

Undetectable + **Unexpected** + Unstoppable: Medical Case Management Best Practices for Retention in Care

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Conflict of Interest Disclosure Statement

- Speaker has nothing to disclose

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Who is in Room?

- Recipient's or Grantee's Office
- The Head of CBO's
- Medical Case Managers
- Outreach Workers
- Community Health Workers

Learning Objectives

1. Define the concept of Retention in Care
2. Explain the HIV Continuum of Care
3. Identify Key Factors impacting retention rates
4. Discuss some strategies that promote re-engagement in care
5. Evaluate methods to measure retention in care

What is Retention In Care?

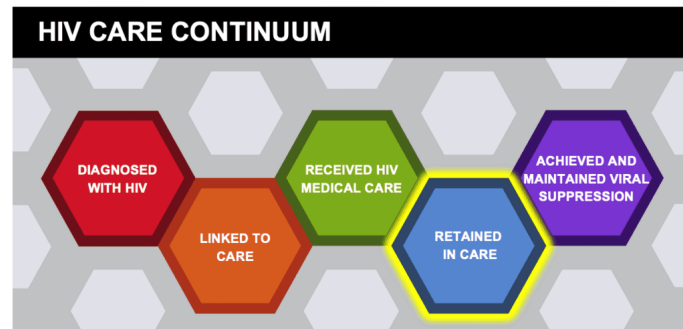
- Retention in care is defined as the ability to ensure that individuals diagnosed with HIV consistently engage with their healthcare providers, regularly attending appointments and adhering to treatment plans, ultimately leading to optimal health outcomes by achieving viral suppression and minimizing the risk of HIV transmission.
- Medical Case Managers play a key role in retention in care, or re-engagement in care. Depending on the client's situation, retention in care can be the most difficult part of the HIV Continuum.

HIV CONTINUUM OF CARE

Steps of the CoC

- Diagnosed w/ HIV
- Linked to Care
- Received HIV Care
- Retained in Care
- Achieved and Maintained Viral Suppression

The Diagram



Reasons Clients are not retained...

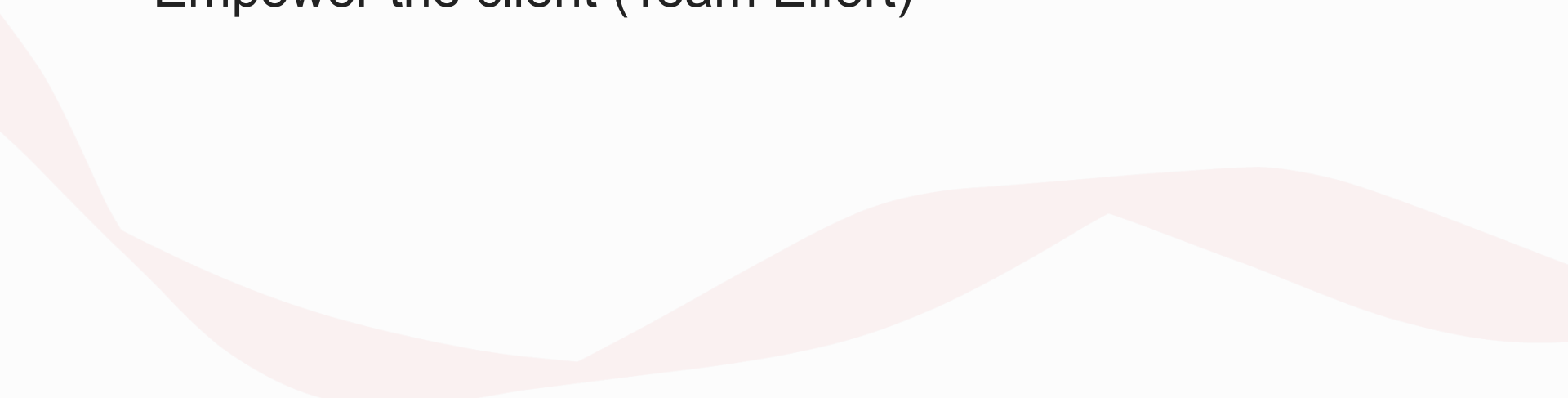
- Unhoused
- Stigma
- Treatment reminds them of the day they were diagnosed
- Fear of taking medication forever
- Out of sight...out of mind
- Medical Case Manager failed to follow up

Key factors that increase retention in care

- Patient Education and buy-in
- Medical Case Manager collaboration with medical provider
- Follow up, Follow up, Follow up (Home visits, office visits, etc.)
- Strong Provider and Patient relationship
- Housing is still healthcare

Strategies that promote re-engagement in care

- Build a strong working relationship with your Community Health Workers and/or Outreach Team
- Empower the client (Team Effort)



Evaluate methods to measure retention

- How do we know that retention methods are working?



Questions/Comments



Resources

- National Clinician Consultation Center
<http://nccc.ucsf.edu/>
 - HIV Management
 - Perinatal HIV
 - HIV PrEP
 - HIV PEP line
 - HCV Management
 - Substance Use Management
- Present on ECHO
 - <https://hsc.unm.edu/scaetc/programs-services/echo.html>
- AETC National HIV Curriculum
<https://aidsetc.org/nhc>
- AETC National Coordinating Resource Center
<https://targethiv.org/library/aetc-national-coordinating-resource-center-0>
- HIVMA Resource Directory
<https://www.hivma.org/globalassets/ektron-import/hivma/hivma-resource-directory.pdf>
- Additional trainings
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