



# ENHANCED PERSONAL CONTACT AND MEDICATION THERAPY MANAGEMENT INNOVATIVE INTERVENTION Grady Retention Enhancement Assistance Team (G.R.E.A.T.)

## Presenters:

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# CONFLICT OF INTEREST DISCLOSURE

## De' Morris Murry, BBA



**Nothing to disclose.**

# LEARNING OBJECTIVES



**By the end of the session, participants will:**

1. Understand the GREAT program and how it can benefit patients;
  2. Be able to describe common barriers to care and how GREAT helps to mitigate the barriers;
  3. Understand the importance of health literacy in helping patients remain in care.
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# Program Overview



## **G**rady **R**etention **E**nhancement **A**ssistance **T**eam (**GREAT**)

- Three-year program from: 2018-2021
- Open to enrolling 1200 participants
- Goal: enroll African American clients with HIV who are at risk for falling out of care, are not undetectable, and have multiple barriers to retention in care
- Program includes a multidisciplinary approach with a team of Navigator, Pharmacist and Pharmacy Tech assigned to each patient

# BRIDGING THE GAP

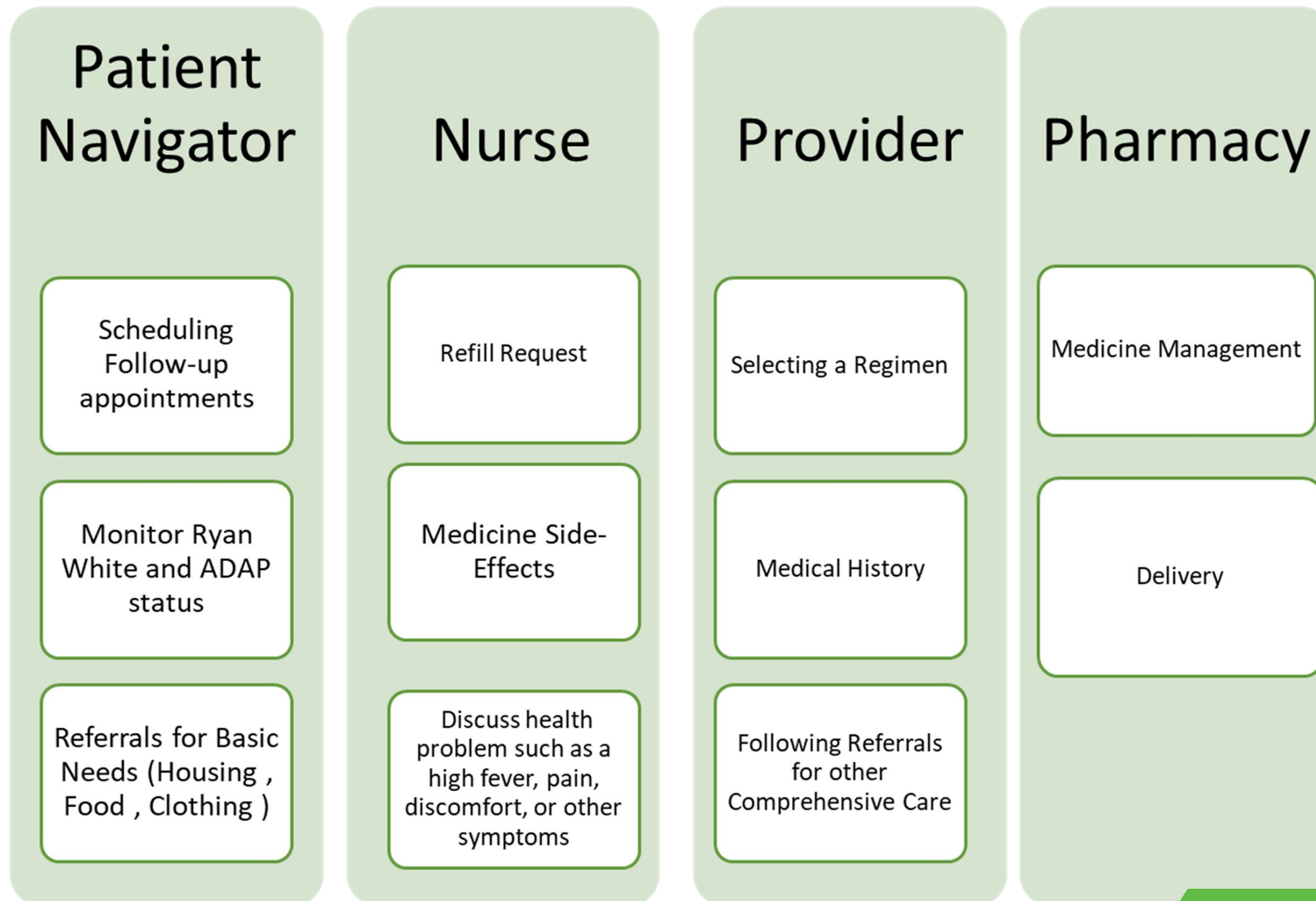


G.R.E.A.T. was created by combining two evidence-based interventions: enhanced personal contact (EPC) and specialty pharmacy (SP) medication therapy management. The focus of G.R.E.A.T. is African Americans with HIV at risk for falling out of care.

- EPC and SP are combined to maximize a patient – centered relationship.
- The team's provide patient's with adherence and retention support.
- The program aims to increase viral suppression, improve medication adherence, and consistent appointment attendance.



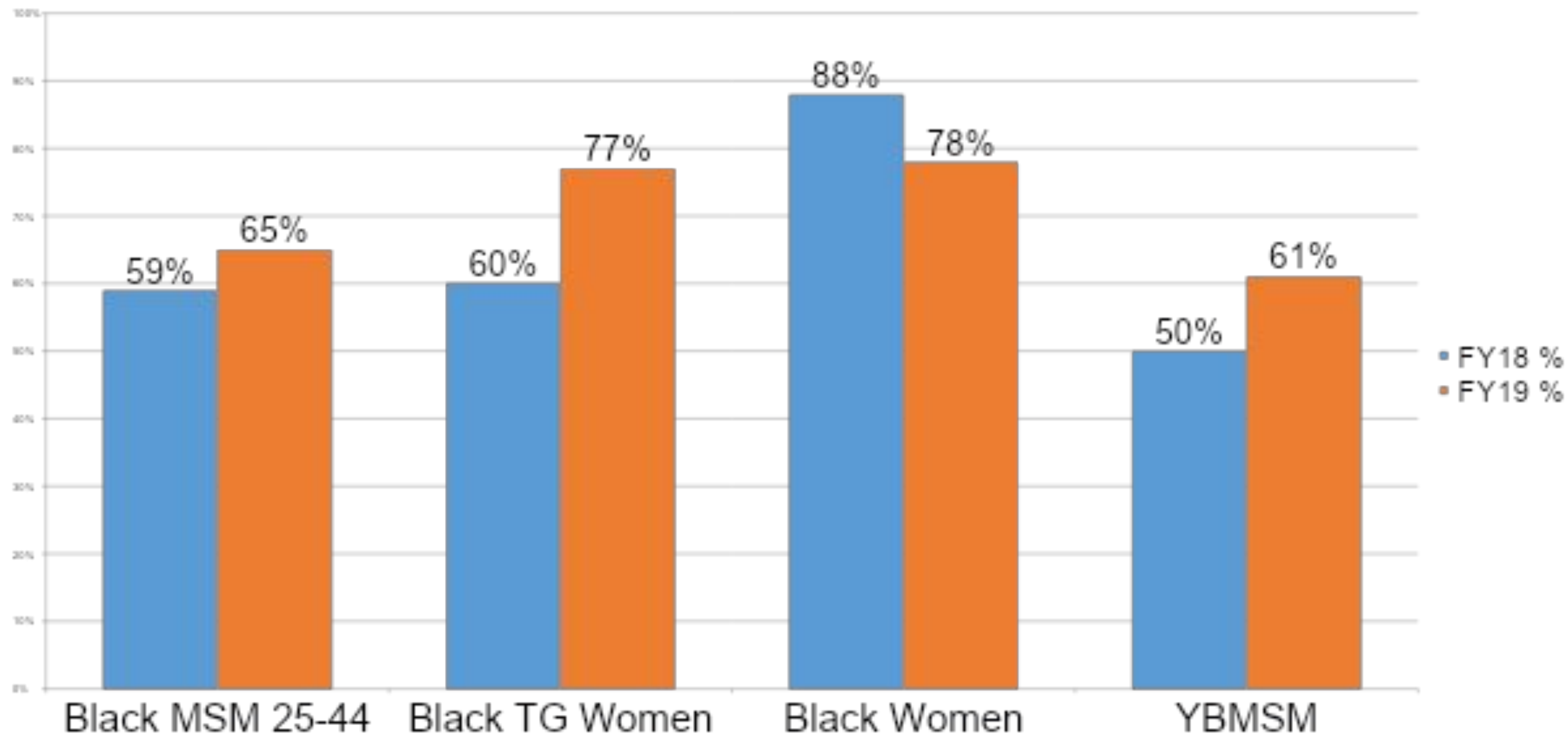
# Multidisciplinary Teams and Reducing Barriers



# Viral Suppression



## Viral Suppression by Target Population - FY 18 & 19



# Improving Health Literacy for Clients



- Encourage MyChart in EPIC (EMR portal)
- Reminder calls for appointments, an opportunity to discuss expectations for visit and organize questions
- Meet with clients regularly to discuss provider visit and answer any remaining questions
- Follow up with clients if missed visit
- Provide education as needed to improve health literacy
- Specialty pharmacy provides medication management to answer questions related to medications and co-morbidity





## Several Activities In The GREAT Program Address These Challenges

1. Face-to-face meetings to introduce eligible patients to the GREAT program
2. Educational sessions to help the patient understand HIV, their labs and talking with their provider
3. Routine staff trainings, validating contact information, motivational interviewing, and more
4. Monthly GREAT case conferences

# REFERENCES



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