



READY TO SERVE:

A Quality Assurance Initiative for NYC's PrEP/PEP Online Provider Directory

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Program Planner



Conflict of Interest Disclosure: Maria Ma, MPH

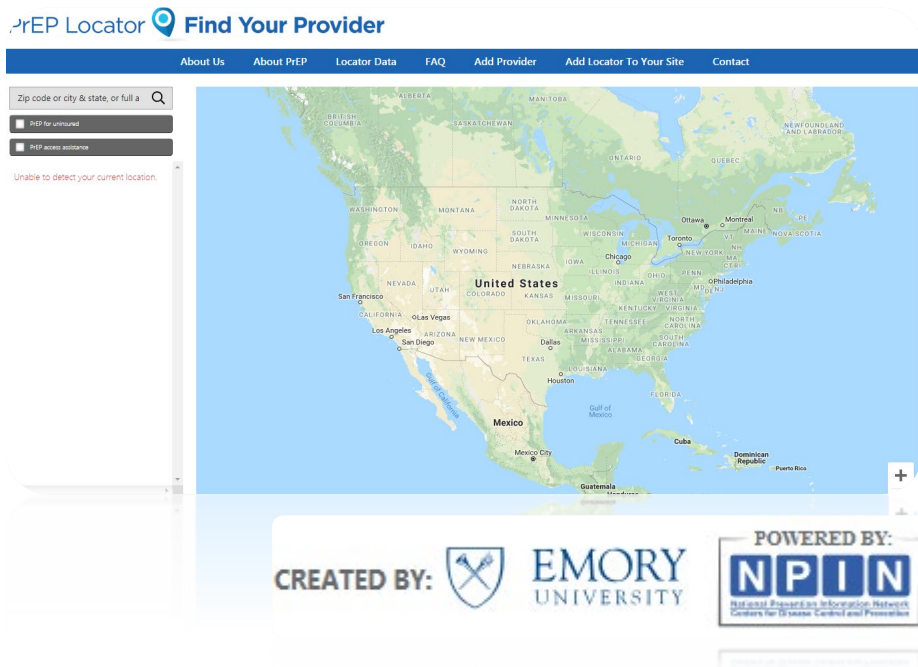
I have no conflicts of interest to report.



Learning Objectives

- Describe NYC's process for developing the PrEP/PEP Provider Online Directory
- Demonstrate the importance of implementing quality assurance initiatives in the maintenance of public PrEP/PEP provider directories
- Describe NYC Department of Health and Mental Hygiene (DOHMH)'s method of conducting quality assurance on its public PrEP/PEP provider directory

National PrEP Locator – the National Directory of PrEP- Providing Clinics

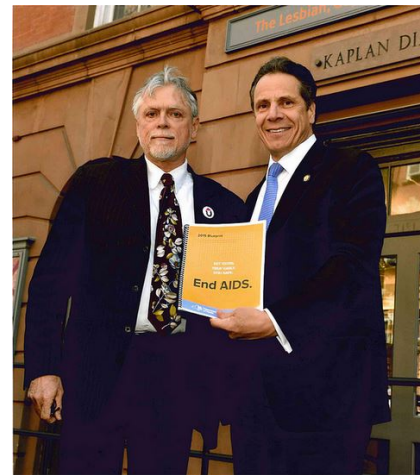


- Can embed the PrEP Locator into a website
- Many other state and local health departments have developed their own lists of PrEP providers

NYS Blueprint for Ending the Epidemic

In April 2015, Gov. Cuomo released the Blueprint for **Ending the Epidemic** – a set of recommendations by community members, providers and government officials expanding on his 2014 three-point plan to:

1. Identify persons with HIV who remain undiagnosed and link them to care;
2. Link and retain persons diagnosed with HIV in care to maximize virus suppression so they remain health and prevent further transmission; and
3. Provide access to PrEP for persons at high risk for HIV infection
 - Leveraged the NYC PlaySure Network
 - Took a comprehensive approach to increasing PrEP supply and demand



Providing Access to PrEP/PEP in NYC: Finding a PrEP/PEP- Knowledgeable Provider

- In 2014, NYC DOHMH developed an online list of PrEP/PEP providers
- Providers had to fill out a 2-page checklist to be listed as a PrEP and/or PEP provider
- The online search tool was difficult to update and not user-friendly

New York City Biomedical HIV Prevention Referral List

Instructions: Please complete clinic information and the clinical site checklist for each clinical site.

Clinic Information:

Clinic name: _____
 Address: _____
 Suite/Office Number: _____
 City/Borough: _____
 Zip Code: _____
 Telephone number: _____
 Alternate telephone number: _____

Primary Contact Person Information:

Name: _____
 Email: _____
 Phone Number: _____

Clinic Details

Does clinic have evening hours? (after 6:00pm on weekdays)? ☐ Yes ☐ No
 Does clinic have weekend hours? ☐ Yes ☐ No

Please fill in clinic hours of operation. Please include any evening or weekend hours. If your clinic has in working hours (i.e. a lunch hour), please enter each separately.

	Session One		Session Two	
	Start	End	Start	End
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

After-hours number phone number: _____

Insurance accepted: ☐ Yes ☐ No

Care for the uninsured (e.g., sliding scale available): ☐ Yes ☐ No

Special population focus (please select all that apply)

☐ HIV-positive persons ☐ High Risk/homeless Youth (13-29)
☐ Commercial sex workers and their patrons; ☐ Incarcerated or recently incarcerated persons
☐ Men who have Sex with Men (MSM); ☐ Homeless Persons
☐ Heterosexual men and women ☐ Immigrants
☐ Transgender persons/transgender women ☐ No Priority Population Served
☐ Injection drug users/drug users

New York City Biomedical HIV Prevention Referral List

Clinical Site Checklist

Non-Occupational Post-Exposure Prophylaxis (nPEP): PEP is the use of anti-HIV medications after possible sexual or needle-sharing exposure to HIV. Many clinics now offer nPEP to patients with appropriate exposures.

☐ 1. List this clinic as a PEP site on the NYC DOHMH website and with 311

Please indicate if your clinic has taken any of the following measures to ensure the appropriate and efficient provision of emergency PEP:

☐ 1a. Clinical staff have completed at least 1 hour of CME credit on the use of nPEP and are familiar with the NYS Clinical Guidelines for nPEP prescribing (www.hivguidelines.org)
☐ 1b. Front-desk staff are familiar with nPEP, are aware that it is provided, understand the time sensitivity of the visit, and are able to triage patient calls and visits accordingly
☐ 1c. Those staff are aware that a high risk HIV exposure that occurred within the past 36 hours should be triaged as an urgent visit
☐ 1d. An after-hours plan is in place to receive calls for nPEP (e.g., patients know of the number to call, answering services knows how to triage the calls)
☐ 1e. On-site HIV testing is available to be able to ensure that initial HIV testing is conducted rapidly
☐ 1f. Starter packs of medication are available on-site to ensure rapid receipt of first dose of PEP
☐ 1g. Local emergency departments have been contacted to let them know the clinic will accept referrals for follow-up care
☐ 1h. The NYS PEP pamphlet (or other patient information materials) is available for patients
☐ 1i. A clinic PEP champion has been identified

Pre-Exposure Prophylaxis (PrEP): PrEP is the use of anti-HIV medications as a form of HIV prevention. Many clinics now offer PrEP to patients with ongoing behavior that places them at high risk for HIV infection.

☐ 2. List this clinic as a PEP site on the NYC DOHMH website and 311

Please indicate if your clinic has taken any of the following measures to ensure the appropriate and efficient provision of PrEP:

☐ 2a. Clinical staff have completed at least 1 hour of CME credit on the use of PrEP and are familiar with the NYS Clinical Guidelines for PrEP (www.hivguidelines.org) and/or the US Public Health Service Guidelines for PrEP (<http://www.cdc.gov/hiv/pdf/guidelines/PrEPguidelines2014.pdf>)
☐ 2b. Front-desk staff are familiar with PrEP, are aware that it is provided, and are able to triage patient calls and visits appropriately
☐ 2c. A protocol plan is in place to accommodate the need for HIV testing every 3 months
☐ 2d. Adherence counseling, risk reduction counseling and condoms are available on-site
☐ 2e. A PrEP champion has been identified

Overall

☐ 3. Clinical staff know which billing codes to use for PEP and PrEP visits
☐ 4. Clinical staff are aware of PEP and/or PrEP options for uninsured patients (i.e., patient assistance programs) and for insured patients with significant copays (i.e., co-pay assistance programs)

The NYS PEP pamphlet is available at <http://www.hivguidelines.org/clinical-guidelines/post-exposure-prophylaxis-what-have-been-exposed-to-hiv-what-should-i-do/>. The site includes information on ordering hard copies.



Moving the Online List to The NYC Health Map

- The NYC Health Map is a one-stop online shop to search for location-based health services in NYC, including:
 - Sites that offer HIV testing, PrEP, PEP, and care coordination
 - Location of health services ranging from blood pressure screenings, STI testing, vaccinations, etc.



Available online at <https://a816-healthpsi.nyc.gov/NYCHHealthMap>

City of New York, Dept of IT & Telecommunications [US] | <https://a816-healthpsi.nyc.gov/NYCHHealthMap/home>

NYC Health 311 Search all NYC.gov websites

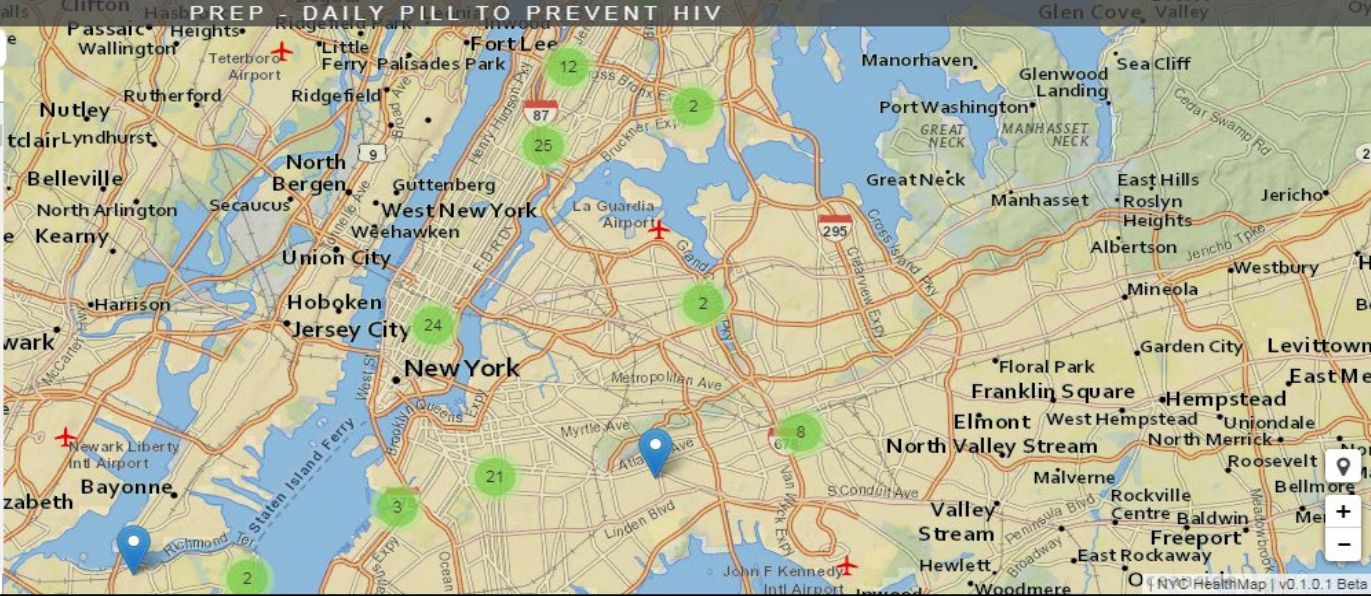
Promoting and Protecting the City's Health **NYC HealthMap** Español Translate Text-Size

PREP - DAILY PILL TO PREVENT HIV

Location

108 results found for the selected service.

- ACQC @ Jamaica Avenue
89-74 162 Street, 7th Floor, Queens, New York 11432
- Adult Primary Care Clinic at NYC H+H Bellevue
462 1 Avenue, Manhattan, New York 10016
- AHF Healthcare Center - Manhattan
30 West 60 Street, suite An, Manhattan, New York 10023
- APICHA Community Health Center
400 Broadway, Manhattan, New York 10013
- Bedford Stuyvesant Family Health Center
1456 Fulton Street, Brooklyn, New York 11216
- Bedford Stuyvesant Family Health Center - Broadway Family Health Center
1238 Broadway, Brooklyn, New York 11221



NYC HealthMap v0.1.0.1 Beta



PrEP/PEP Providers on the NYC Health Map

- PrEP/PEP providers listed on the NYC Health Map are asked to provide the following information:
 - Address of site that provides PrEP/PEP
 - Phone number specifically to reach PrEP and/or PEP services
 - Hours of operation for PrEP and/or PEP
 - Other important information
 - Payment accepted (Medicaid, private insurance, sliding scale)
 - Special populations served
 - Ages served

Montefiore - Comprehensive Health Care Center (CHCC)

305 East 161 Street, Bronx, New York 10451

PrEP - Daily Pill to Prevent HIV

(718) 644 - 2937

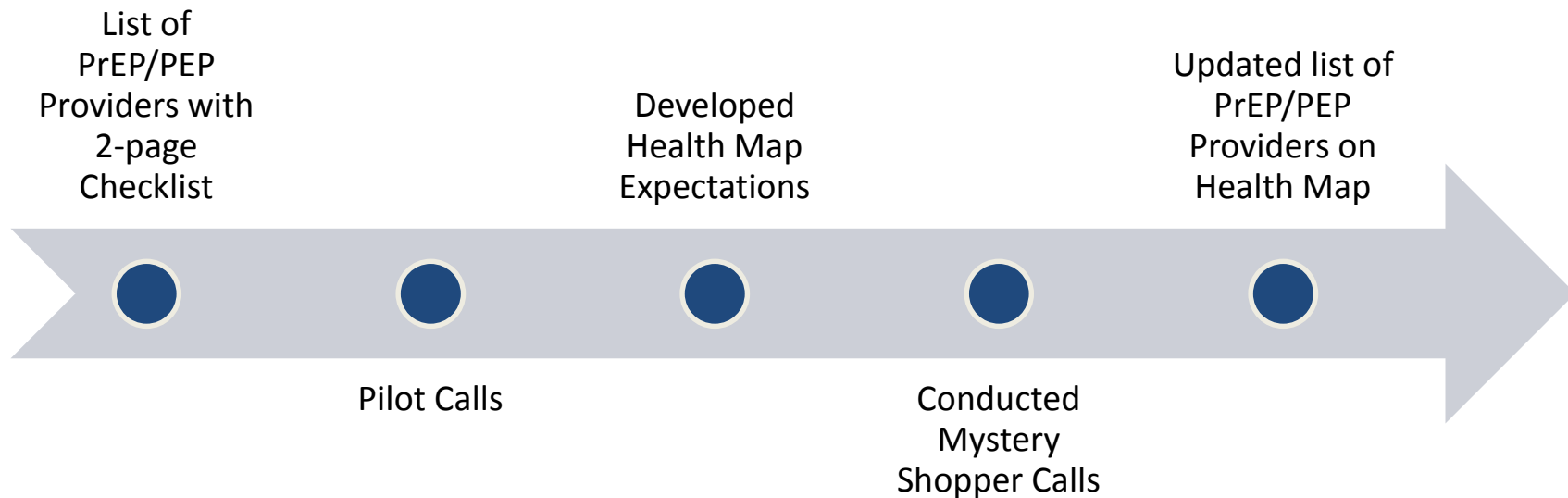
Mon	8:00 AM - 9:00 PM
Tue	8:00 AM - 9:00 PM
Wed	8:00 AM - 9:00 PM
Thu	8:00 AM - 9:00 PM
Fri	8:00 AM - 6:00 PM
Sat	8:30 AM - 5:00 PM

Offers navigation. Call for insurance and payment methods. There may be a cost for care. This site has opted-in as a LGBTQ-knowledgeable provider.

<http://www.montefiore.org/mmg-comprehensive-health-care-center>

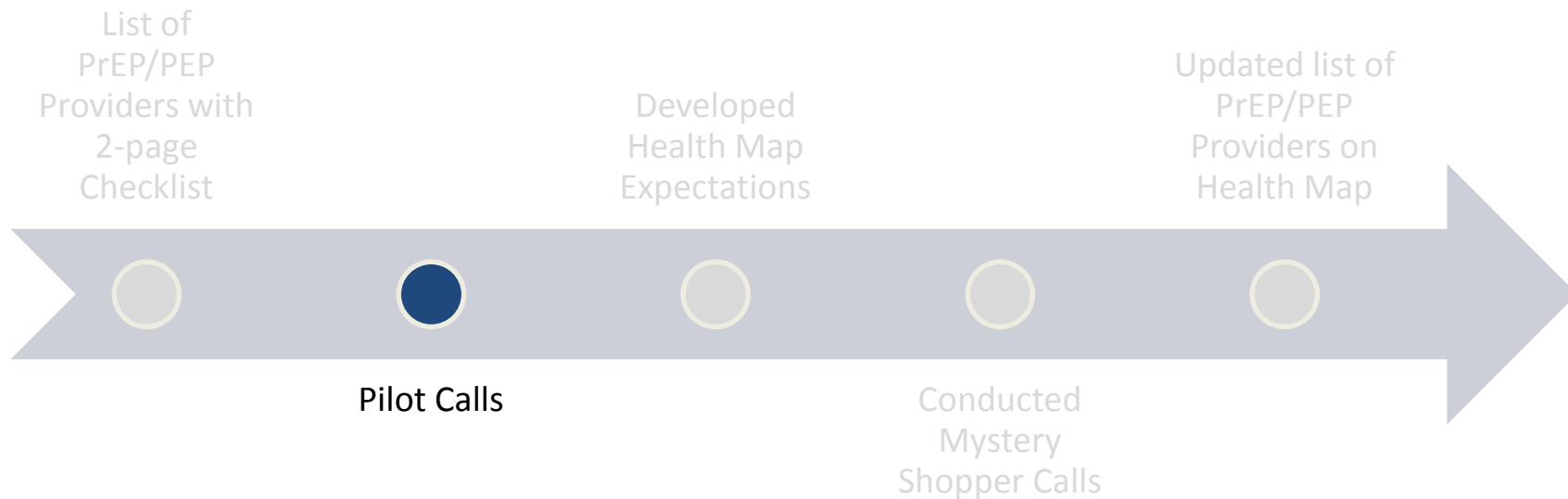


Steps in The Quality Assurance Initiative





Steps in The Quality Assurance Initiative





Conducting Quality Checks

- By 2016, NYC DOHMH had over 80 sites listed as PrEP and/or PEP providers on the NYC Health Map
- The HIV Planning Group (HPG) identified a need to conduct a quality assurance activity on the PrEP and PEP providers because clients had reported:
 - Inaccurate information listed
 - Negative experiences with calling listed providers
- Conducted pilot calls to assess sites on two criteria:
 - The readiness of the site to respond to phone requests for PrEP and PEP
 - The availability of PrEP and PEP at each facility



Developing the Health Map Expectations

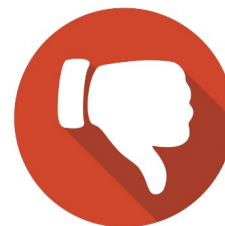
- The pilot calls resulted in the development of the Health Map Expectations
- The Expectations were developed based on:
 - Recurring themes identified from the pilot calls
 - Understanding of existing protocols at agencies





Getting Community-Buy In

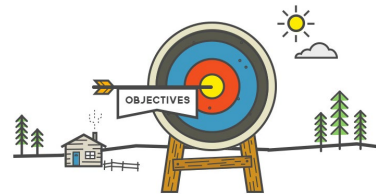
- The Expectations were presented to the HIV Planning Group (HPG) and agencies listed on the NYC Health Map as PrEP/PEP providers to ensure the Expectations were reasonable and feasible
- Feedback was incorporated into the Expectations prior to release





The Goals of the NYC Health Map Expectations for PrEP/PEP Providers

- The Expectations were designed to ensure that:
 - ✓ Agencies listed on the Health Map as PrEP/PEP providers are ready to meet the PrEP/PEP requests of the public
 - ✓ Those seeking PrEP and/or PEP services can rely on the NYC Health Map to connect them to a knowledgeable facility in a timely manner





The NYC Health Map Expectations for PrEP/PEP Providers

1. Phone number should connect to the clinic
2. Caller should be connected to live staff as soon as possible
3. In situations when the caller cannot immediately connect with live staff, the call should be returned by the agency within an appropriate time frame
4. Appointment or appropriate referral should be offered as soon as possible
5. At least 1 on-site licensed clinical provider who practices and prescribes PrEP and/or PEP at the clinic
6. Alert NYC DOHMH of permanent changes to clinic site information, as listed in the NYC Health Map



Meeting the NYC Health Map Expectations

- To be listed on the NYC Health Map as a PrEP/PEP provider, agencies had to **pledge** to meet the Expectations and update their agency information
 - A *Best Practices Package* was developed as a resource to help providers

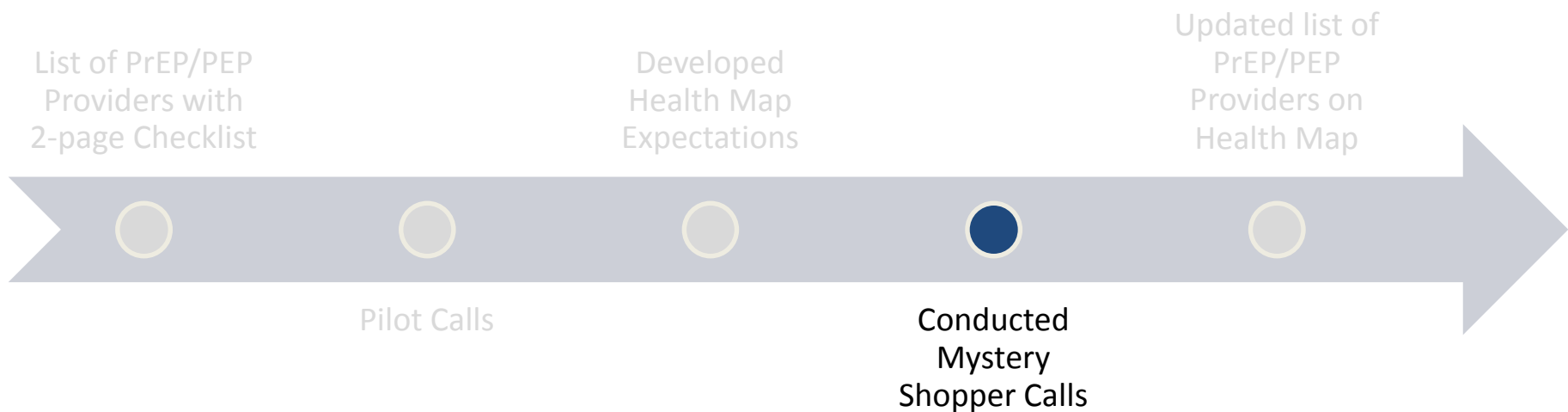
- The Health Map Expectations
- PrEP/PEP Call Flow Worksheets
- PrEP/PEP Quick Guide for front-line staff
- Customizable PrEP/PEP training slide set

NYC Health Department
PrEP/PEP Health Map:
Best Practices Package

APRIL 2017



Conducting the Mystery Shopper Calls



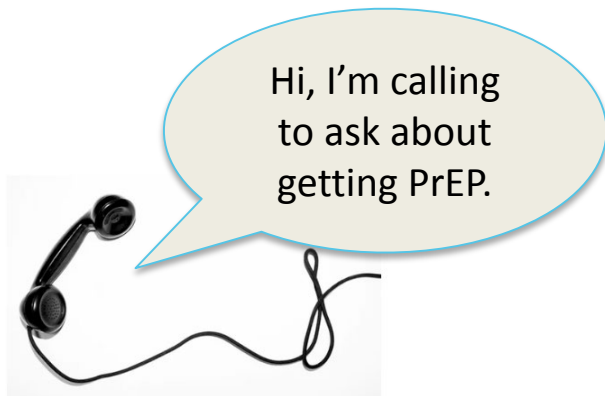


Calling the Providers

- To ensure that listed providers were meeting the Health Map Expectations, trained DOHMH staff made mystery shopper calls to listed providers
 - Callers requested PrEP or PEP and only provided scripted clarifications
 - Callers did not make actual appointments
- Callers noted nearly all aspects of the call:
 - Call duration
 - Staff confusion
 - Number of call routes
 - Whether an appointment was offered or appropriate referral was given

Making the Mystery Shopper Calls

- In March 2018, trained DOHMH staff made 116 calls to sites listed as PrEP/PEP providers on the NYC Health Map
 - 61 calls requesting PrEP
 - 55 calls requesting PEP



69%

of PrEP calls met the
Expectations or had
issues deemed minor

The most common reason (40%)
why PrEP providers did not meet
the Expectations:

A red octagonal sign with a black border and a slight 3D effect, containing white text.

**They did not
offer a timely or
appropriate
appointment/
referral to the
caller**

The most common reason (60%)
why PEP providers did not meet
the Expectations:



73%

of PEP calls met the
Expectations or had
issues deemed minor



Providing Technical Assistance

- Every listed provider received a feedback letter via email
 - Details how providers did on 4 of the Expectations
- NYC DOHMH staff provided technical assistance and actively followed-up with providers who did not meet all of the Expectations
- Listed providers who did not meet the Expectations had to provide an action step within 6 months to address the issue to remain listed





Top 3 Strategies to Improve Responsiveness and Accessibility of the Sites

- For both PrEP and PEP calls, providers:

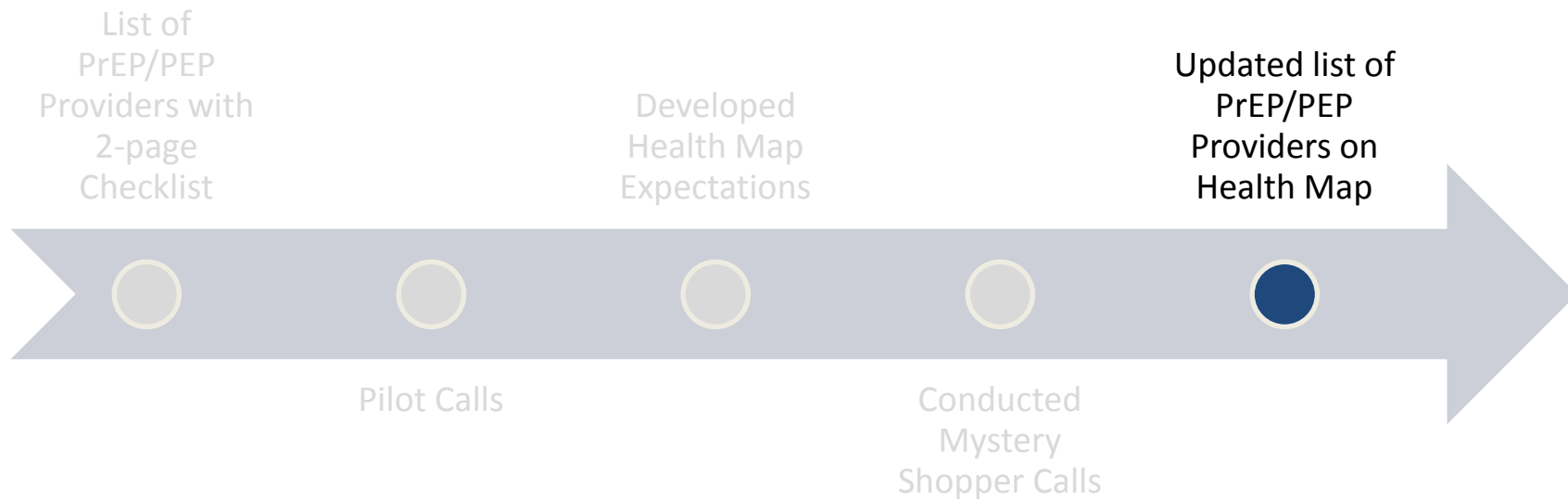
Updated their NYC Health Map information – new/updated phone number

Conducted trainings with their agency staff

Developed/modified their voicemail management and call routing protocols



Improving and Maintaining the List





Feedback from Listed Providers

- Listed providers have reacted positively to the feedback letters and technical assistance provided

Providers are happy to hear when they have done well

Providers are eager to address any issues that are identified



Lessons Learned & Successes

- The mystery shopper calls helped to update clinic information and foster engagement with listed providers
 - Continual updates to provider information are difficult without building relationships
- Because of the Health Map Expectations and annual mystery shopper calls, the NYC Health Map list of PrEP/PEP providers is an accurate and reliable resource for finding PrEP and/or PEP services in NYC
 - Essential for maintaining the public's trust in NYC DOHMH information
 - Ensuring that the call itself and connecting to a knowledgeable provider is not a barrier to PrEP/PEP



Next Steps

- Sustainability:
 - Perhaps a transition to biennial mystery calls for providers who have consistently met the Expectations
 - Work with CDC's NPIN on the National PrEP Locator to sync lists
 - Expand the number of PrEP/PEP providers that meet the Expectations!



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- HIV Planning Group (HPG)
- Listed PrEP/PEP providers on NYC Health Map



Thank you!

Maria Ma

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In NYC, but don't think your site is listed as a PrEP/PEP provider?

Email PrEPandPEP@health.nyc.gov