

Jordan Health HIV Testing In Dental:

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HIV Testing in Dental

Problem Statement:

- Not all dental staff have the same comfort level in offering HIV test to patients, and a number of dental patient decline the HIV test when offered.

Priorities:

- Establish routine HIV testing in Dental
- Provide care and treatment for PLWHA
- Prevent new infections

Team:

- Mary Miller Dental Director
- Chawaka Bell Dental Practice Manager
- Dental teams Comprised of the three comprehensive sites
- Greg Byrd PPC Program Manager

Why Do HIV Testing in Dental?

Benefits to our Clients:

- PCP may not be in place
- Convenience
- Reduced Barriers
- Reduced Cost
- Trusted Infrastructure
- Complement Services

Benefits to Jordan Health:

- Expanded Expertise
- Increased Clients
- Improved Efficiency
- Knowledgeable Staff
- Patient Satisfaction
- Community Focus

What Resources /Training May be Required?

Resources Required:

- Additional Staff
- Additional Training
- Purchasing
- Marketing
- Billing
- Data collection

Potential Obstacles and constraints:

- Staff confidence.
- Timing and scheduling of training
- Kit availability
- Patient willingness to be tested
- IT Templates in eCW (EMR)

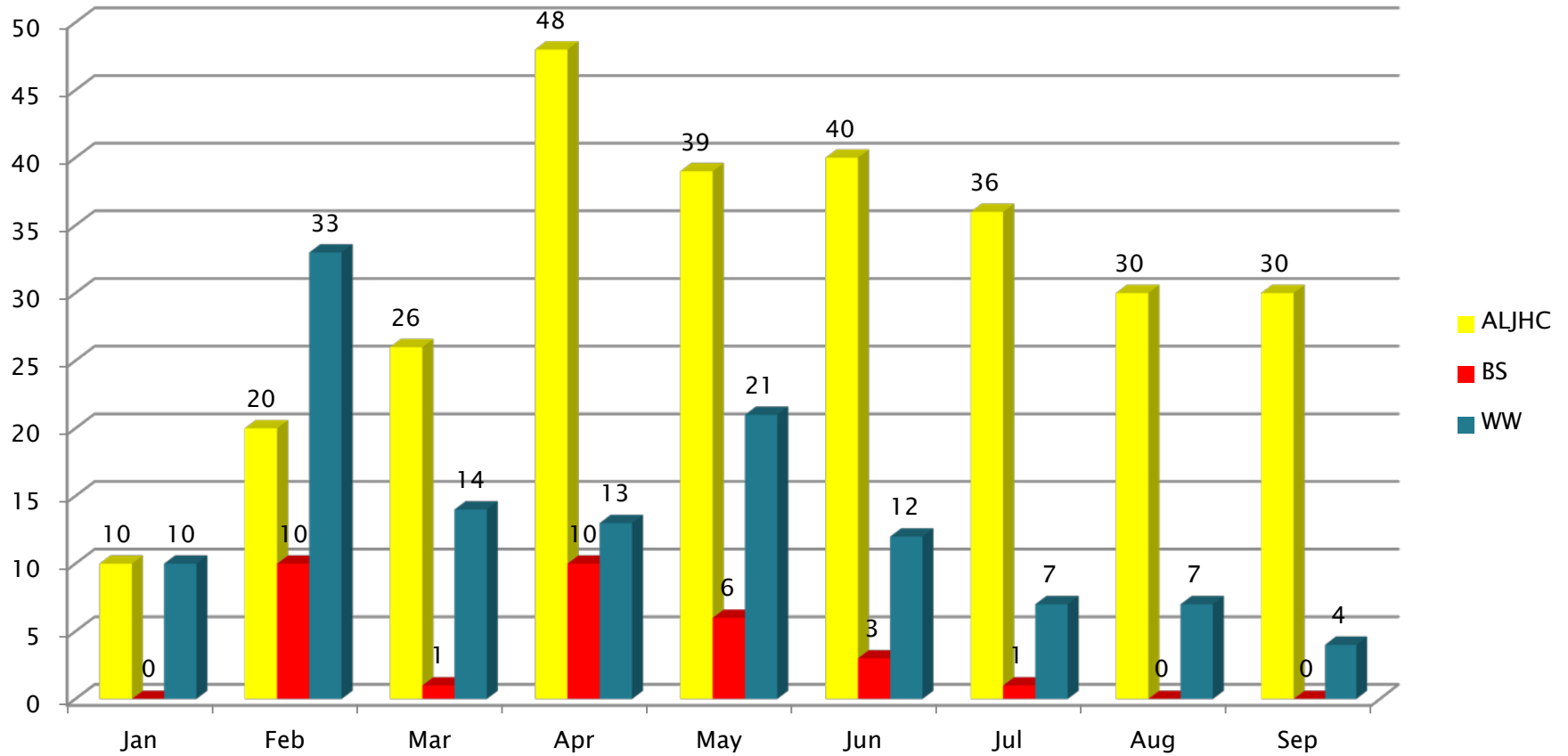
Policy Development:

- New York State HIV Testing Law
- Pre /Post Test Counseling
- Confidentiality
- Discrimination
- eCW documentation
- HIV Consent

Training:

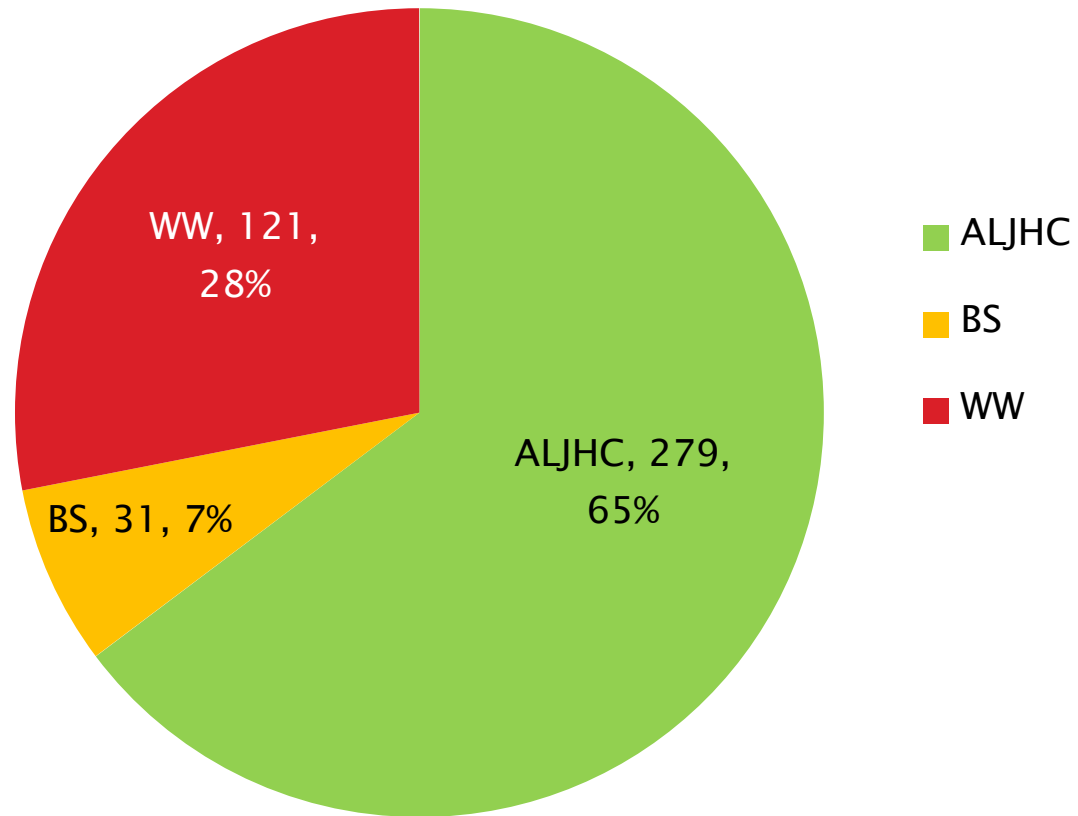
- OraSure testing procedure
- Kit ordering process
- Process for running controls
- Process for storage
- Certificates
- Captain Process
- How to asked and document responses to offering HIV test

2016 HIV Monthly Testing



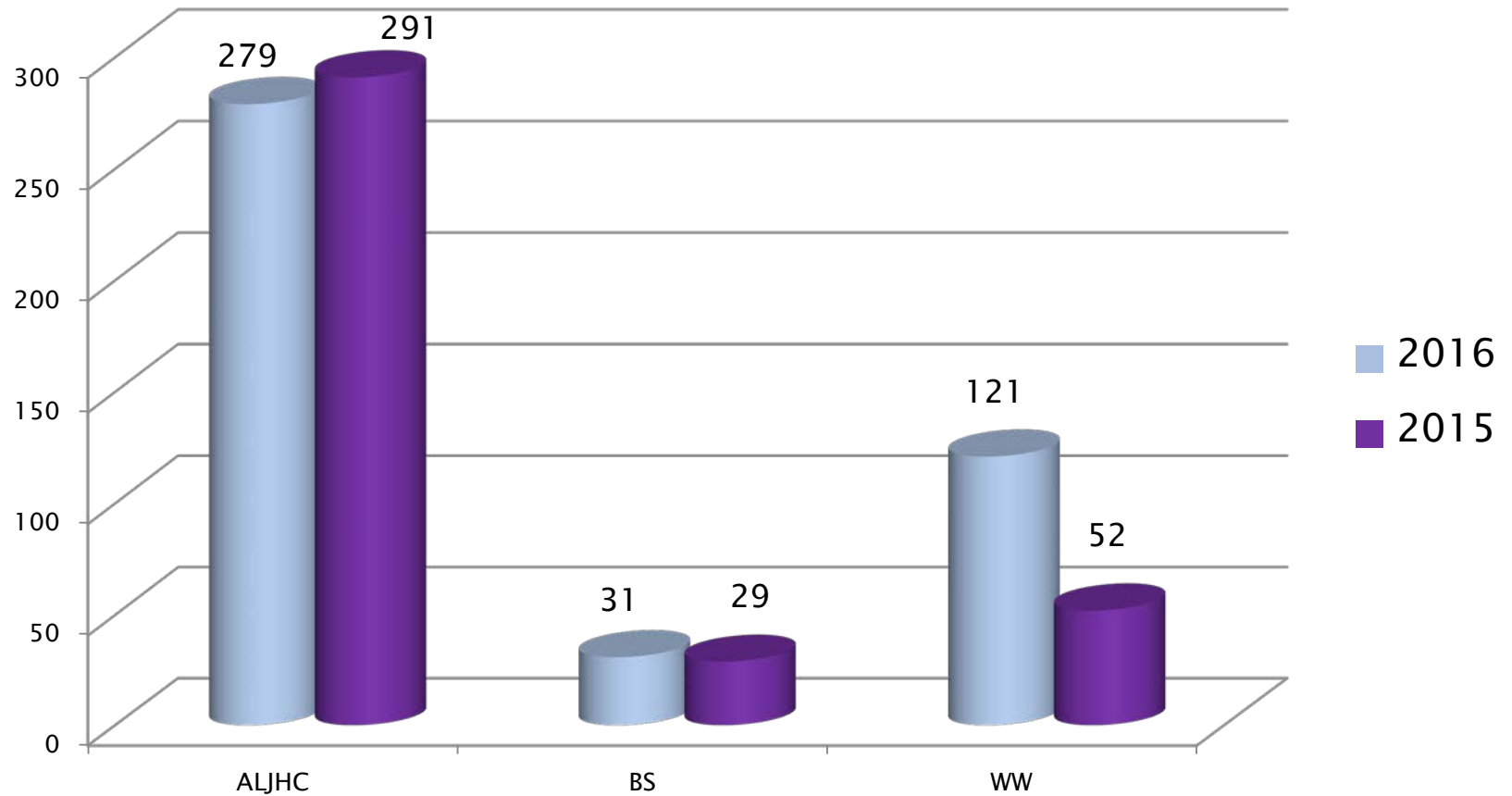
2016 HIV Monthly Testing

2016 Total HIV Testing by Site



2016 HIV Monthly Testing

Year Over Year Comparison



Barriers / Solutions to HIV Testing in Dental

Why Patients Decline HIV Tests?

- Patient previously tested in Family Medicine.
- They do not want to know their status.
- Patients fear results / stigma.
- HIV has life changing implications.
- Treatable, but there is no cure.

Why HIV Tests are not Offered?

- Staff Turnover, limited training
- Staff is not comfortable offering HIV tests or in their ability to ask follow up questions?
- Training for addressing patient refusal has not occurred.
- Training focuses on doing the test, not the conversation.
- No targets in place / Testing not a primary focus

Identified Solutions:

- Management: Provide support and direction.
- Training: Specific training around how to offer HIV tests to patients.
- Monthly Targets: Dental Director established monthly targets for each comprehensive site.
- Time Stamp: To identify champions that would assist in training others.
- Reporting: Quarterly reports to the Dental Director for review.

Lesson Learned / Recommendations

- Schedule training, and bi-annual follow up trainings.
- Create and monitor a control plan.
- Establish routine audits to ensure tests are resulted.
- Establish a process for staff to use the alerts system to verify patient's test information.
- Establish a process for the staff to identify specific reasons for refusals.
- Training staff on ways to overcome barriers to testing where possible.
- Use unique provider identifiers for leveraging the experience of those that are proficient.
- Publish monthly statistics.