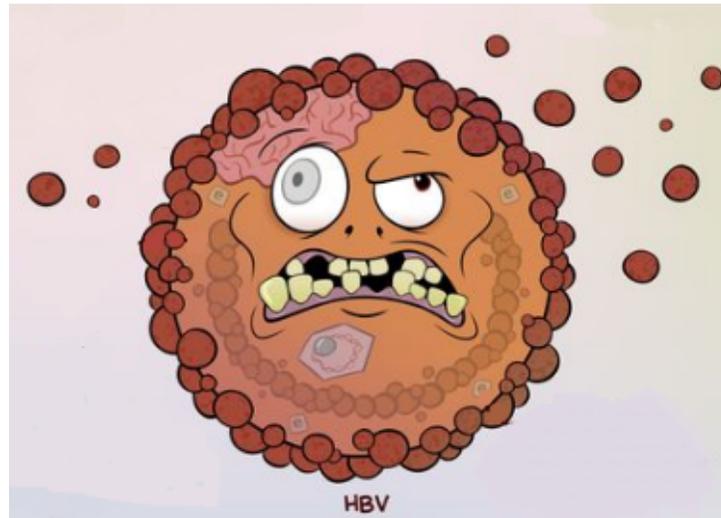


Hep B Moms Project

A postpartum patient navigation program
for women living with hepatitis B



Farma Pene & Liz Tang

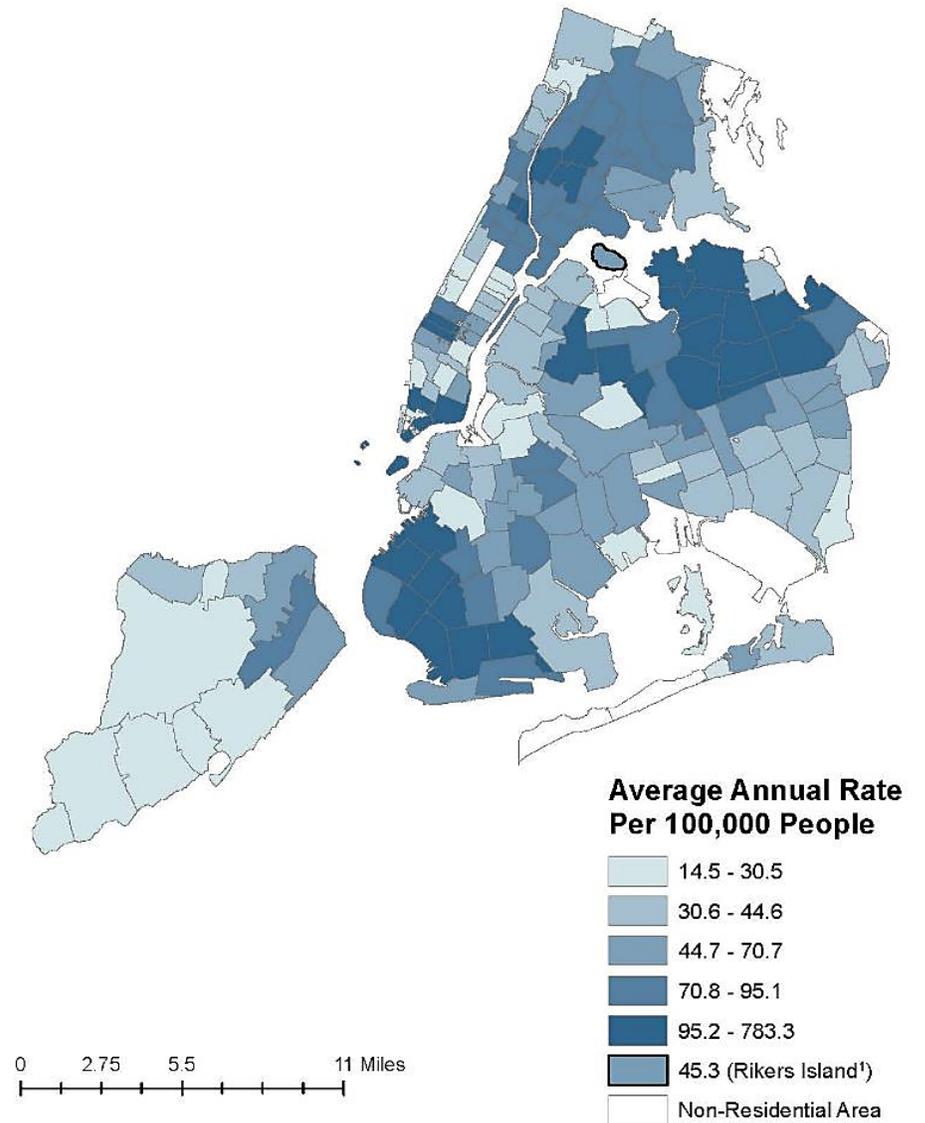
New York City Department of Health and Mental Hygiene

Viral Hepatitis Program

September 18th, 2019

Background

- **Over 230,000** New York City (NYC) residents are living with chronic Hep B infection
- New York State (NYS) law mandates testing all pregnant women and reporting positive results
- **1,256** pregnant women reported with Hep B in 2017

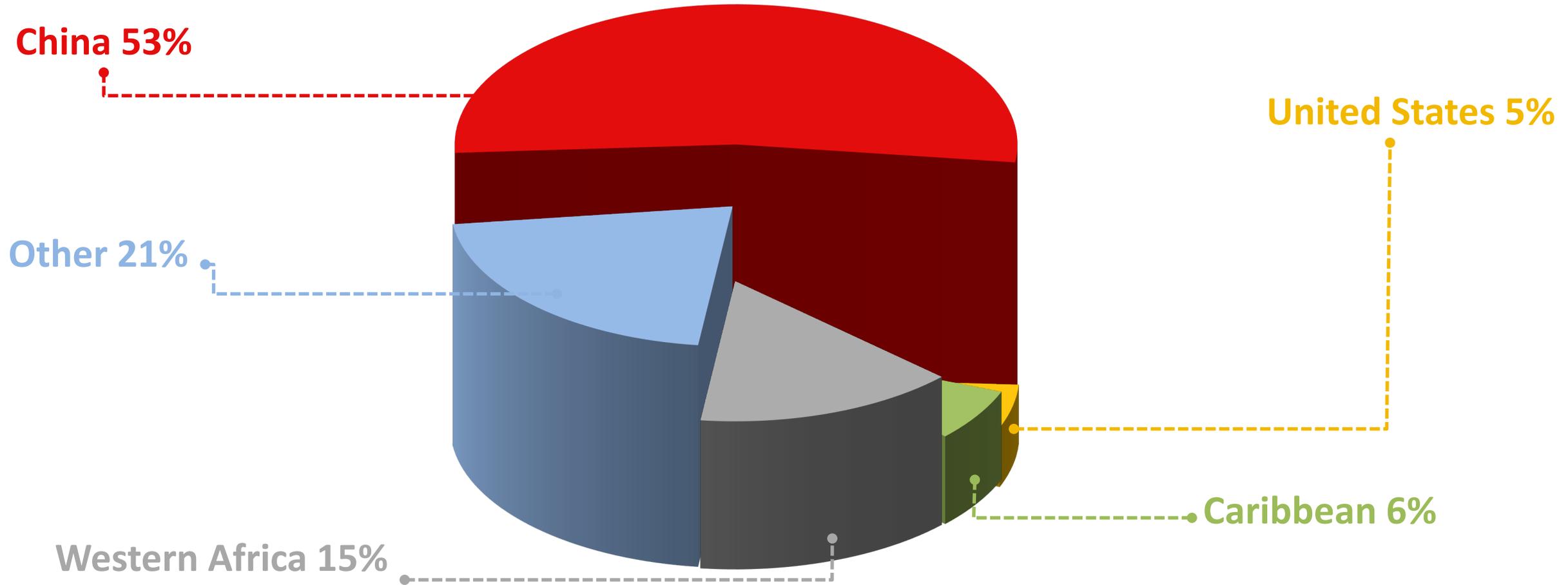


Why perinatal women?

- Only **1 in 5** pregnant women with Hep B receive appropriate follow up after delivery
- **Half** of providers do not educate women about hepatitis B or refer to specialty care
- **1 in 4** women with Hep B have flares after delivery



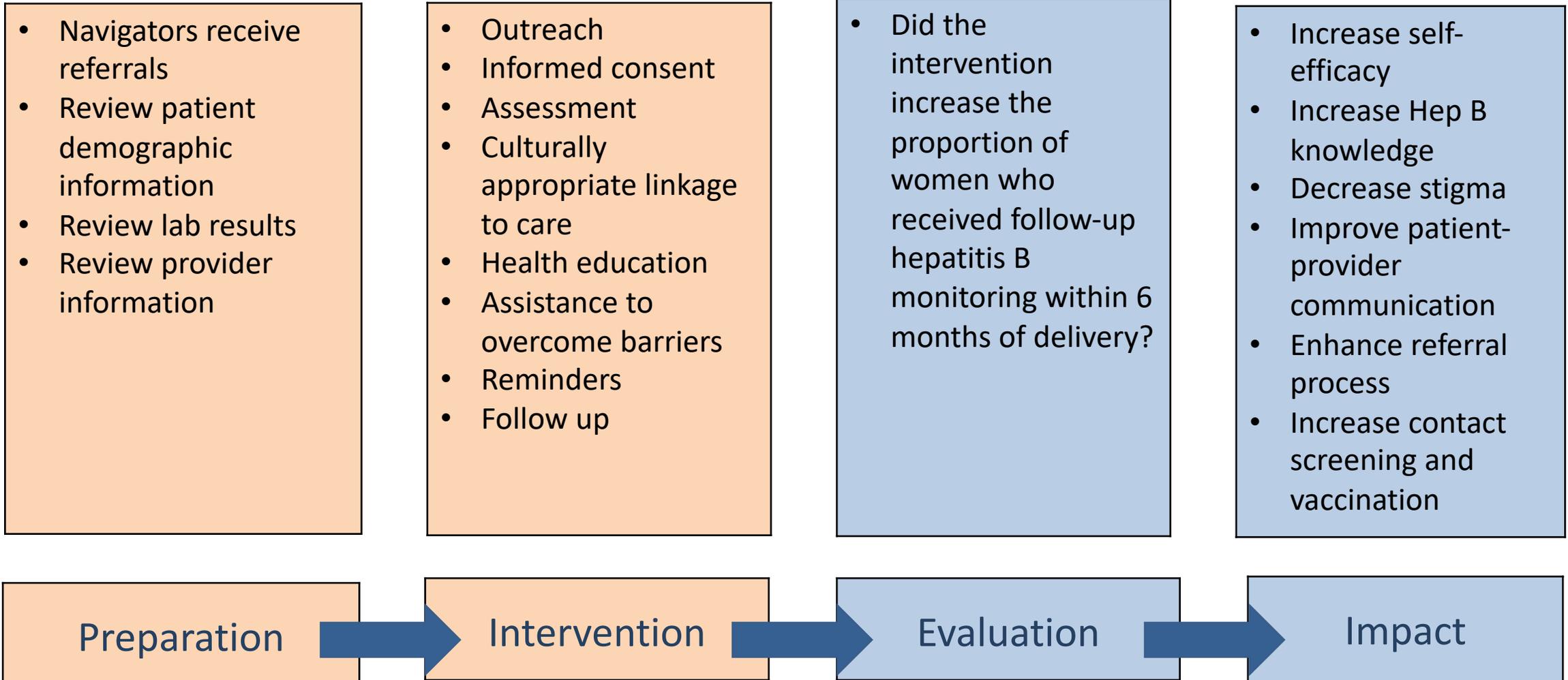
Birth Countries of women with hepatitis B who delivered a child in NYC, 2017



Hep B Moms Patient Navigation Project

- **Goal:** Increase maternal engagement in Hep B medical care after delivery
- **Population:** Adult postpartum women in NYC
- **Intervention:** Telephone patient navigation program
- **Research:** Required full IRB approval and informed consent from participants
- **Duration & Funding Source:** 2 years, Gilead Sciences grant
- **Staff:** 1 full time Chinese-speaking and 1 French- and Wolof-speaking navigators. 2 part-time grad school interns

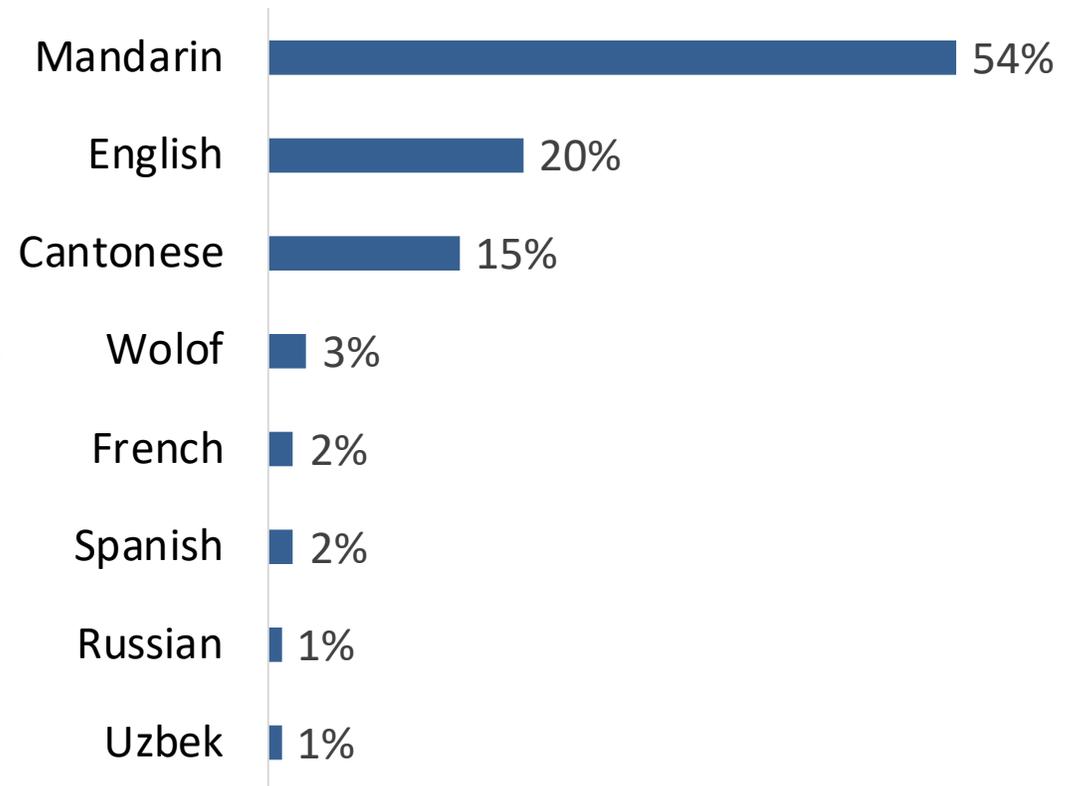
Program Workflow and Evaluation



Participant Characteristics & Program Outcomes

There were unique barriers faced by Chinese-born versus other participants, encompassing both educational and health care needs

- **417** enrolled, **99%** foreign-born
- **23%** uninsured/temporary insurance
- **81%** of those enrolled for at least 4 months have attended an appointment for Hep B care after delivery
- **5%** referred their contacts



Characteristics of Chinese-speaking participants



Follow-up with PCP at FQHC or private practice



Most patients can make appointments



Have a health insurance representative



Work or travel outside NYC



Communicate by call, text, weChat, email

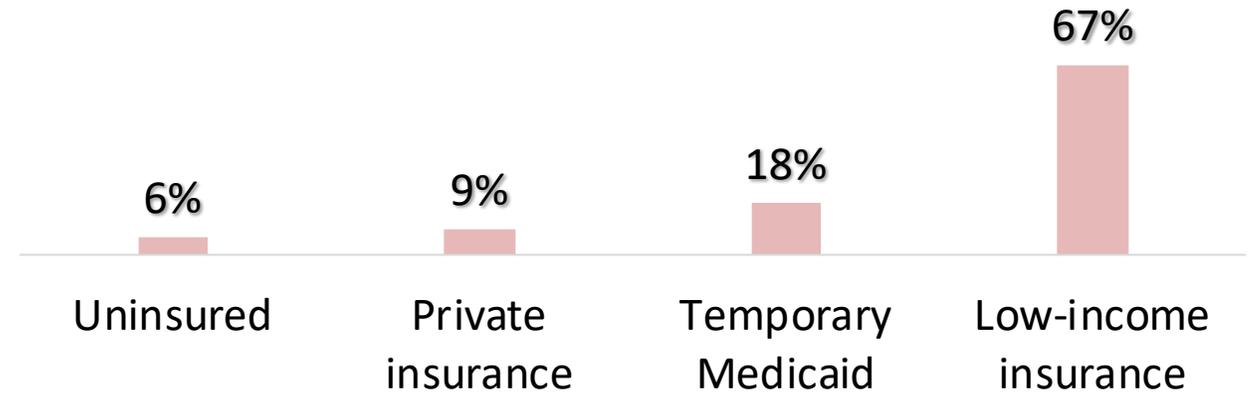


Aware of spouse's Hep B status

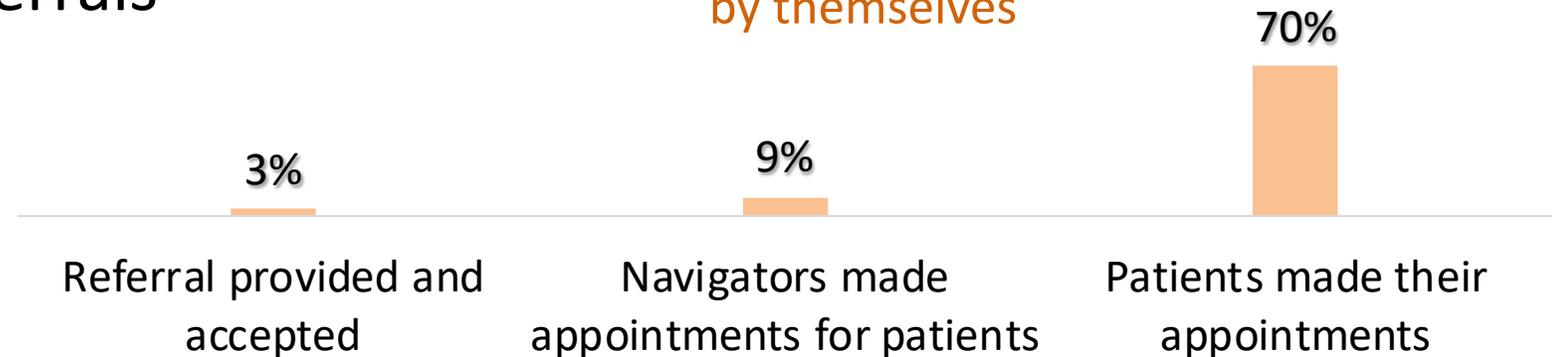
Total Chinese-speaking participants: 272/417

- **78%** preferred speaking in Mandarin and **21%** preferred speaking in Cantonese
- **3%** unable to fill out forms
- **11%** needed help to make appointments
- **6%** needed additional referrals for health insurance or pharmacy, etc.

Most participants used Low-income health insurance



Most participants could contact their providers by themselves



Barriers to care for Chinese-speaking participants

Schedule Appointment

1. Difficult to schedule appointments due to travel/work schedule
2. Some private practices only take walk-ins and no next appointment scheduled

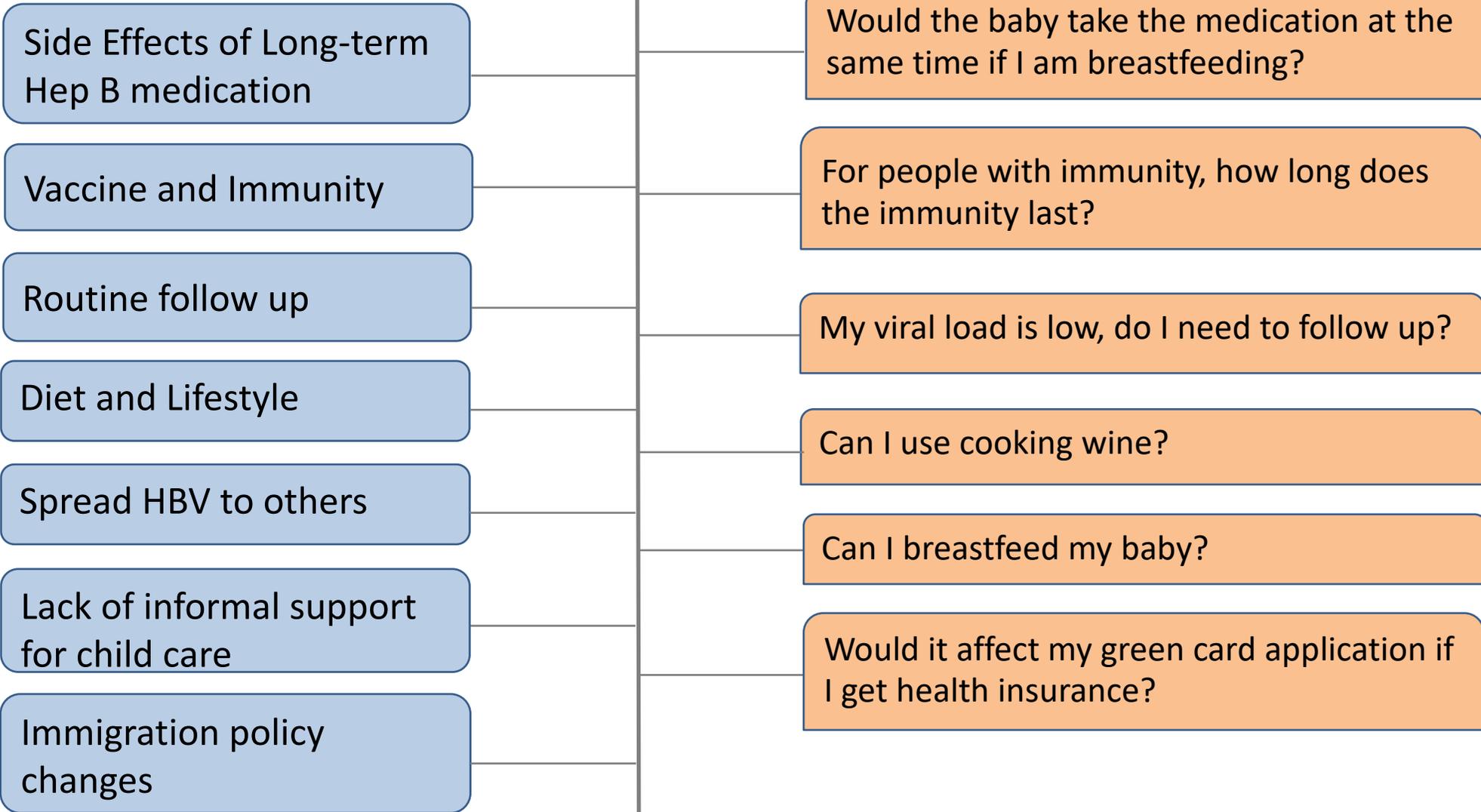
Access to care

1. Difficult to provide required documents to apply for low-cost medical services
2. Misinformation about sliding fee scale
3. Copayment/deductible

Hep B Knowledge

1. Does not understand the importance of routine monitoring
2. Believes that Hep B medication is not safe if taking it long-term or while breastfeeding

Common concerns & questions of Chinese-speaking participants



Characteristics of Other Participants (1)



Patients need full appointment scheduling



Mostly uninsured



Experience language access barriers



Low health Literacy



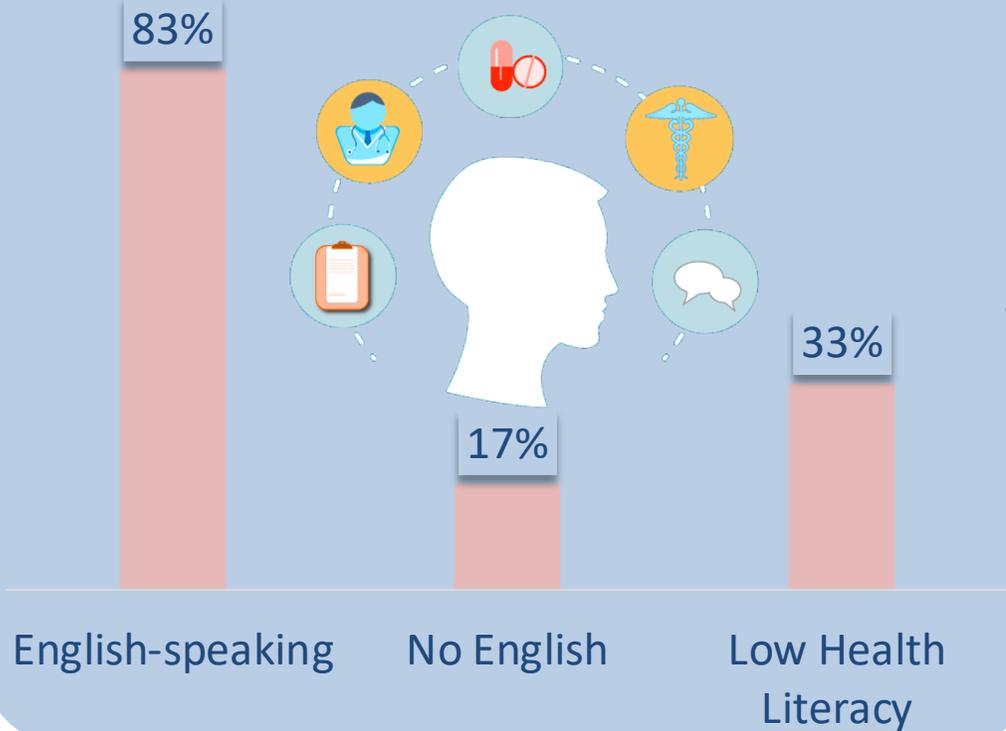
Mostly communicate by phone



Receive most of their care at H+H (public) hospitals and FQHCs

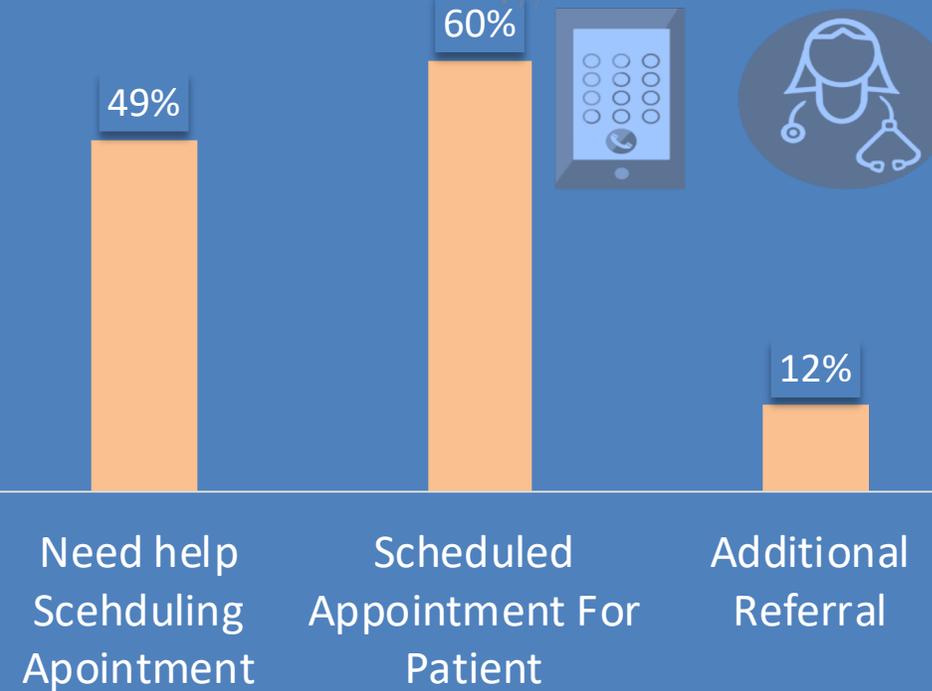
Characteristics of Other Participants (2)

Health Literacy



157
Participants

Appointment



Barriers to Care for Other Participants

Language

1. Language services are not available
2. Low quality translation from interpreter services
3. Difficulties communicating by text
4. Can't make appointments

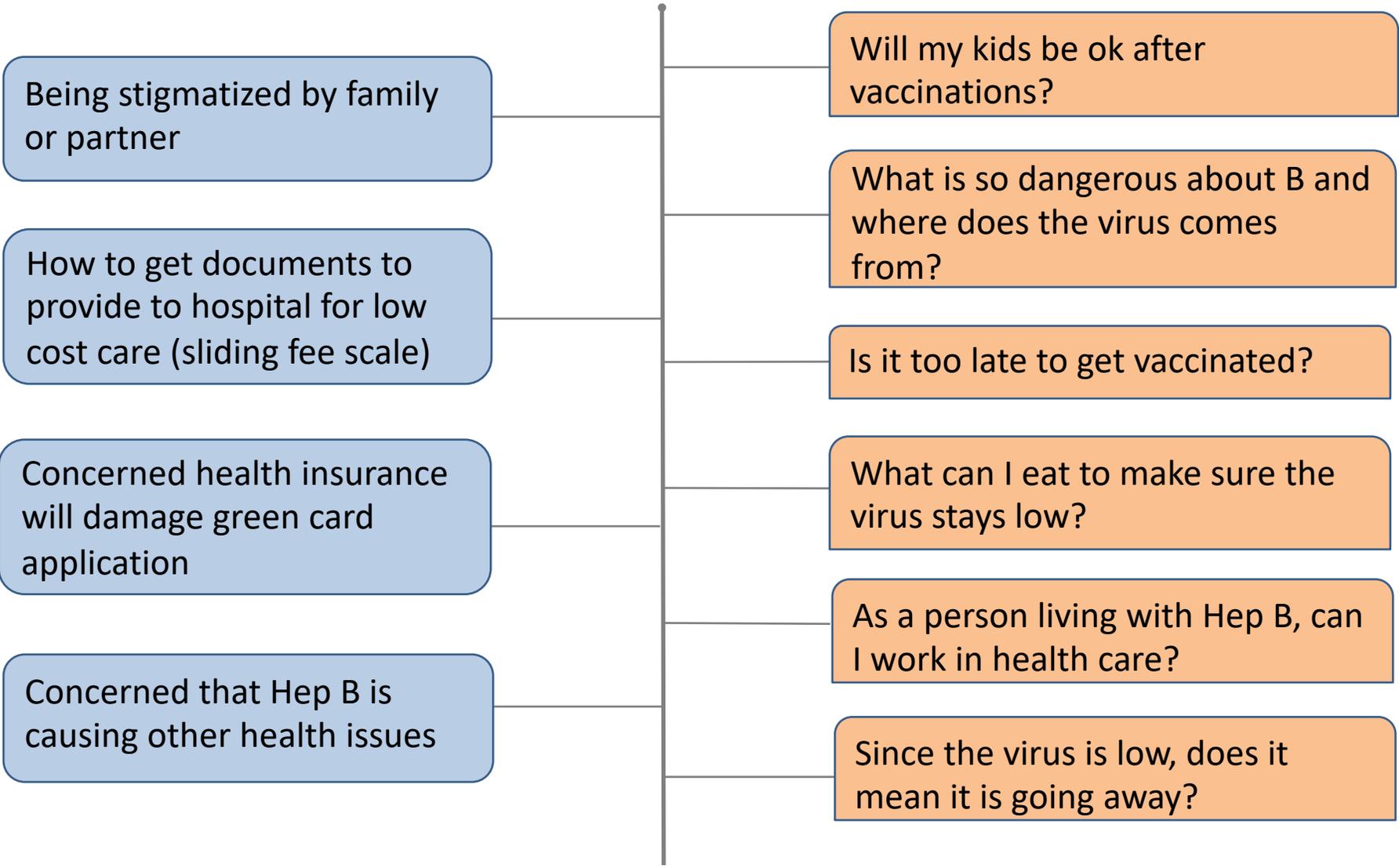
Access to Care

1. Undocumented
2. Unaware of low-cost health services
3. Difference between temporally insurance and regular insurance

Hep B Knowledge

1. Does not understand the risks of Hep B
2. Lack of knowledge of medications and blood tests
3. PCP versus specialist

Common concerns & questions of Other Participants



Lessons Learned

- Navigation services and health education are important for postpartum women
- Accessing free and low-cost health care is complicated
- Maintaining close relationships with federally-qualified health centers and public hospitals is critical
- A patient's language needs are not always met by interpreter services at hospital or health insurance companies
- Focusing on the person (not the disease) is less stigmatizing
- Patients often have limited Hep B health literacy and need guidance

Thank you!

The Hep B Moms Project is supported by the great work of:

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Perinatal Hepatitis B Prevention Program

Julie Lazaroff, Ariba Hashmi & All the Public Health Advisors

Check Hep B Patient Navigation Programs

Umaima Khatun & Nirah Johnson

Check Hep B Patient Navigation Partners and their Patient Navigators

And many others!