

September 15-17, 2025 New Orleans Fenway Health's model for building and sustaining a diverse, culturally competent workforce and delivering integrated, person-centered care

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Overview

- Overview of Fenway Health
- Delivering integrated, person-centered care
- Maintaining a diverse and culturally-competent workforce



Fenway Health

- Founded in 1971, advocates for and delivers innovative, equitable, accessible health care, supportive services, and transformative research and education
- Centering LGBTQIA+ people, BIPOC individuals, and other underserved communities.
- Provides medical, behavioral health, dental, and eye care as well as supportive services.
 - >1500 PHIV and >5000 people who have started PrEP
- Staff of close to 500 and a patient population of close to 33,000



Public Health, Research, and Advocacy

Public Health:

- ACCESS Drug User Health Program/Syringe Service Program (SSP): Providing harm reduction services for People Who Use Drugs since 1994
- Sexual Health Clinic: Providing walk in HIV/STI testing and treatment

Education:

- <u>The National LGBT Health Education Center:</u> Provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for LGBTQIA+ people.
- LGBTQIA+ Aging Project
- Advancing Excellence in Transgender Health yearly conference

Advocacy:

Advocacy Division advocates for legislation that aligns with its mission to serve the LGBTQIA+ community
those living with HIV, and those who are vulnerable to healthcare access inequities

Fenway Cares for a Diverse Population

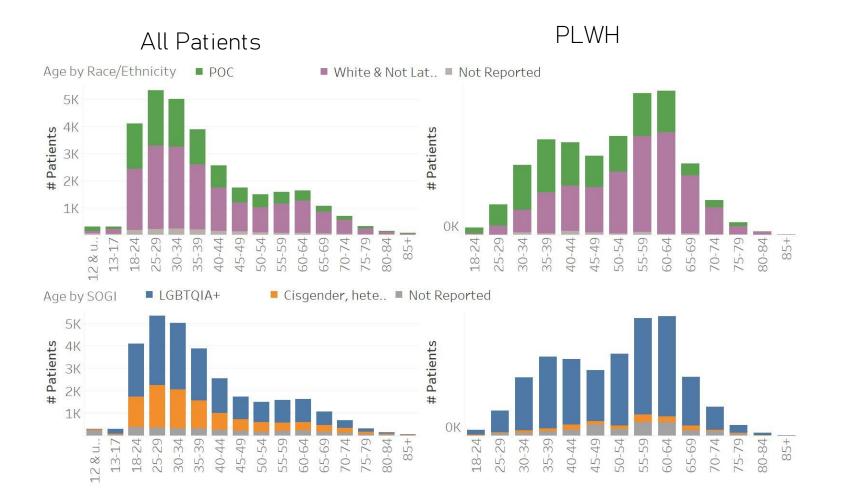
	All FH Patients	All PLWHA
Age mean (median)	39 (35)	51 (53)
People of Color*	35.6%	38.8%
Sexual or Gender Minority	65.0%	93.9%
Trans/Gender Diverse	21.2%	5.1%
Uninsured	4.0%	2.8%
Medicaid**	17.1%	31.1%
Medicare**	7.3%	19.0%
Unhoused	0.9%	1.8%

^{*}POC includes patients whose race is a known-value other than White OR whose ethnicity is Hispanic/Latino/a/x



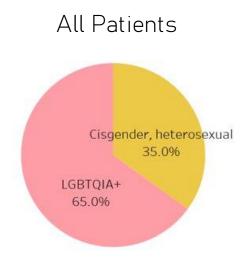
^{**}Includes patients who are dually eligible for Medicare and Medicaid

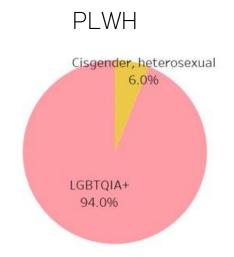
Populations Served at Fenway: Aging and HIV





Populations Served at Fenway: SO/GI







Person-Centered, Status-Neutral Care

- Status neutral care integrates HIV care and HIV prevention into one single model
 - o All patients living with HIV or at risk for HIV are entered into the care pathway through the same door
 - Once engaged in services, patients can be triaged to the resources most needed
- Bring together multiple, disparate services to provide care for a patient
 - Medical, Mental Health, Dental, Optometry, Podiatry, Nursing, Case Management, Pharmacy, OB/GYN,
 Financial Assistance



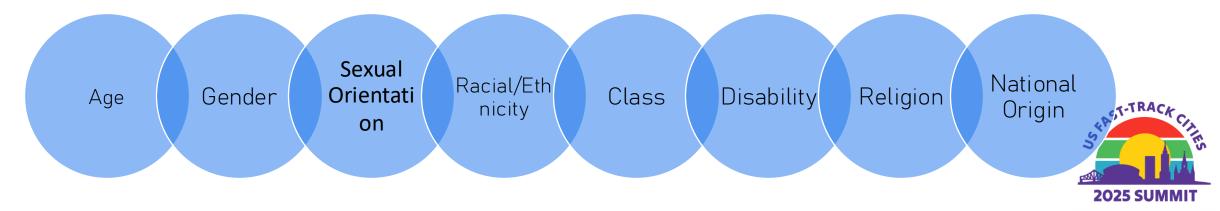
Primary Care for PLWH

- All providers are trained to provide primary care services and ART management for PLWH
- ID department able to provide specialty level consultation and management of complex ART and HIV-related medical issues



Caring for Intersectional Identities

- Fenway Health aims to provide a welcoming, safe space where all patients feel seen and valued
- For example:
 - Clear signage in multiple languages
 - Provider training around care for transgender patients
 - Clear pronoun, preferred name, and language placement in the EMR

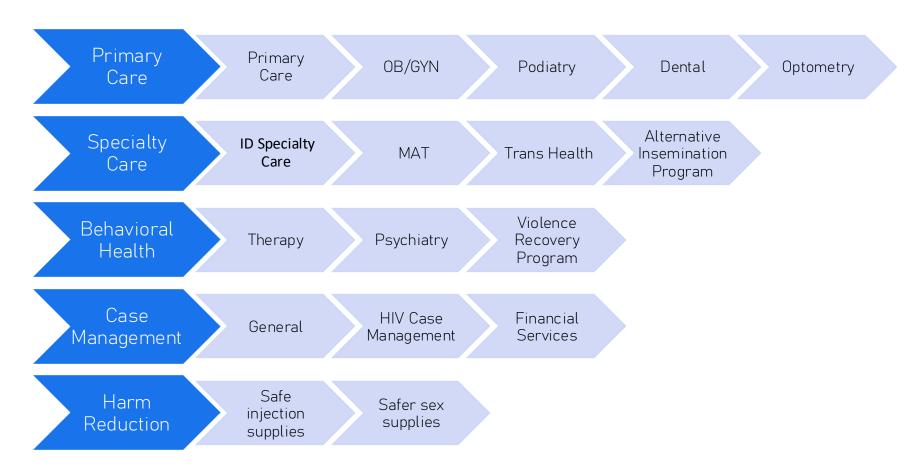


Person-Centered Model

- No Wrong Door Approach:
 - A patient can access ANY service through any department
- Break down internal silos
 - Improve communication across departments
- Make ALL services accessible when and where a patient needs them:
 - Walk-in clinics
 - Drop-in hours
 - Same day accessibility
 - Telehealth options



Person Centered Model: Broad Range of Services





Same Day Services

- Recognizes that care must be built around the needs of each patient
- Medical services offered same day across multiple departments:
 - Same day episodic medical visits
 - Walk-in optometry visits
 - Drop-in Behavioral Health Specialist Hours
 - Walk-in Sexual Health Clinic
 - Walk-in Harm Reduction Clinic/Syringe Service Program
 - Same day Nursing Visits/Injections/Vaccines/STI treatments
 - Same day Financial Services for PLWH



Reducing Barriers to Care

- Improving ease of referral and access to case management
 - Single Referral to Case Management:
 - High Acuity
 - Primary Care CHW
- Reducing barriers to accessing supportive services
 - Drop-in Primary Care CHW Hours
 - Drop-in High Acuity CHW Hours
 - Drop-in Behavioral Health Specialist Hours



Care Planning

- Extending Fenway's reach outside of Fenway is critical to ensuring that patients are seamlessly connected to services outside of Fenway
- Collaboration with multiple community agencies to develop person-centered, goal-oriented care plans:
 - o C3
 - Baycove
 - Vinfen
 - North Suffolk Mental Health



Setting the Groundwork for Person-Centered Care

- Establishing guiding principles
- Ensuring adequate training around key topics to ensure the highest quality medical care



Establishing Core Principles

BUILDING THE BEST WORKPLACE CULTURE



COMMUNITY, TEAMWORK AND INNOVATION

Be a Positive Team Member

- Promote collaboration
- · Remember common goals our mission, clients, patients,
- changing the world, supporting the community

 Teamwork supporting each other contributing, lending
- a hand, stepping up with generosity
- · Respect for our work, Invest in being part of the team
- Break down siles and barriers
- Support each other
- Be welcoming
- Applied to a policy of the property of the proper

- Strive for "best practices," don't just maintain status quo
- Lean in to constructive conflict and conversations
- When in doubt, ask!

- Commit to excellence in our work
- Provide highest quality care and services
- Show compassion, empathy and love · Recognize everyone's talents and contributions
- Act with authenticity and integrity
- Keep an open mind
- Strive to communicate well (interpersonally, between groups)

 Let others find joy in their work
- Be mindful of languages, cultures and communities
- beyond our own
- · Create and support opportunities to learn, stretch, grow

SAFETY

Care about our workplace and each other

- · No builying, harassment, or retailation
- Create and maintain safe boundaries
- Accountability and transparency at all levels
- · Be aware of and take responsibility for our environment See something, say something OR Speak up if you see something concerning
- Avoid punitive actions, be constructive

Safety for our Patients and Clients

- Provide safe environment and compassionate care and services to patients, clients, visitors
- Maintain confidentiality
- Ensure accessible spaces
- · Consistently follow patient care policies and procedures Keep mission at the heart of our work

- Treat others equally regardless of role

HIV and other health status

 Assume good intentions and recognize impact · Promote social and health equity

SOCIAL JUSTICE AND EQUITY

Attend to intersections of race, ethnicity, gender/gender identity, sexual orientation, abilities, class, age, religion,

Inclusivity

Value all diversity

Strive for equity

· Be culturally competent

- Culture of gratifude
- · Harm reduction philosophy and attitude
- Empowerment

RESPECT AND RESPONSIBILITY

Exercise Platinum Rule

- Treat others as they would like to be treated.
- Demonstrate professional courtesy; be responsive.
- thoughtful and kind
- Be mindful of tone and be respectful
- Act in ways that recognize each person has value
 Respect opinions and views different than your own
- Show goodwill

Strive to be our best selves

- · Respect others' privacy and boundaries Be responsible for your own behaviors and aware of
- your impact on others
- Demonstrate honesty and integrity
- Communicate concerns directly to the source Commit to "lift up and not tear down"

Build a respectful environment

- · Be open, honest, transparent Use resources responsibly (financial, time, energy
- · Avoid rumors or engaging in gossip
- · "Call in" (invite others to learn about their impact) versus "call out" (shaming, exposing)
- Remember accountability applies to us all





Brave Space Principles

WELCOME MULTIPLE VIEWPOINTS

Speak from your own experience by using "I" statements. Ask questions to understand the sources of disagreements.

OWN YOUR INTENTIONS AND YOUR IMPACTS

Respect each other's experiences and feelings by taking responsibility for the effects of your words. On the other side, if you have a strong reaction to something, let the group know. Be open to dialogue.

WORK TO RECOGNIZE YOUR PRIVILEGES

Use this space to recognize and investigate your privileges (for example: class, gender, sexual orientation, ability). Honor the different experiences we all bring to this space. Privilege is sometimes called unearned advantage.

TAKE RISKS

Lean into discomfort. We are all in process. Challenge yourself to contribute even if it is not perfectly formulated.

TAKE SPACE AND MAKE SPACE

(was Step back) Share participation time and try to participate after others who have not a chance to do so.

NOTICE AND NAME GROUP DYNAMICS IN THE MOMENT

We are all responsible for this space. Be aware of how others are responding or not responding. Ask for a "time out" or dialogue if needed.

ACTIVELY LISTEN

Use your energy to listen to what is said before thinking about how to respond. Notice when defensiveness and denial arise.

CHALLENGE WITH CARE

Find ways to respectfully challenge others and be open to challenges of your own views. Think about how to question ideas without personal attacks.

CONFIDENTIALITY

Share the message, not the messenger.

BREAK IT DOWN

Use simple language and background information when necessary. Ask for clarification if needed.



Ensuring Content Competencies

- New Staff Training:
 - Trans health Curriculum
 - HIV Core Curriculum and Monthly Trainings
 - Management of Addictions
- Ensuring ongoing competency:
 - AAHIVM Certification
 - Trans Health Competency Program





2025 SUMMIT

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