



# HIV CARE CONTINUUM: SUCCESS STORY

## THE DAVID POWELL HEALTH CENTER

COMMUNITYCARE HEALTH CENTER – AUSTIN, TEXAS

### ABOUT

The David Powell Health Center is a part of CommUnityCare Health Centers — a Federally Qualified Health Center (FQHC) located in Austin, Texas. The Center provides HIV-specific health services, focusing on the prevention of illness and the ongoing management of chronic conditions and acute health problems. Their approach to care is fully integrated — the center staff includes physicians, a nurse practitioner, registered nurses, social workers, behavioral health counselors, a clinical pharmacist, a psychiatrist, and a dietician. The building also houses an on-site laboratory and pharmacy services.

Services are provided in a dignified and respectful environment to HIV positive adults at any point on the HIV Care Continuum. The Center employs eligibility specialists to review all options and offer enrollment services and application assistance for the Ryan White Program, the AIDS Drug Assistance Program, CommUnityCare's Sliding Fee Scale Program, and the county's Medical Access Program.

### CONTENT AREAS COVERED

*Social Determinants of Health*

*Routine HIV Testing*

*Link to Care*

*Engage in Care*

### PROVIDING CULTURALLY RESPONSIVE SERVICES

- Providing continual training, particularly related to the Center's work with transgender people
- Collecting sexual orientation and gender identity data collection as per HRSA guidelines
- Increasing cultural competence by examining the wording of patient intake questions
- Improving data analysis

### AT A GLANCE...



(<1.37% of patients report a gender identity that is different from their sex assigned at birth)

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## LINK TO CARE

The David Powell Center opened in 1991 and has grown considerably due to the commitment of the staff, increased funding, and the development of community partnerships. The Center works to engage people who are at risk for HIV, those who have been diagnosed, and patients who are diagnosed but have fallen out of care. They provide linkage services within the CommUnityCare Network and with other community-based organizations providing HIV Testing.

## SUCCESSES

- Having an on-site pharmacy is very helpful
- Providing routine testing increases internal diagnoses of HIV
- Having staff collect data and build a dashboard which helps move care forward

## CHALLENGES

- Building a new model while providing uninterrupted care
- Taking the time to provide support while also moving projects forward
- Adjusting to new norms, routines, and processes

## LINK TO CARE TIPS:

- Know the community
- Research and ask questions
- Know your resources
- Have staff buy-in

## TIPS FOR GETTING STARTED:

- Have an on-site pharmacy
- Internally and immediately link patients to start Antiretroviral Therapy
- Establish community partnerships

## WHAT ADVICE WOULD YOU GIVE TO OTHERS FACING SIMILAR CHALLENGES?

- Proactively engage the team along the way, but recognize and acknowledge that change is hard
- Don't underestimate staff capacity
- Establish transparency with the team
- Provide information and data to staff to demonstrate how things have improved
- Keep supporting staff and inform providers about their successes and positive impact
- Don't let perfection be the barrier to progress

## ADDRESSING SOCIAL DETERMINANTS OF HEALTH

- Improving access to care and funding
- Linking to care and supporting access to medication
- Developing a ride share program for patient transportation
- Conducting a social needs assessment
- Implementing a psychosocial assessment administered by the social work team
- Conducting an annual appraisal to address and learn from patient issues with Social Determinants of Health delivery
- Providing mobile, health, street health, and homeless services
- Working with providers to increase PrEP prescriptions
- Implementing a client satisfaction survey
- Conducting continual outreach