Nurse Navigators: linkage to care from an ED HIV screening program

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BACKGROUND

The UMC Emergency Department opt-out HIV screening program was established on 12/1/2018.

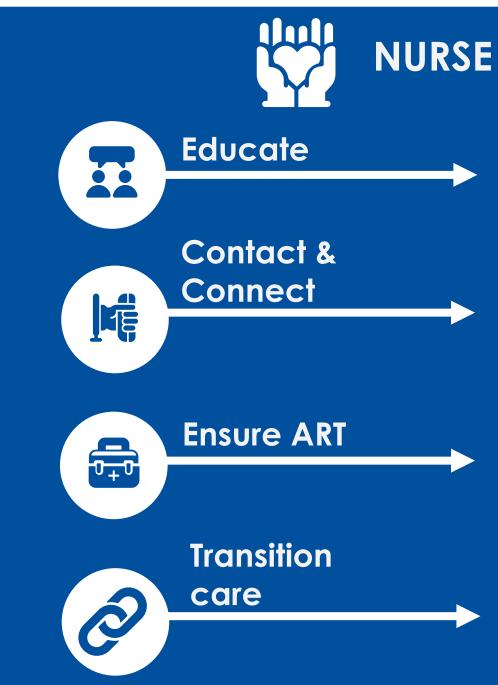
A one-month pilot at the beginning of the screening program had a linkage rate to a provider outside the hospital of 38%. Of note, 86.5% (n=7) of identified HIV patients were out of care (OOC) and only 12.5% (n=1) were newly diagnosed in the pilot. The subsequent 6 months had a linkage rate of 68% (n=47).

The linkage goal of the program was 80% or better. With the large proportion of OOC patients identified, UMC Wellness Center designed a Nurse Navigator (NN) program to increase the linkage rates.

PURPOSE

The NN program is designed to capture newly diagnosed and out of care patients that present to the hospital and provide navigation into care.

THE PROGRAM



NURSE NAVIGATORS

Educate patients and staff

Early patient contact

Access while inpatient and for discharge planning

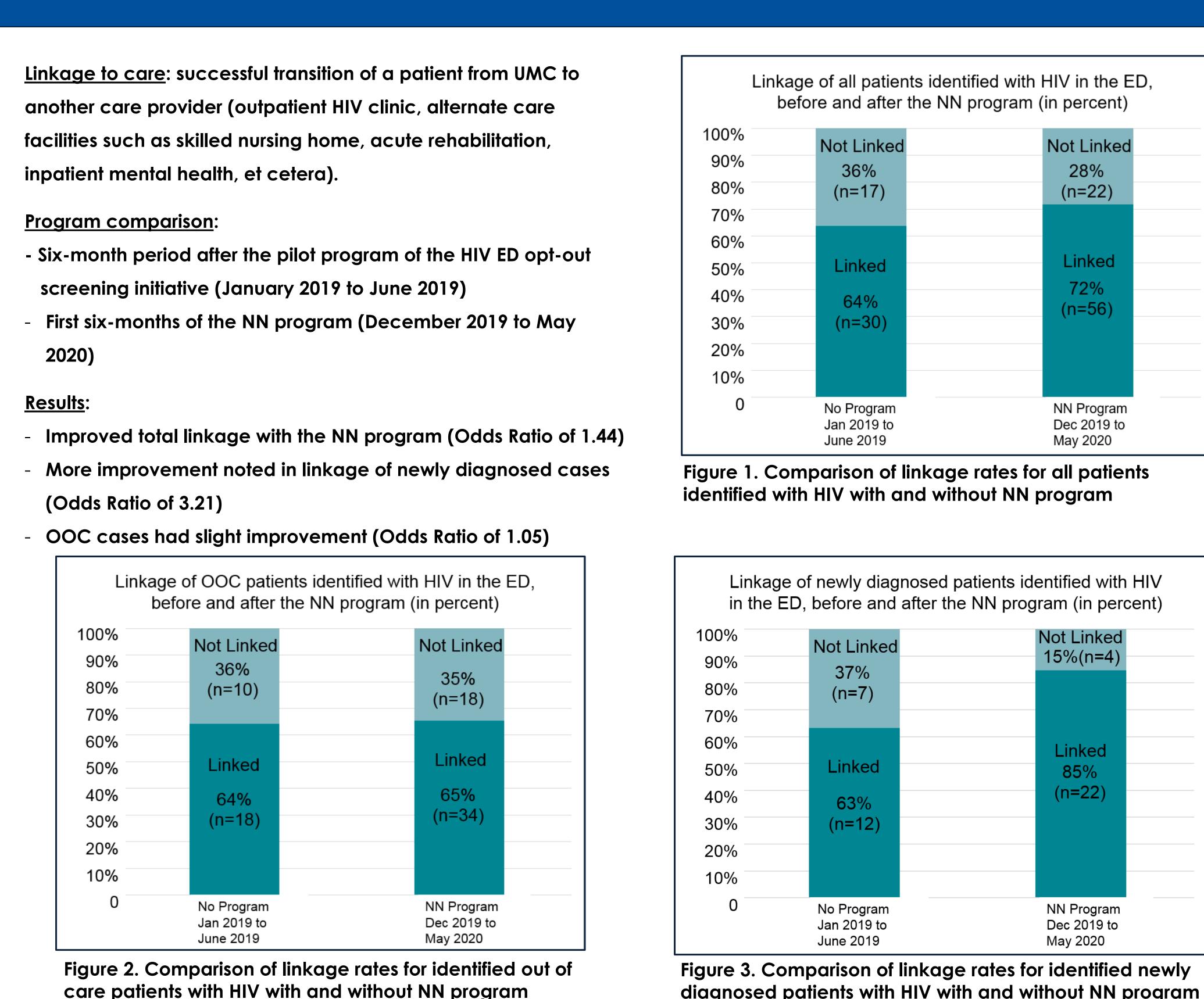
Assist with barriers to HIV care

Other key feature:

Single phone line access for NN contact 10 hours a day, 7 days a week Daily hospital rounds

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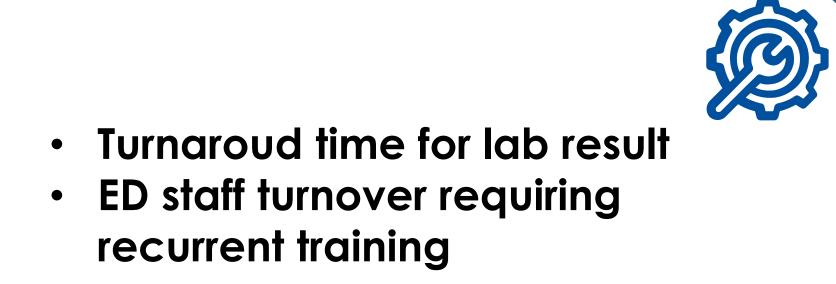
RESULTS





- Medically complex
- Mental health
- Substance use
- Stigma
- Personal beliefs on HIV
- Unstable housing
- Transportation

diagnosed patients with HIV with and without NN program



Coronavirus pandemic Communication with transfers to other facilities



RECOMMENDATIONS

mprove rral process IN Program	 Increase visibility of program to hospital staff Continuous education of ED and hospital staff Focus on HIV Continuum of Care and program results
ly rounding ith ID/HIV Physician	 Rapid Start/review of HIV Medications Patient Plan of Care/Team approach Appropriate social, mental health and substance abuse referrals
Address arriers to re/Patient ducation	 Increase patient knowledge of available services Increase knowledge and understanding of disease Decrease stigma

CONCLUSION

The introduction of the NN Program to the ED and the hospital has shown promise in improving linkage to care for newly diagnosed and out of care patients living with HIV.

FURTHER WORK

While newly diagnosed linkage rates increased from 63% to 85%, there was a more modest increase in out of care linkage rates from 64% to 65% as a result of this program. There is still much work to be done to address the needs of out of care patients who are challenged with multiple chronic medical and social challenges. In addition, the impact of the Coronavirus pandemic during this study period has yet to be determined, as some services were unavailable and many patients did not seek care during this time.

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