



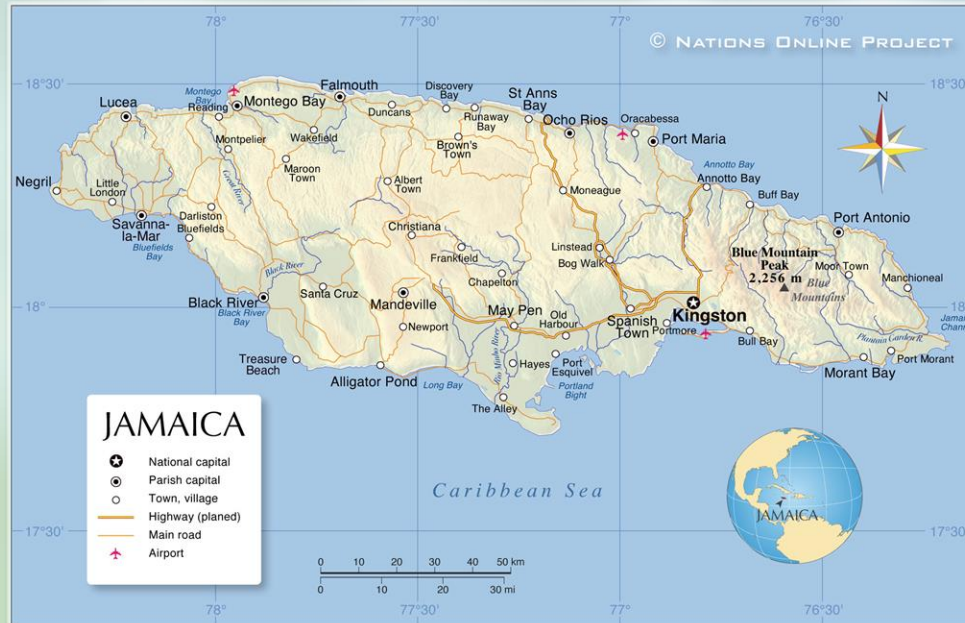
# Best Practices Learned from PEPFAR HRSA Skills Sharing Program in Jamaica

Authors: Megan Urry, Tola Life, Jaclyn Perlman, Clemens Steinbock, Mohammad Khalaf, Mary Ledikwe, Alex Keuroghlian, Robert Dodge, Aliyah Abdul Wakil, Blair Thedinger, Audreanna Garcia, Jessica Seidita, Aspen Hardges, Mulamba Lunda, Tonya Green, Kadian Pinnock, Robert Watson, Althea Spence, Jennifer Tomlinson, Lauren Richey

**Continuum 2024 • June 9-11, 2024 • Puerto Rico**



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# Skills Sharing Program (SSP) Overview

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- SSP is a capacity-building program between U.S. based HRSA providers and U.S. President's Emergency Plan for AIDS Relief (PEPFAR)-supported clinical sites and providers. It aims to strengthen the PEPFAR Program through onsite and virtual support related to gap and barriers impeding HIV epidemic control. HRSA funded providers with expertise in key gap areas, quality improvement, psychosocial services and virtual distance-based learning provide clinical and technical/quality improvement peer support as well as support Ministry of Health (MOH) led Quality Improvement program **focused on improving viral suppression (VLS)**.
- **Distance-based learning platforms** (i.e., Zoom, WhatsApp) are used to share successful models of care and interventions to improve HIV care.
- Provides **virtual technical assistance** as a cost-saving effort and started in Uganda in 2019.



*An ART dispensary in Uganda, 2019*



# What does this project hope to bring?

- A synergistic approach (not an 'add on')
- **Peer-to-peer learning**
- A different lens and perspective
- Potential solutions and additional ideas to approaching **challenging gaps for which minimal solutions** have been achieved
- **Improved spread** of existing/known solutions



*Implementing partners and clinic staff during site visit 1 at Port Maria Hospital, September 2023.*

# Jamaica: Gap Areas, Focus Regions & Activities

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## Gap Areas

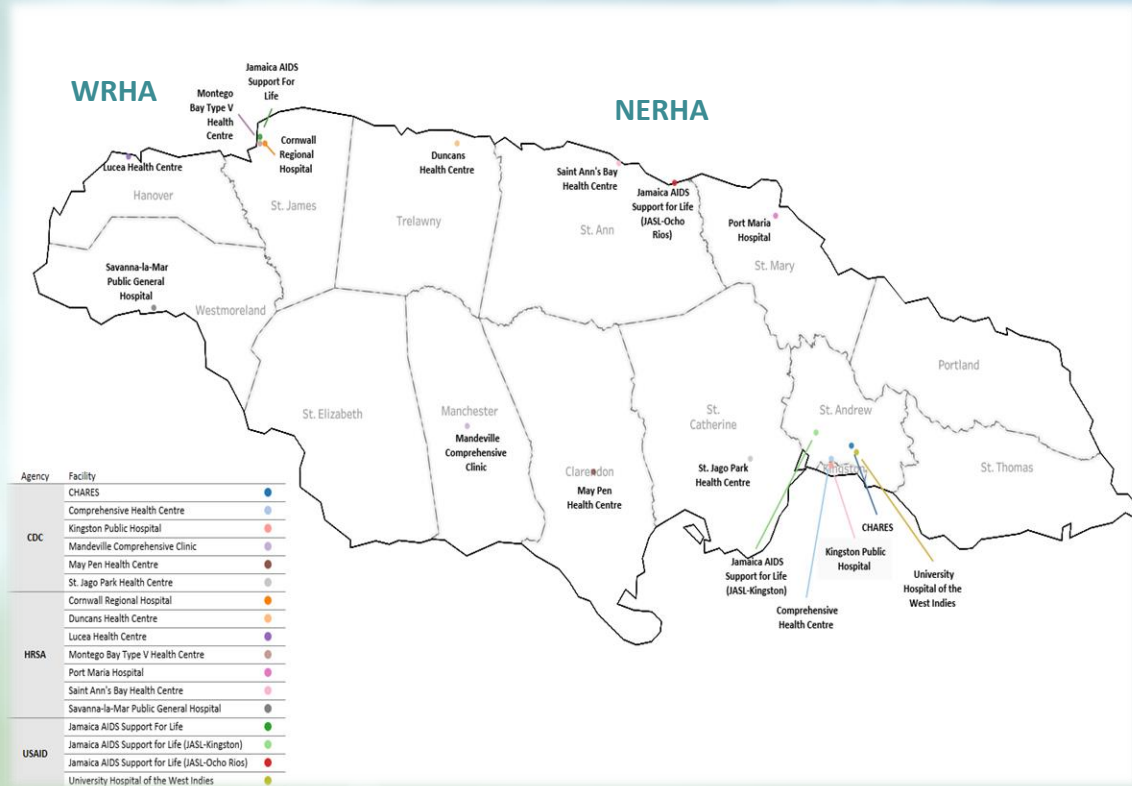
1. Mental health
2. Retention in care
3. Quality Improvement

## In-Country Visits

1 exploratory site visit: Sept 2023  
& 2 capacity building site visits:  
Jan & August 2024

## Virtual Support

Provided via Zoom (2x/month)  
& WhatsApp (ongoing)



# September 2023 - Exploratory Visit

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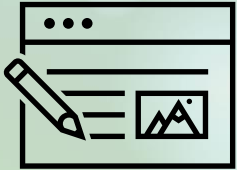
- Introduce the SSP to key stakeholders: USG, MOHW and Implementing Partners
- Work closely with USG & MOHW colleagues to refine program design, ensure targeted and synergistic support of country gap needs; and conduct a site visit
- Develop a virtual support learning plan
- Determine detailed project timeline, including follow-up site visit dates



*Discussing site activities at Port Maria Hospital in September 2023. From left: Dr. Tamara Henry, Parrish Medical Officer, and Mr. Karl Hardware, Senior Contact Investigator.*



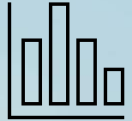
## Objectives



- **Bi-directional sharing** of best practices and interventions for adaptation and replication by local sites



- Provide **peer-to-peer** clinical skills and knowledge building support to improve virologic suppression particularly among priority populations



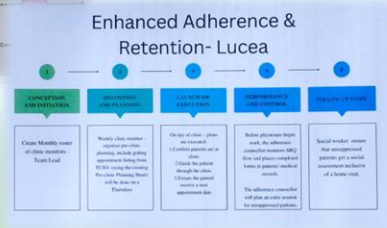
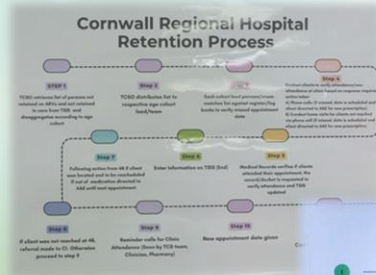
- Provide **multidisciplinary support** through provision of additional best practices, interventions and methods for improving spread/scale-up

# January 2024 - Site Visit

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## Site Visit Flow



From left: RWHAP provider Aspen Hargdes at Lucea Health Center in the Western region; Process mapping at sites in the Western region; A client services department at St. Ann's Bay Health Clinic; peers discussing QI projects across a Western region facility.



# US Team Competencies

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		Role	Expertise
Western Region	<b>Blair Thedinger, MD</b>	Physician\Medical Doctor	Viral Suppression & Retention, key populations (KPs), QI, Men's health
	<b>Tonya Green</b>	Nurse	Viral Suppression & Retention, Adolescents, Adults
	<b>Aspen Hardges Audreanna Garcia</b>	Case Manager	Viral Suppression & Retention, QI, peer navigation, KPs
	<b>Clemens Steinbock</b>	QI	QI Infrastructure
	<b>Tola Life</b>	US Government	Oversight
Northeast Region	<b>Lauren Richey, MD Alex Keuroghlian, MD</b>	Physicians/Medical Doctors	Viral Suppression & Retention, PrEP, Mental Health
	<b>Robert Dodge</b>	Nurse	Viral Suppression & Retention, Adolescents, Adults, KPs
	<b>Mulamba Lunda Jessica Seidita</b>	Case Manager	Viral Suppression & Retention, QI, adolescents, pediatrics, PrEP
	<b>Megan Urry</b>	QI	QI Infrastructure
	<b>Mohammad Khalaf</b>	US Government	Oversight

**Viral Suppression & Retention**

**Quality Improvement**

**Key Populations**

**Peer Navigation**

**Adult & Adolescent HIV Care**

**Pediatrics**

**PrEP**

*\*Aliyah Abdul-Wakil supports evaluation efforts. Nicole Maddox, HRSA SI Consultant*



# Jamaica's Innovative Best Practices



# Best Practices in Patient Support

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## ○ Social support programs

- Linking patients to employment and skills building
- Support groups for children and family of people with HIV
- Comprehensive treatment literacy programs



*Above: Resources that are a part of the vocational skill building programs at JASL St. Ann's Bay Health Centre in the NE region.*

## ○ Intensive patient outreach

- Directly observed therapy via video
- Integrated multidisciplinary approach to home visits
- Multiple team members and personalized outreach efforts to engage patients

*Below: RWHAP providers and select members of the care team at JASL St. Ann's Bay Health Centre.*

## ○ Nutritional assessments and food packages

## ○ Selecting passionate and committed staff and creating effective teams



# Best Practice: Formal Clinical Mentor Program

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- Longstanding mentorship program in Jamaica
  - Objectives:
    - Build capacity of clinicians to manage HIV
    - Equip clinicians with the skills to identify challenges to the case of people with HIV
    - Support decentralized delivery of HIV care
  - Meet regularly with mentees and sites, support via phone
  - Identify areas for improvement and implement training modules
    - Initial Management (Module I)
    - Opportunistic Infection and Tuberculosis (Module II)
    - Antiretroviral Therapy (Module III)
    - Prevention (Module IV)
    - Management of the Treatment Experienced Patient (Module V)



*Regional Clinical Mentor Dr. Kadian Pinnock (right) with regional Psychologist Dr. Lois Daley (middle) and HRSA M&E specialist Aliyah Abdul-Wakil (left).*



# Best Practice: Unique Specialized Clinics

## ○ High Viral Load Clinic

- Held monthly and run by the clinical mentor, provides in person interaction with mentee
- Ensures best practices and provides learning opportunity for site providers
- Chart reviews (docket reviews) provide opportunity to brainstorm solutions and review interventions already in place for individual patient

## ○ Integrated clinic for patients with HIV and severe mental illness

- Psychiatry and HIV Provider see patient at same time to provide collaborative care



*Western regional Clinical Mentor Dr. Robert Watson (middle) with RWHAP providers Tonya Green (left) and Dr. Blair Thedinger (right).*

# Best Practice: Country-Wide Peer Support Network

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- Peer network across the country: Jamaican Network of Seropositives/JN+
- JN+ is a national network which advocates for the rights and concerns of people living with and affected by HIV, through empowerment, partnership, and resource mobilization
  - Started in 1996
  - JN+ supports people with HIV via:
    - Capacity building projects
    - Coordinating and implementing support groups
    - Providing educational and employment opportunities
    - Receiving complaints about discrimination and other human rights violations



# Best Practice: Patient-Centered Care

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- After-hours clinic sessions to accommodate all patients
- Treatment readiness tool
- Focus on patient's needs and social support services (previously mentioned best practice)



*RWHAP providers and Port Maria Hospital care team members discussing deidentified patient docket (chart) reviews during a site visit in January 2024.*



# Next Steps

- Ongoing Virtual Support - Zoom and WhatsApp
- Site Visits in August 2024







# Thank you!

## Questions

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