

## 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 HIV medical care to RWHAP-eligible clients. However, you do not report clinical data to HRSA HAB because you are not funded by RWHAP to provide outpatient ambulatory health services. We randomly selected your site (and 29 others) 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.</li></ol>
<b>Who will conduct the data collection?</b>	Interviews will be conducted by a qualitative researcher from Mathematica Policy Research 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..
<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.

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

Question	Answer
<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, and up to four clients.
<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 several questions: <ol style="list-style-type: none"><li data-bbox="443 604 1451 636">1. We will ask you about the services your organization provides.</li><li data-bbox="443 646 1451 720">2. We will ask about barriers your clients face in accessing the care and services they need.</li><li data-bbox="443 730 1451 831">3. We will ask about opportunities to bridge gaps in HIV medical care and treatment among your clients who do not access RWHAP-funded outpatient ambulatory health services at your site.</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 individuals who are eligible for RWHAP and receive HIV medical care at your clinic. We will conduct these interviews by phone, unless on-site interviews are preferred. These interviews will capture information on clients' 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>What does the chart review entail?</b>	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 data-bbox="443 1283 1451 1314">1. Demographics such as age, gender, race, ethnicity, and health insurance</li><li data-bbox="443 1325 1451 1356">2. Services such as clinical encounters and ART prescription</li><li data-bbox="443 1367 1451 1440">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 will not collect personally identifiable information. We will work with you to develop a data use agreement and identify the least burdensome way to abstract the data, which could include remote abstraction.
<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.

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