

# Centro Ararat

Ponce, PR

## 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

The *Platinum Premier Program* (PPP) created by Centro Ararat, a primary care clinic in Ponce, Puerto Rico, sought to improve the health outcomes and quality of life of clinic clients with HIV aged 50 and older by:

- Expanding multidisciplinary screening and management of comorbidities with an integrated Geriatric Healthcare Team.
- Offering client education to encourage client engagement in healthcare planning.
- Providing mid-level providers with geriatric training to better address client needs.
- Consolidating psychological services and neuropsychological evaluation within HIV care.

## Notable Client Outcomes



### Clients reported high satisfaction with their care

Suggesting clients built strong relationships with the care team



### Providers received high respectful care scores

Reflecting commitment to person-centered and empathic communication



### Client resilience scores increased

Indicating ability to adapt successfully and positively to challenging life experiences

Total clients completing the evaluation: 72

## Process Outcomes

Each PPP client received, on average, as a result of Centro Ararat's intervention, over approximately 12 months:



**13**  
more geriatric  
screenings



**3**  
new diagnoses of  
geriatric conditions



**2**  
more referrals or  
social services  
from screenings

## Implementation Lessons Learned

Centro Ararat benefited from many facilitators and worked as a team to overcome several challenges.

### Facilitators



#### Leadership buy-in and strong interpersonal relationships

ensured clear communication, support for resources and events, and integration of screenings into a new standard of care.



Drawing on lived experience and expertise of **patient liaisons** as part of the intervention's design ensured that activities and materials were acceptable to clients.



**Small clinic size** and nimble organizational practices facilitated a shift to implement the new standard of care.



Intervention success relies on **access to referral partners** to provide necessary wraparound supports for clients. Lack of specialists in Puerto Rico and challenges insurance coverage made it difficult to complete referrals nearby in a timely manner.



Sustainability planning was affected by the uncertainty of **on-going reimbursement** to support the assessments.



Initial **lack of mid-level providers with specialty training** required recruiting the right provider to join the team.

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