Increasing the Capacity to Treat Hepatitis C and HIV in Primary Care using the Project ECHO Model in a FQHC

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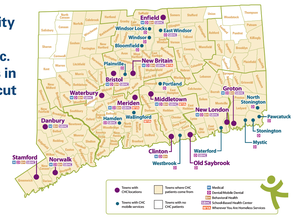
Community Health Center, Inc. Locations in Connecticut



Community Health Center, Inc. PROJECT ECHO CONNECTICUT

Community Health Center, Inc.

Our Vision

Since 1972, Community Health Center, Inc. has been building a world-class primary health care system committed to caring for underserved and uninsured populations and focused on improving health outcomes, as well as building healthy communities.

CHC, Inc. Profile

- Founding Year **1972**
- Primary Care Hubs **13**
- Number of Service Locations..... **218**
- Licensed SBHC locations **24**
- Organization Staff..... **500**

Patient Care Model

- PCMH (NCQA Level 3)
- Advanced access scheduling
- "Planned Care" and the Chronic Care Model
- Integrated behavioral health services
- Comprehensive dentistry/oral health
- Clinical dashboards
- Expanded hours and 24/7 coverage
- Formal research program
- Residency training for nurse practitioners
- Neighborhood outreach, screening, and enrollment

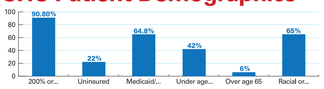
Innovations

- Integrated primary care disciplines
- Fully integrated EHR
- Patient portal and HIE
- Extensive school-based care system
- "Wherever You Are" Health Care
- Centering Pregnancy model
- Residency training for nurse practitioners
- New residency training for psychologists

CHC Patient Profile

- Patients who consider CHC their health care home..... **130,000**
- Health care visits.... **410,000 per year**

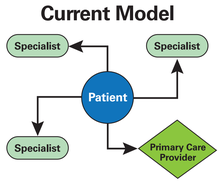
CHC Patient Demographics



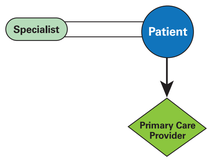
Background

- There are 2.7 million to 3.9 million Americans with a chronic Hepatitis C infection (HCV), less than 20% receive treatment for this condition.
- Many medically underserved patients, face particular barriers to accessing treatment from specialists.
- FQHCs are ideal locations to meet the complex needs of underserved patients with chronic illnesses such as HCV.
- Few primary care providers (PCPs) have adequate training in HCV treatment and many have limited access to specialists for consultation or referral.

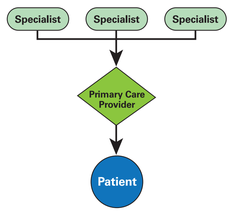
Current Model



Traditional Telehealth Model



Project ECHO Model



Structural Features

- 2 hour weekly sessions, alternating HIV/Hepatitis C
- CHC expert team:
  - 2 MD FP specialists
  - 1 Pharmacist
  - Case management RN
  - Psych APRN
  - Project coordinator
- Participants: primary care providers from across CHC

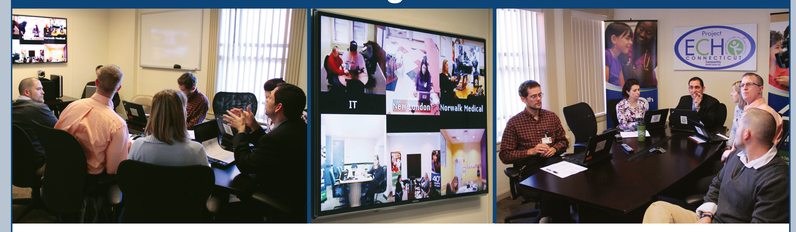
Technological Infrastructure

- Video conferencing system for ECHO team
- Webcam/iPad/ smart phone for end-users
- iECHO tracking system
- EHR

Innovation

- First health center in the country to replicate
- Completely operated out of the EHR
  - Referrals
  - Documentation of recommendations
- VIDYO: online video conferencing from any device, anywhere

Background



Potential Benefits and Expected Outcomes

For Patients:

- Increased access to treatment options for underserved patients
  - More patients initiating treatments
- More patients completing treatments
- Cost effective care—avoid excessive testing and travel
  - Prevent cost of untreated disease
- More treatment options at their medical home

For Providers:

- Self-efficacy increases
- Improving profession satisfaction and retention
- Workforce training and force multiplier
- Integration of public health into treatment paradigm

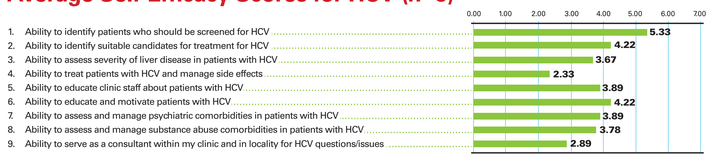
Data

Patients with HCV at CHC

HCV Patient Characteristics at CHCI (n=872)

Mean age, years	47	Insurance type	% (n)
Gender	% (n)	Medicaid	49 (425)
Male	64 (554)	Medicaid Managed Care Fee For Service	7 (63)
Female	36 (318)	Medicare	11 (94)
Race or ethnic group	% (n)	Private Managed Care Fee For Service	3 (23)
Black or African American	12 (101)	Private Non-Managed Care	1 (7)
Caucasian	48 (419)	Uninsured	5 (46)
Hispanic	38 (328)	Unknown	25 (214)
Other	3 (24)		
Receiving HCV treatment	% (n)		
Yes	4 (35)		
No	96 (837)		

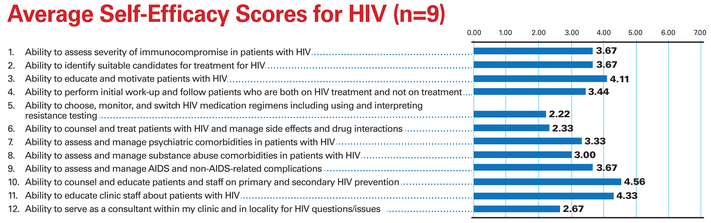
Average Self-Efficacy Scores for HCV (n=9)



Scale: **1** = None or no skill at all; **2** = Vague knowledge, skills or competence; **3** = Slight knowledge, skills or competence; **4** = Average among my peers; **5** = Competent; **6** = Very competent; **7** = Expert, teach others.

The average score for all questions: 3.80

Average Self-Efficacy Scores for HIV (n=9)



Scale: **1** = None or no skill at all; **2** = Vague knowledge, skills or competence; **3** = Slight knowledge, skills or competence; **4** = Average among my peers; **5** = Competent; **6** = Very competent; **7** = Expert, teach others.

The average score for all questions: 3.42

Data

Initial Results

	To date
Unique sessions	36
HIV	15
HCV	20
Combined clinic	1

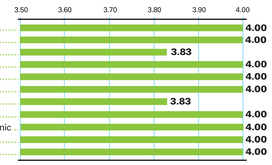
	To date
Total cases presented	150
Unique patients	96
HIV	30
HCV	66
Follow up patients	54

	To date
Average presentations per clinic	4.2
PCP Project ECHO participants	9
Didactic presentations	31
Antiviral treatments initiated	5

Survey Data

Participants reported an increase in their knowledge of HCV and HIV after six months of active participation in the Project ECHO clinics.

Please rate the following statements on their level of benefit associated with Project ECHO participation:

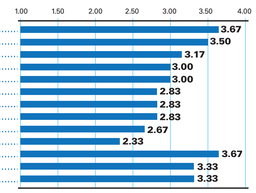


Scale: **1** = Not a benefit; **2** = Minor benefit; **3** = Moderate benefit; **4** = Major benefit. **Average for all questions:** 3.97

Please rate the following HCV clinical content areas on the level of new knowledge you have gained:

Scale: **1** = No new knowledge; **2** = Limited knowledge; **3** = Moderate degree of knowledge; **4** = High degree of knowledge. **Average for all questions:** 3.46

Please rate the following HIV clinical content areas on the level of new knowledge you have gained:



Scale: **1** = No new knowledge; **2** = Limited knowledge; **3** = Moderate degree of knowledge; **4** = High degree of knowledge. **Average for all questions:** 3.09

Conclusions

Project Accomplishments:

- Successful replication of Project ECHO at a large, multisite FQHC
- Full EHR integration/paperless system
- Multipoint videoconferencing technology
- Treatment plans developed for 30 HIV patients and 66 HCV patients
- Improved knowledge and self-efficacy for 9 PCPs
- Multiple patients approaching readiness to initiate treatment
- Peer reviewed publication: Khatri, K.; Haddad, M.; Anderson, D.—**Project ECHO: Replicating a Novel Model to Enhance Access to Hepatitis C Care in a Community Health Center.** *Journal of Health Care for the Poor and Underserved,* in press

Challenges:

- Provider time: 2 hours per clinician per week
- Specialist time: Multidisciplinary team of specialists 2 hours per week plus prep time for didactic, preparation time
- Substantial lead time to initiate treatment
- Project ECHO is non-reimbursed by most health plans
- Personnel: Coordinator position; Data management

Future Plans:

- Expand Project ECHO HCV/HIV
  - Managed care plan in Massachusetts
  - CHC sites in Washington, Oregon, Arizona
- Project ECHO Pain Management: CHC, Inc.; El Rio Community Health Center, Tucson, AZ; Integrated Pain Center of AZ
- Project ECHO nursing care coordination
- Project ECHO Suboxone/addiction medicine