

Comprehensive HIV/AIDS Needs Assessment 2014

RYAN WHITE PART A LAS VEGAS TGA

Modern Consultants
Transforming Health Care Data into Solutions

Comprehensive Needs Assessment

Components

- Epidemiological Profile
- Assessment of Service Needs (consumer survey's and focus groups)
- Assessment of Unmet Need/Service Gaps (consumer survey's and focus groups)
- Profile of Provider Capacity and Capability (provider survey)
- Resource Inventory

Overview

- ❑ Consumer In Care Survey
 - ❑ 273 respondents
 - ❑ Completed primarily in the lobbies of Part A funded agencies
 - ❑ Mailed and online option (via survey monkey) for those in rural areas
 - ❑ 6 focus groups (7 scheduled: MSM, men infected through IDU or heterosexual contact, women only, Mohave County, Nye County, HIV+ non-specific group, and unfortunately for the transgender group no one came)
- ❑ Consumer Out of Care Survey
 - ❑ 51 respondents
 - ❑ Completed via mail and online through survey monkey
- ❑ Provider Survey
 - ❑ 18 respondents
 - ❑ Online only
 - ❑ Sent to all employees that work on Ryan White Part A at all Part A funded agencies

Epidemiology

- ❑ Las Vegas TGA HIV/AIDS prevalence is 8,149 (as of December 31, 2013)
- ❑ All persons living with HIV
 - ❑ Clark County 3,769 (primarily White, non-Hispanic MSM ages 55 to 64)
 - ❑ Nye County 27
 - ❑ Mohave County 117 (primarily White, non-Hispanic MSM ages 45+)
- ❑ All persons living with AIDS
 - ❑ Clark County 4,041 (primarily White, non-Hispanic MSM ages 45 to 54 secondary is Black, non-Hispanic MSM)
 - ❑ Nye County 50
 - ❑ Mohave County 147 (primarily White, non-Hispanic MSM ages 45+)

Consumer In Care Survey Healthcare/Insurance Questions

“WITH THE NEW HEALTHCARE LAW, HAVE YOU APPLIED FOR MEDICAID OR INSURANCE EITHER BY YOURSELF THROUGH THE NEVADA HEALTH LINK WEBSITE OR WITH A CASE MANAGER/ENROLLMENT ASSISTER/CERTIFIED APPLICATION COUNSELOR?”

Answer Choices	Responses
▼ No, I do not want to enroll in Medicaid or insurance at this time.	6.46% 17
▼ No, I already had health insurance coverage and did not need to apply	18.25% 48
▼ No, I am not eligible to apply for Medicaid or insurance through Nevada Health Link	6.08% 16
▼ Not yet, I need help figuring out where to go/how to fill out an application	7.22% 19
▼ Yes, I qualified for Medicaid and received my card	42.21% 111
▼ Yes, I qualified for Medicaid and have NOT received my card	9.13% 24
▼ Yes, I qualified to buy insurance through Nevada Health Link which means I am eligible for the APTC (advanced premium tax credit)	2.28% 6
▼ Don't know	3.80% 10
▼ Prefer not to answer	3.42% 9

Total Respondents: 263

Consumer In Care Survey Healthcare/Insurance Questions

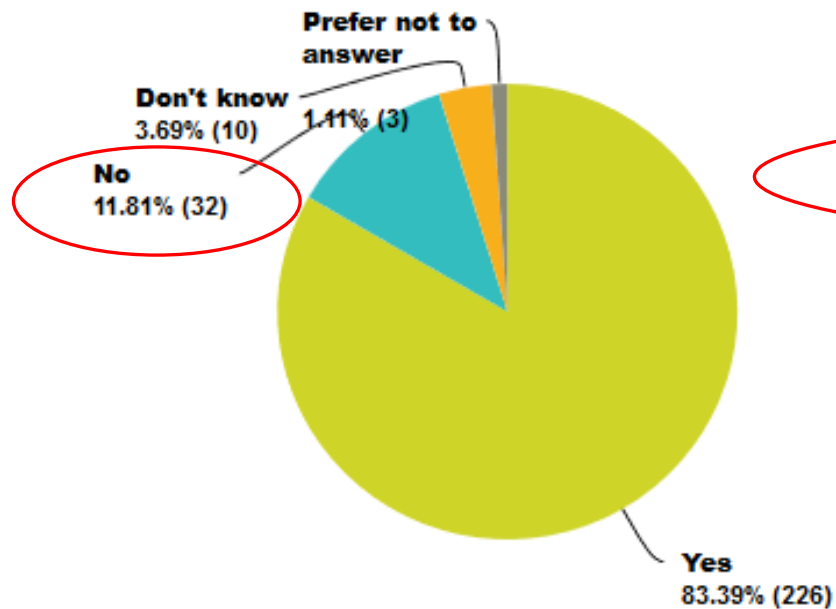
“IF YOU ARE CURRENTLY ENROLLED IN MEDICAID OR PRIVATE HEALTH INSURANCE, HOW WOULD YOU RATE YOUR PLAN’S COVERAGE OF YOUR HIV/AIDS HEALTH-RELATED NEEDS?”

Answer Choices	Responses	
Excellent; all services and medications are covered	31.82%	84
Good; almost all services and meds covered	23.11%	61
Average; most services and meds covered	14.39%	38
Poor; few services and medications are covered	3.41%	9
Very poor; very few services and medications are covered	3.03%	8
Don't know	17.05%	45
Prefer not to answer	7.20%	19
Total		264

Consumer In Care Survey Healthcare/Insurance Questions

Did you seek or receive HIV/AIDS-related medical care during the last 12 months?

Answered: 271 Skipped: 2



If you answered YES above, select the following that applies:

Answered: 249 Skipped: 24

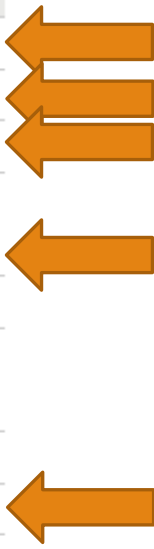
Answer Choices	Responses
I received enough medical care	63.05% 157
I needed MORE medical care than I received	23.29% 58
I did not receive medical care	5.62% 14
Don't know	2.81% 7
Prefer not to answer	2.81% 7
Doesn't Apply	2.41% 6
Total	249

Consumer In Care Survey Healthcare/Insurance Questions

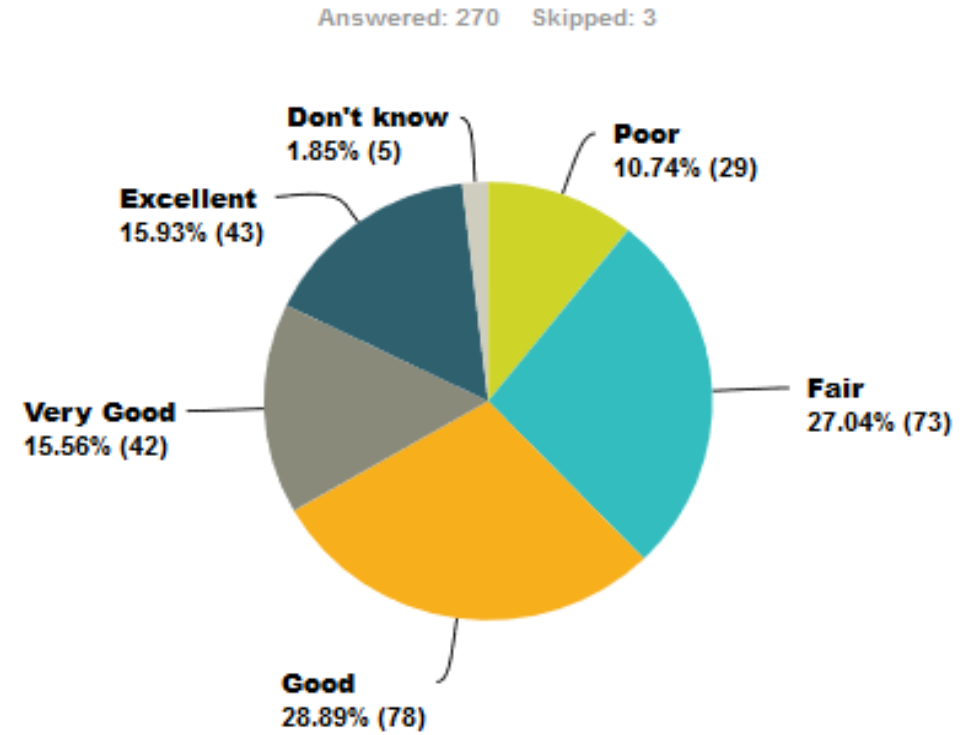
If you did not seek out or receive HIV/AIDS related medical care in the last 12 months, why not? (MARK ALL THAT APPLY)

Answer Choices	Answered: 156	Skipped: 117	Responses
I didn't know where to go	13.46%	21	
I couldn't get an appointment	14.10%	22	
I couldn't get transportation	12.18%	19	
I couldn't get child care	0.00%	0	
I couldn't afford it	10.26%	16	
I had other things on my mind/other priorities	5.77%	9	
I didn't want anyone to know I was HIV positive	3.21%	5	
Eligibility process is too long and difficult	7.69%	12	
Language or cultural barriers	0.64%	1	
Depression or other mental health issue	10.90%	17	
Substance use	4.49%	7	
I didn't feel sick	9.62%	15	
I didn't like my doctor/medical staff	1.28%	2	
Don't know	16.67%	26	
Prefer not to answer	25.64%	40	

Total Respondents: 156



In general, how would you describe your overall health today?



Consumer In Care Survey Healthcare/Insurance Questions

Where do you **REGULARLY** receive your
HIV/AIDS related medical care? (**CHOOSE
ONLY ONE**)

Answered: 263 Skipped: 10

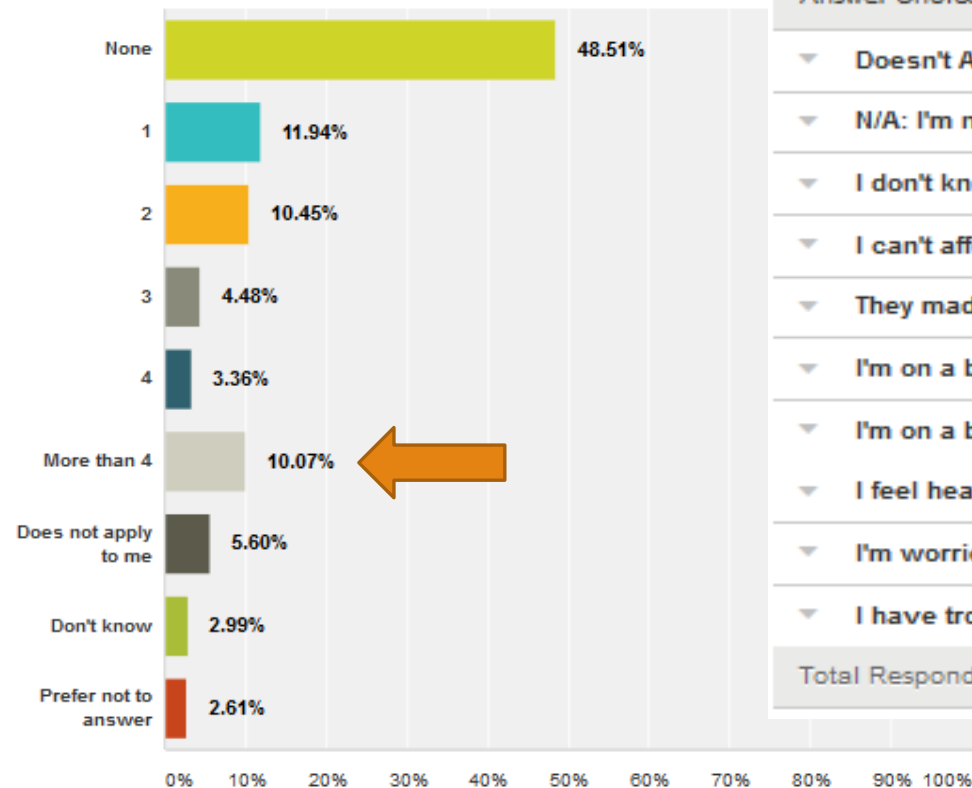
Answer Choices	Responses
▼ I don't receive HIV/AIDS related medical care	4.56% 12
▼ HIV clinic such as UMC Wellness Center or Community Outreach Medical Center	61.60% 162
▼ Other community clinic that is not HIV specific	6.08% 16
▼ Emergency Room (ER)	1.14% 3
▼ Private physician's office	17.87% 47
▼ VA hospital/clinic	4.56% 12
▼ Don't know	0.38% 1
▼ Prefer not to answer	3.80% 10
Total	263



Consumer In Care Survey Healthcare/Insurance Questions

Of all your HIV medications, how many doses of medication have you missed in the last month?

Answered: 268 Skipped: 5



If you are not currently taking HIV medications prescribed to you, why not?
(MARK ALL THAT APPLY)

Answered: 170 Skipped: 103

Answer Choices	Responses
Doesn't Apply (I am currently taking HIV medications)	43.53% 74
N/A: I'm not prescribed any HIV medications	18.82% 32
I don't know where to get them	3.53% 6
I can't afford them	4.71% 8
They made me feel really bad	2.35% 4
I'm on a break from taking HIV meds, directed by my doctor	1.18% 2
I'm on a break from taking HIV meds, decided by myself	3.53% 6
I feel healthy	12.94% 22
I'm worried someone will find out I have HIV	3.53% 6
I have trouble remembering to take my medications	14.12% 24

Total Respondents: 170



Consumer In Care Survey

Barriers to Care

“WHAT BARRIERS, IF ANY, DID YOU FACE WHILE TRYING TO GET INTO MEDICAL CARE AFTER YOUR DIAGNOSIS?”

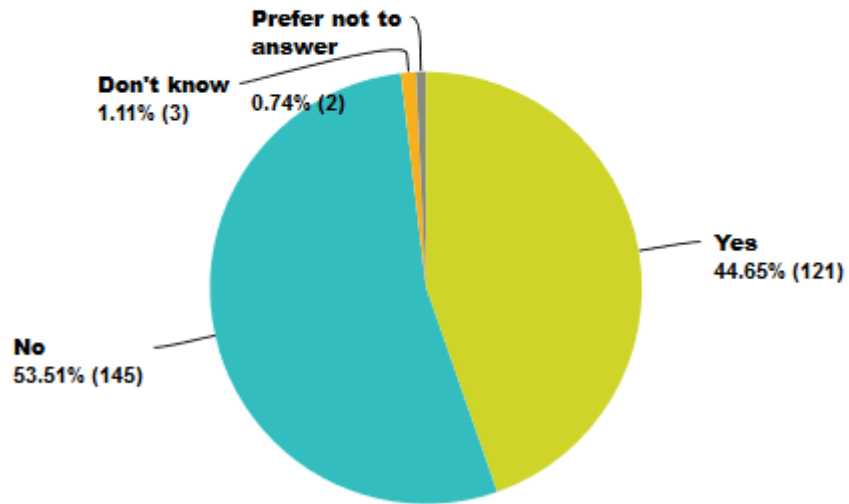
Answer Choices	Responses		
▼ I didn't know where to go	23.08%	60	←
▼ I was in denial	23.08%	60	←
▼ Wait time was too long for an appointment	9.62%	25	
▼ Couldn't get an appointment	6.54%	17	
▼ They didn't have an appointment that worked with my schedule	2.31%	6	
▼ I didn't feel sick	11.92%	31	←
▼ I didn't want to see a doctor right away	4.23%	11	
▼ Transportation issues	11.92%	31	←
▼ No child care	1.15%	3	
▼ Didn't want to go alone	7.69%	20	
▼ I was too nervous to see a doctor	12.31%	32	←
▼ Didn't want anyone to know I have HIV	18.46%	48	←
▼ I didn't face any issues	37.31%	97	

Total Respondents: 280

Consumer In Care Survey Mental Health

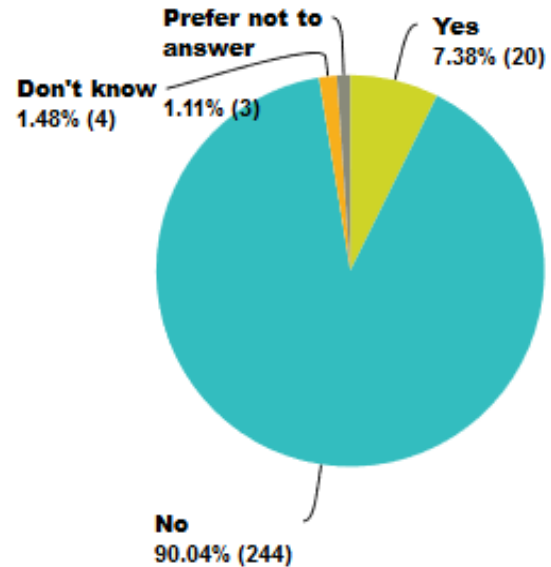
During the last 12 months, have you received counseling or other mental health services?

Answered: 271 Skipped: 2



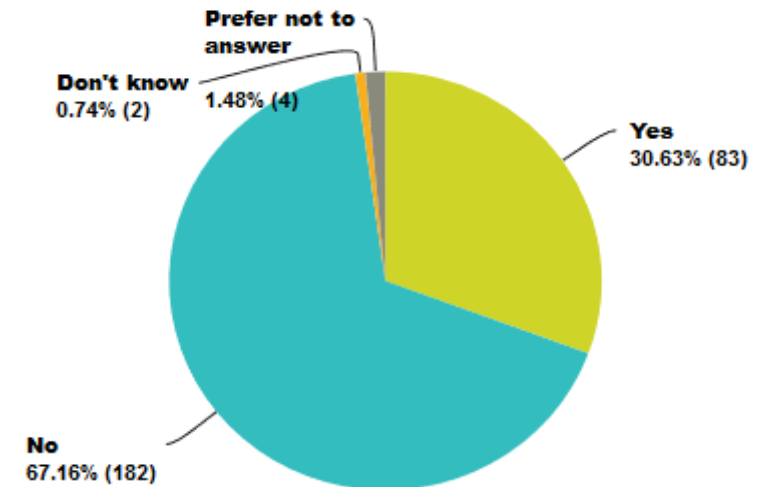
During the past 12 months, have you been hospitalized for mental health reasons?

Answered: 271 Skipped: 2



During the past 12 months, have you been prescribed medicine for mental health reasons?

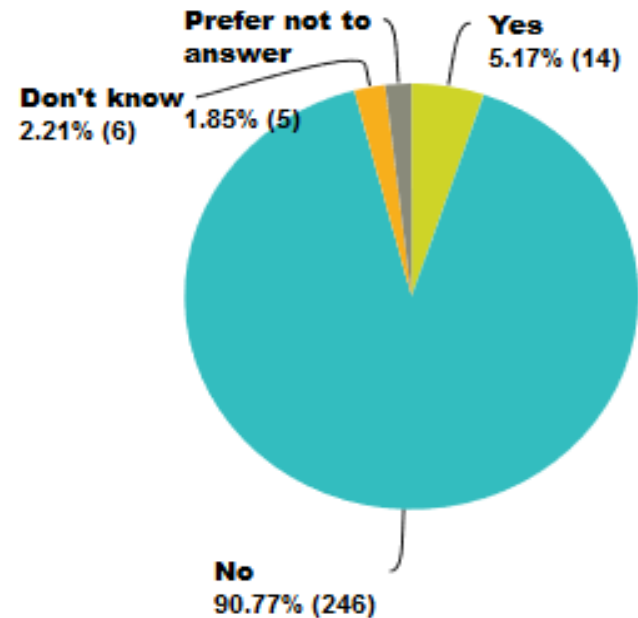
Answered: 271 Skipped: 2



Consumer In Care Survey Substance Abuse

During the past 12 months, have you been
in treatment for substance use?

Answered: 271 Skipped: 2



Consumer In Care Survey

Substance Abuse

Have you used any of the following during the past 12 months? (MARK ALL THAT APPLY)

Do you have a desire to stop using?

Answered: 271 Skipped: 2

Answer Choices	Responses
Yes, I am currently drug free and in recovery	9.96% 27
Yes, and I am taking steps to do so	6.64% 18
Yes, but I have not started to work on it	5.17% 14
No	12.92% 35
Don't know	1.85% 5
Prefer not to answer	8.49% 23
Does not apply to me	54.98% 149
Total	271

Answer Choices	Responses
Tobacco	45.76% 124
Alcohol	31.73% 88
Marijuana (non-medical use)	18.08% 49
Synthetic marijuana	2.21% 6
Other synthetic drugs (bath salts)	1.48% 4
Cocaine (coke, crack)	4.06% 11
Methamphetamine (speed, crystal, crank, ice, tina, glass)	7.38% 20
Ecstasy (MDMA, molly, E, XTC, X, rolls)	1.11% 3
Heroin	0.74% 2
Hallucinogenic drugs (LSD, acid, PCP, angel dust, dippers, mescaline or mushrooms)	0.00% 0
Prescription drugs used other than as prescribed (OxyContin, Percocet, Vicodin, Codeine)	2.95% 8
None	28.41% 77
Don't know	1.11% 3
Prefer not to answer	9.23% 25
Other (please specify) Responses	0.37% 1

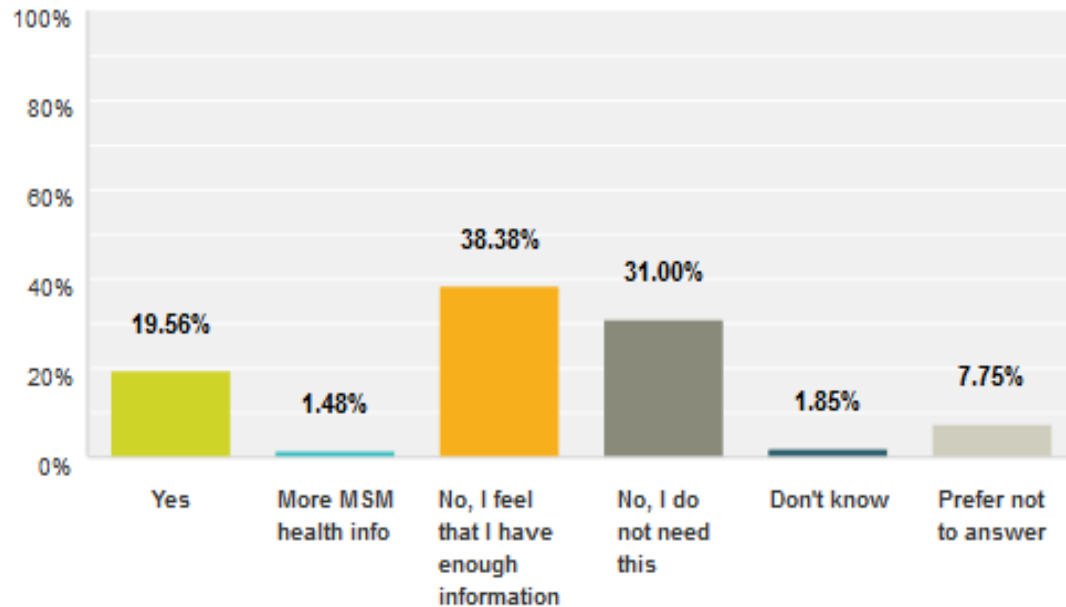
Total Respondents: 271

Consumer In Care Survey

Sexual Health

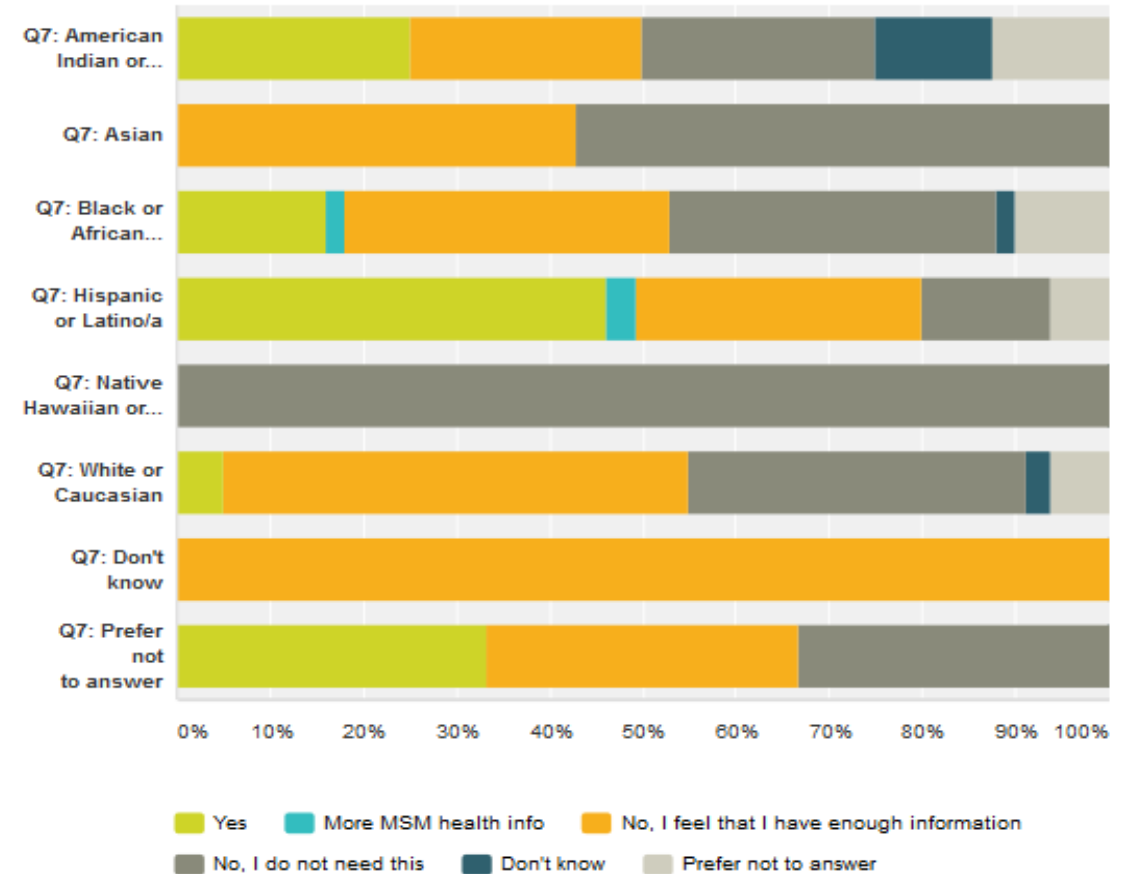
Would you like more information on sexual health?

Answered: 271 Skipped: 2



Would you like more information on sexual health?

Answered: 266 Skipped: 2



Consumer In Care Survey

Top Ten Services (pg. 63)

“PLEASE CHECK THE MOST IMPORTANT SERVICES THAT YOU CURRENTLY NEED TO HELP YOU MANAGE YOUR HIV/AIDS DIAGNOSIS”

1. Dental care
2. Vision
3. Food Assistance
4. Outpatient/Ambulatory Medical Care
5. Medication Assistance
6. Emergency Financial Assistance
6. Housing Assistance
7. Transportation
8. Case Management
9. Nutrition Services
10. Health Insurance Assistance

Consumer In Care Survey

Top Ten Services-Focus Group Findings

- ❑ 4 of the 6 focus groups were presented the ranking list and asked if they agreed
- ❑ 3 groups said “no”
 - ❑ Put medical care and/or medication as #1
- ❑ 1 group said “yes”, the female group
 - ❑ It depends on where you are at with your care and your life so often times dental care is #1

Consumer In Care Survey General Focus Group Findings

- ❑ General education of the service system including; funding sources, how funding is awarded, federal guidelines and rules surrounding federal dollars-everything must be linked to a medical outcome.
 - ❑ Statements such as; “UMC has a monopoly on Part C funding” and “who cares if I use a bus pass to go visit my mother” suggest the need for clarification of the above topics.
- ❑ Overall themes include:
 - ❑ Issues with transportation-cumbersome process, not enough of it, no door to door service in most cases, not enough money in gas vouchers, didn't know about gas vouchers.
 - ❑ Proximity of service providers-no “one stop shopping” for services, too many different places to go for help-this includes proximity of St. Therese and Help of Southern Nevada who are not Part A funded providers.
 - ❑ Eligibility process-too many Ryan White Parts to keep track of, proximity of different RW Parts, no streamlined eligibility process.
 - ❑ Wait times-wait times at the doctors office not only in the waiting room but the exam room and then again to be discharged.

Consumer In Care Survey General Focus Group Findings

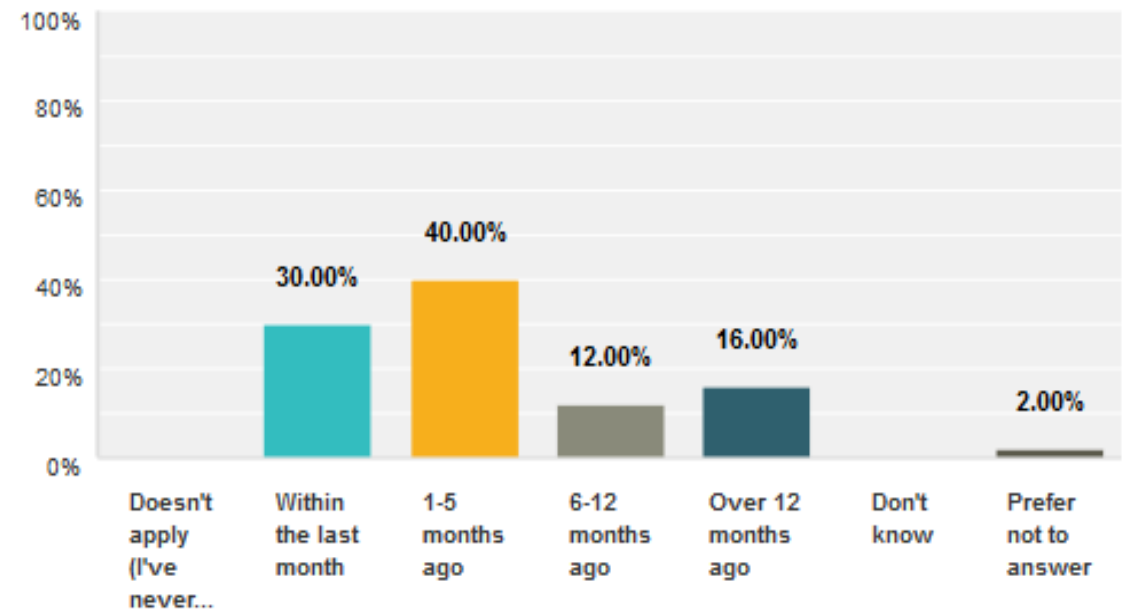
- ❑ Overall themes continued:
 - ❑ Case Management-clients would like to be assigned to a specific case manager. This was not an issue during the Mohave County or Nye County groups, only Clark County groups. Need more follow-up from case managers, clients want case managers to share all the services that are available to them so they don't have to hear what is offered from other clients.
 - ❑ Overall Treatment by Providers-many clients expressed that they feel as if they are treated like "2nd class citizens" when trying to access care, often providers aren't kind and clients would like them to have compassion training.
 - ❑ Peer Groups-Clients already in the system of care that can help other clients learn the ropes.
 - ❑ Specific to Mohave County-all clients in attendance expressed the need for an HIV support group in Kingman as the nearest one is in Laughlin.
 - ❑ Specific to Nye County-medical providers in the area so they don't have to travel to Las Vegas for medical care, also want mental health providers in the area. Would like to have protein powder, vitamins, ensure, and more fresh vegetables in their food pantry in Nye.

Consumer Out of Care

- ❑ Just 16% said it was over 12 months ago, true out of care population.
- ❑ All letters for participation were sent to Ryan White clients that had no service visits within the last 12 months.
- ❑ Good news-they are accessing medical care somewhere (through a funding source other than Ryan White).
- ❑ Bad news-survey was tailored to the out of care population thus limiting some of the data collection.

When was the last time you saw a doctor for your HIV/AIDS medical care?

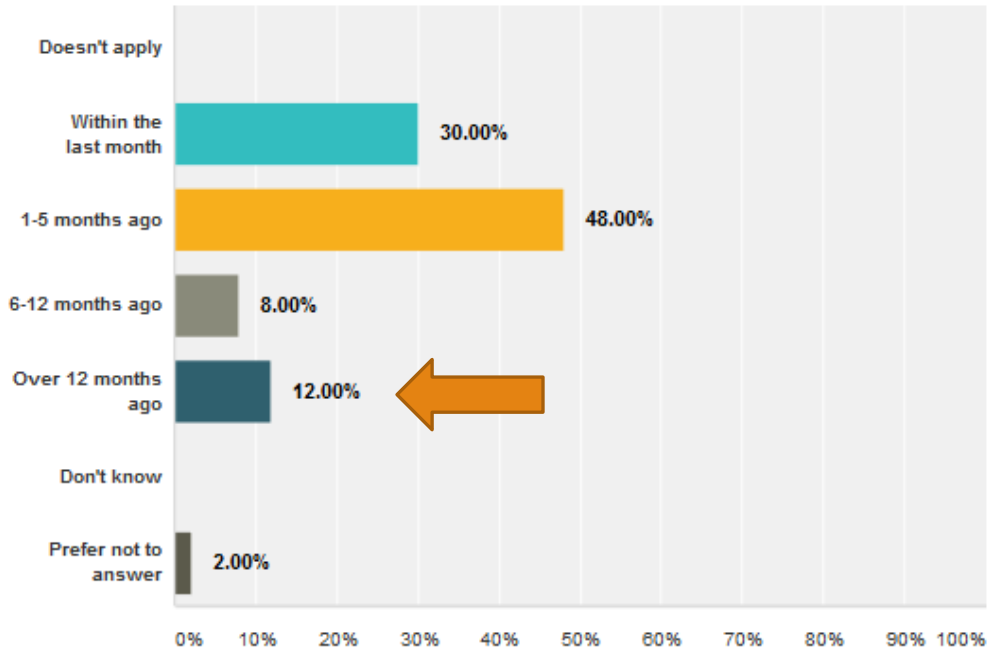
Answered: 50 Skipped: 1



Consumer Out of Care

When is the last time you had blood drawn for your labs (viral load and CD4)?

Answered: 50 Skipped: 1



“WHY HAVE YOU NOT SEEN A DOCTOR LATELY?” (MARK ALL THAT APPLY)

Answer Choices	Responses
I was told I did not need to by a doctor or nurse	6.00% 3
I was told to "take a break"	0.00% 0
I feel better than I did	6.00% 3
I am undetectable	24.00% 12
I had problems with medications	6.00% 3
I cannot afford to	14.00% 7
I do not want to	4.00% 2
I don't like my doctor/medical staff	4.00% 2
Prefer not to answer	8.00% 4
Not Applicable	26.00% 13
Other (please specify) Responses	24.00% 12

Total Respondents: 50

Consumer Out of Care

“IF YOU HAVE NOT RECEIVED MEDICAL CARE IN THE LAST 12 MONTHS FOR YOUR HIV STATUS, PLEASE TELL US WHY?” (MARK ALL THAT APPLY)

Answer Choices	Responses	
Not applicable, I received medical care within the last 12 months	40.00%	20
My doctor or nurse told me that I do not need medical care	0.00%	0
I don't think that I need medical care now because I am not sick	0.00%	0
I don't think that medical care would do me any good	2.00%	1
I have not found a doctor or nurse who I want to treat me	2.00%	1
I have not found a place that I feel comfortable going	4.00%	2
I don't have transportation to get to medical care appointments	12.00%	6
I don't have child care when I go for medical care	0.00%	0
I don't know where to go for medical care	6.00%	3
I don't want to receive medical care	0.00%	0
I used alternative treatments	0.00%	0
I can't afford medical care right now	12.00%	6
I get anxious about going to the HIV doctor	12.00%	6
I don't want anyone to know I have HIV	10.00%	5
I don't have the money for a bus pass/parking/lunch	12.00%	6
I don't have the time	0.00%	0
I can't get time off work	2.00%	1
Wait times are too long for an appointment	14.00%	7
Prefer not to answer	10.00%	5
Doesn't Apply	18.00%	9
Other (please specify)	10.00%	5
Total Respondents: 50		

Consumer Out of Care

“WHY DO YOU THINK PEOPLE DON’T GET MEDICAL CARE FOR THEIR HIV STATUS?” (MARK ALL THAT APPLY)

Answer Choices	Responses	
▼ Worried that other people will find out they have HIV	68.00% 34	←
▼ Feel healthy	38.00% 19	
▼ Can't afford it	56.00% 28	←
▼ Don't have transportation	32.00% 16	
▼ Couldn't get an appointment	22.00% 11	
▼ Drugs	44.00% 22	←
▼ Don't want to take HIV medications	36.00% 18	
▼ In denial about their condition	70.00% 35	←
▼ Language or cultural barriers	12.00% 6	
▼ Prefer not to answer	4.00% 2	
▼ Other (please specify) Responses	4.00% 2	

Total Respondents: 50

Consumer Out of Care

“WHAT MIGHT HELP YOU GET INTO MEDICAL CARE?” (MARK ALL THAT APPLY)

Answer Choices	Responses		
Referrals and advice	40.00%	20	←
More information about the services offered	36.00%	18	←
Outreach services	26.00%	13	
Lower cost of medical care/medications	46.00%	23	←
Housing	20.00%	10	
Transportation	30.00%	15	←
Substance use treatment	16.00%	8	
Mental health treatment	24.00%	12	←
Peer support/someone to help me understand	16.00%	8	
Prefer not to answer	10.00%	5	
Not Applicable	14.00%	7	
Other (please specify)	Responses	12.00%	6

Total Respondents: 50

Consumer Out of Care Top Ten Services

“WHAT DO YOU THINK ARE THE TEN MOST IMPORTANT SERVICES THAT HELP PEOPLE WITH HIV/AIDS MANAGE THEIR DIAGNOSIS?” (PLEASE CHECK 10)

1. Medication
2. Outpatient/ambulatory medical care
3. Food bank/home delivered meals
4. Dental care
5. Health insurance assistance
6. Vision
6. Emergency financial assistance
7. Transportation
8. Mental health services
9. Housing services
10. Specialty care

Provider Survey

Barriers to Providing Care

Answer Choices	Responses
▼ N/A	6.25% 1
▼ Don't know where to refer a person for needed services	12.50% 2
▼ Not enough resources at my agency	6.25% 1
▼ Clients don't have payment source	56.25% 9
▼ Identification of HIV+ clients is difficult	6.25% 1
▼ Staff training in HIV/AIDS is limited	12.50% 2
▼ Insufficient staff to provide services	18.75% 3
▼ Clients routinely miss appointments	68.75% 11
▼ Client distrust/suspicion	6.25% 1
▼ Limited community partnerships/linkages with specialized HIV organizations	18.75% 3
▼ Clients may have trouble getting to our offices	43.75% 7
▼ Office hours limit client's access to our services	6.25% 1
▼ Agency doesn't provide all the services a person needs	18.75% 3
▼ Don't know where to refer clients	6.25% 1
▼ Don't have an updated referral list or resource directory	6.25% 1
▼ Other (please specify) Responses	6.25% 1

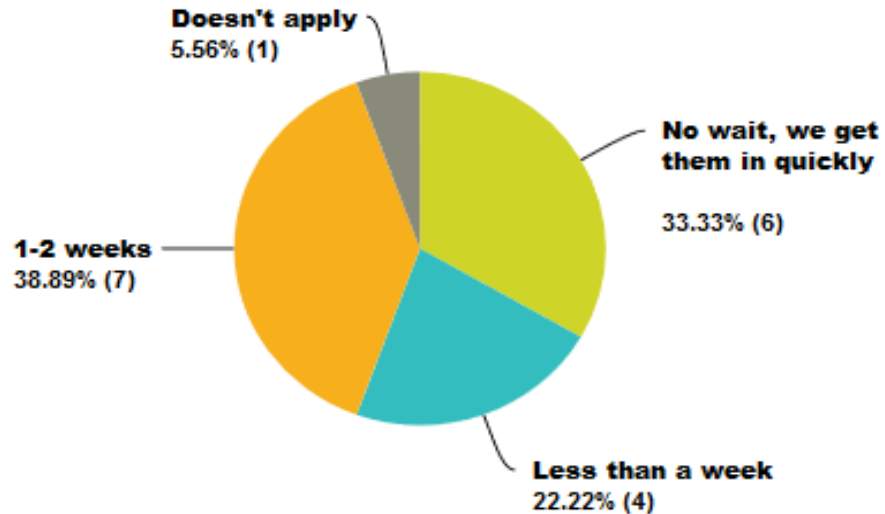
Total Respondents: 16



Provider Survey

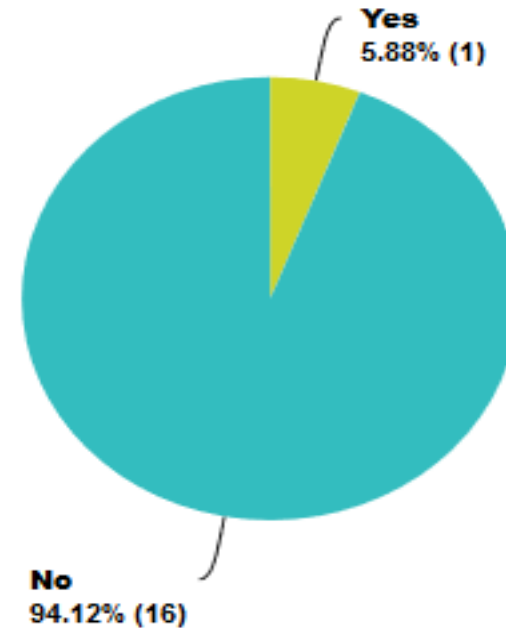
How long do newly diagnosed clients have to wait to get their first appointment?

Answered: 18 Skipped: 0



Is there currently a waiting period or wait list for any services at your agency?

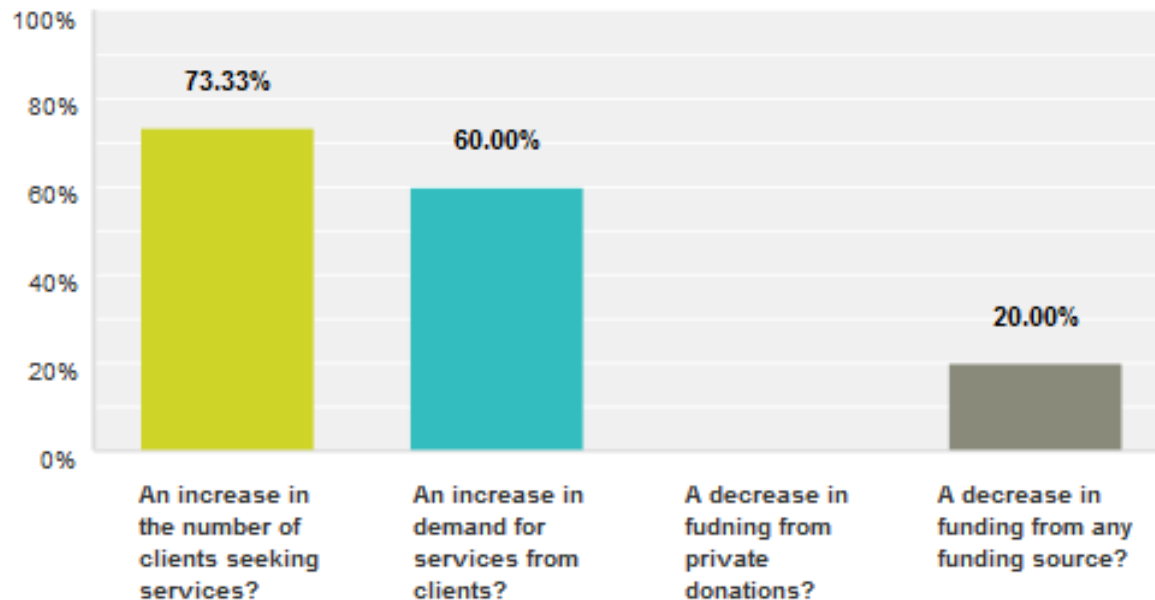
Answered: 17 Skipped: 1



Provider Survey Capacity Building

Have any of the following occurrences taken place within your agency during the last year?

Answered: 15 Skipped: 3



What does your agency need to increase its capacity to serve persons living with HIV/AIDS? (MARK ALL THAT APPLY)

Answered: 13 Skipped: 5

Answer Choices	Responses
Nothing more is needed	7.69% 1
Training (please specify in the box below what type of training)	23.08% 3
Increased partnerships with HIV/AIDS specialty agencies and organizations	46.15% 6
Funding to expand current capacity	76.92% 10
Funding to develop new capacity	61.54% 8
Other (please specify) Responses	23.08% 3
Total Respondents: 13	

Provider Survey Capacity Building

What does your agency need to increase its capacity to serve persons living with HIV/AIDS? (MARK ALL THAT APPLY)

Answered: 13 Skipped: 5

Answer Choices	Responses
Nothing more is needed	7.69% 1
Training (please specify in the box below what type of training)	23.08% 3
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Funding to expand current capacity	76.92% 10
Funding to develop new capacity	61.54% 8
Other (please specify) Responses	23.08% 3
Total Respondents: 13	

“WHAT SERVICES DO YOU HAVE THE CAPACITY TO PROVIDE WITH MORE FUNDING/TRAINING?” (Pages 104-106)

- Case management
- Medication assistance
- Co-payments for medical services
- Supportive Counseling
- Job assistance
- Substance abuse residential
- Home health care
- Hospice services
- Food bank/home delivered meals
- Respite care
- Child care

Provider Survey

“WHAT IS THE SINGLE MOST IMPORTANT SYSTEM WIDE CHANGE THAT WOULD HAVE THE GREATEST OVERALL BENEFIT TO THE SERVICE DELIVERY SYSTEM IN THE LAS VEGAS TGA?”

- Bring A, B, and C together
- Transportation
- Streamline services and programs
- More emergency funds
- More transportation
- More assistance for providers to help their clients access Medicaid services

Provider Survey Top Ten Services

“PLEASE CHECK THE 10 SERVICES THAT YOU FEEL ARE THE MOST IMPORTANT FOR CLIENTS IN MANAGING THEIR HIV/AIDS DIAGNOSIS.”

1. Medication
2. Outpatient/Ambulatory Medical Care
3. Transportation
4. Mental Health
5. Dental Care
6. Case Management
7. Specialty Care
7. Early Intervention Services
8. Vision
8. Health Insurance Continuation
8. Substance Abuse
8. Emergency Financial Assistance
9. Food Bank/Home Delivered Meals
9. Housing Assistance
10. HIV and Health Classes
10. Outreach
10. Psychosocial Support

Resource Inventory

Resource in the Las Vegas TGA	Number of Providers
Ryan White Part A Providers	10
Ryan White Part B Providers	9
Ryan White Part C Providers	1
Ryan White Part D Providers	1
Resources in the Las Vegas TGA including Ryan White Services	Number of Providers
<i>Core Medical Services</i>	
Outpatient/Ambulatory Medical Care	11
Assistance with Medication	3
Assistance with Medical Co-Payments	1
Case Management Services	5
Dental Care	4
Eye Care	3
Health Insurance Premium Assistance	2
HIV Testing	8
Medical Nutrition Therapy	2
Mental Health	5

Substance Abuse	5
<i>Support Services</i>	
Child Care	1
Clothing/Household Products	3
Emergency Financial Assistance	7
Emergency Shelters	3
Employment Assistance	3
Food Bank/Hot Meals/Home Delivered Meals	38
HIV Support Groups	6
Home Healthcare and Respite	2
Housing Assistance	5
Legal Services	2
Medical Transportation Services	7

Questions

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