



# Patient NAVIGATION

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## WE CAN HELP IMPROVE OR IMPLEMENT HIV NAVIGATION SERVICES!

HIV Navigation Services (HNS) is a strategy to enhance HIV prevention service delivery including linkage, retention, and re-engagement in care to support patients living with HIV. These services reduce gaps in the continuum of care by improving medication adherence, viral suppression, and supporting individuals who are high-risk negative to remain HIV negative. Components of HNS include coaching patients on their health, assisting patients in navigating through complex health systems for their appointments, and supporting patients by linking them to community resources.

Research indicates that navigation services can improve health outcomes. Of the 437 people in one study, *patient engagement in care at six months improved 64% to 87%*! More importantly, navigation services with these patients resulted in a 50% increase in rates of viral suppression!<sup>1,2</sup>

### What you should know about HNS:

- Helps healthcare organizations maintain patients in care and re-engage patients who were lost to care
- Can easily be integrated into other patient navigation activities
- Supports patients in improving health outcomes and self-sufficiency

### The Denver PTC can assist with:

- HNS training for your staff
- Integration of HNS into clinic flow
- Consultation and technical assistance on operationalizing HNS
- Assessment of and assistance increasing staff buy-in
- Documentation tools
- Navigation quality improvement and evaluation of services

## THE HIV NAVIGATION SERVICES CHECKLIST:

- What to consider before implementing HNS:**
  - Who are the key organizations that provide services to people living with HIV in your community?
    - What services do these organizations provide?
  - Does your community have a resource and referral inventory for your HNS program?
  - Who can your clinic partner with to ensure your patients receive the spectrum of services they need? What is needed to establish and maintain these partnerships?
  - What are the key components to include in your marketing plan for HNS to your patients and to the community?
  - How will you develop, pilot, and implement intake protocols for enrolling patients in HNS?
  - What type of needs assessments will you need to provide HNS?
  - How will you determine the length of HNS services for your patients?
  - How will you monitor and evaluate the success of HNS at your clinic and in your community?

### Resources:

<sup>1</sup>Bradford JB, Jones A, Coleman S. HIV System Navigation: An Emerging Model to Improve HIV Care Access: The Fenway Institute; 2006.

<sup>2</sup>Bradford JB, Coleman S, Cunningham W. [HIV System Navigation: an emerging model to improve HIV care access](#). *AIDS Patient Care STDS*. 2007, 21:49-58.

