



CONNECTION TO CARE
LEARNING COLLABORATIVE

ASSESSING READINESS

Designed to...

- Gain a better understanding of existing sexual healthcare delivery models and services by Chicago-area FQHCs, focusing on the **south and west side** of Chicago
- Assess readiness among FQHCs to provide **culturally competent, evidence-based** sexual health services
- Identify potential cohort participants to participate in future change initiative implementation.
- Better understand how health center operations can shift to increase capacity for the provision of culturally competent and evidence-based HIV prevention and treatment services

FUNDING STREAMS BREAKDOWN

Available Funding Streams	# Of Health Centers
1 - 2	7 (47%)
3 - 4	5 (33%)
5+	3 (20%)

NEEDS ASSESSMENT PROCESS

Assessment Questions

1. What types of HIV prevention and treatment delivery models and services are being provided by Chicago-area FQHCs?
 - a. What descriptors are used to define the population(s) receiving these services?
 - b. What are associated facilitators and barriers related to the provision of these services?
2. What factors impact the readiness of Chicago-based FQHCs in the provision of culturally competent HIV prevention and treatment services, with a special emphasis for African American and LGBTQ+ community members?
3. What health education and/or training needs exist among health center staff and patient community?
4. What is the interest among health center staff to participate in a future learning collaborative opportunity that will address assessment findings?
5. How can health center operations shift to increase capacity for the provision of culturally competent and evidence-based HIV prevention and treatment services, with a special emphasis for African American and LGBTQ+ community members?

Health Center	Completed Interview	Completed FG
Alivio	X	
Chicago Family	X	X
Christian Community	X	X
Community Health	X	
Erie	X	X
Esperanza	X	X
Family Christian	X	
Friend Health	X	
Heartland Alliance Health	X	X
Heartland Health Centers	X	X
Howard Brown Health	X	
Lawndale	X	X
Near North	X	
PCC Wellness	X	
Primecare	X	X
TCA Health	X	

ASSESSING READINESS

- All centers provided in-house HIV screening services
- Varied interpretations of CDC universal screening guidelines
- Stigma influenced the delivery of care, staff attitudes and beliefs
- Identified areas of trainings: cultural competency, PrEP education, and universal approaches to comprehensive sexual health

TABLE I. The Availability of PrEP Services and Education Across Participant Organizations, N = 16 Chicago-area safety net primary care medical homes

No PrEP (interest to provide PrEP services in the near future)	Capacity to Grow (small caseloads, minimal in-reach/outreach efforts, and challenges with program stabilization)	Thriving PrEP Program (Caseloads growing year-over-year, consistent outreach/marketing efforts, established protocols and eligibility guidelines)
25% of centers	50% of centers	25% of centers

CCLC OVERVIEW

- Purpose

Increase capacity and improve quality for service provision of culturally competent HIV prevention and treatment, with a special focus on LGBTQ+ health and intersectional approaches.

- Goals

Scale standardized HIV universal screening, PrEP expansion, and increased availability of onsite treatment & case management services and address stigma by providers, patients, and health center staff by...

- Addressing pervasive knowledge gaps across the clinical team
- Drawing upon peer-to-peer problem solving
- Developing & executing center-specific training plans
- Identifying fiscal sustainability approaches for program expansion
- Providing DEI/intersectionality cultural humility training
- Drawing upon peer-to-peer problem solving
- Developing & executing center-specific listening sessions and HR metrics

- Structure

Peer-to-peer learning and problem solving, learning events, featured speakers, speed dating events

CCLC OVERVIEW

- Member centers:

Alivio Medical Center, TCA Health, Chicago Family Health, PrimeCare Health, Friend Health, Community Health

- Peer trainer centers:

Esperanza Health, Howard Brown Health, Erie Family Health

- Challenges during the pilot:

Leadership involvement, cultural humility/responsiveness education, scaling workflows, data collection, staffing challenges, community re-engagement



CCLC OVERVIEW

- Year 2 Changes:

PrEP/Prevention and sexual health focus, c-suite meetings, incorporated peer coaching, billing/coding consultant, improved data collection, sustainability focus

- Curriculum topics

HIV & PrEP 101, stigma reduction, cultural responsiveness & LGBTQ+ health, building partnerships, sexual health 101, workflows and processes, outreach strategies and initiatives, addressing clinical barriers, data collection and reporting

THAT'S A WRAP!



- **Learning Event #10**
 - Year 2 reflections
 - Organizational Change Survey
- **Graduation ceremony!**



ORIC SURVEY

Baseline Survey

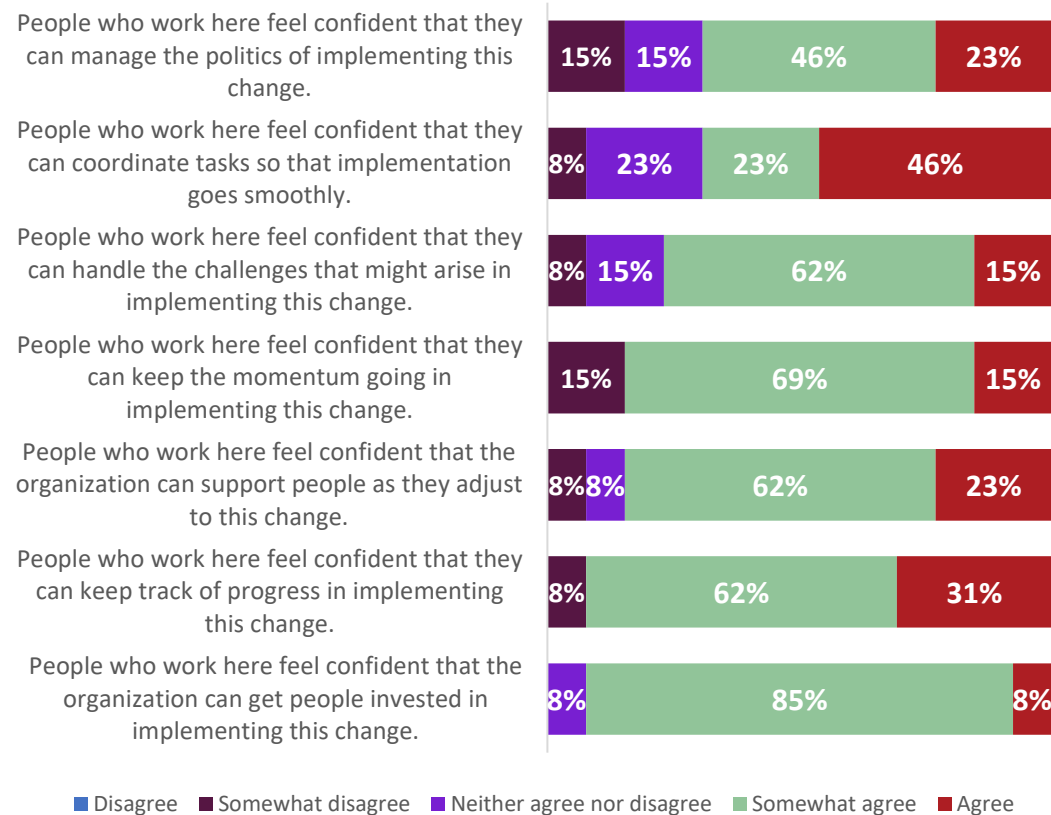
Clinic	#
Alivio Medical Center	2
Chicago Family Health Center	3
Community Health	2
Erie Family Health Centers	1
Friend Health	1
Primecare	1
TCA Health	3
Total	13

Endline Survey

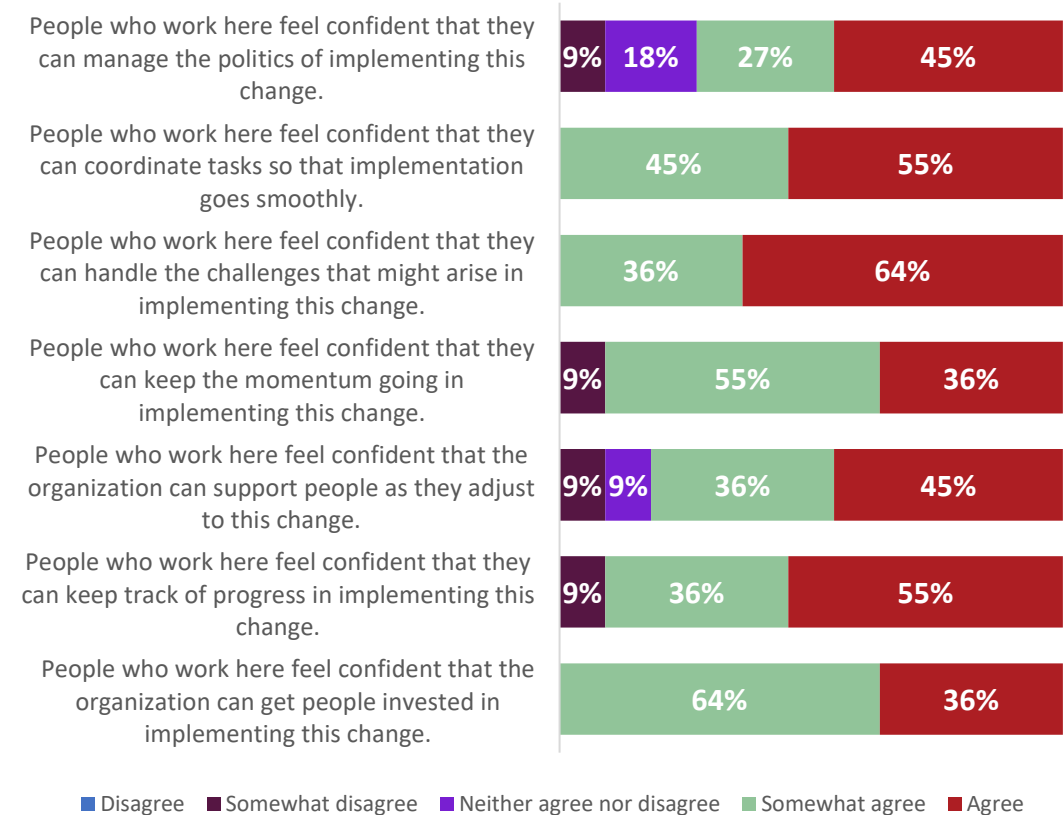
Clinic	#
Alivio Medical Center	2
Chicago Family Health Center	1
Community Health	1
Friend Health Center	1
Primecare	4
TCA Health	2
Total	11

RESULTS: EFFICACY STATEMENTS

Baseline Survey

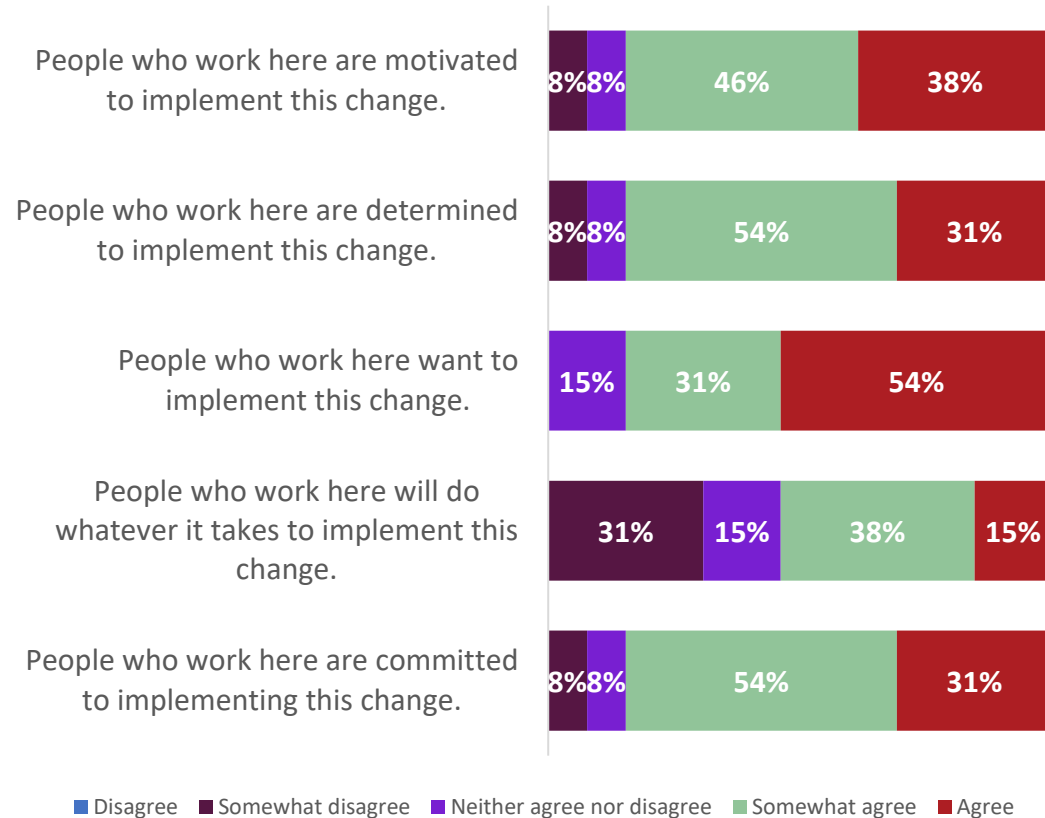


Endline Survey

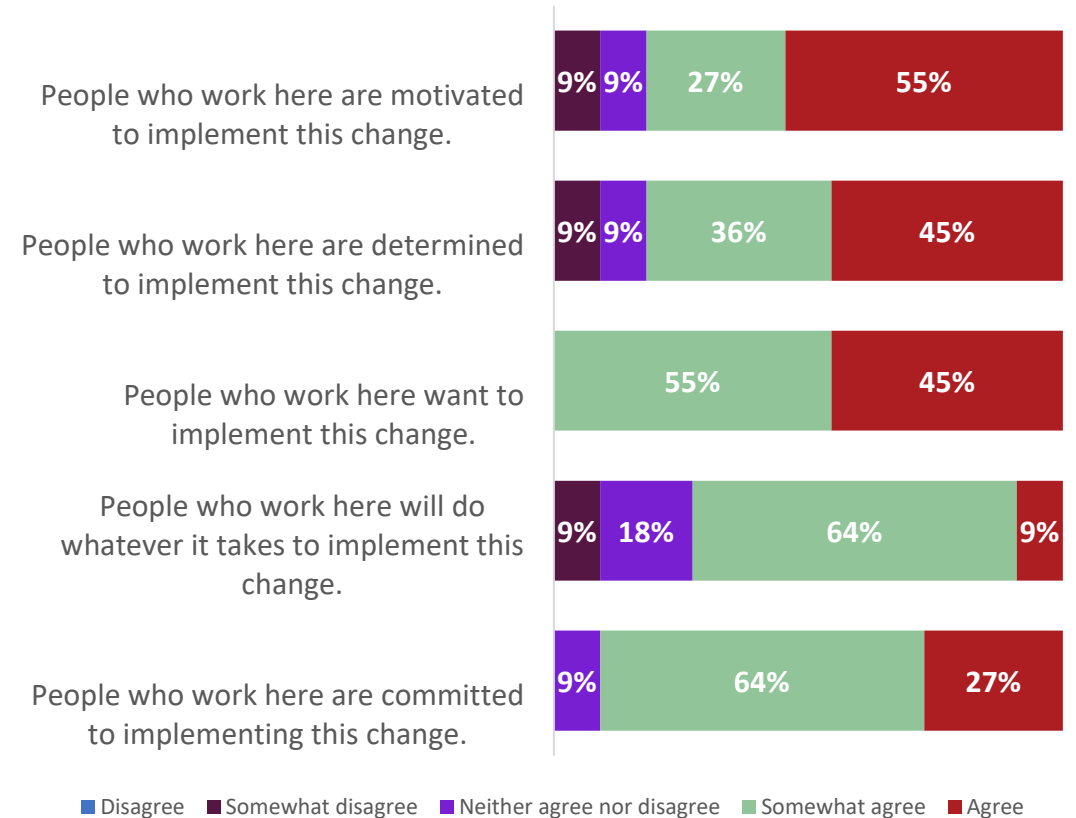


RESULTS: COMMITMENT STATEMENTS

Baseline Survey



Endline Survey



SUCCESSSES

- **Dedication and commitment despite high staff turnover**
- **Highlights: TCA Health & Alivio Medical Center**
- **Honorable mentions: Friend Health & Chicago Family Health**
- **Center successes:**
 - Increased culturally responsive practices such as language-inclusive resources and EMR-based changes for SOGI data collection
 - Enhanced staff capacity reflective of communities served, increase in educational opportunities for all staff levels
 - Strengthened partnerships among all centers for referrals and non-HIV care services, broadened sexual health services
 - Increased community events (PrEP the Halls, Me Myself & PrEP, World AIDS Day events)
 - Deeper executive leadership involvement and buy-in

TESTIMONIALS

“The highlight of my year was definitely CCLC. The pandemic really challenged everyone to find ways to stay connected while also keeping each other safe. I really am grateful for the support and funding that we were able to receive through the AIDS Foundation of Chicago because it really helped us provide our patients with more than just a Rapid HIV test. Throughout the year we were able to provide the most basic needs for our community in Little Village, Pilsen and Berwyn.”

“The culture at ***** has grown to be more compassionate and trauma-informed. We have an intergenerational workforce, and the training and various levels of internal capacity building has allowed everyone to be seen, feel appreciate and supported when learning new and current information on HIV, sexual orientation, and gender identity.”

“***** has also placed increased emphasis on collecting sexual orientation and gender identity data in recent months and building an actively welcoming environment for all individuals within our clinic. We are implementing many of the learnings received from participating in the CCLC to ensure that we are following best practices in these areas.”

“The collaborative has been helpful in generating ideas and motivating ***** to be more inclusive and inviting to patients with HIV, as well as patients at high risk for acquiring it. The collaborative has given us direction in terms of workforce development, as well as helping us to discover the metrics that are most important for us to monitor.”

WHAT WE LEARNED ALONG THE WAY

BARRIERS

- Discomfort from clinical staff
- Staff turnover
- Small finance/coding/billing teams
- EMR systems
- Language used for collecting data

LESSONS LEARNED

- De-silo data and program teams
- Including leadership from the beginning
- Begin conversations of sustainability early on
- Inventory of data systems and workflows

LOOKING AHEAD

- **Health Readiness & Needs Assessment**
- **8 Health Centers**
- **Peer coaches**
- **Site visits and C-Suite meetings**
- **Continuous engagement with cohort #1**
- **Data collection**
- **Provider/Clinical supports**
- **GTZ-IL 2.0 Centric**

