Innovative Strategies to Conduct HBV Education, Testing, and Linkage to Care

Hep B United Summit
July 24, 2019
Illinois’ Asian and African Communities

<table>
<thead>
<tr>
<th>Total Population</th>
<th>12,854,526</th>
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<tbody>
<tr>
<td>Foreign-Born African</td>
<td>73,761</td>
</tr>
<tr>
<td>Foreign-Born Asian</td>
<td>550,128</td>
</tr>
<tr>
<td>IAAIR population</td>
<td>623,889</td>
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<tr>
<td>As a % of Total Population</td>
<td>4.8%</td>
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<table>
<thead>
<tr>
<th>Education Level</th>
<th>FB African</th>
<th>FB Asian</th>
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</thead>
<tbody>
<tr>
<td>Less than High School</td>
<td>12.7%</td>
<td>9.1%</td>
</tr>
<tr>
<td>High School Equivalency</td>
<td>26.9%</td>
<td>11.3%</td>
</tr>
<tr>
<td>Some College</td>
<td>32.3%</td>
<td>14.4%</td>
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<tr>
<td>College Degree &amp; Higher</td>
<td>29.0%</td>
<td>65.2%</td>
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<table>
<thead>
<tr>
<th>Selected Characteristics</th>
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<tbody>
<tr>
<td>No health insurance</td>
<td>9.2%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>2.8%</td>
</tr>
<tr>
<td>Limited-English Speaking Households</td>
<td>30.6%</td>
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</tbody>
</table>
How we work: Bidirectional participation

Providers

Hepatitis B Patient Navigators (HPNs)

Community

Community Health Navigators (CHNs)

Clinics
Primary Care Providers

Community-based organizations

Where we work
Our Clinic Partners

- Two very different provider partners
- Single hospital-affiliated refugee health center vs. FQHC network with 15 community, school, and behavioral health centers
- One site has a single Hepatitis Patient Navigator (HPN) and the other has a team of three HPNs
- Both located on Chicago’s Northside
Our Community Partners

• Work with 10 community-based organizations that serve multiple Asian and African ethnicities
• CBOs have connection and trust with community
• Provide culturally and linguistically competent Hepatitis B education and outreach
• Link and refer community to clinics to be screened for Hep B
How we work: Partner linkages

**Partner Primary Care Providers (PCPs)**
- Partner Community-Based Organizations (CBOs)

**Community Health Navigators (CHNs)**

- HBV CONSUMER EDUCATION & OUTREACH

**Partner Primary Care Providers (PCPs)**
- Partner Community-Based Organizations (CBOs)

**Community Health Navigators (CHNs)**

**Screening Test Result Outcome**
- HBsAG+ INFECTION
- IMMUNE
- SUSCEPTIBLE

**Referral for Case Management**
- REFER TO PARTNER PCPs
- NO FURTHER ACTION
- REFER FOR VACCINATION

**PCP Partner Patient Navigators (PNs)**
- Local Health Dept

**INITIAL MEDICAL EVAL**
- NOTIFY HEALTH DEPT

**12MTH MEDICAL EVAL**

**PCP Partner Physicians**
- HBV Specialist Consultants

**Hepatitis Patient Navigators**
Program Successes- Patient Navigation

- What is patient navigation?
  - Supports patients in need of assistance with one-one contact
  - Works within the organization and through external services to eliminate barriers through the health care system
  - Helps move patients through the health care system
Program Successes- Patient Navigation

• Our Hepatitis Patient Navigators (HPNs)
  • Work with CBO’s/CHWs to link community members to care
  • Identify potential high risk patients and “flag” them for HBV screening in the EMR
    • Hepatitis B surface antigen (HBsAg)
    • Hepatitis B core antibody (anti-HBc)
    • Hepatitis B surface antibody (anti-HBs)
  • Ensure anyone who tests Hepatitis B positive attend necessary follow-up medical visits, including referral to specialty care as needed
  • Work with HBV patients to help alleviate any potential challenges to health care service
Program Successes- EMR Modifications

• Started collecting country of birth within the EMR to help identify potential individuals that need to be screened
• Enabled pop-ups that allowed for patient navigators to “flag” at-risk patients. Providers can then follow up on the flag and order the screening if needed.
• Modified EMR with “AHC HBV Panel” (HBsAg, anti-HBc, anti-HBs) to allow for easy “one-click” test ordering
Program Successes- Provider and staff education

• Provided bi-annual HBV education to both providers and frontline staff
• Provider education was provided by medical professional and included:
  Screening guidelines
  Vaccination guidelines
  Treatment guidelines
• Frontline staff education included:
  HBV 101
  Screening guidelines
  Vaccination guidelines
Program Successes- Provider Recognition

- Provided a quarterly newsletter that recognized clinics and providers that screened the most individuals for HBV
  - This was determined by looking at the number of flagged patients during that given time and the number of those identified patients that were then screened
- Found that recognition helped with “pop up fatigue” and put a priority on HBV screening increasing screening rates
What We Learned

- Every clinic is different (policy, process, provider practices)
- Provider education, progress updates, and recognition can increase HBV priority and screening
- Small changes (EMR pop-ups, easy check boxes, intake forms that collect COB) make a big difference
- Hepatitis B Patient Navigators are key to HBV+ patient linkage and engagement with care
Sharing Our Successes: HPN Manual

- A free training and resource guide for HPNs
- Released in Spring 2016
- Disseminated to over 170 different partners nationwide

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THANK YOU!
Any questions?