

Enhance HIV Prevention Efforts at your Health Center: Activity Session on Education and Outreach

Thursday May 15th, 2025

3:00 - 4:00pm Eastern / 12:00 - 1:00pm Pacific

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$550,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

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We are a first-of-our-kind system of affiliates brought together by a common goal: To solve health inequity for the most underserved communities among us. Through primary care, education and policy, we've already bridged the gap for over 5 million people. And we're just getting started.



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A membership, education, advocacy, and accreditation organization for APP postgraduate training.

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An accredited educational institution that trains medical assistants for a career in team-based care environments.

The Weitzman Institute

A center for innovative research, education, and policy.

Center for Key Populations

A health program with international reach, focused on the most vulnerable among us.

Locations & Service Sites



THREE FOUNDATIONAL PILLARS

1
 Clinical
 Excellence

2
 Research
 and
 Development

3
 Training
 the Next
 Generation

Profile

- Founded: **May 1, 1972**
- Staff: **1,400**
- Active Patients: **150,000**
- Patients CY: **107,225**
- SBHCs across CT: **152**

Year	2021	2022	2023
Patients Seen	99,598	102,275	107,225

National Training and Technical Assistance Partners (NTTAP) Clinical Workforce Development

Provides free training and technical assistance to health centers across the nation through national webinars, activity sessions, learning collaboratives, trainings, publications, and more!

To learn more, please visit <https://www.weitzmaninstitute.org/nca>.

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Speakers

- Marwan Haddad, MD, MPH, AAHIVS, Medical Director of the Center for Key Populations, Community Health Center, Inc. (CHCI)
- Jeannie McIntosh, APRN, FNP-C, AAHIVS, Nurse Practitioner, Center for Key Populations, Community Health Center, Inc. (CHCI)
- Paola Monge, PrEP Navigator, Center for Key Populations, Community Health Center, Inc.
- Julie Colon, CKP Outreach & PrEP Coordinator, Center for Key Populations, Community Health Center, Inc. (CHCI)

Learning Objectives

At the conclusion of this activity session, participants will be able to:

- Identify educational opportunities that could be implemented at your organization to train clinical workforce on HIV prevention.
- Understand the role of nonclinical team members such as a PrEP navigator in supporting a HIV prevention program.

PrEP Training and Education

PrEP Training and Education

- Crucial for providers and clinical teams to begin engaging competently and confidently providing HIV prevention services.
 - Interested providers/team members
 - Clinical champions
 - Normalizing PrEP as part of primary care
- Need for syndemic approach to these overlapping epidemics.
 - HIV, STIs, Hepatitis C (HCV), Hepatitis B (HBV), Substance Use Disorder (SUD)/Medication for SUDs

PrEP Training and Education

- Center for Key Populations at Community Health Center, Inc. (CHCI) provides direct care and serves as trainer/consultant for agency.
 - General audience
 - Grand rounds
 - Lunch and Learns
 - Webinars/conferences
 - Clinical curricula for medical training
 - E.g. NP residency programs
 - Clinical Champions
 - Project ECHO
 - NP Fellowship in HIV and Key Populations



State Medical Licensure CME Requirements

- Includes CME on behavioral health and infectious diseases.

Connecticut State Continuing Medical Education (CME) Requirements

- **Credit amount:** Connecticut requires 50 contact hours of qualifying CME within the preceding 24-month period. First-time license renewals have no CME requirements.
- **Licensure cycle:** Annual—expiring during the licensee's birth month.
- **Topics:** For the second license renewal and every 6 years going forward, physicians are required to earn at least 2 contact hours of CME on the topic of behavioral health and 1 contact hour in each of the following: infectious diseases, risk management (includes prescribing controlled substances and pain management), sexual assault, domestic violence, and understanding patient population needs to improve clinical outcomes.

Grand Rounds

- HIV Prevention/PrEP
- HIV treatment
- Hepatitis C
- STIs
- Substance use disorder
- Medication for opioid use disorders
- Key populations health



NP Residency Program

- Lectures
 - HIV Prevention (PrEP/PEP)
 - HIV Treatment
 - Hepatitis C
 - Substance use health
 - Key populations health
- Specialty Month
 - CKP rotation



Origins of Project ECHO



Dr. Sanjeev Arora
University of New Mexico



“The mission of Project ECHO is to develop the capacity to safely and effectively treat chronic, common and complex diseases in rural and underserved areas and to monitor outcomes.”

Why Project ECHO?

Clinical Applicability

- Builds communities of practice
 - Creates collaborative learning between experts and clinical providers and teams
 - Can include nurses, pharmacists, others
 - Practices can conform around standards of care and expectations
 - Works for high and low volume practices
- Connects providers with a panel of expert multidisciplinary faculty
- Improves access to specialty care
- Creates a force multiplier

Non-Clinical Applicability

- Trains and supports non-clinical healthcare team members
 - Community health workers, peers, case managers, others
- Quality improvement
- Operational and administrative training and support



Making the Case for ECHO: Needs and Gaps

- Identify the needs
- Take stock of internal and local resources
- Present the gaps remaining
- Use data for provider/leadership buy-in; demonstrate lack of access/quality care
 - # of people in practice/community who could benefit from PrEP
 - # of providers with expertise, with interest
 - # of new HIV infections in practice/community/state
- Propose solution, e.g. ECHO for provider support and training
- Find funding opportunities, if possible



What to Look For: Components of a Successful ECHO

- Having a trained, multi-disciplinary faculty
 - Faculty consistency builds rapport; fosters trust
- Providing collaborative, engaging sessions
 - Having case presentations
 - Ensuring flexible didactic curriculum
 - Understanding it's more than a webinar or a consultation
 - Addressing systemic/societal context
- Creating a learning community
 - Promoting a safe environment
 - Designed to build knowledge over time
 - Engaging providers with variable levels of knowledge/training from different regions
- Ensuring internet access and ability to connect
- Eliciting and responding to participant feedback
- Having an ECHO coordinator



What to Look For: Components of ECHO Participant Success

- Agency/senior leadership commitment
- Participant buy-in
- Access to technology
- Appropriate frequency and length of sessions
- Assigned coordinator/in-charge, e.g. blocking schedules, IT support
- Active participation
- Building of internal expertise/training/sustainability
- Provider recruitment/retention



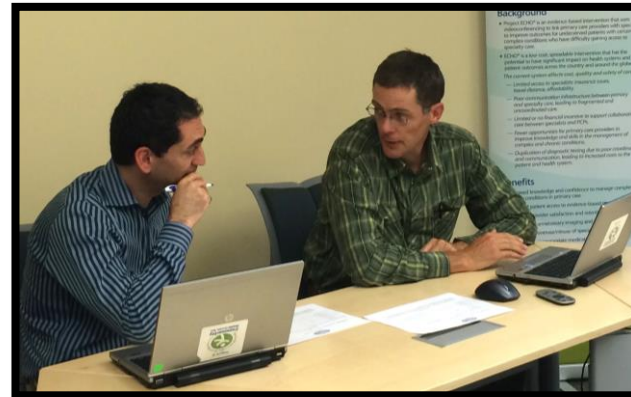
Steps to Implementation

- Make the case
- Secure senior leadership commitment
- Obtain clinician buy-in
 - Identify champions
- Find the “right” ECHO
 - Consider: time zone, day/time, frequency, focus of ECHO
- Apply for funding, if possible
- Ensure protected time for providers
- Communicate/advertise ECHO to providers, to community
- Actively recruit patients to receive care
 - Eg. EHR data pulls
- Require case presentations
 - Provide time for providers to prepare cases
- Assess on-going utility to providers and to clinic



CHCI's ECHO Learning Community

Since Jan 2012



Weitzman ECHO: Key Populations

- **CKP Expertise**
 - ECHO Key Populations
 - Launched 2012 to increase access to CHC sites.
 - Later opened to non-CHC sites across the U.S.
 - Faculty for ECHO Key Populations:
 - FP HIV specialists (MDs, NP), Psych NPs, PharmD
 - Format:
 - Brief lectures based on curriculum
 - Case presentations
 - Clinical and programmatic questions



Operational Data through May 2023

Weitzman ECHO Key Populations

# of Sessions	593
# of Providers	369
# of Clinics	106
States	18 States (AL, CA, CT, GA, IL, IN, KY, MA, ME, MS, NC, NJ, OR, PA, RI, SC, TN, TX)
# of CME hours	3960

Weitzman ECHO Key Populations CME Data (May 2022-May 2023)

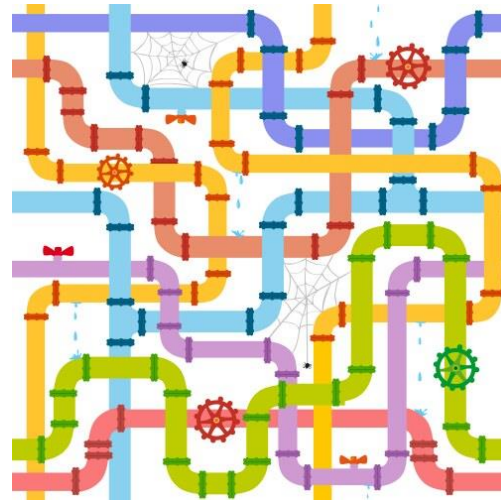
The information is relevant to my practice setting	I gained new knowledge	Faculty - Presentation	Faculty - Case Recommendations
3.71 (max 4)	3.69 (max 4)	2.78 (max 3)	2.76 (max 3)
"I found the presentation to be an important refresher on how to ask a sexual history. I really enjoyed the presentation!" - 2/3/2023	"I love to listen in on these sessions, because I get a better understanding of the care that providers give to our patients." - 2/24/2023	"[Today's presentation] was really cutting edge stuff. Very interesting." - 2/3/2023	"I appreciate the thoughtful discussion surrounding complex presentations and comorbidities"- 1/27/2023

Center for Key Populations (CKP) Nurse Practitioner Fellowship



CKP Fellowship Objectives

- Create a CHCI pipeline of competent, compassionate, and respectful primary care providers for ALL—who deliver top-quality care in the areas of HIV prevention and treatment, viral hepatitis, substance use disorders, STIs, and homelessness—and who support other clinicians at their sites in providing these services.



CKP Fellowship Program

Timeline of the program:

- Applications are accepted from NPs who are just completing the CHCI 1-year Nurse Practitioner Residency Program. Fellowship applications are accepted through February.
- Interviews are conducted in March and one (or two) candidate(s) is selected based on the best fit for the Program and their ability to fulfill CKP Fellowship Program requirements.
- Award of CKP Fellowship position is made by May 1st.
- CKP Fellowship time period is September 1st – August 31st.

Core Components of the Fellowship

12 Months Full-time Employment	Training to Clinical Complexity and High Performance Model of Care	Full Integration into CKP team and expert faculty
<ul style="list-style-type: none"> • Dedicated supervision and mentorship during clinical practice • Individualized weekly case review and didactic sessions • Participation in Project ECHO sessions • Involvement in Quality Improvement work • Monthly Presentations to CKP Provider Team • Completion of a Capstone project on a key populations-related topic • Maintenance of part-time primary care clinical practice • Training opportunities include HIV prevention and treatment, viral hepatitis, substance use disorders, STI management, and healthcare for the homeless/mobile health. 		

CKP Fellowship Program

- The Fellowship is a one year salaried position with full benefits and a commitment for a second year full time position at CHC.
 - The Fellow maintains a small primary care practice 2.5 days a week during the Fellowship as part of the goal of primary care integration post-Fellowship.
 - Also serves as salary support.

SEGMENT	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	QI/Capstone One hour case review/didactic	CKP/HIV Clinic	Primary care clinic	Primary care clinic	CKP/HIV Clinic
PM	CKP Healthcare for the Homeless	CKP/HIV Clinic Monthly ECHO MAT	Primary care clinic	Primary care clinic	Weekly ECHO HIV/HCV CKP/HIV Clinic

Outcomes of the CKP Fellowship

- Fellows provide integrated primary care with enhanced knowledge in CKP core areas at CHC sites across CT
- Fellows help train the next generation, becoming expert faculty of CHC's NP residency, CKP Fellowship and ECHO programs
- Fellows also provide leadership, education and support to other primary care providers at CHC and beyond, helping PCPs build comfort and competence in caring for key populations
- Fellows report increased job satisfaction, confidence and competence, as reflected in their high retention rates.

PrEP Support and Outreach

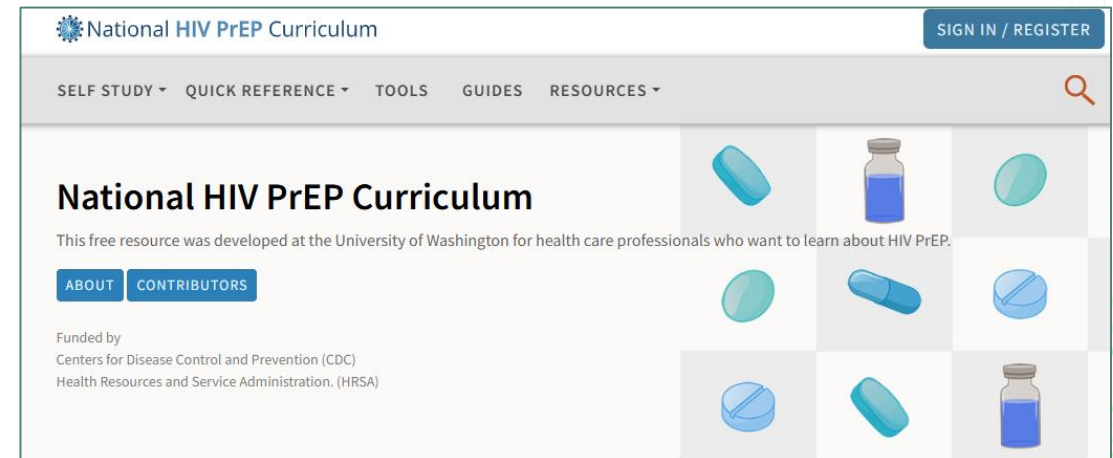
PrEP Team and Program

- Provider/prescriber
- Clinical support: Nursing (RN/LPN); Medical assistant (MA)
- Non-clinical support
 - Case manager
 - Care coordinator
 - Navigator
 - Other

Training of Non-clinical Team Members



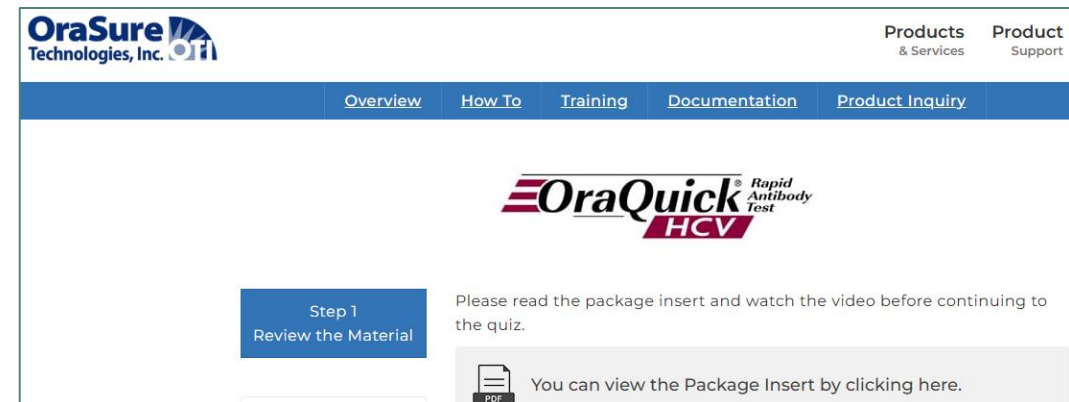
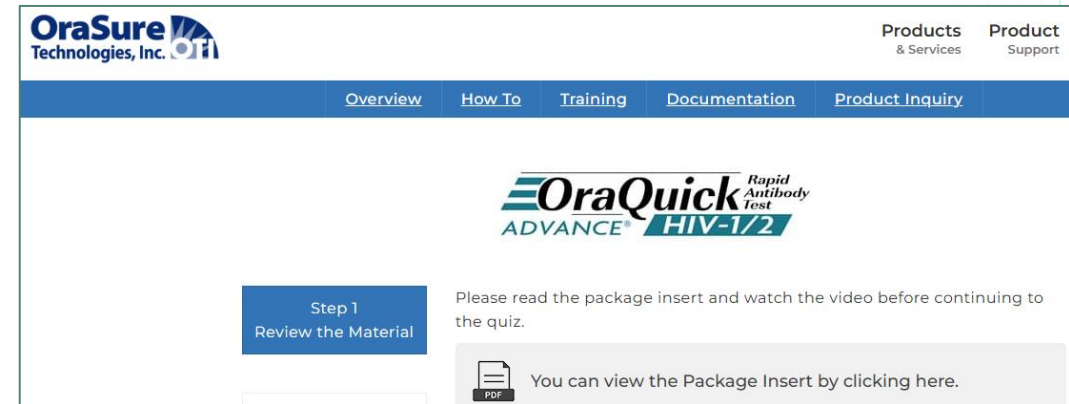
- HIV PrEP navigation certification program
 - <https://healthhiv.org/hivpnc/>
- National HIV PrEP Curriculum
 - <https://aidsetc.org/resource/national-hiv-prep-curriculum>



Training of Non-clinical Team Members



- [OraQuick ADVANCE HIV Training](#)
- [OraQuick HCV Training](#)



PrEP Navigator Role



- Outreach and Support
 - Internal
 - Patient support
 - Provider support
 - Training and education
 - Outreach and testing
 - External
 - Community education/events
 - Outreach and testing
 - Collaborate with community partners



Internal Support

Patient Support:

- Provide HIV/STI prevention education
- Answer patient questions re: PrEP/HIV/STIs
- Communicate with providers re: patient needs/concerns
- Point person for patients to reach

Provider Support:

- Keep patient roster for provider
- Notify provider when patient is due for follow-up/testing
- Relay patient needs, e.g. refills, questions, concerns
- Perform HIV rapid testing when needed

Internal Training and Education

Provider Education:

- Lunch and Learns:
Set up educational
meeting at sites

Sample Agenda/Presentation for Lunch & Learns:

- ☐ Statistics of new HIV diagnoses, including patient demographics
- ☐ Who is a candidate for PrEP
- ☐ Education on PrEP Regimens
- ☐ Discussion of trials
- ☐ Counseling and anticipatory guidance
- ☐ Lab monitoring and process
- ☐ Importance of follow-up visits
- ☐ Presentation of Outreach teams including PrEP Navigator
- ☐ Add any additional resources in the presentation

Internal Outreach



- Establish presence in clinical pods with clinical teams
- Set up tables in waiting rooms for patients
- Handout pamphlets
- Wear “Ask me about PrEP” shirts and pins



Internal Outreach: PrEP Initiative QI Project

- Participate and lead projects to actively identify potential candidates for PrEP
- Sample projects
 - “Ask me about PrEP” campaign
 - Population health initiative through electronic health record data pulls based on patient history and STI testing results.



PrEP Global Aim Statement

We aim to improve PrEP services at CHC in CHC service areas.

The process begins with identifying eligible individuals.

The process ends with engaging interested patients to start PrEP.

By working on the process, we expect to:

- Increase the access of care
- Increase the number on patients who are on PrEP
- Increase the number of patients who are aware of PrEP
- Increase the number of providers who prescribe Prep
- Improve the level of care for patients who are already receiving PrEP

It is important to work on this now because:

- We are helping to identify the patients that are at risk
- Prep is a crucial tool in ending the HIV epidemic
- CKP has a responsibility to promote Prep as outlined by UDS and grant expectations

Quality Improvement Projects

Specific Aim Statement

1. We will increase the number/amount of documented conversations during visits about PrEP from 0 to 25 patients (combined) starting February 6th, 2023 for 8 weeks at the Meriden site.

PDSA Worksheet for Testing Change

Date:	2/6/2023
Team Members:	Maria Lorenzo, Nathan Parilla, Michael Judd, Jeannie McIntosh, Marlene Edelstein, Dr. Haddad, Kasey Harding, Lizbeth Vazquez, Doug Janssen, Lenon Adam, Bernie Delgado, Lucy Ehrenheld, Deborah Ward, and Briana Reaves

Aim:

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:	Person Responsible	When to be Done	Where to be Done
PrEP Navigators will conduct outreach to providers to identify patients who are candidates for PrEP.	PrEP Navigators		

External Outreach

- Organize, promote, and facilitate outreach events to educate and raise awareness to the public about HIV risk and PrEP options.
- Brainstorming potential community partners.
- Working closely with community partners to plan and execute various outreach events.
- Engagement with local communities.
- Maintaining a calendar for outreach events.
- Build public relations: Press releases, brochures distribution, social media engagement, email campaigns.
- Provide HIV & Hepatitis C testing to at-risk populations in the community, and at community events.

External Outreach

Types of events appropriate for outreach opportunities:

- In-House testing events
- Health fairs
- National Health Center Week
- National HIV Testing Day
- Pride Events
- Shelters
- Community Events



Internal and External Patient Education

- Pamphlets are available on an educational level
- Pamphlets are available in English and Spanish
- Collaboration with other programs within CHCI to promote services and education to patients
- Advertising CHCI programs in social media and websites



Questions?



Wrap-Up

Enhance HIV Prevention Efforts at your Health Center

Upcoming Activity Sessions

Register Here: [link](#)

➤ May 22nd: Managing Your HIV Prevention Program

Explore more resources!

National Learning Library: Resources for Clinical Workforce Development



CHC has curated a series of resources, including webinars to support your health center through education, assistance and training.

[Learn More](#)

CLINICAL WORKFORCE DEVELOPMENT Transforming Teams, Training the Next Generation

The National Training and Technical Assistance Cooperative Agreements (NCAs) provide free training and technical assistance that is data driven, cutting edge and focused on quality and operational improvement to support health centers and look-alikes. Community Health Center, Inc. (CHC, Inc.) and its Weitzman Institute specialize in providing education and training to interested health centers in Transforming Teams and Training the Next Generation through;

National Webinars on advancing team based care, implementing post-graduate residency training programs, and health professions student training in FQHCs.

Invited participation in Learning Collaboratives to advance team based care or implement a post-graduate residency training program at your health center.

Please keep watching this space for information on future sessions. To request technical assistance from our NCA, please email NCA@chc1.com for more information.

<https://www.weitzmaninstitute.org/ncaresources>

Health Center Resource Clearinghouse

HEALTH CENTER RESOURCE CLEARINGHOUSE

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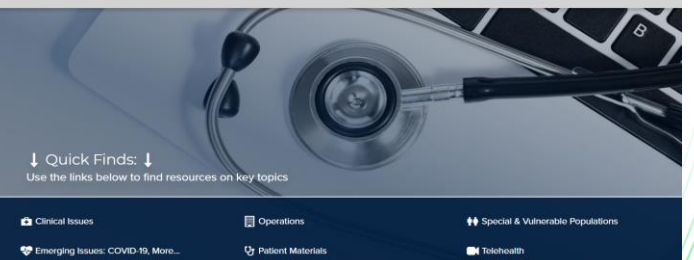
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<https://www.healthcenterinfo.org/>

Contact Information

For information on future webinars, activity sessions, and learning collaboratives: please reach out to nca@chc1.com or visit <https://www.chc1.com/nca>