In 2018 Brooklyn Plaza Medical Center implemented Part A, Care Coordination & DSRIP (Delivery System Reform Incentive Payment) funding through the New York City Department of Health & Mental Hygiene. Through this funding, Rising Heights, the HIV Program at Brooklyn Plaza Medical Center, improved our intervention efforts with fragile patients by using a client-centered, holistic approach through team-based management. The program uses patient navigation to identify, advocate, and coordinate resources for people living with HIV (PLWH) to ensure improved health outcomes.

To date, the clinic serves 308 patients. We are able to outreach patients who have not returned for their HIV test results, aggressively follow up with patients who are lost to care, conduct health education groups, home visits and modified directly observe therapy to support treatment adherence. In 2019, we implemented a quality improvement project targeting our new patients; New patients include newly diagnosed and patients new to the clinic with known HIV status. This population was selected based on our 2018 data, which demonstrated 50% viral load suppression for NEW patients – a 15% decrease from the previous year. To address this gap in care, the HIV Quality Improvement Committee implemented the interventions listed above & the Undetectable Project (DSRIP funding) which consisted of peer support, and a $100 voucher for unsuppressed patients who enrolled in the project, reaching and maintaining viral suppression. As the 4th quarter of 2019 comes to an end, Brooklyn Plaza is currently at 64% viral load suppression among our New patients, a 14% increase from 2018 data. We are expected to exceed our 65% viral load suppression goal for new patients by December 31, 2019. Our overall viral load suppression, including existing patients, is 86%.