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WPPNT Reminders

- Call 877-820-7831 before 11:00 a.m.
- Enter passcode 107633#, when prompted.
- Questions may be asked, if time allows.
- To ask a question, press *6 on your phone to un-mute yourself. *6 to remote.
Engagement and Linkage to Care

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Linkage to Care at UW HIV Clinic: A short term, intensive program to engage patients in HIV care.

- Voluntary.
- Requires patient buy-in.
- Short-term.
- Looks different for each patient.
- Intuitive and perceptive/proactive.
- Flexible.
- Patience, persistence.
My Goals

- Connect to care
- Teach and empower patients to take care of themselves
- Emotional support
- Build confidence
- Identify barriers
- Develop attainable goals/priorities

- Receiving an HIV diagnosis is challenging, life-changing
- There are patients who need more support, some will always need more support
  - Acuity scale
- Most patients have many needs
- The medical system can be confusing and overwhelming
- Having an advocate can be helpful
Role

- Connect with patient.
- Schedule initial HIV medical appointment.
- Meet with patient to discuss care/make goals.
- Remind patient
  - Appointments.
  - Refills.
- Coordinate services
- Liaison
- Disclosure
- Notification
- Coordination
Challenges in Role

- Perception: needy patient = needy social worker
- Pushing boundaries, challenging status quo
- Availability, setting boundaries, keeping them.
- Transition: difficult for patient and staff
Barriers to Engagement

- Stigma
- Fear of judgment
- Health literacy
- Social factors: housing etc
- Paperwork! Program requirements
Barriers to Engagement Examples

- Clinic staff/rules.
  - Front desk: Do you know you are 30 minutes late?
- Inaccurate resource information.
  - Call 411.
- Confusion/not understanding reason for referral.
  - “What is General Surgery?”
- Overwhelmed with appointments.
  - “I feel like I’m coming to the doctor all of the time.”
Communication

- Texting with patients as long as allowed and supported by your program.
- Texting is an option for patients who are not responding to phone calls.
- May have no minutes but can receive a text.
  - Patients are resourceful, can get access to a phone!

- Incorporate key aspects of MI:
  - Open-ended questions.
  - Permission seeking.
  - Reflective listening.
  - Identify change talk/ambivalence, move the conversation forward!

- Answer the phone when it rings!
- Make sure your voicemail and email are updated when out of the office.
- Talk to patients about who to call when you are not available.
Case Studies

- **Case #1:** 1 year of outreach
- **Case #2:** He only calls when he needs something
- **Case #3:** He won’t answer the phone unless I’m calling
- **Case #4:** She hung up on me 7 times!
Balancing the Scale

New DX
Pending eviction
Uninhabitable apartment
Depression
Bills
Job Loss
Estranged from family

Feeling healthy
No debt
Studying for GRE
In care
Understands HIV
On effective meds
Support of family
Reconnecting with friends
LIVING with HIV/AIDS

LIVING with HIV/AIDS
Redefining and Reframing

“Success” and “failure”

Case Studies:
- Patient with 90% no-show rate
- Patient asking for referral
Service Plan

- **We agree to the following:**
  - **Call Norah any time you have questions. If you cannot reach Norah, call 608-263-0946 and ask to speak to a Social Worker.**
    - You can call as often as you need, you are **NOT** a bother.
  - Remember that it is okay to ask questions.
  - Try to keep appointments.
    - If you can’t come, please cancel. Call/text Norah. Or call the clinic.
  - We both will follow through on commitments we make.
  - We can change the service plan at any time and add more information.
  - We will treat one another with respect.
Role of Supervision

- Opportunity to talk about challenging situations and reflect on practice.
  - How do you use your supervision time with staff?
  - What opportunities do staff have to discuss cases?
Self Reflection and Self Care

- How often do you evaluate your own work? How do you go about doing this?
- How have you changed as a practitioner over the years?
- Leave phone at work.
- When on vacation, have somebody else cover your phone.
- Only check phone during work hours.
- Make sure your voicemail is updated/accurate.
Self Disclosure: Caution!

- Role of experience in shaping and guiding your practice vs self-disclosure
- Value of peer groups, peer counseling
Final thoughts

- Patient engagement is an ongoing process and there is a continuum.
- Engagement is individualized and looks different for each patient.
- Feedback is important!
  - It is essential to get peer feedback, elicit feedback from patients, work with your supervisor to improve your practice.
- Motivational Interviewing: The Spirit of MI. Let it guide your work.
- Importance of autonomy. We are here to support patients in navigating their healthcare and bettering their lives. They are ultimately responsible for their actions and health.
References

- www.thebody.com
- Motivational Interviewing: https://continuingstudies.wisc.edu/certificates/motivational-interviewing/