

## Fact Sheet

### Assessing Care and Health Outcomes Among RWHAP Clients Who Do Not Receive Outpatient Ambulatory Health Services Through the RWHAP

The Ryan White HIV/AIDS Program (RWHAP) funds a comprehensive set of services for people living with HIV (PLWH) in the United States. Although each year providers funded by RWHAP submit client-level data to the HIV/AIDS Bureau (HAB) in the Health Resources and Services Administration (HRSA), there are still gaps in HRSA HAB's knowledge about service use and process and clinical outcomes. Clinical data, including use of antiretroviral therapy (ART) and testing of viral load, are unavailable for clients who receive their HIV medical care outside the RWHAP system.

HRSA HAB has contracted with Mathematica Policy Research and its partners, Mission Analytics Group and Amenity Consulting, to collect qualitative and quantitative information from both RWHAP- and non-RWHAP-funded providers (either in person or remotely) to explore the health services and outcomes of these clients. This document answers some questions you might have about the study.

Question	Answer
<b>Why was my site selected?</b>	We selected your site for the study because you provide non-medical care and services to RWHAP clients. Some of your clients might receive HIV medical care from a non-RWHAP provider and, therefore, HRSA HAB has no clinical data reported to measure their health outcomes. We selected your site (and 29 others) randomly from a larger group of providers that met the study criteria.
<b>What are the goals of this effort?</b>	<ol style="list-style-type: none"><li>1. To understand health care use and health outcomes for RWHAP clients not receiving HIV medical care from an RWHAP provider.</li><li>2. To identify program improvement opportunities to better coordinate and deliver HIV medical care to PLWH who access services outside the RWHAP.</li></ol>
<b>What kind of data will you collect?</b>	We plan to conduct two primary data collection activities for this study, which have been approved by the New England Institutional Review Board and the Office of Management and Budget: <ol style="list-style-type: none"><li>1. We will interview RWHAP program administrators, staff involved in providing care to RWHAP clients, and RWHAP clients.</li><li>2. We will request clients' medical record data, including demographic characteristics, service use, and health outcomes. If preferred, a study team member can abstract client-level data on your behalf. <i>This applies to your site only if you collect clinical data (for example, medical visits, ART prescription, and viral load) as part of your care management.</i></li></ol>
<b>Who will conduct the data collection?</b>	Interviews will be conducted by a qualitative researcher from Mathematica or Mission Analytics Group.  The study team will instruct your site in how to abstract the clients' medical record data. If preferred, a chart abstractor from Amenity can do the abstraction on-site or remotely for you.

If you have further questions, please contact Kirsten Barrett at [kbarrett@mathematica-mpr.com](mailto:kbarrett@mathematica-mpr.com).

Question	Answer
<b>Why was I chosen to be interviewed?</b>	You provide direct services to RWHAP clients and/or are familiar with the care models at your organization and referral partnerships with clinical non-RWHAP providers.
<b>Who do you want to speak with?</b>	The interviewees will vary depending on the services offered by each provider, but in general we hope to speak one-on-one with the RWHAP program administrator, service delivery staff, up to four clients, and a non-RWHAP medical provider where most of your RWHAP clients receive HIV medical care.
<b>How long will interviews and chart abstraction take?</b>	Individual interviews will be 30 to 60 minutes. We will work with site staff to facilitate chart abstraction. We anticipate it will take approximately 5 minutes per client chart to abstract the necessary data, with a maximum of 50 client charts per provider site.
<b>What types of questions will you ask?</b>	The interview will include questions about several items: <ol style="list-style-type: none"><li>1. What services does your organization provide?</li><li>2. Under what circumstances do your clients receive HIV medical services outside of RWHAP settings?</li><li>3. What formal and informal partnerships and referral processes do you have with non-RWHAP medical providers?</li><li>4. What barriers do your clients face in accessing the care and services they need?</li><li>5. What opportunities are there to bridge gaps for HIV medical care and treatment among your clients who do not access RWHAP-funded outpatient ambulatory health services?</li></ol>
<b>Will my answers be kept confidential?</b>	We will maintain confidentiality by aggregating information from interviewees across all sites. We will not link your name and organization to your information. We will ask your permission before attributing any quotes to you.
<b>What will the client interviews entail?</b>	We ask for your support in recruiting up to four people who are eligible for RWHAP but receive their HIV medical care from a non-RWHAP provider. We will conduct these interviews by phone, unless on-site interviews are preferred. These interviews will capture information on client preferences for HIV medical care, and challenges and successes they have experienced with receiving that care. We will not ask for clients' names. We will offer clients a \$25 gift card for participating.
<b>Why are you interviewing non-RWHAP providers?</b>	We ask for your support in identifying one or two non-RWHAP medical providers who provide HIV medical care to most of your RWHAP clients. These providers will inform our understanding of clients' medical service use and health outcomes. We ask for your help in recruiting these providers for participation in the study, which may include a site visit or telephone interviews.

*If you have further questions, please contact Kirsten Barrett at [kbarrett@mathematica-mpr.com](mailto:kbarrett@mathematica-mpr.com).*

Question	Answer
<b>What does the chart review entail?</b>	If applicable to your site, we will seek the following medical record data for up to 50 RWHAP-eligible clients at your clinic: <ol style="list-style-type: none"><li>1. Demographics such as age, gender, race, ethnicity, and health insurance</li><li>2. Services such as clinical encounters and ART prescription</li><li>3. Health status and health outcomes such as year of HIV diagnosis and viral load value</li></ol> To ensure clients' privacy and security of sensitive data, we are not requesting personally identifiable information. We will work with you to develop a data use agreement and identify the least burdensome way to abstract the data.
<b>How will you use the data?</b>	We will present the aggregated findings from the interviews and charts to HRSA HAB and summarize the results in journal manuscripts.
<b>What are the benefits to my participation?</b>	Your participation will help HRSA HAB learn how RWHAP clients access HIV medical care and develop strategies for improving and monitoring health outcomes. You will receive a summary of your clinical data, compared to your peers.