



**RYAN WHITE
WELLNESS CENTER**
ROPER ST. FRANCIS

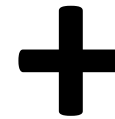
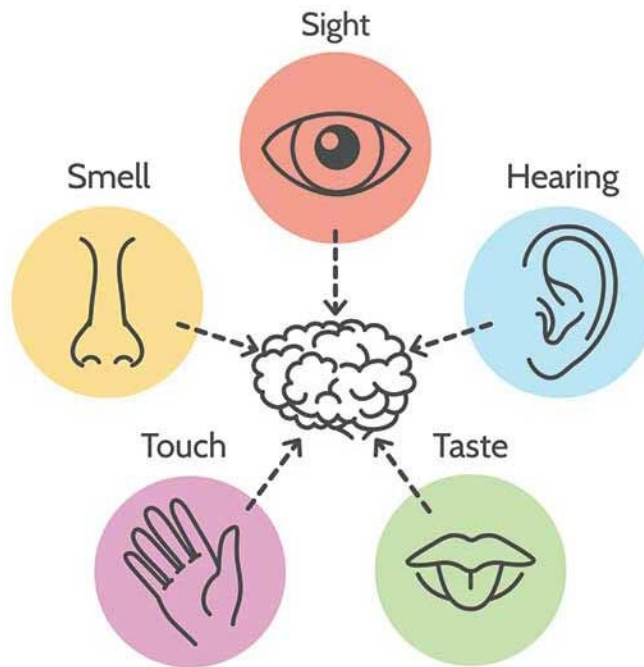
MAKING SENSE OF THE PATIENT EXPERIENCE:

**Engagement and Retention Strategies at
the Ryan White Wellness Center of
Roper St. Francis Healthcare**





5 Senses in Healthcare





Who We Are, What We Do

- Ryan White Part C, Part D
- 7 counties surrounding Charleston, SC
- Rural, coastal South Carolina
- **Serve 850 – 950 patients annually**

- Only local **one-stop shop** for HIV care
 - HIV & Primary Care
 - Clinical Preventive HIV Services (PrEP, STI Screening)
 - Transgender Services (HRT)
 - Medical Case Management
 - Mental Health Counseling, Psychiatry and Support Groups
 - Pharmacy
 - Nutritional Counseling
 - Peer Navigation
 - Transportation
 - Insurance Assistance
 - Housing Assistance
 - Legal Aid
 - Food Pantry
 - Vision and Dental – *coming March 2020!*

- Contracted specialty services

Highlights & Hurdles

High Quality, High Engagement

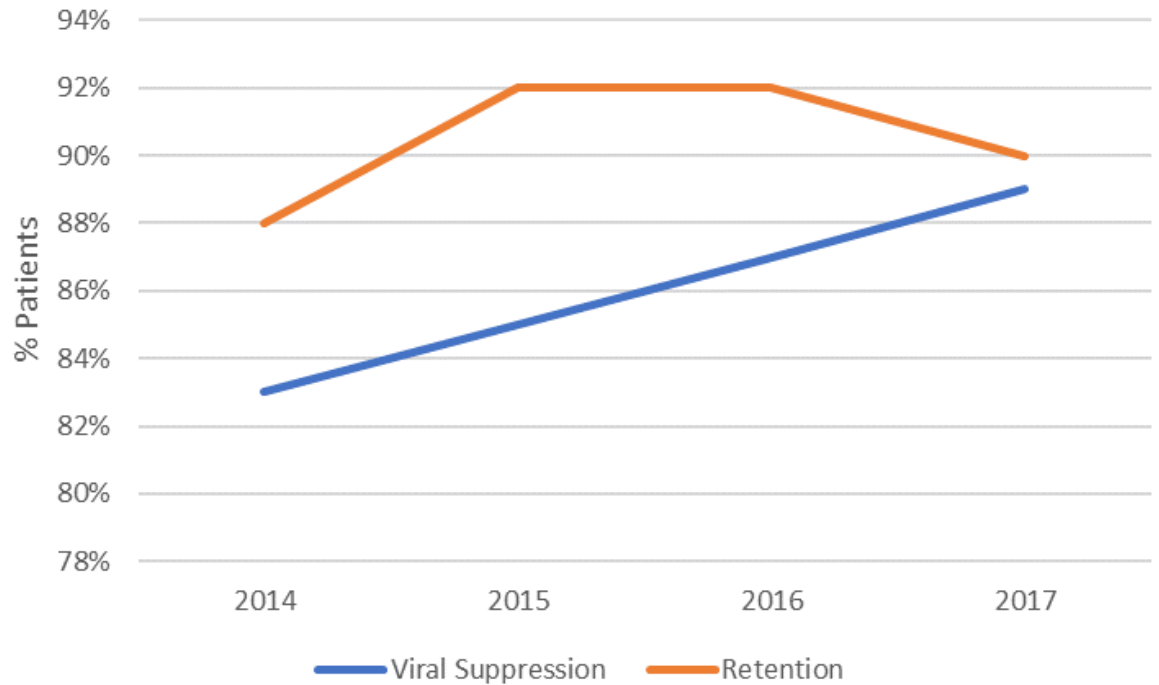
- 91% Retained in Care
- 93% Virally Suppressed
- 97% newly enrolled have been fully engaged in care for first year
- 150 PrEP patients since Jan 1, 2015

Physical Barriers & Social Stressors

- Young African American men most likely to be poorly retained and unsuppressed
- Stigma/fear of group settings
- Rural area, poor public transportation



VS and Retention History





Cultural Humility & Southern (Dis)Comfort

- Racial equity training
- Cultural Competence vs. Cultural Humility
- Barriers to Care

end+disparities by NCQII



AA MSM



Minority Women



Young Adults



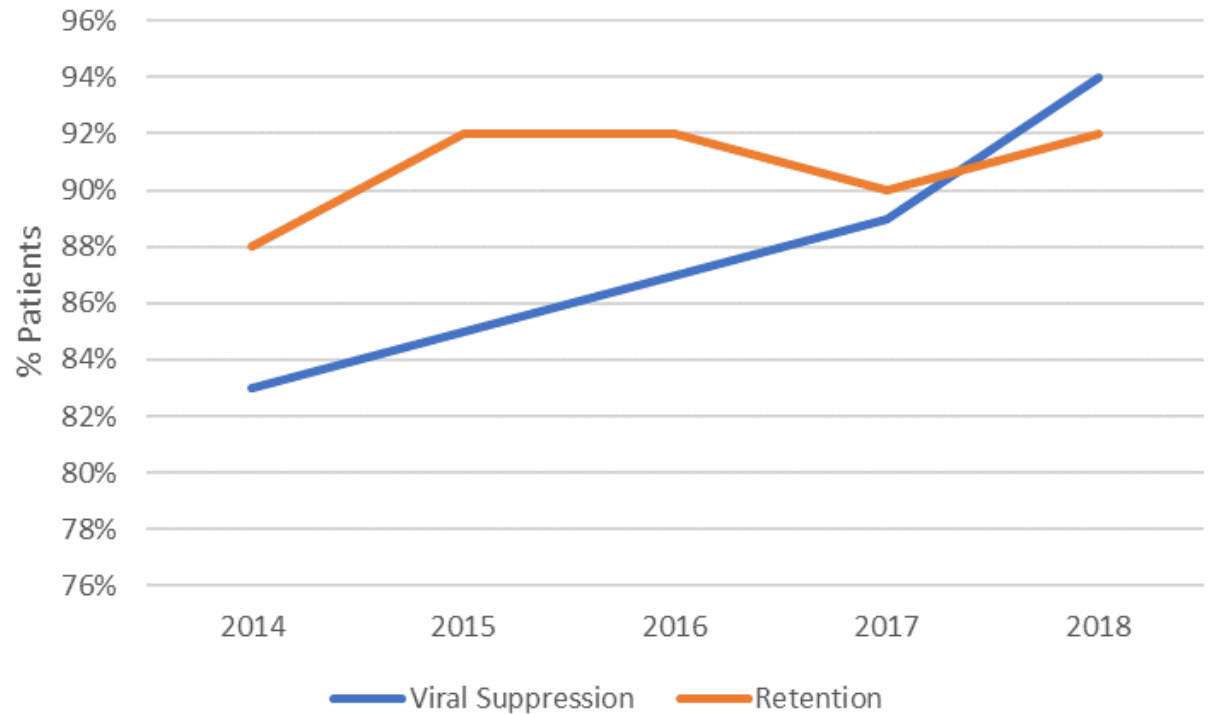
Transgender Women



5 Senses in Healthcare

- Hearing
 - Live Calls
- Sight
 - Safe Zone, Safe Tone
- Smell
 - Aromatherapy
- Taste
 - Food Pantry
- Touch
 - Comprehensive Care Team
 - Peer Navigation
 - Rapid Entry/Red Carpet

All for One, One for All



Viral Suppression Rates for Priority Populations



	Q1	Q2	Q3	Q4
MSM of Color	83.06%	84.85%	88.29%	93.47%
Minority Women	84.83%	85.81%	82.78%	87.92%
Transgender	80.00%	100.00%	80.00%	100.00%
Youth	70.59%	85.00%	90.00%	89.47%
Total	87.29%	88.29%	89.25%	92.84%



Ongoing Challenges

- Delayed HIV testing
- Limited opt-out testing facilities
- Slow referrals for care
- Limited services for high-risk negatives



Lessons Learned

- Explore the CHW and peer model.
- Make viral suppression a routine conversation.
- Go Team!
- Create a one-stop-shop for total care.
- Start low, go slow.

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