28 (95% CI: -0.49 to -0.10, $p = 0.004$), indicating a statistically significant improvement in satisfaction.



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Lessons Learned

- Having a structured process and the Telehealth Coordination Strategies as an emerging intervention, facilitated our operations.
- There is limited published research that describes the process for and impact of Telehealth Coordination Strategies and staffing models for HIV care, but from our experience, **the telehealth coordinator has been essential in equitable telehealth delivery.**
- The training component enabled us to pinpoint both the barriers and strengths our team faces regarding the use of telehealth.
- Since women with HIV require specific in-person assessments, Coordination Strategies must be tailored according to patients' preferences and clinical needs.



Conclusions

- **Structured telehealth visits, as part of hybrid services have been identified as more convenient by our patients.**
- Transformation of a clinic requires resources, staff commitment and patients' engagement.
- High rates of care engagement and positive patient feedback underscore the value of tailored telehealth strategies.
- **Preliminary data suggest that telehealth services improve patient retention and satisfaction**, which we anticipate will lead to better clinical outcomes, including improved adherence and viral suppression.



Thank you for your attention!

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Animated Video about Telehealth Services at CEMI

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Greetings, we will now show you how telemedicine services work at the Maternal-Infant Studies Center. We hope you enjoy it.



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