

**Product Type:** Meeting and Conference Presentation

**Presenter Names:** Britney Johnson, Christopher Maylahn

**Presenter Affiliations:** New York State Department of Health

**Title of Presentation:** Integrated HIV/STD Service Delivery in New York State: A Natural Experiment

**Meeting:** 2013 Keeneland Conference

**Sponsor Organization:** National Coordinating Center for PHSSR, Robert Wood Johnson Foundation

**Date:** April 8-11, 2013

**Location:** Lexington, Kentucky

# Integrated HIV/STD Service Delivery in New York State: A Natural Experiment



---

---

Christopher Maylahn, MPH  
New York State Department of Health

Britney Johnson, MPH  
State University of New York at Albany,  
School of Public Health

# New York Public Health Practice-Based Research Network

- Member Organizations
  - New York State Department of Health (NYSDOH)
  - State University of New York at Albany
  - Columbia University
  - New York Academy of Medicine
  - NY-NJ Public Health Training Center
  - Public Health Solutions
  - NYS Association of County Health Officials
  - Local Health Departments

# Goals

- Aims to conduct research to strengthen public health practice in New York State
- Focuses on research that builds the capacity of local health departments and their workforce to provide essential public health services

# **Research Implementation Award**

Measuring and Improving Quality: New York's  
Integrated HIV/AIDS and STD Field Services Program

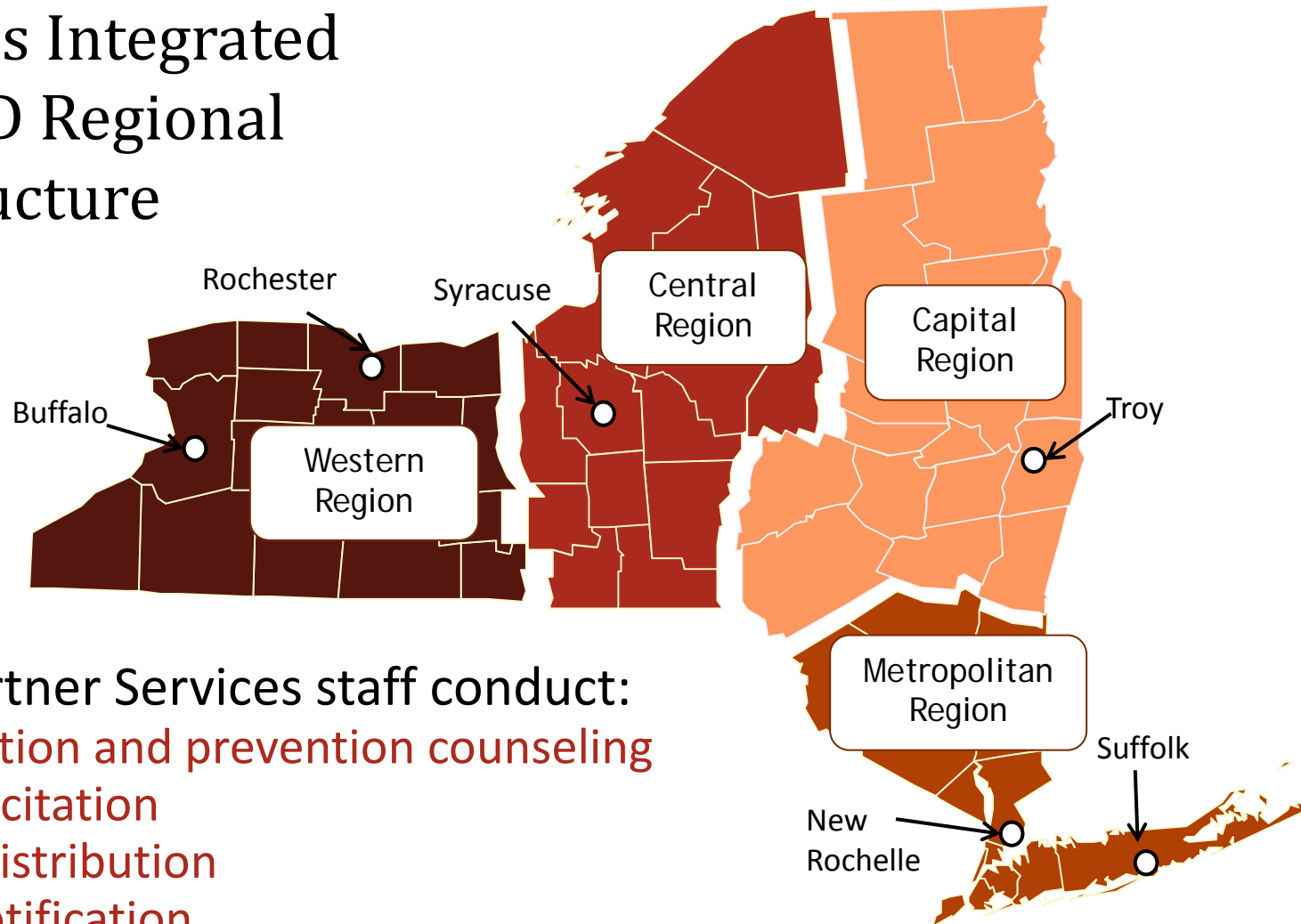
# What our research focused on

- Objective: To assess **quality outcomes related to effectiveness, efficiency and acceptability** of the integrated HIV and STD partner services model as perceived by state health department staff
- Looked at the integration of HIV Counseling & Testing and STD Partner Services (PS) Programs in regional office settings across New York State

# Why Study Program Integration?

- Program Collaboration and Service Integration (PCSI)
  - Promoted by the CDC's National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (2008 White Paper)
- Natural Experiment in New York State
  - Research topic proposed by NYSDOH program managers
- NYSDOH collaborative connection with SUNY Albany School of Public Health

# New York's Integrated HIV/STD Regional Structure



- HIV/STD Partner Services staff conduct:
  - Risk reduction and prevention counseling
  - Partner elicitation
  - Condom distribution
  - Partner notification
  - Point-of-notification rapid HIV testing
  - Linkage to care, patient/partner follow up



# What did we do?

1. Staff competency/job satisfaction surveys
2. Staff and supervisor focus groups
3. Survey of medical providers diagnosing HIV/STDs
4. Outcomes assessment
5. Economic evaluation

# 1. Staff Surveys

- + Majority support for integration of programs
- + Increased confidence in new skills and responsibilities over time
- Increased Job Stress
- Reduced Job Satisfaction

## 2. Focus Groups

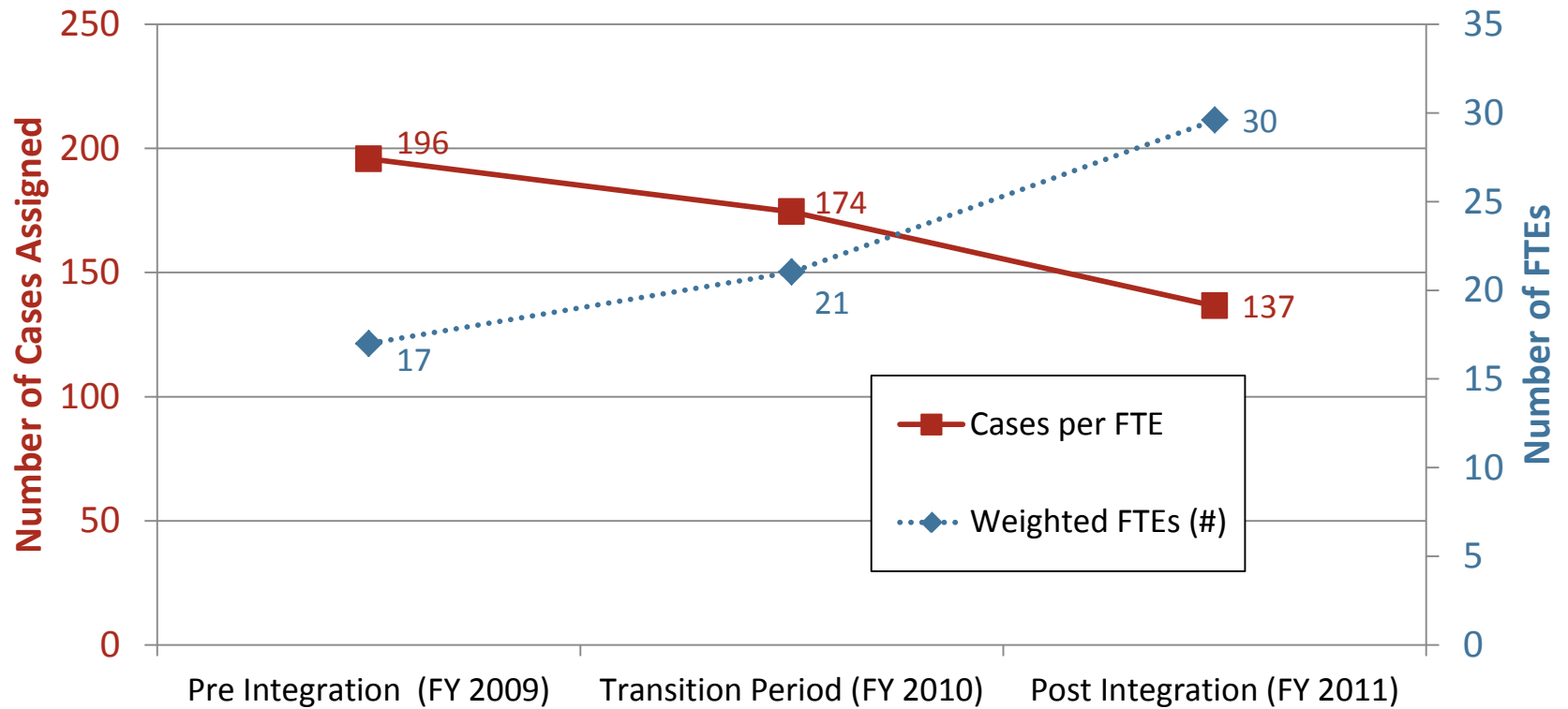
- + Expanded skillset; better able to serve clients
- Poor staff and supervisor morale
- Feeling that integration wasn't planned properly
- Lack of integration anywhere but front line
  - Separate data systems, forms, management structures, reporting requirements, etc.
- No clear performance expectations or timely feedback

### 3. HIV/STD Provider Survey

- + 91% of surveyed providers agree PS are effective in preventing the spread of HIV and STDs
- + 79% discuss importance of PS for HIV/Syphilis
- Low response rates (poor program name recognition)
- Lack of awareness of newer HIV/STD PS offerings
  - Internet PS, Point-of-notification HIV testing
- Significant variation by practice setting, treatment experience

# 4. Outcomes Assessment

## Changes in Partner Services Caseload, by FTE



## 5. Economic Evaluation

- HIV/STD Partner Services Costs
  - Slightly increased reach; reduced efficiency
  - Increased costs per unit of service delivered
- HIV Clinic Counseling and Testing Costs
  - Increased efficiency per test, but cost effective?
  - Cost/positive ~\$55,000

# Program Integration: great in theory, complicated in practice!

- What we've done with this information
  - Shared with program managers, decision makers, staff
  - Presented at conferences
- Increased awareness of 'Quality' as a measure with many dimensions
- Used findings to encourage innovation
  - Development of Program Management System
  - Quality processes as critical to quality outcomes
    - Ongoing research through Junior Investigator Grant

# Barriers to Translation

- Hierarchical state structure confounds ability to collaborate effectively
- HIV / STD Funding streams still separate
  - Different deliverables, definitions of 'quality'
- Lack of funds to upgrade and integrate data systems
- Ongoing need to involve LHDs in improving integrated service delivery



# Facilitators of Translation

- Objective, evidence-based research clearly identifies areas for improvement
  - Academic influence adds weight to research findings
- PBRN emphasis on dissemination of findings prompts timely administrative response
  - Helps break through the bureaucratic inertia

# Acknowledgements



## New York State Department of Health

- James Tesoriero, PhD
- Mara San Antonio-Gaddy, MSN
- Nancy Katagiri, MPH
- Sylvia Pirani, MPH, MS



## University at Albany

- Marcus Credé, PhD
- Kristi McClamroch, PhD



## University of Kentucky College of Public Health

- Jeff Jones, PhD
- Cesar Mamaril, PhD

**This research has been funded through a grant from the Robert Wood Johnson Foundation.**