Technical Assistance Session:
Optimizing the HIV Client's Telehealth Experience

December 16, 2021 at 3:30 PM ET/12:30PM PT

Overview

This session will cover the HIV client experience with telehealth, including:

- HIV client attitudes towards telehealth
- Strategies for client engagement and retention in telehealth
- Tailoring messaging around telehealth
- Rapport-building via telehealth
- Best practices for telehealth navigation.

You may submit questions in the chat box and questions also will be facilitated via live audio at the end of the session.

TeleHealthHIV

Introductions - Speakers

Dima Dandachi, MD, MPH
Medical Director of the HIV/AIDS Program, University of Missouri Health Care

Aleeshba Basil, BS
Telehealth Navigator, University of Florida - Jacksonville

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Expanding HIV Care Through Telehealth

This is the last technical assistance session. The next and final step for participants will be to complete a post-program evaluation.

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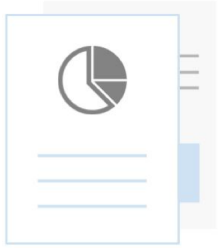
TeleHealthHIV Overview

CAPACITY BUILDING

WEBINARS



RESOURCES

HealthHIV.org/TeleHealthHIV

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Dima Dandachi, MD, MPH

Medical Director of the HIV/AIDS program MU health care
Medical Director of Outpatient Antimicrobial Therapy (OPAT) and Vascular access team
Division of Infectious Diseases, Department of Medicine
University of Missouri- Columbia

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Experience of people living with HIV

Exploring the attitude that people living with HIV
have towards the implementation of a telehealth program
for their HIV care

February – June 2018 , Houston, Texas

Very large Ryan White clinic ~5000 PLWH
At that time none of the patients had any prior experience with telehealth

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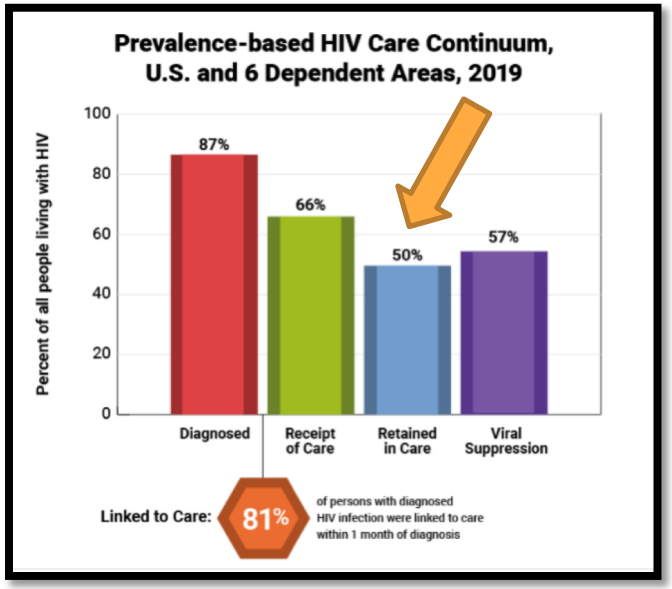
Retention in care

So many barriers for PLWH to be retained in care

- Transportation challenges
- Competing life events
- Time consuming
- Driving time: Nationwide, the median county-level drive time to HIV care is between **69 - 90 minutes**
- Stigma



https://www.hiv.gov/federal-response/policies-issues/hiv-aids-care-continuum

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Telehealth

- Telehealth could address many of the factors identified as barriers for retention in HIV care
- We explored PLWH's attitudes about using telehealth for HIV care instead of face-to face clinic visits.
- **371** participants completed the survey; median age was 51 years, 36% were female, 63% African-American and 26% Hispanics

How likely would you use Telehealth?

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Dandachi et al. AIDS Patient Care STDS. 2020 Apr;34(4):166-172.

Telehealth

- Participants reported many benefits including ability to fit better their schedule, decreasing travel time, and privacy.
- Factors associated with likelihood of using telehealth include personal factors (US-born, higher educational attainment, higher HIV-related stigma perception)
- Sociodemographic factors such age, sex, race, and income were not associated with attitude for telehealth among PWH.
- Lack of devices, internet, limited data plan, and lack of familiarity with the technology was perceived as barriers for telehealth for 30% of respondents
- There was no association between participants with uncontrolled HIV, medication adherence, and likelihood of using telehealth.

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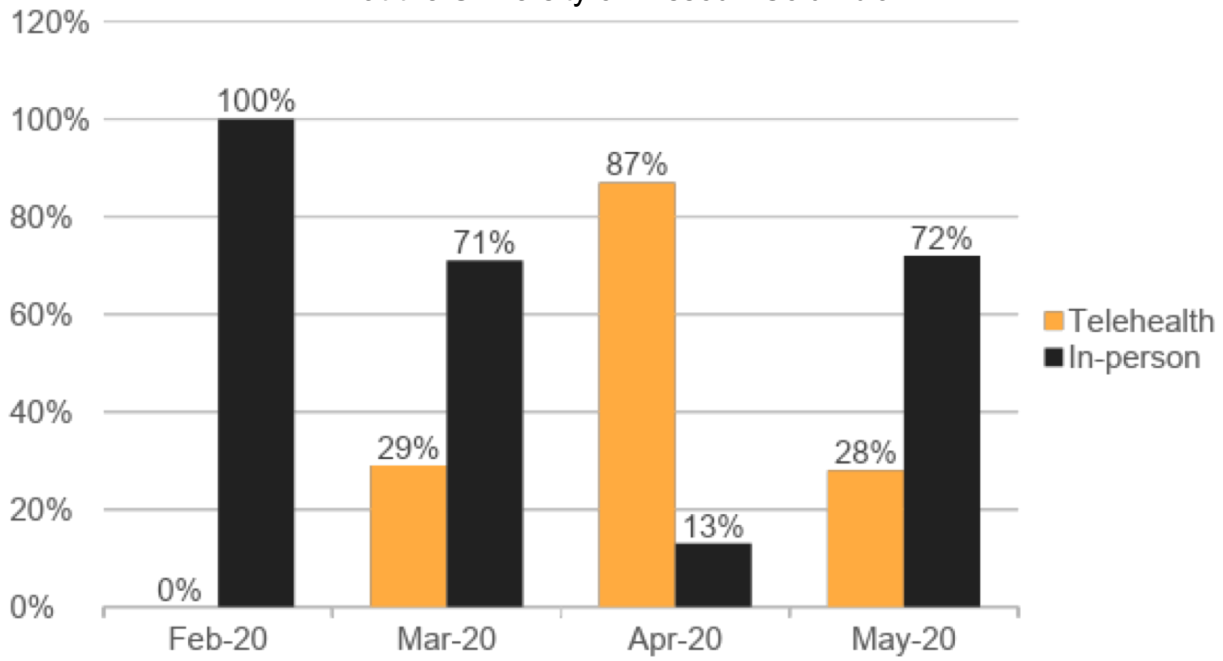
Patients' experience with telehealth

- There is evidence that patients are generally pleased with their experience using telehealth
- Younger patients were more comfortable using telehealth technology
- Positive patient experiences: 91 % of patients reported effective communication with their provider) and 67 % indicated that their telemedicine visit was more convenient than a clinic visit)

Telehealth experience in Missouri

Visits for family medicine, internal medicine, cardiology, and medical specialty at the University of Missouri-Columbia



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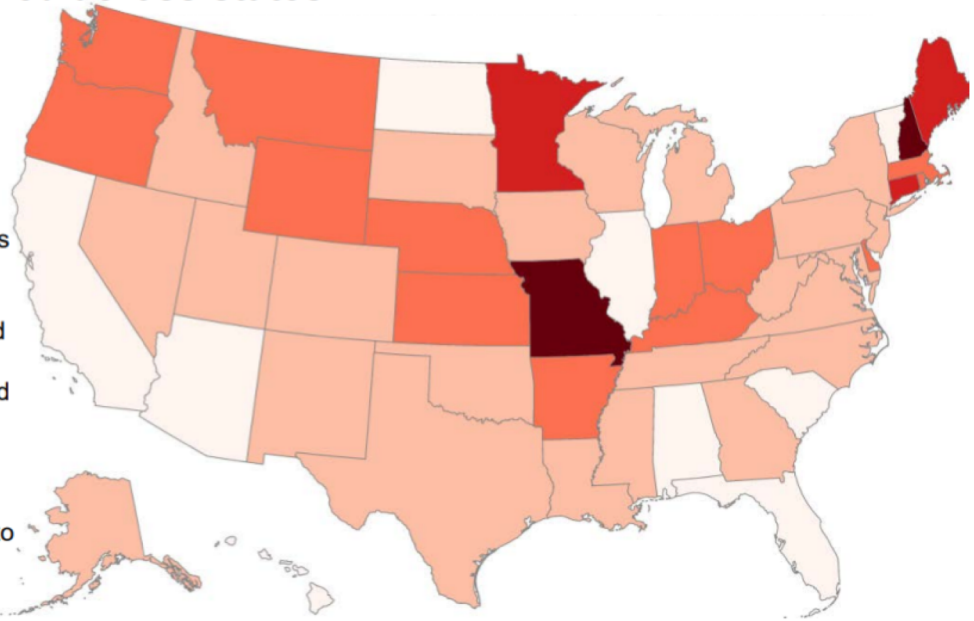
McElroy et al. Prev Chronic Dis. 2020; 17: E64.

Preliminary data suggest that, among adults age 19 to 64, services delivered via telehealth per 1,000 beneficiary months from March through June 2020 varied across states

# of services delivered via telehealth per 1,000 beneficiary months (age 19 to 64), March – June 2020

0.0 87.0 174.0 261.0 348.0 435.0



Telehealth rates among working age adults peaked in April for nearly all states and began to fall in May.

Across states in April 2020, Missouri had the highest monthly rate at 520 services per 1,000 beneficiaries age 19 to 64, and South Carolina had the lowest monthly rate at 51 services per 1,000 beneficiaries age 19 to 64.

Note: Data for recent months are likely to be adjusted upward due to claims lag; see slides 5 and 11 for additional details on claims lag.

Notes: : These data are preliminary. Data are sourced from the T-MSIS Analytic Files v4 in AREMAC, using final action claims. They are based on August T-MSIS submissions with services through the end of July. Recent dates of service have very little time for claims runout and we expect large changes in the results after each monthly update. Because data for July are mostly incomplete, results are only presented through June. There is significant variation in how quickly states submit claims to CMS. It is possible that this variation in claims lag is responsible for the differences in utilization across states.

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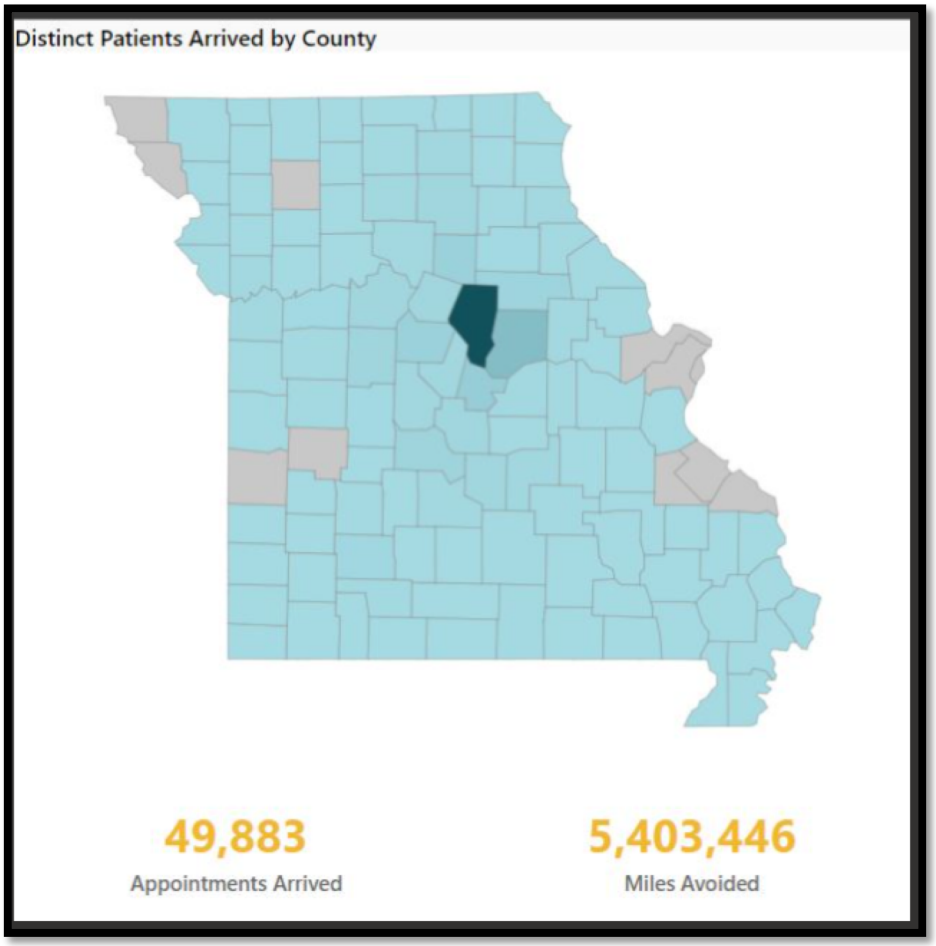

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What made it successful?

- Infrastructure
- Organization readiness, buy-in
- Telehealth dedicated team
- Support and training to providers
- Rearranging the workflow
- Re-assessment, evaluation
- Providers satisfaction
- Patient satisfaction

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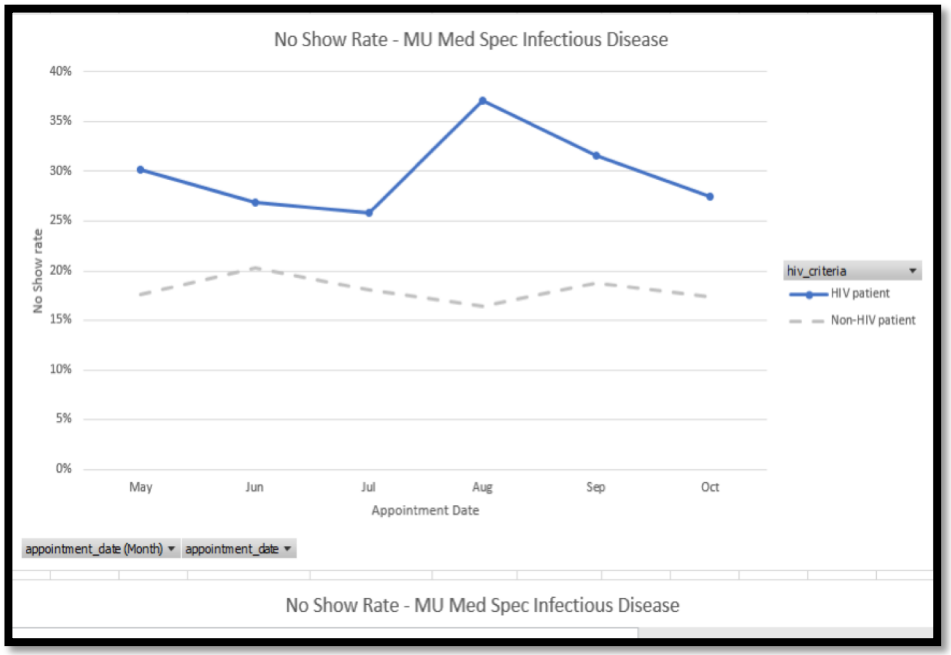
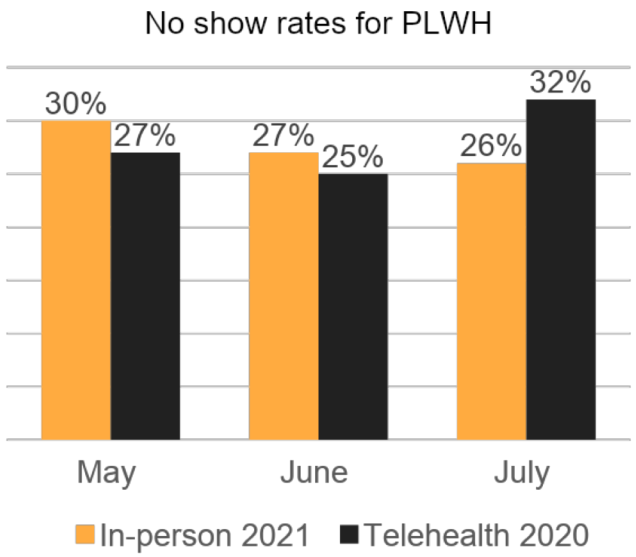
PLWH and telehealth





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Barriers to telehealth

- Limited broadband internet access
- Lack of access to compatible device
- Digital literacy
- Language barriers and lack of interpretation service

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Not everyone's experience is the same

"It is hard on me, this [telehealth] changed my relationship with my doctor… I don't like to feel rushed" - I am an HIV survivor for 27 years

" Even if I tried video, it was very painful for myself and the patient"…" Speaking more to my personal experience, I honestly do not like telehealth, and this is me just me being totally honest"- HIV healthcare provider

" I will estimate, perhaps I am negative, I think 30% of my patients will never be able to do telehealth, just because they do not have the level of education" – Clinician

" It affected my mental and emotional health because I would spend more time on the call agitated because it is all new to me" .."The technology is something I struggled with all my life"…."I am a visual person, and no one showed me how to do it".. "If people are poor does not mean they are stupid and can't learn" – 63 years old person living with HIV

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UF Health and CDC Implementation Project:

Telehealth for Minority Persons With HIV in an Urban Setting

Aleeshba Basil

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Disclosures

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PS17-1710

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Acknowledgements

UF Health Jacksonville

- Project Director, Reetu Grewal, MD
- Community Health and Family Medicine Department (CHFM)
- Center for HIV/AIDS Research, Education, and Service (UF CARES)

HealthHIV

- Capacity Building and TeleHealthHIV

CDC

- Prevention Research Branch/DHAP/NCHHSTP

Community Organizations

- Jacksonville Area Sexual Minority Youth Network
- Northeast Florida AIDS Network
- Nassau County Health Department
- River Region Health and Human Services

Marketing Teams

- Beson 4
- UF Health Jax Marketing Team

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Presentation Overview

UF Telehealth Program Overview

Patient Perspectives

Lessons Learned

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UF Health and CDC Implementation Project:

Overview

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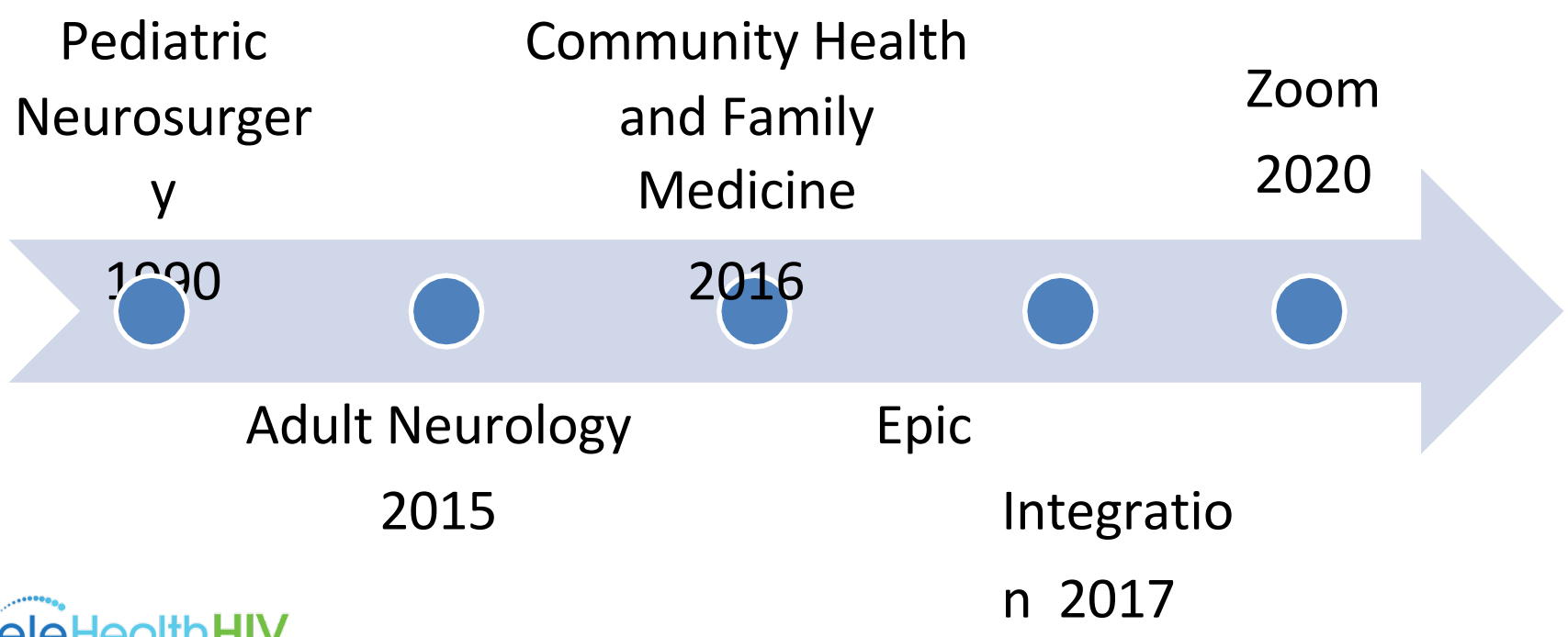
Telehealth Adoption at UF Health Jax



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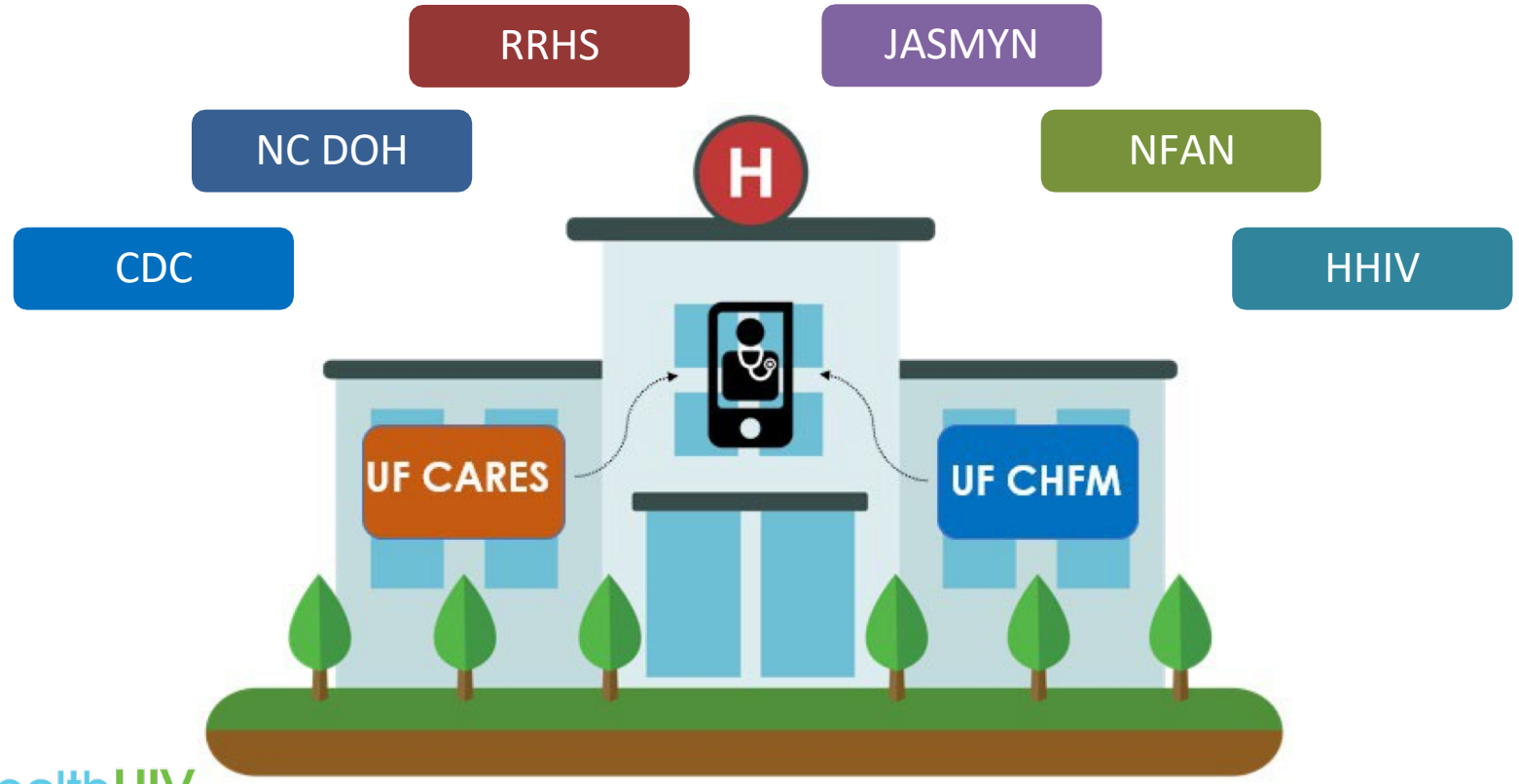
Multi-departmental Project



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Telehealth Infrastructure

- Technology
  - Hardware
  - Software
- Legislation
- Reimbursement
- Translation Svcs

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Patient Education

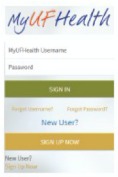
HOW TO USE MYCHART VIRTUAL VISIT

The following provides a step-by-step description of how to obtain medical appointments with the **MyChart Virtual Visit** app.

GETTING STARTED

Sign Up Now!

- You must be a UF Health patient
- Have a MyUFHealth Account
- You can call your UF Health Clinic to request an email invite to join MyChart



If you do not have an account, visit: https://mychart.shands.org/mychartprd/accesscheck.asp and select "Sign Up Now".

Note: If you do not have an access code, you may obtain one from your UF Health Clinic or by clicking "Sign Up Online" and following the prompts.

1 Install the MyChart App

- Search for the "MyChart" app on Apple iTunes or Google Play.
- Download MyChart to your phone.

2 Set up the MyChart App

- Tap on the MyChart icon and accept the license agreement.
- Allow the app to access your location. This will help you find your healthcare provider.
- Search for and select MyUFHealth.

3 Set Up My UFHealth

- Enter your MyChart username and password. Click "Forgot Username or Password" to reset your login as needed.

- You can set up a passcode or Touch ID during your first login or through the MyChart Preferences.

4 Checking Appointments

- Go to the home screen and tap the Appointments icon to view upcoming and past appointments.
- Visit past appointments to review messages, lab results, medications, etc.
- Virtual Visit appointments are identified by the title "Virtual Visit" and a camera icon. Tap the Telemedicine appointment to open it.
- A green camera icon means it is time for your Viritual Visit.
- Complete eUpdate before your Virtual Visit to:
  - Verify contact info, medications, and allergies
  - Sign consent forms
  - Submit co-payments

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The Role of a Telehealth Navigator: Patient Training & Engagement

Educated Patients are Empowered Patients!

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UF Health and CDC Implementation Project:

Patient Perspectives

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Patient Satisfaction Surveys

- Redcap surveys were sent to patients:
  - Who had virtual visits to gauge satisfaction with their virtual visits
  - Who had in person visits to gauge their satisfaction in comparison to virtual visits

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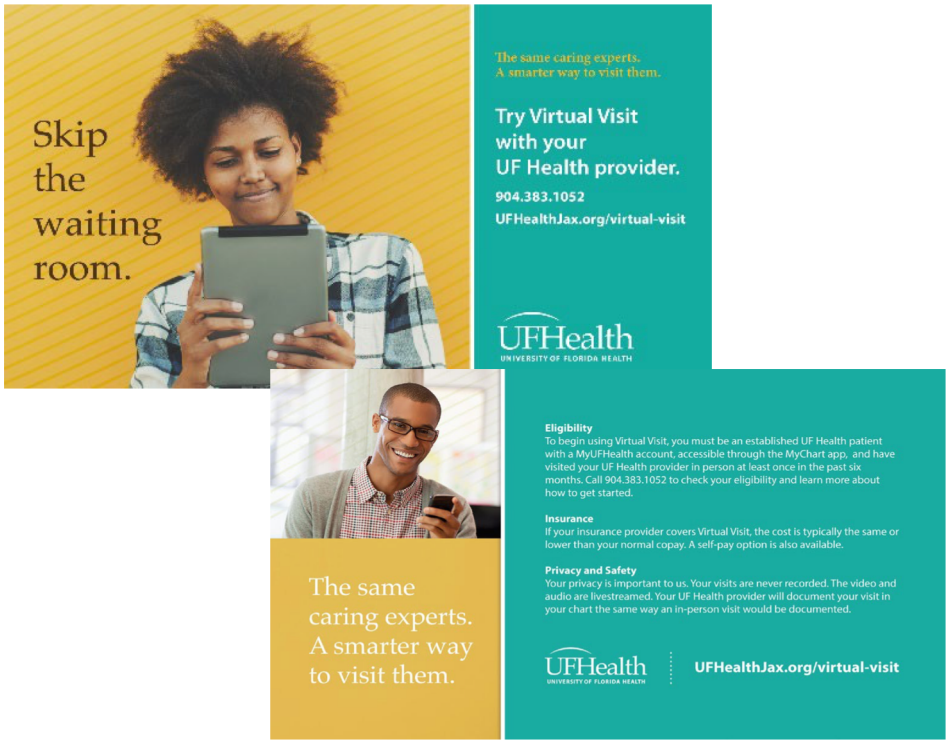
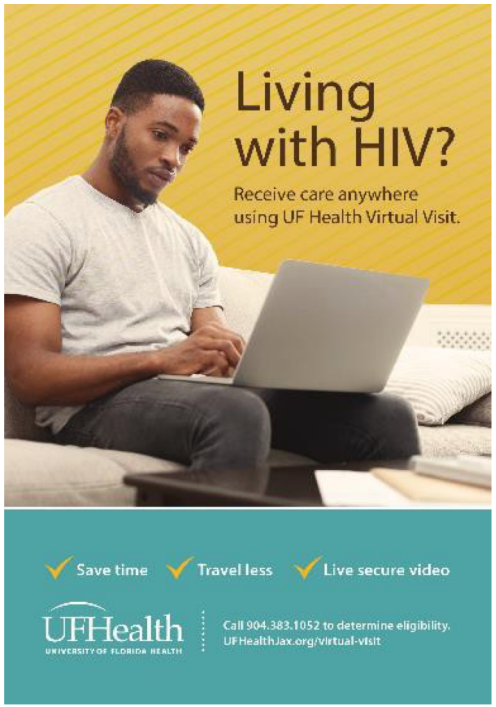
Marketing





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Patient-Centric Media Campaigns

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Patient Focus Groups

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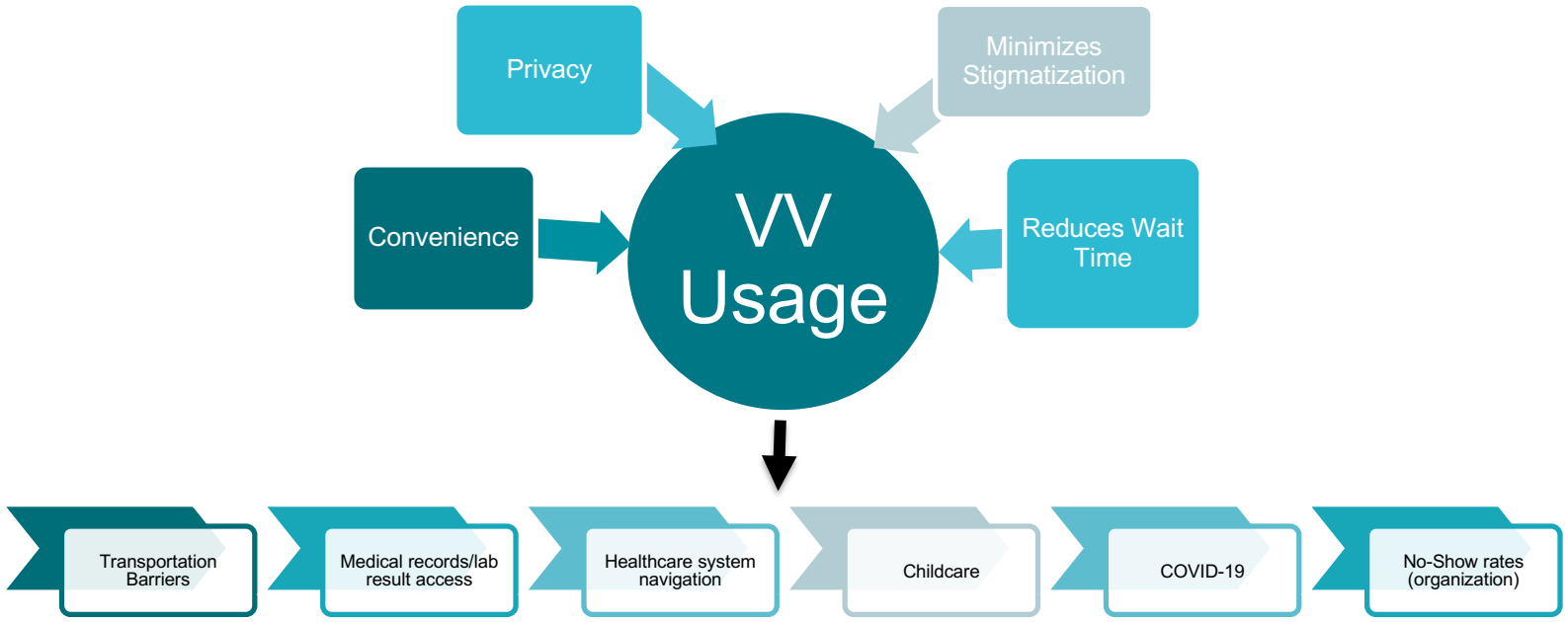
- Team conducted 6 focus groups to learn patient perspectives from patients who utilized telemedicine and those who declined telemedicine.

Facilitating Factors for Virtual Visit (VV) Use and Potential Outcomes



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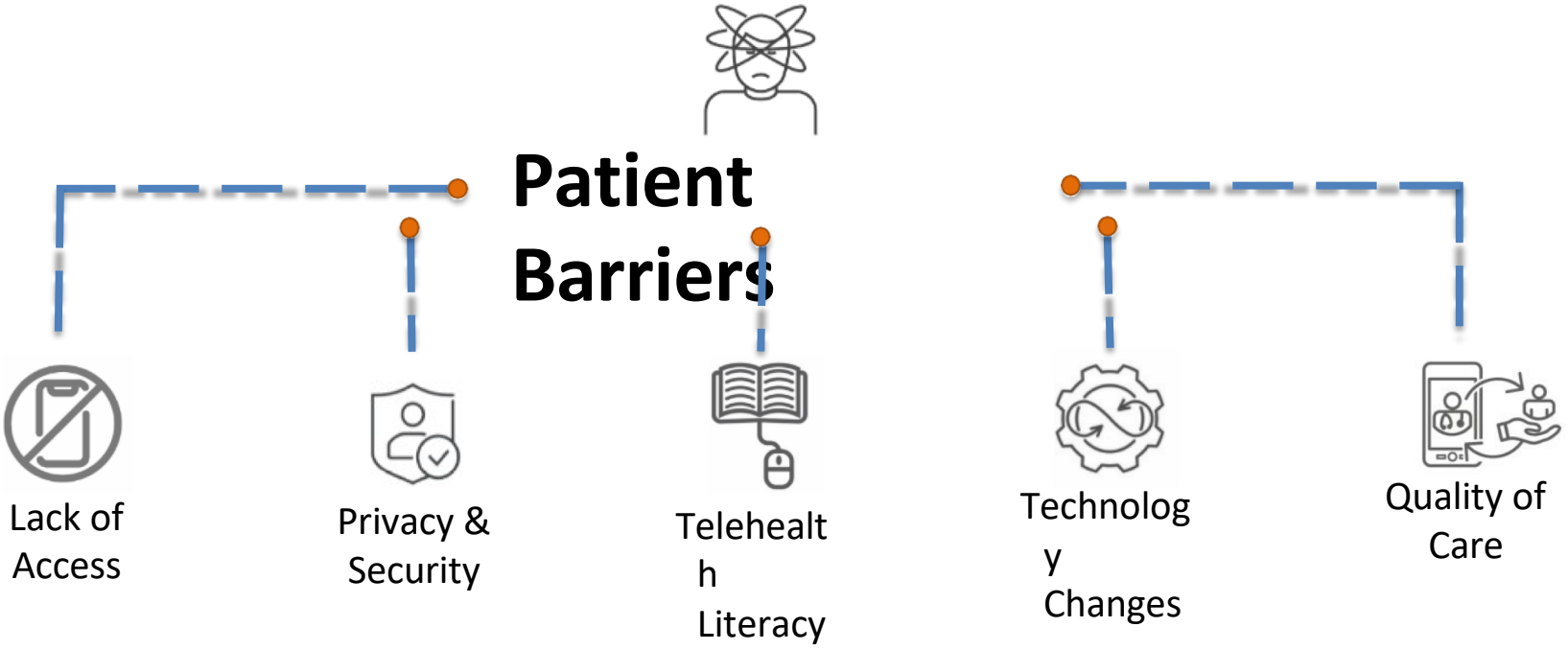
Barriers or Hindrances for Virtual Visit Use



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Lessons Learned: *Expect the Unexpected*

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COVID-19

Rapid Increase in Patient Demand for Multidisciplinary Telehealth Services

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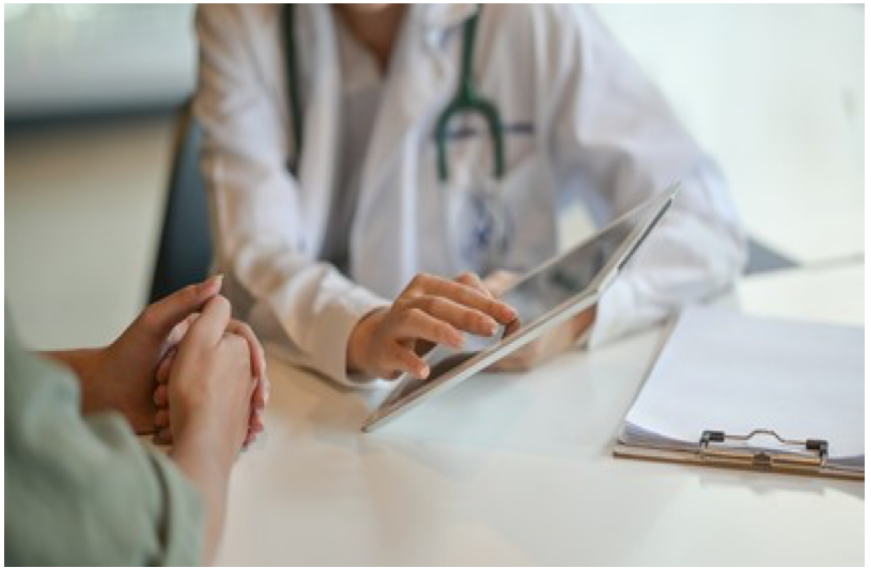
Adapt and Overcome:
Ensuring Efficient Workflows

Patient Registration Workflow
Provider Education
- Web-Side Manner
- Technology Changes

Telehealth Navigator



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Questions?

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