




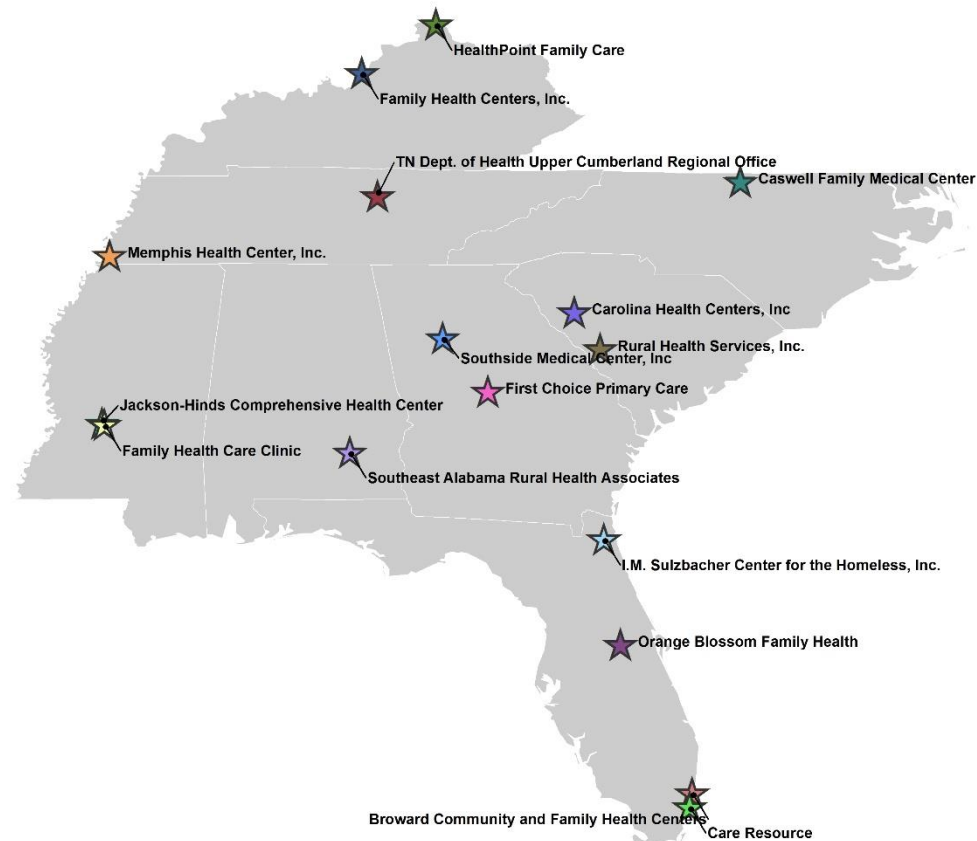
**SEPTTEP** Southeast Practice Transformation  
Expansion Project

**Jennifer Burdge, MEd.**

*Program Director – Southeast AETC  
Vanderbilt Comprehensive Care Clinic  
Vanderbilt University Medical Center*



# SEPTEP – Health Center Sites



## 16 Sites

1- AL

4- FL

2-GA

2- KY

2- MS

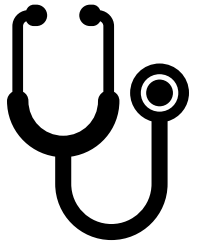
1-NC

2- SC

2-TN

68 Cold Calls

# SEPTET – Objectives



Implement  
Opt-out HIV  
Testing



Establish  
Linkages to  
HIV Care



Create a  
Stigma  
Free  
Clinical  
Setting



Apply  
Culture  
Change  
Leadership

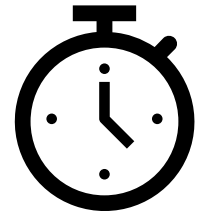


Improve  
Sexual  
History  
Taking  
Practices



Prescribe  
PrEP to  
Patients at  
Risk

# November- June, 2018



Select 16 Health Centers



Create Contract /Assessment



Communicate Objectives / Workgroup



Two Day Live Orientation /Training



Implement Culture Change CoP



Individual Coaching and Technical Assistance



Train All 16 Health Centers live on site



Post Assessment /Interview all Health Centers



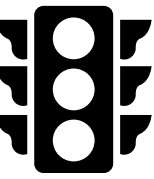
Champions Academy / CACoP

# Ultimate Goal. . . Move the Needle



# Two Day Training in Nashville

- Deliver Training /Implementation plan for SEPTTEP
- Two – Four attendees from each Health Center required to attend
  - Administrator or Medical Director, Clinical providers and Champions attend the training
- Friday and Saturday – only one clinic day missed
- Individualized survey summaries provided to each attendee
- Day One – Coaching for Cultural Change Leadership Workshop and How to Combat Stigma
- Day Two- Interactive HIV Testing and Motivational Interviewing Workshop as well as How to Prescribe PrEP
- Training Manuals including protocols and patient information provided



# Why screen for HIV?

- 19 year old male in the ED for fever, chills, joint pain and malaise.
  - Labs unimpressive except for elevated LFT's.
  - Sent home with symptomatic care.
  - Returns 2 weeks later with ongoing fatigue, some n/v weight loss.
  - Now with pancytopenia, HIV RNA 2.4 million.
- The patient had been seen by his PCP twice and by two walk in clinic providers in the last two years.
  - His sexual debut had been at age 14.
  - He has sex with men and women.
- He was never asked about his sexual history or offered any STI screening.
- There is a new, rapidly growing epidemic among African American MSM of college age.
  - Now 15-20% of all new patients enrolled at the VCCC are in the 18-24 year old age group.

# Funding - \$30,000 per Health Center

- Completed letter of agreement for project November, 2018
  - \$15,000 provided at baseline survey completion
  - \$15,000 provided after attending December Two-Day Training
  - Health Centers also required to complete:
    - SEPTTEP follow-up survey
    - Live on site training
    - 8 Work Group CoP
    - 6 Culture Change Community of Practice
    - PrEP Implementation Webcasts
    - Monthly Individual Calls
    - Optional: Webcast Wednesdays, Case Conferences, Symposiums, Preceptorships, etc



# How health centers used funding and how it was helpful...

## How is your center using the funding, and how has it been helpful?

To start testing and train staff

To provide PrEP

Training

additional training for staff testing for non insured patients interpreters for non English patients

Not sure waiting until after live training


Training staff

Adding testing as part of routine care

Equipment Travel to Educational Conferences Training for non-HIV clinicians

staff training, testing for non insured

# www.seaetc.com/septep



**SEPTEP** Southeast Practice Transformation Expansion Project

**Practice Transformation & Culture Change Workshop Resources**

- Pre-Exposure Prophylaxis (PrEP): Daily medication to reduce HIV & How To Be a PrEP Provider  
*Sean Kelly, MD*
- [Click Here To Download Presentation \(Pre-Exposure Prophylaxis \(PrEP\): Daily medication to reduce HIV\) \(.pdf\)](#)
- [Click Here To Download Presentation \(How to be a PrEP Provider\) \(.pdf\)](#)
- [Click Here To Register & View Webinar](#)
- Introduction to Culture Change. Identifying Barriers to Culture Change & Best Practices for Implementing Culture Change  
*Bill Cooper, MD*
- [Click Here To Download Presentation \(.pdf\)](#)

**Training By Topics**

- Cultural Competency
- HIV Testing
- Linkage to Care
- PrEP
- Stigma

**Newsletter 3**

- Cultural Competence

[Click To View](#)

**Newsletter 2**

- HIV Testing Resources

[Click To View](#)

**Newsletter 1**

- Coaching for Culture Change: Community of Practice Sessions
- SEPTEP Resources
- Live Training

[Click To View](#)

**Culture Change Coaching Webinars**

- SEPTEP – Culture Change Coaching Webinar (Session 1)
- SEPTEP – Culture Change Coaching Webinar (Session 2)
- SEPTEP – Culture Change Coaching Webinar (Session 3)
- SEPTEP – Culture Change Coaching Webinar (Session 4)
- SEPTEP – Culture Change Coaching Webinar (Session 5)
- SEPTEP – Culture Change Coaching Webinar (Session 6)

**Workgroup Calls**

- SEPTEP Group Call 1-17-18
- SEPTEP Group Call 2-21-18
- SEPTEP Group Call 3-21-18
- SEPTEP Group Call 4-18-18
- SEPTEP Group Call 5-09-18
- SEPTEP Group Call 6-20-18

# Main Topics Discussed



13 Health Centers received PrEP prescribing and implementation training



10 Focused on increasing comprehensive sexual history at each visit



14 Recognized a need for developing cultural humility



7 Health Centers received testing practice training



All health centers completed training on how to deliver an HIV test result

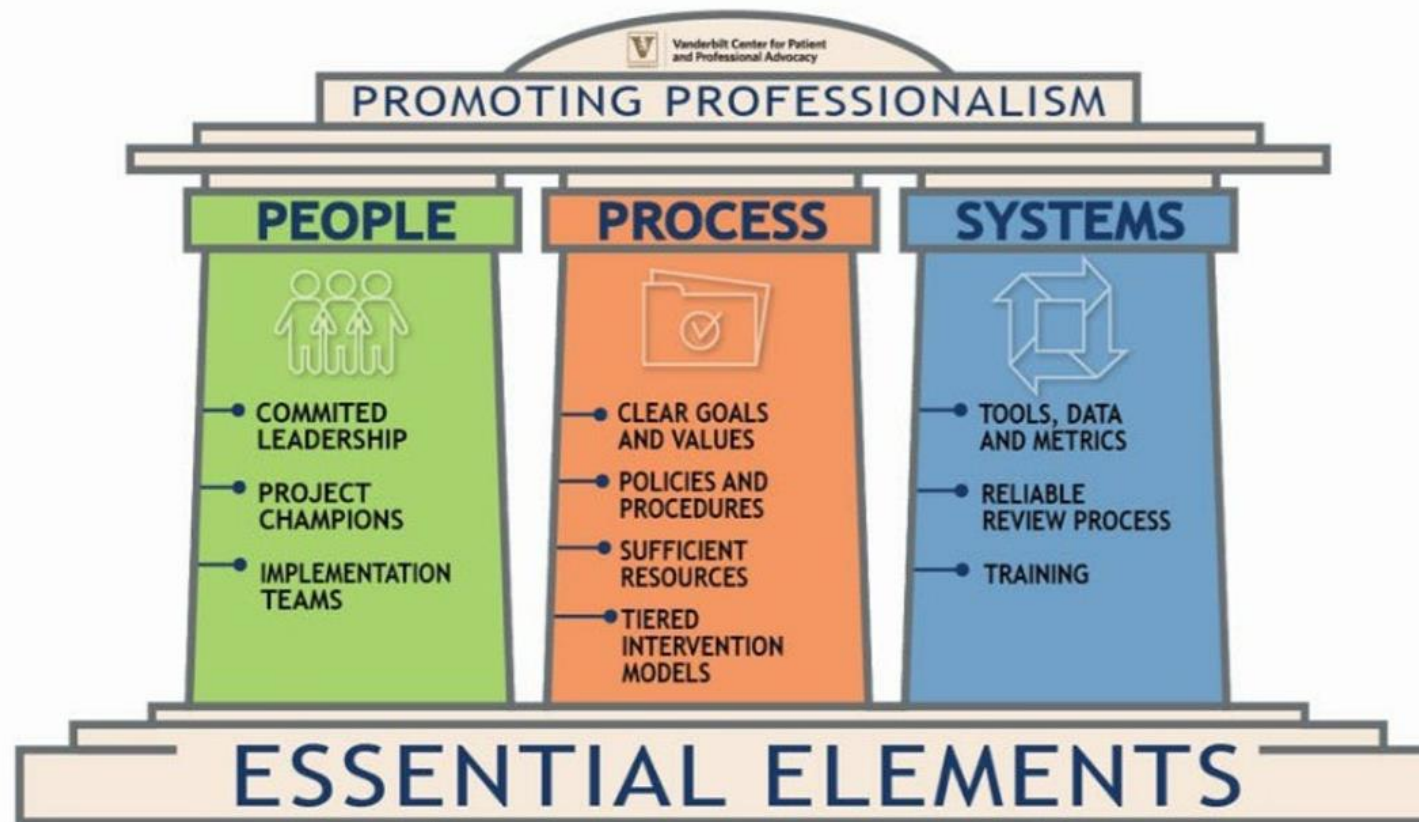


11 Completed LGBTQ cultural humility and improved intake forms



3 worked to create improved linkage protocols for patients testing HIV+

# Essential Elements of Culture Change



Hickson et al., Joint Commission Resources, 2012.

# Culture Change Work Group Community of Practice

- Webinar CoP #1
  - It's All About The People
- Webinar CoP #2
  - Addressing Pushback Part I
- Webinar CoP #3
  - Addressing Pushback Part II
- Webinar CoP #4
  - Rocking with Resistance
- Webinar CoP #5
  - Moving the Needle - Systems Accountability
- Webinar CoP #6
  - Sustainability

# Impact Quotes

- *“One thing that impressed me was the SEPTTEP participants’ embracing of the learning collaborative approach. Through the reinforcing of concepts on the monthly webinars and check-ins from the sites, they began to teach and learn from each other.”*  
- Culture Change Facilitator- TN
- *“Participating in the Culture Change Work Group helped me to learn strategies to move the needle by seeing how other groups are faring and asking questions and getting support from colleagues.”*  
- Florida SEPTTEP Champion

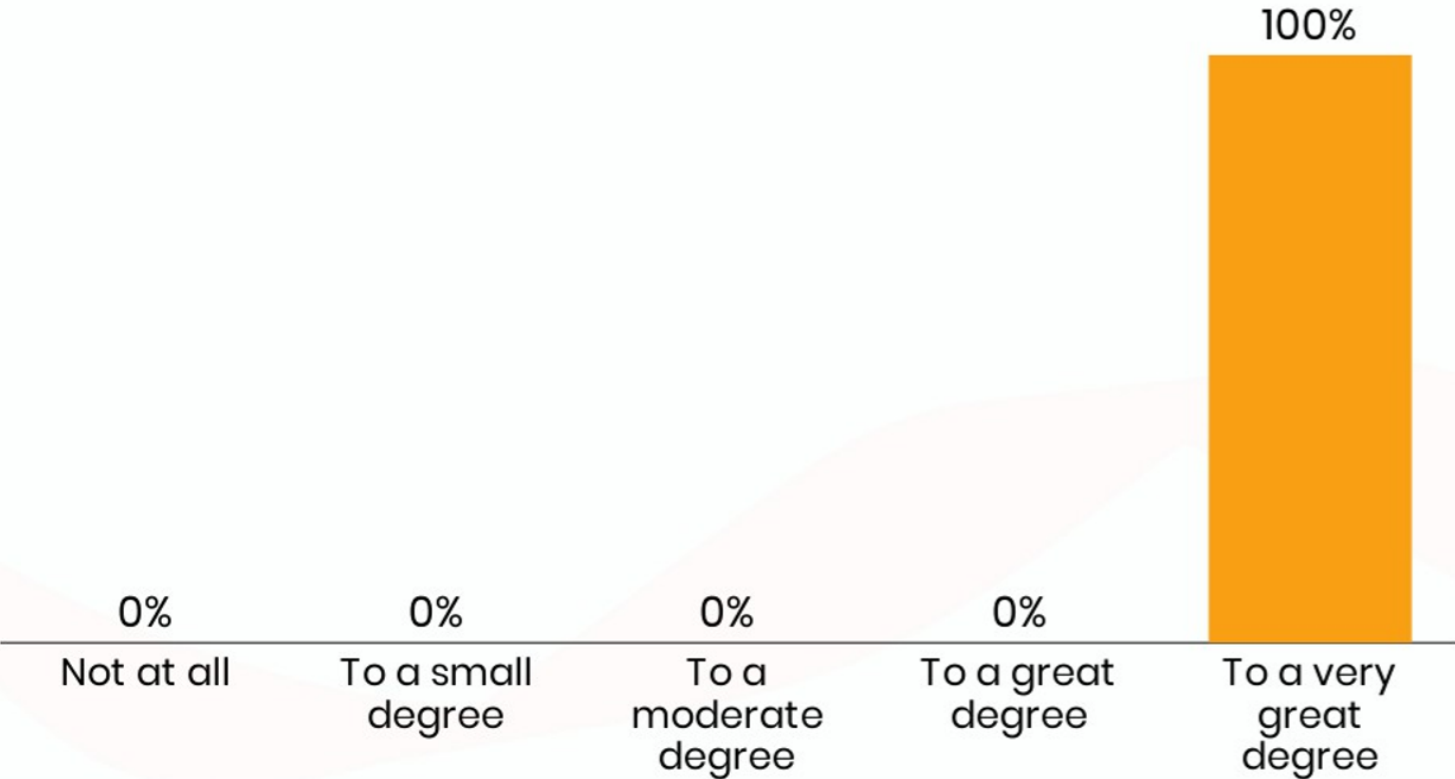
# SEPTTEP Work Group



- Work Group 1: SEPTTEP Welcome/Overview
- Work Group 2: PT Survey, working with EMRs, Upcoming Programming/Events
- Work Group 3: PrEP Protocols and Resources, Implementing PrEP
- Work Group 4: How to Take a Comprehensive Sexual History
- Work Group 5: Opt-out testing protocols and Delivering Test Results
- Work Group 6: Examining Our Bias to Improve Cultural Humility
- Work Group 7: Building Relationships to Improve Health Outcomes
- Work Group 8: Wrap-Up final questions (mostly concerning PrEP)



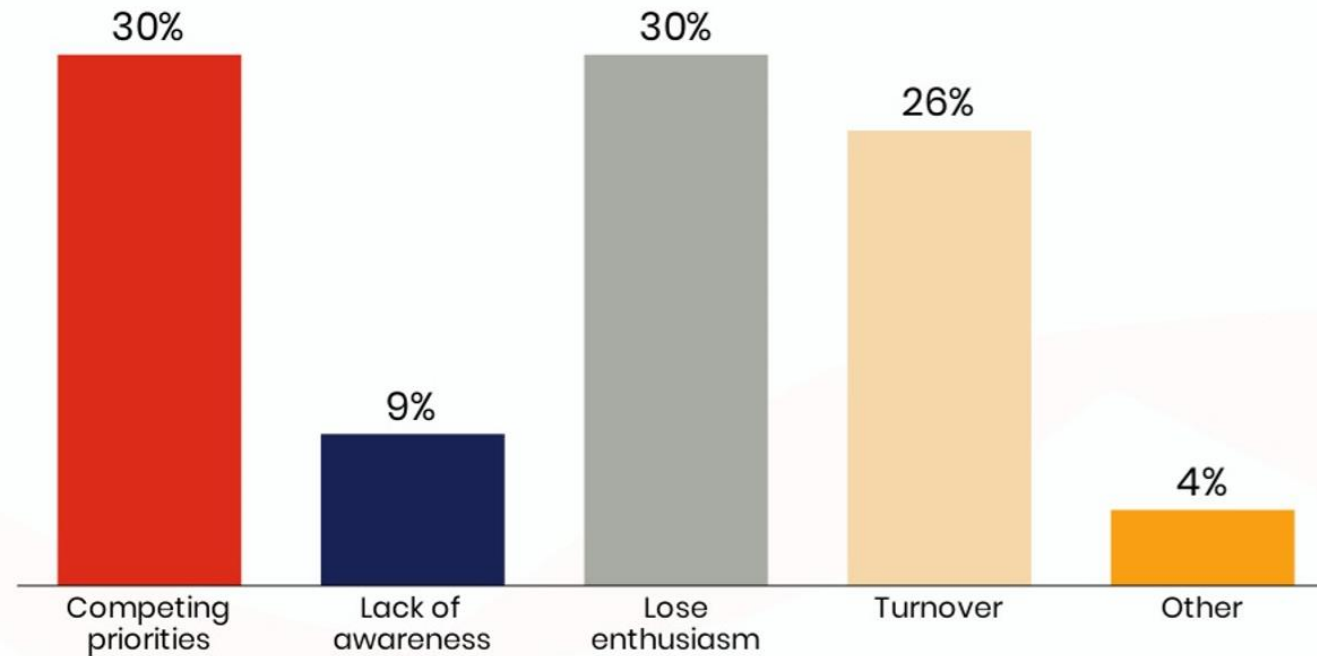
**I feel that this workgroup helps me to develop my skills and knowledge.**





# Reasons staff members become unengaged?

What are the reasons people become disengaged?



# Plans to maintain momentum...

## In a few words, what is your clinic's plan to maintain momentum after this project ends?

clinic wide staff update and input

Everyone is a champion

we will continue to meet and gather data on testing, linkage to care and PrEP to insure is in effect

Develop regular center wide newsletter Continue community partners meeting Attend community wide awareness events

Continue monthly HCT Monthly meetings with DOH staff to address lost to care and newly diagnosed patients

plan on working towards improved care continuum outcomes- clinic just became recipient of Ryan White Part A as well as ADAP enrollment site

continue working to identify/create a formal report with our EHR system to identify patients that are on PrEP

team meetings to remind why we are doing this.

Continue monitoring data Continue Linkage to care

# Needs for sustainability...

## What help do you need to create sustainability?

Training access and continuous support

it would be great if this program continued.

Recognizing our good efforts

Regular and automated data

Training IT to understand our needs.

more staff and community resources (tests from DPH)

Comparing how we're doing to other centers

Continued education Support Programs such as this Stability

Benchmarks and celebrate

Assistance helping convince someone to be the "champion" because my role in our organization is changing

Annual septep meeting in Nashville

Going to the 2 conference, the monthly phone calls, meeting with my team every week when possible

# Most helpful during SEPTTEP

## What was the most help during this project?

webinars for staff trainings

Hearing what others are doing to get going on the project

Frequent touchpoints w septep for support and ask questions

Webinars and training

participating in the group calls to see what and how other groups are faring

Funding bc it got the attention of leadership

Partnership with Jen and Sierra Trainings Followthrough

Learning strategies for "moving the needle"

Live training addressing collecting sexual history

# Most helpful during SEPTTEP Cont.

## What was the most help during this project?

Required elements for the grant- like the required on site training at our sites- helps us accomplish things

The monthly meetings, the networking in Tennessee and Orlando, in addition to onsite live trainings

Sample PrEP policies and guidance from Jane Cooper

Opportunity to share and hear success stories from other centers addressing similar issues

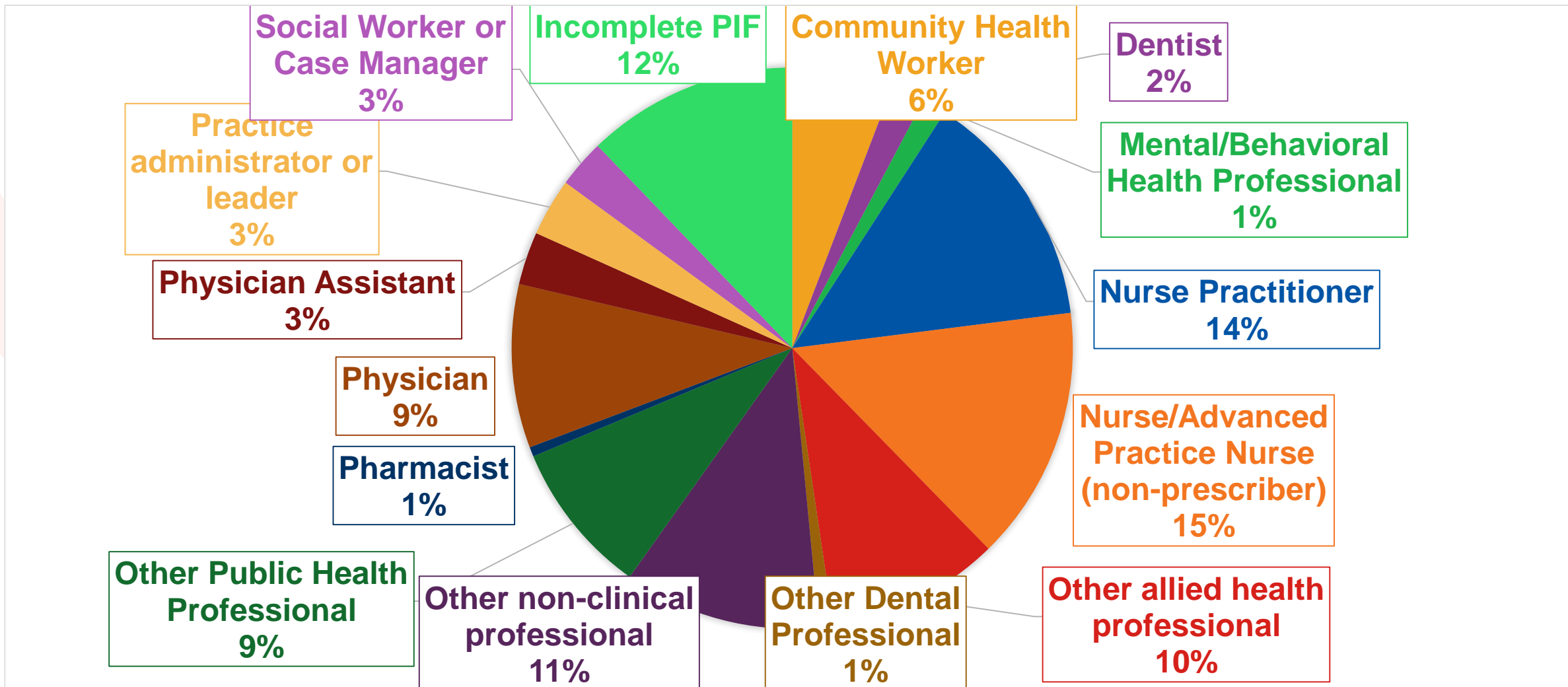
2 training's, webcasts, meeting others and emailing them

Also your webinars and discussions and feedback

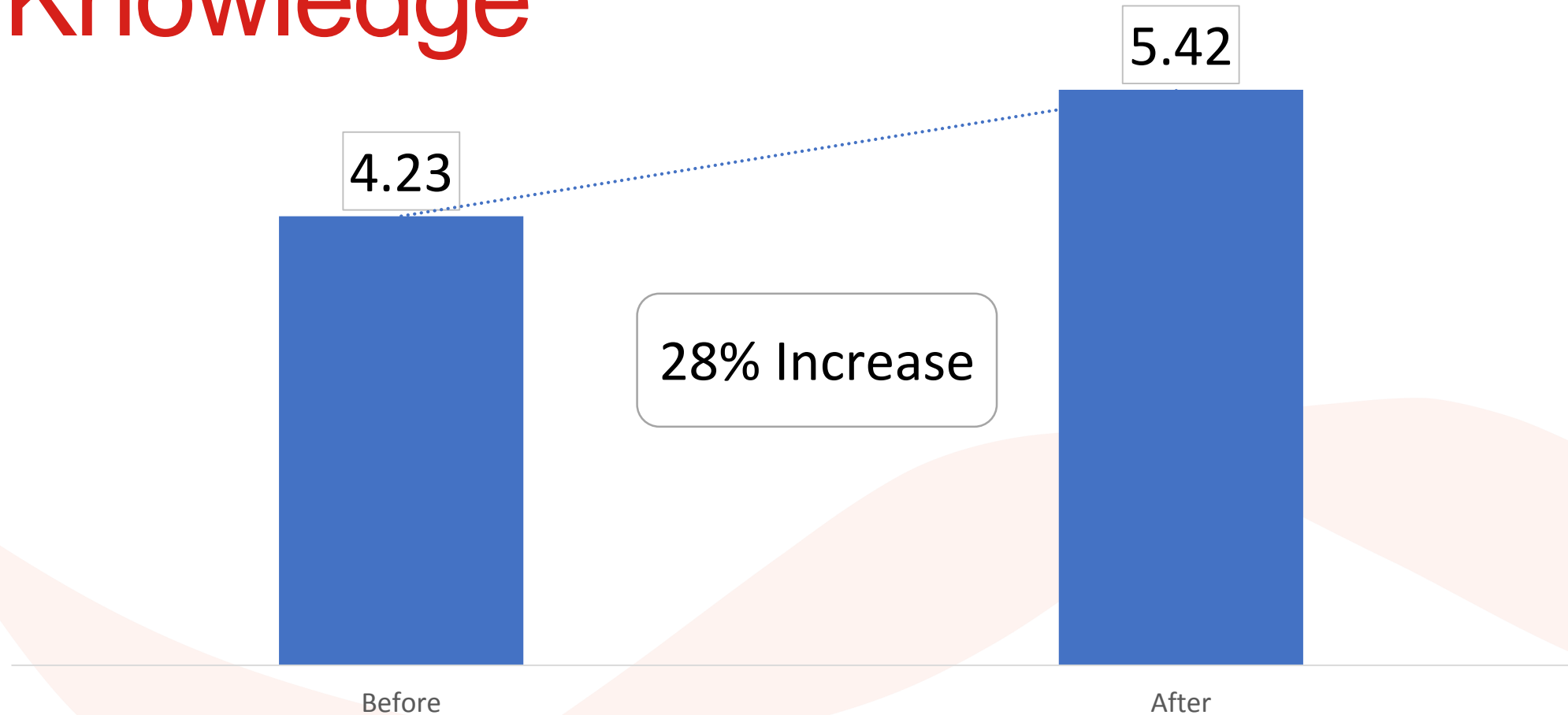
Yes, It's been extremely helpful I just have not had enough time to look at it more

Suggestion to focus on moving the needle.

# Percentage of Professions (611 Total PIFs)



# SEPTTEP Participants Overall Change in Knowledge



**Overall Evaluation Score – 6.51 out of 7**



# Quotes From Training Evaluations

- *Very informative training . . . learned a lot about gender pronouns. Trainer had great interaction with the class and good Q&A.*  
- Florida Participant
- *I will continue to educate myself and to practice what I learned with the people I interact with and serve.*  
- Alabama Participant
- *As a result of attending this training: I will make an effort to improve my attitude towards the HIV community and to try to make a difference.*  
- Mississippi Participant
- *This training taught me to be more receptive to people's feelings and lifestyle.*  
- Alabama Participant
- *"I learned to treat people as a human being and not be judgmental."*  
- Tennessee Participant



# Quotes From Training Evaluations

- *“During LGBTQ Humility training, I realized we don’t ask patients what they need from us. We need to listen better about what patients want from their providers.”*  
- Champion
- *“I am going to educate patients, visitors and co-workers on the info presented today.”*  
- KY Participant
- *“I need to work harder at making my patients feel valued and exceptional.”*  
- AL Participant
- *“After the cultural humility training, I learned I need to be a better person.”*  
- Alabama Participant

# Successes



- Formed a Community of Health Center Champions – ongoing resource sharing
- 14 of the 16 health center complete cultural humility training and embrace the importance of creating an inclusive environment for patients.
- Sexual History Taking, Opt-Out testing and PrEP is a priority at most sites
- 12 of the 16 health centers participated in the Champion's Academy at the Southeast Conference in Orlando, planning to treat PLWH
- Three health centers increased the number of PLWH on ART
- Increasing the reach of the AETC - champions and administrators realized the importance of AETC training
- All health center participants are taking steps to recognize there own bias and reduce stigma

# As a result of SEPTTEP

(as compared with same time frame the year before)

- 10 health centers increased HIV rapid testing (performing 329 additional)
- 7 health centers increased number of blood tests (6,021 additional tests)
- 5 centers initiated opt-out testing (2 more post project)
- 3 centers developed protocols and conducting comprehensive sexual histories
- 5 health centers started offering PrEP Services (adding 21 patients) (1-post)
- 6 health centers developed a PrEP and PEP policy (2 more post project)
- 9 health centers reviewed data, improving monitoring of linkage retention rates
- 9 health centers updated their intake/registration forms, adding LGBTQ inclusive language and questions

# SEPTEP Lessons Learned

- Pilot was a success!
- Realistic goals can be achieved in 8 months
- Allowing time to implement a process and then returning to training
- Full group buy-in needed not just leadership and not just staff
- Separate individual calls with Champion and Management
- Include all the paperwork required in the contract (PIFs/Evaluations)
- Live in-person orientation should be mandatory/consider live wrap-up
- Share resources from regional clinics and highlight strengths
- Many levels to PT, striving to move the needle creates motivation to continue
- Celebrate all the wins! Don't make the steps too big!

# Sustainability

[www.seaetc.com/champions/](http://www.seaetc.com/champions/)



The Champions Academy Community of Practice (CACoP) is geared toward providers seeing a low volume of HIV patients or who would like to begin treating HIV in their organization. The goal of CACoP is to maintain momentum for the attendees of the live Champions Academy Course and the SEPTTEP to stay motivated to apply newly acquired resources and knowledge in practice as advocates and champions for quality HIV care and prevention.

# Impact Statements – Champions Academy

- *The Champion's Academy . . . revived my spirit. At my clinic, I am the only clinician that wants to care for people with HIV. To be surrounded by like-minded providers that care and want to do this work was what I needed to keep going.*

-Clinician Mississippi

- *"I would like to express my gratitude for the Champions Academy. . . The Conference has provided a platform for me to engage our Primary Care Providers on the importance of taking a sexual history and talking about PrEP and PEP with our high risk patients. I believe I can help the Providers understand the significant role we play in educating our patients and community.*

- Social Worker Mississippi



# QUESTIONS ?????

