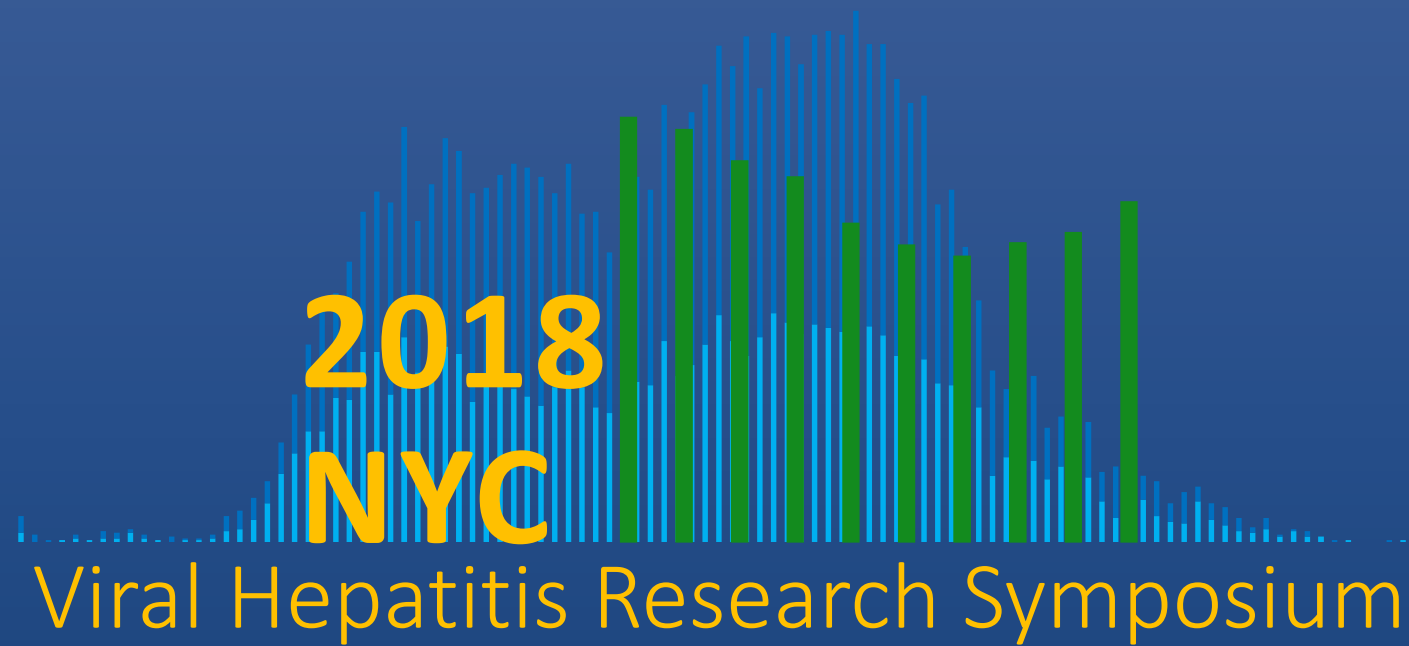




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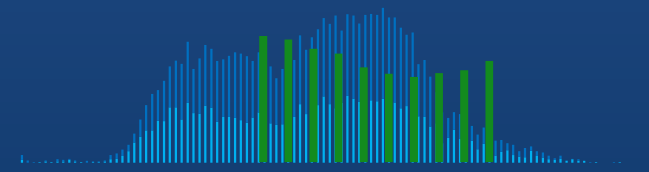
Project INSPIRE NYC

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Viral Hepatitis Program

NYC Department of Health and Mental Hygiene

2018
NYC



Viral Hepatitis Research Symposium

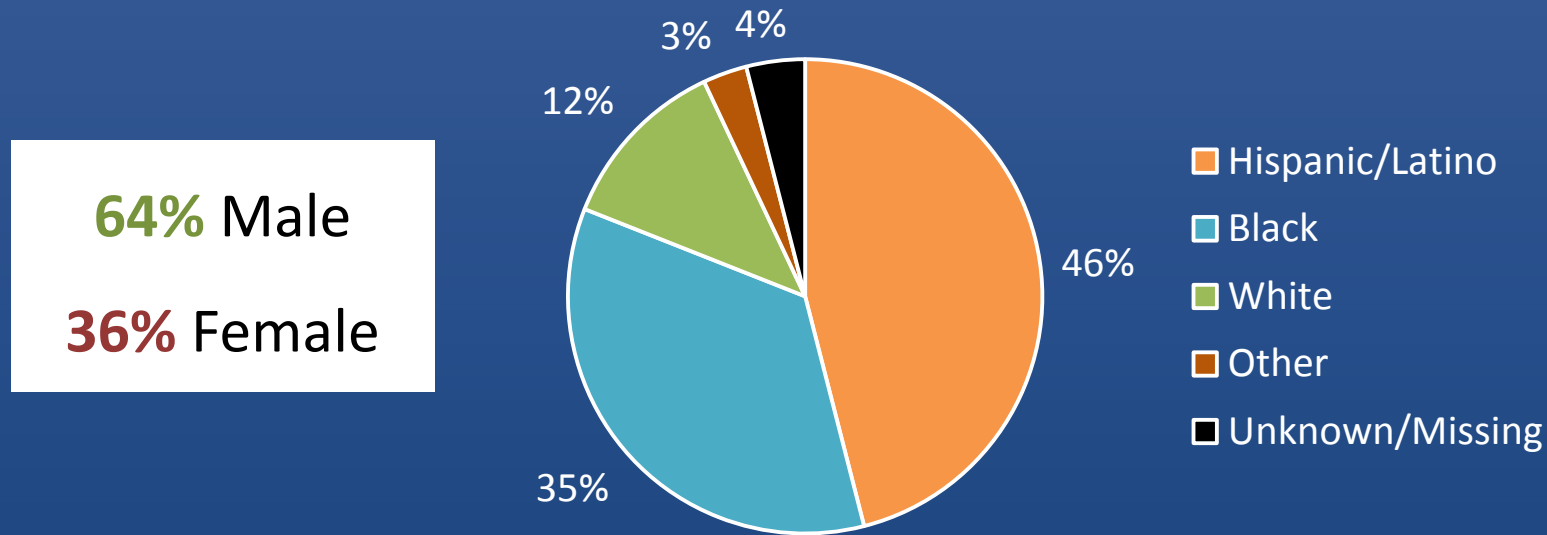
Credit, Disclaimer and Disclosure

- The project described was supported by Grant Number 1C1CMS331330-01-00 from the Department of Health and Human Services, Centers for Medicare & Medicaid Services.
- The contents of this publication are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services or any of its agencies.
- Nothing to disclose.

Project INSPIRE NYC – Overview

- Three-year, CMS-funded award from August 2014–August 2017
- Delivered evidence-based comprehensive service model for HCV positive New Yorkers, that combined:
 - Care coordination
 - Health promotion
 - Medication adherence support
 - Hepatitis C infection-centered care
- Clinical partners: Montefiore Medical Center and Mount Sinai Hospital System
 - Target: Upper Manhattan and the Bronx
 - Recruited 2,775 enrollees
 - 18 years and older
 - Medicaid or Medicare

Patient Demographics



64% Male

36% Female

Average age

57

68% Medicaid enrollees

16% Medicare enrollees

16% Dually Eligible

Patient Risk History

42%

Reported having a
diagnosed MH
condition

69%

Reported current or
past alcohol use

59%

Reported current or
past injection drug use

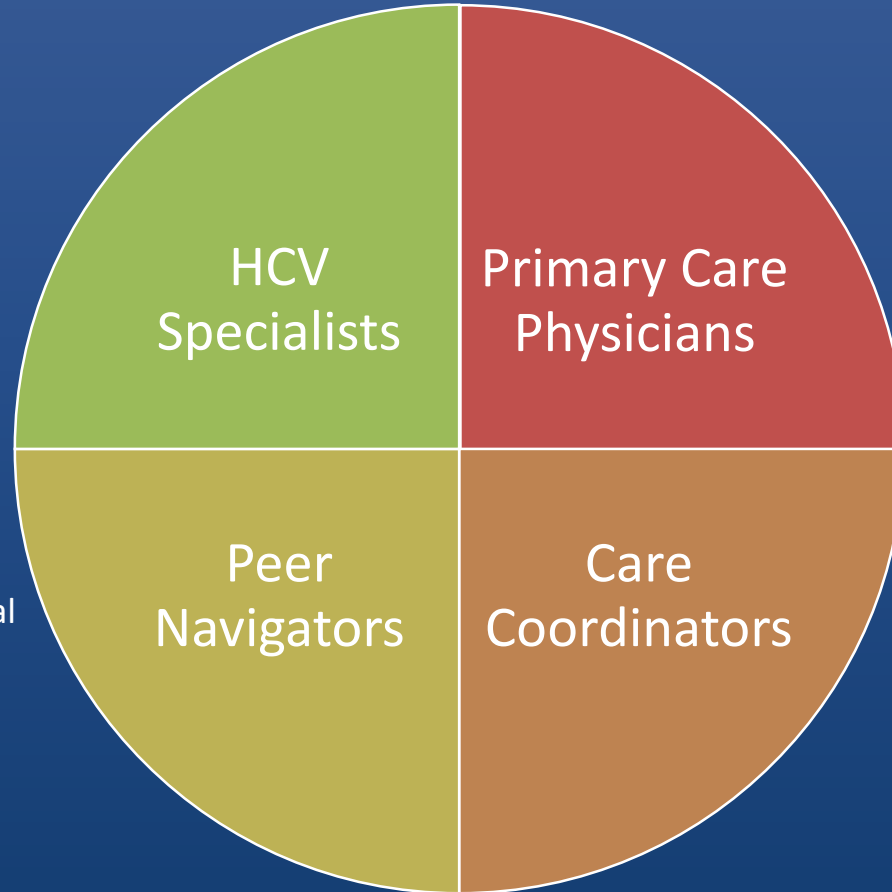
69%

Had at least one other comorbid health condition in addition to HCV,
most commonly HIV (**22%**) and diabetes (**19%**)

Integrated Care Team

- Infectious disease specialists and gastroenterologists
- Provided mentorship and case consultation

- Provided medical appointments navigation, medication adherence support, and linkage to non-clinical services



- Trained to manage and care for patients with telemedicine mentoring approaches
- Treated INSPIRE patients
- Collaborated with Care Coordinators

- Organized clinical and behavioral health care and support services
- Facilitated communication among providers
- Provided health promotion, coaching and treatment adherence support

Tele-mentoring to Expand Care

- Teaching primary care physicians to treat:

The amount I've learned about treating folks with Hep C and how gratifying it is...just being able to see people who have been sick for a long time get better – it's really gratifying in a number of ways. Emotionally and intellectually, it's been a wonderful experience.

- Value of real-time feedback from HCV specialists
- Sense of being part of a larger team also contributed to increased job satisfaction and professional growth:

The team-building – the experience of being part of a larger team; I think that's very empowering and makes me more comfortable working with more challenging patients.

Treating Patients Where They Are At

- Satisfaction with caring and treating their own primary care patients:

I do primary care, for better or for worse, because one of the things I enjoy is learning new things. So it's a really fun challenge, and also a very rewarding experience, to also treat my Hep C patients.

- Time saved by not having to refer to liver specialist
- Patients also benefitted because they received care from their Primary Care Physicians

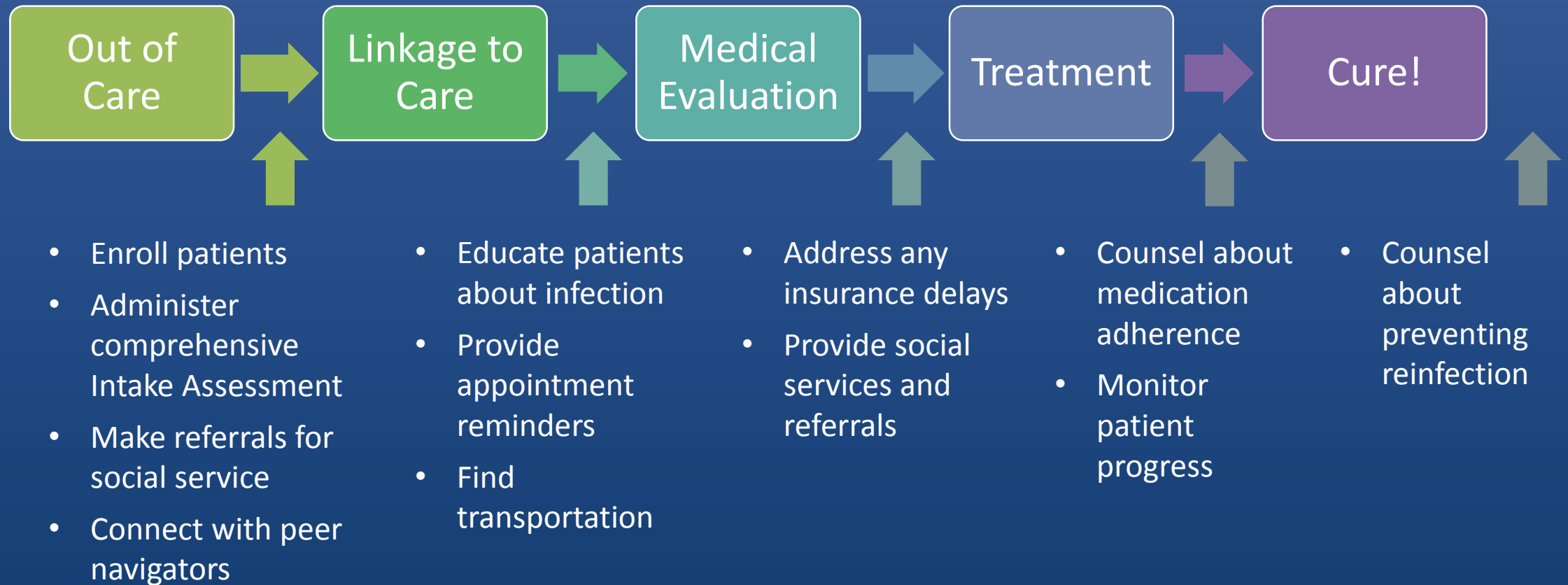
Collaborating With Care Coordinators

- Most providers felt that having the care coordinators was the biggest benefit of being in Project INSPIRE:

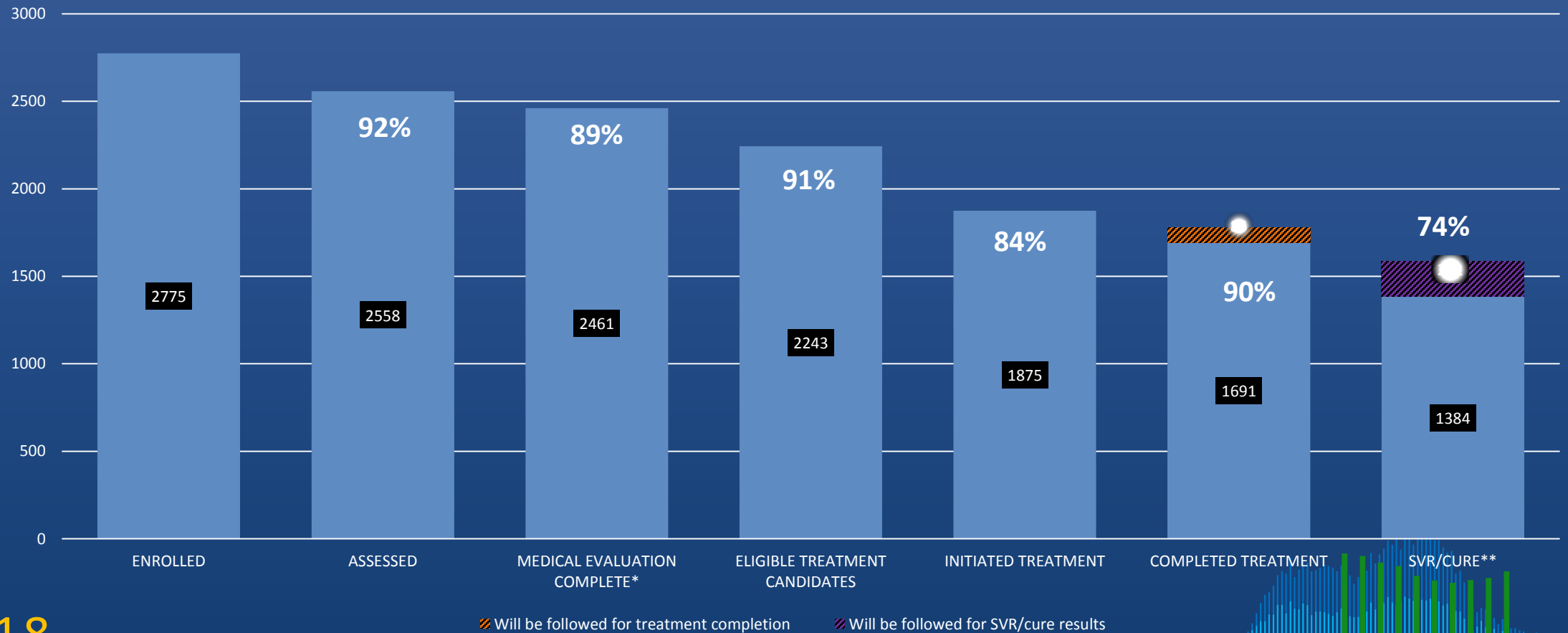
We're getting more patients started on treatments more efficiently... The care coordinators have substantially shortened the amount of time to getting meds approved and that's helped with getting our patients satisfied with their care and really getting them started on treatment.

- Coordinators helped the providers administratively and provided valuable emotional and educational support to patients

Role of the Care Coordination Team



HCV Care Continuum



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Sustainability

- Sustained services at Montefiore and Mount Sinai with 340B Funds
- MCOs (HealthFirst and VNSNY SelectHealth) may be interested in contracting for HCV care coordination services
- Researching Chronic Care Management (CCM) codes as way to pay for care coordination services
- Seeking Medicaid and Medicare policy changes

Thank you

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