Client Needs vs. Client Goals

Pedro Coronado

Valley AIDS Council-Westbrook Clinic

Conflict of Interest Disclosure Statement

- Speaker for Gilead Sciences
- Speaker for TheraTechnologies

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Learning Objectives

1. Differentiate between client needs and client goals within the context of HIV care and support services.

2. Identify strategies for aligning organizational resources to address client-defined goals while meeting critical needs.

3. Evaluate case studies to determine best practices for empowering clients to achieve sustainable outcomes.

Goals vs. Needs

Clients Goals

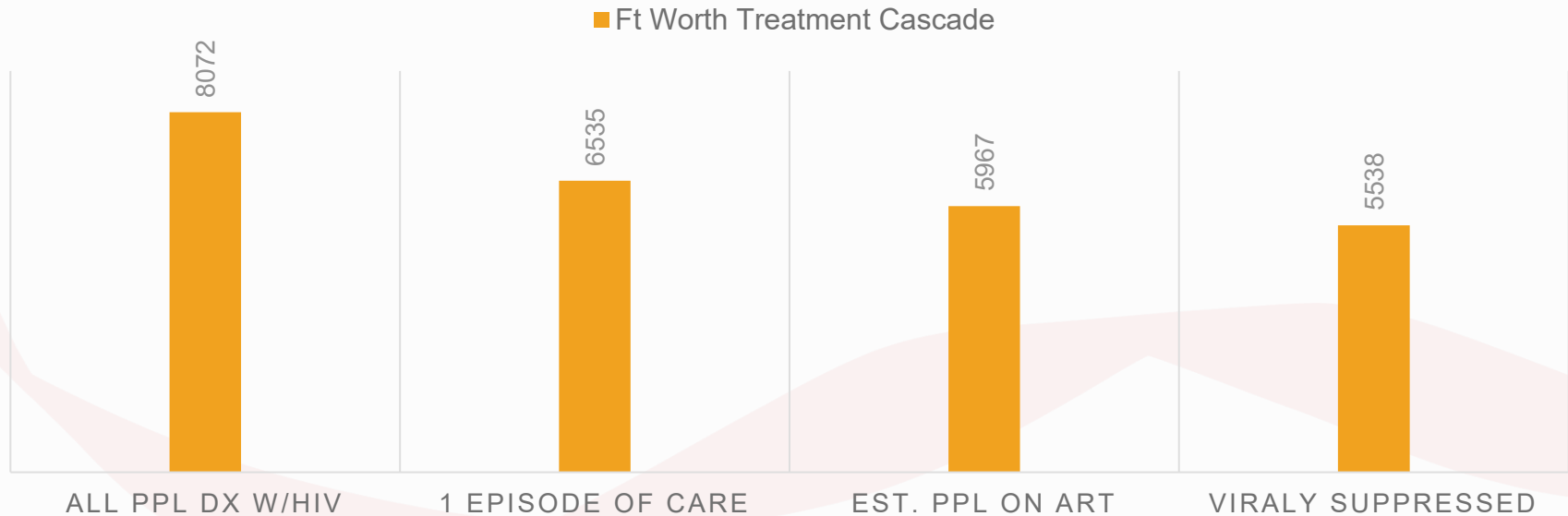- Client to rapid access to HIV medical services

- Rapid Access to HIV treatment

- Reach Viral Suppression

- Maintain Viral Suppression

- Eliminate barriers to care

Organizations Goals

FT WORTH TREATMENT CASCADE

■ Ft Worth Treatment Cascade

Category	Value
ALL PPL DX W/HIV	8072
1 EPISODE OF CARE	6535
EST. PPL ON ART	5967
VIRALY SUPPRESSED	5538

Clients Needs

- Food

- Shelter

- Transportation

- Harm Reduction

- Social Support

Social Determinants of Health

Education Access and Quality

Health Care Access and Quality

Economic Stability

Neighborhood and Built Environment

Social and Community Context

Social Determinants of Health
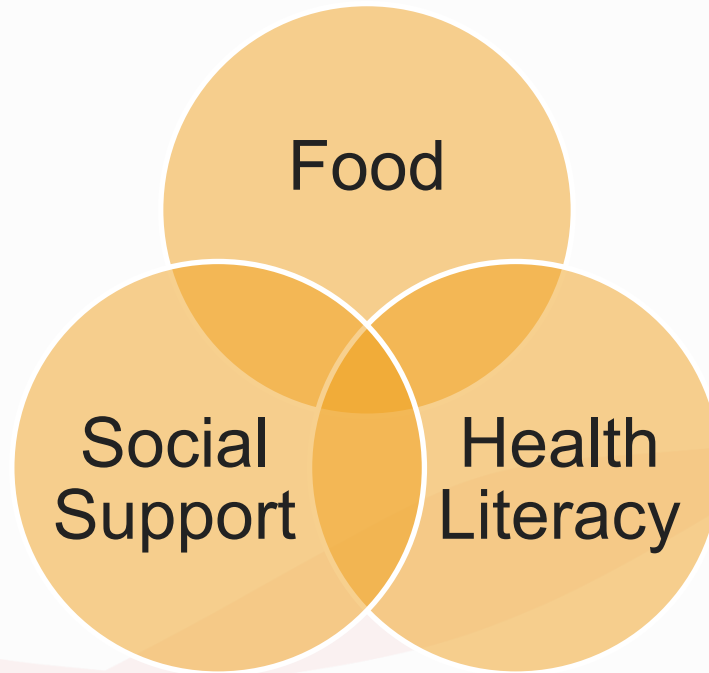Copyright-free

Healthy People 2030

Organizations Barriers to Needs

- Contingency plans
- Lack of funding
- Lack of health literacy initiatives
- Resource scarcity
- Resource deserts
- Not listening to the client, not asking questions

AETC AIDS Education & Training Center Program
South Central

Aligning Resources

Finding Middle Ground:

Multidisciplinary Teams

- Front Office
- Social Worker
- Nurses
- Physicians
- Peers

Let's Play a Game

- Where's the resource?
  - Food
  - Housing
  - Mental Health
  - Harm Reduction
  - Social Support
  - Primary Health Care

Game Continued

- Where are these resources located?
- What is needed to access this service?
- Is it accessible?
  - Language
  - Transportation
  - Cost

Case Studies

Case Study 1:

- 38yo Female – Living with HIV for 5 years
- Consistently misses lab and medical appointments
- Inconsistent with antiretroviral therapy
- Always comes in for food vouchers and emergency financial assistance
- Is always on a ride when they come to the clinic
- They are at the clinic at the moment for a medical appt. although it's taking too long, and they just want their food voucher.
- Substance Use consumption (IDU)

Case Study 2:

- 45yo male – Living with HIV for 8 years
- Unhoused (over 10 years)
- Not on HIV treatment (over 3 years)
- CD4 at 154
- Detectable VL
- Missed appointments at local behavioral health center
- Public Transportation route not ideal

Conclusion

- Meet them where they are REALLY at.
- Its possible to overlap the goals with their needs.
- Health Literacy is key to understanding the importance of managing their chronic condition
- Use motivational interviewing skills such as:
  - OARS (*Open Ended Question; Affirmations; Reflective Listening; Summarizing*)
  - Elicit Provide Elicit
  - Listen for Change Talk

Resources

- National Clinician Consultation Center

  Hotlines for:
  - HIV/AIDS Management
  - Perinatal HIV/AIDS
  - Hepatitis C
  - Substance Use
  - PEP: Post Exposure Prophylaxis
  - PrEP: Pre-Exposure Prophylaxis

- National AETC Support Center
- Project ECHO

- AETC National HIV Curriculum
- AETC National PrEP Curriculum
- Hepatitis C Online Training

- HIVMA Resource Directory
- National Prevention Information Network

- Additional SCAETC trainings
  - SCAETCECHO@salud.unm.edu
  - *Add your local partner site contact email*
- SCAETC website

HIV Resource app

HIV Care Tools

The new AETC Program app supports health care providers with point-of-care tools for HIV screening, prevention, and care. Take us with you!