



# Developing Staff Capacity to Provide PrEP Medical and Education Services

Presenters:

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# CONFLICT OF INTEREST DISCLOSURE

## Ashlee Wimberly, MPH



**Ashlee Wimberly discloses the following:**

Grant Funding from: MAC Viva Glam Fund and Gilead Sciences

# Presentation Overview



## Session Description & Learning Objectives

This presentation will share examples from the staff training programs of two organizations that began providing PrEP services with a focus on women in 2017. With the support of the DC PrEP for Women Initiative, these organizations built PrEP programs from scratch, which included everything from creating PrEP protocols to designing education materials and data collection methods. Participants will leave the workshop with a better understanding of the learning methods that best support staff training programs, training pitfalls to avoid, and how to increase staff comfort with discussing PrEP with and prescribing it for patients.

- Participants will learn how to develop a staff training plan to support PrEP implementation.
- Participants will understand various techniques for increasing provider comfort with discussing PrEP with patients.
- Participants will learn different methods of providing PrEP education for both clinical and non-clinical staff.

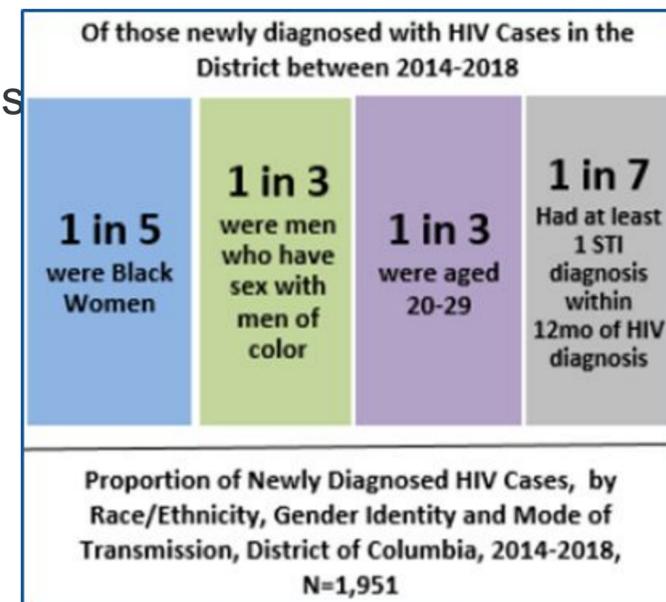
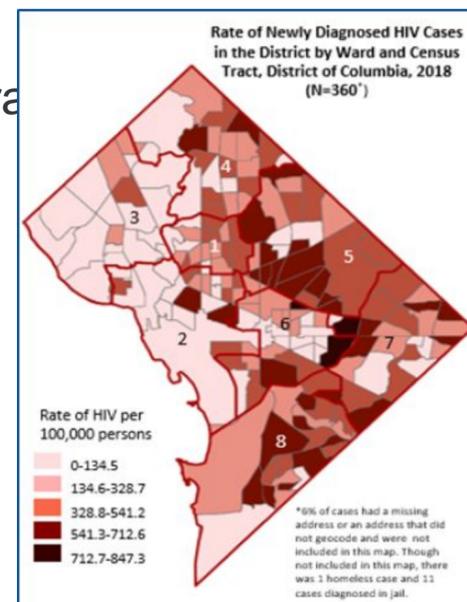


# DC PrEP for Women Initiative

## Overview

- Founded in 1988, The Washington AIDS Partnership (WAP) is a collaboration of grantmaking organizations and individuals that leads an effective private-sector response to end the HIV epidemic in the Greater Washington region.
- In 2016, WAP launched the DC PrEP for Women Initiative, a public-private partnership with DC Health's HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA). This initiative is one of the first city-wide programs in the country to focus specifically on PrEP for women of color.

- In 2017, WAP awarded grants to support their clinical and educational services.



# DC PrEP for Women Initiative



## DC PrEP for Women Initiative Activities

- Hiring and embedding a project coordinator to manage all aspects of the initiative
- Grantmaking to support integration of PrEP into medical services
  - The three PrEP implementation grantees started off by hiring program staff, developing and implementing staff training plans, creating electronic medical record templates and adjusting workflows, and developing both print and digital educational materials. With those items in place, the grantees opened up PrEP appointments and increased outreach efforts. In the first two years, these organizations trained 250 staff.
- PrEP outreach and education in the community at local events



providers



## Ladies Only Retreat Day

Thursday, August 23rd • 12:00 pm - 3:30 pm



# PrEP Staff Education: Two Examples



## Organization A

- FQHC with multiple locations in DC and Maryland
- Serves nearly 55,000 people per year
- Provides comprehensive health, dental, mental health, education, workforce development, and social services
- Serves under-resourced families representing over 50 countries through integrated delivery of services

## Organization B

- Provider of primary care, reproductive health care services, gender-affirming care, and health education
- Serves nearly 15,000 patients per year
- Three sites serving the greater Washington region
- Places emphasis on serving at risk, low-income, and uninsured/ under-insured DC metropolitan residents

# PrEP Staff Education: Organization A



## Year 1

- Q1: Created full-time PrEP coordinator position. Initial trainings held for Adult Medicine, Behavioral Health, and Health Promotion teams.
- Q2: PrEP coordinator position was filled. The coordinator developed a PrEP 101 workshop and implemented it over the next two months.
- Q3: PrEP coordinator developed the 2-Steps to PrEP training session, which reviewed the Washington AIDS Partnership Grant, examined implementation of PrEP, and introduced the new implementation protocol to standardize PrEP access for all patients.
- Q4: A three lecture series was developed: “PrEP 101”, “2-Steps to PrEP” and “PrEPing Your Practice for HIV Prevention.” The coordinator also taught targeted trainings with women-focused providers including midwives and [SYNC2020.org](https://www.sync2020.org)

# PrEP Staff Education: Organization A



## Year 2

With the majority of staff trained on the basics of PrEP in year one, year two staff education focused on increasing comfort with discussing PrEP with patients.

- The coordinator organized a PrEP Quiz Bowl, which was an opportunity for all employees to engage in conversation about PrEP for giveaways. This two-hour event provided clinical and non-clinical staff to learn about PrEP and HIV services.
- The coordinator also hosted targeted PrEP trainings for different departments:
  - PrEP 101 was presented to the Programs Division, a large department with a large amount of patient interaction to potential to make referrals.
  - A clinician-specific training was also held. Topics included relevant risk factors/qualifiers for PrEP use, rapid HIV testing protocols, and FAQs around PrEP and prescribing.
  - Training for Community Health Education team: frontline staff who perform HIV testing and counseling and PrEP

# PrEP staff education: Organization B



## Year 1

- Q1: Hired a Program Manager to lead PrEP internal training and education activities. Developed an internal training plan including the training, dates, and training protocol.
- Q2: Completed the development of internal training slide deck and materials for PrEP 101.
  - Health Care Assistants and Clinicians received PrEP 101 training
  - All education staff, who host trainings in the community, were also trained on PrEP
- Q3/ Q4: Additional trainings implemented all three sites to increase knowledge around PrEP
  - PrEP topics were integrated into monthly staff meetings in order to troubleshoot questions as they arose.

# PrEP staff education: Organization B



## Year 2

By year two, all health center staff had been fully trained on PrEP. Survey results indicated that staff were in need of additional training and resources in order to increase comfort with discussing PrEP with patients.

- A PrEP training video (which they produced and filmed) was incorporated in the mandatory on-boarding trainings for all medical and non-medical staff. It was also a required refresher for current staff.
- Staff at one site went through a one-hour training refresher course to review workflows and conduct a mock patient interview discussing PrEP.
- A “Quick Tips” sheet with info on PrEP and answers to frequently asked questions was created for clinicians to help streamline the PrEP visit.
- Shadowing opportunities were implemented for health care assistants. The education department shadowed HCAs during STI testing visits to observe and determine opportunities where PrEP information could be incorporated. Based upon the findings, they created a training to help providers identify risk factors during the sexual history taking

# Conclusions



## Lessons Learned

WAP and the grantee sites learned several key things about successfully implementing PrEP training for staff.

First, buy-in from organizational leadership is critical due to the significant time investment required.

Secondly, trainers should think through the different roles played within the clinic and choose the design and content that allows staff to implement PrEP based upon their role.

Third, there should be a clear lead (one person or a team) available to answer questions and make adjustments based upon quantitative and qualitative evaluation.

Lastly, staff training should go beyond the PrEP-specific information. Other skills, such as taking a sexual history, are also important.

# Conclusions



## Tips for Providing PrEP Education to Staff

- Explain why this is a priority to your organization
- Add interactive elements to training sessions
- Offer multiple opportunities to learn about PrEP (and to ask questions)
- Offer periodic refresher trainings
- Use/Create educational materials for staff (and share resources for patients too)

# Thank You!



**Thank you for your time and attention.**

I wish to thank The Washington AIDS Partnership senior leadership, the PrEP for Women grantees, as well as DC Health HAHSTA, MAC Viva Glam Fund, and Gilead Sciences for their support of the program.

Please contact [wimberly@washingtongrantmakers.org](mailto:wimberly@washingtongrantmakers.org) with any questions.