

# Family Health Centers of San Diego

San Diego, CA

## 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

Through their *Intensive Individualized Care Coordination to Enhance Health and Quality of Life for HIV-Positive Older Adults* (I2C2) program, Family Health Centers of San Diego (FHCS) comprehensively screened and managed medical and psychosocial comorbidities through intensive care coordination, individual socialization action planning, and interdisciplinary staff training.

Activities included:

- Training staff on how to advise clients on navigating the healthcare system
- Improving assessment processes through comprehensive screening
- Optimizing care coordination through individualized care planning, coordinated care delivery, patient liaison support, and comprehensive medication reviews
- Creating and leveraging a Community Advisory Board
- Developing individual socialization action planning, a targeted approach to build and practice social skills

## Notable Client Outcomes



### Improved depression and anxiety scores from baseline to follow-up

Improved scores could be attributed to heightened awareness of clients' mental health status and services to reduce isolation and improve mental health



### High retention rates in HIV care

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

Total clients completing the evaluation: 43

## Implementation Lessons Learned

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

### Facilitators



**Team collaboration**, led by the RN Care Coordinator, ensured intervention activities were implemented by supporting workflow and services delivery.



The **Community Advisory Board** was composed of people and communities disproportionately impacted by HIV and often access services at FHCSO, allowing them to provide feedback that shaped the intervention.



The **Patient Liaison** role supported rapport-building, client communication, and warm handoffs to case management and supportive services.

### Challenges



**Low client healthcare literacy** created challenges for clients navigating the healthcare system (both internal and external to the organization) and trying to better understand their healthcare needs/services. The Patient Liaison offered individualized support in response.



**Patient Liaison capacity constraints** required careful balance between intervention responsibilities and other duties with programmatic expectations.



**Online surveys and emails** were not the best way to access some clients.

For more information, contact Felipe Garcia-Bigley, MHA  
felipegb@fhcsd.org  
<https://targethiv.org/aging>

