

Mount Sinai Beth Israel's Peter Krueger Clinic

New York, NY

The Initiative

The Emerging Strategies to Improve Health Outcomes for People Aging with HIV (Aging with HIV) Initiative supports and evaluates 10 demonstration sites as they implement groundbreaking interventions that seek to improve whole-person care of people with HIV ages 50 and older served by the Ryan White HIV/AIDS Program (RWHAP).

The Program

Mount Sinai Beth Israel's (MSBI) Peter Krueger Clinic sought to improve the existing Comprehensive Program of Integrated Care for Older Adults with HIV by incorporating a Community Health Worker (CHW) into the interdisciplinary team. Designed to improve client engagement and reduce appointment no-show rates, this new addition made their model of care more client-centered and efficient. The CHW refined and/or developed clinic workflow adaptations to connect clients with appropriate healthcare and community resources.

Notable Client Outcomes



Decreased average number of drugs prescribed

Number of prescriptions decreased from an average of 18 to 14 in one year, reducing complexity for clients



Increased retention in HIV care

More clients attended two or more HIV care encounters in the last 12 months at least 90 days apart



Access to mental health services

All intervention clients who requested mental health services received them

Total clients completing the evaluation: 30

Implementation Lessons Learned

MSBI benefited from a number of facilitators and worked as a team to overcome several barriers.

Facilitators



CHWs facilitated client engagement through activities like conducting reminder calls, assisting with comprehensive geriatric assessments, and coordinating care between service providers.



Patient Liaisons, CHWs, and a Community Advisory Board raised awareness about the intervention, provided input on materials and services, and supported client outreach and retention.



Having a **dedicated and proactive team** supported the implementation of the intervention, follow-up activities, and ongoing client engagement.

Challenges



MSBI needed to address **client and primary care provider knowledge gaps**. For example, both parties needed additional information about the benefits of geriatric care.



Knowledge gaps in the importance of the intervention among organizational leaders complicated understanding of the intervention's intent and required further engagement to promote buy-in.



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