

Routine HIV Testing at Montefiore Medical Center: Scale-up in New York's Second Largest Hospital System

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Objective

Montefiore Medical Center (MMC) is the second largest hospital system in the New York City area. Based in the Bronx, New York, MMC serves an epicenter of the HIV/AIDS epidemic in the US. The HIV prevalence in the Bronx is 1.3% and the HIV/AIDS death rate is higher than Citywide.

MMC has made many leading care, research and prevention contributions to the fight against HIV/AIDS. The Adolescent AIDS Program developed a successful system for implementing routine HIV testing in clinical settings called ACTS (Advise, Consent, Test, Support). ACTS is comprised of streamlined counseling and testing and a practice change process that includes: Buy-in, Implementation Planning, Training and Monitoring & Evaluation.

In response to New York State's landmark HIV test offer mandate in medical settings, MMC is employing new strategies to ensure all patients 13 and older are offered HIV testing when they visit any inpatient, outpatient or emergency department across our three campuses.

MMC's objectives are to de-stigmatize HIV testing, engage more patients in HIV prevention and most importantly, identify and link HIV positive patients to life-saving care.

Methods

MMC has built a fully integrated service delivery system made possible by innovative information technology tools, including a robust electronic medical record (EMR) system.

After the passage of the New York HIV Testing law in 2010, MMC convened a multidisciplinary Routine HIV Testing Task Force to design and implement a plan to offer HIV testing to all patients 13 years and older in the Outpatient, Inpatient and Emergency Departments.

Using existing personnel & data resources, the Task Force:

- ★ Obtained buy-in from key sector leaders;
- ★ Amended testing protocols and consent processes;
- ★ Developed decision support applications in the EMR;
- ★ Trained outpatient department providers and administrators in new protocols and ACTS; and
- ★ Conducted a survey to inform a provider communications campaign aimed at motivating providers to test all patients.

The Outpatient Department launched the routine offer of HIV testing January 2012. The Inpatient and Emergency Departments will launch in January 2013.

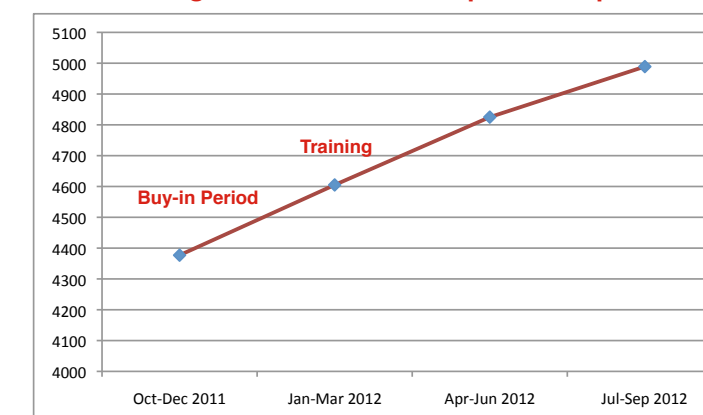
Results

Between February and April 2012, training was conducted onsite at 31 outpatient clinics, reaching 443 staff members. The training covered:

- ★ Understanding the NY State Test Offer Mandate
- ★ Changes to the Outpatient HIV Testing Work Flow
- ★ How to Navigate the HIV Areas of the Improved EMR
- ★ Delivering HIV+ results with ACTS
- ★ Linkage to Care Policies and Strategies

Analysis of HIV testing in the Outpatient Department shows a steady increase in testing since the launch and training. The average number of HIV tests conducted monthly in the quarter before training was 4,377 and rose to 4,987 in the quarters after training, a 15% improvement.

HIV Testing Increases in the Outpatient Department



Conclusions

Multi-layered approaches are needed to successfully launch practice change throughout a large medical institution.

Montefiore Medical Center's approach is a replicable model for facilitating routine HIV testing in other large medical institutions:

- ★ Obtain Buy-in From Key Stakeholders
- ★ Modify Protocols, Policies and Systems
- ★ Institute Decision Support Modules in the EMR
- ★ Train Key Staff on Process & Systems Changes
- ★ Regularly Communicate Expectations & Performance

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