

**Ending the Epidemic/Integrated HIV Prevention and Care Planning Body**  
Ryan White Office of Support  
1310 Prairie Street, Suite 800, Houston, Texas 77002  
832 927-7926 | <http://rwpchouston.org>

PROFESSIONAL HEALTHCARE EDUCATION WORKGROUP

AGENDA

2 p.m., Monday, June 24, 2024 - **Hybrid meeting format**

**Join Zoom Meeting:** <https://us02web.zoom.us/j/8899837982>

Meeting ID: 889 983 7982

Or, join by telephone at: 346 248-7799

**Or, meet in person at:** Bering Church, 1440 Harold Street, Houston, Texas 77006

- |      |   |   |
|------|---|---|
| I.   | Welcome   | Evelyn Malone-Hicks, she/her and<br>Josh Mica, he/him/él, Co-Chairs |
|      | A. State who will facilitate today's meeting              |   |
|      | B. Introductions  |   |
|      | C. Review April Workgroup Discussion, see below           | Tori Williams   |
|      |   |   |
| II.  | Select Projects   |   |
|      | A. Breaking Down Silos: Non-HIV Professional HC Providers |   |
|      | B. Rural Physicians and Social Workers (Nurses?)          |   |
|      | C. Keeping the Gate Keepers In the Know!                  |   |
|      |   |   |
| III. | Review Organizing Tasks                                   |   |
|      | A. Add members?   |   |
|      | B. Create Inventory of Resources for Each Project - All   |   |
|      |   |   |
| IV.  | Set Date for August Meeting                               | Evelyn Malone-Hicks and<br>Josh Mica, Co-Chairs                     |
|      |   |   |
| VI.  | Adjourn   |   |

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**Professional Health Care Engagement Workgroup, 04/29/24, Tori Williams, RW OoS:** The Workgroup met for the first time and Josh welcomed his new co-chair, Evelyn Malone-Hicks. Evelyn is President of the Association of Nurses in AIDS Care, Houston Chapter. Together, they will make a great team! (Thank you, Pete, for introducing us to Evelyn.) After reviewing their workgroup goals, the group reviewed three possible projects that they can work on: 1.) a series of videos to train case managers for the unhoused, mental health workers and those who work in shelters with individuals impacted by coercive violence. 2.) training for physicians and social workers, as well as private physicians, in rural areas. And, 3.) ways to educate front desk staff and other front line workers in warm relationships with clients coming to them for the first time. The members are to review the three projects and come to the next meeting with ideas and suggestions so that the group can determine which projects to move forward and implement. **Next meeting: Unusual Day & Time: 2 p.m., Monday, June 24, 2024.**

## Professional Healthcare Education Workgroup

**GOAL: Prevent new HIV Infections by increasing knowledge of HIV among people, communities and the health workforce; with particular emphasis on priority populations and non-Ryan White funded agencies with expertise in areas that intersect with HIV.**

### Key Activities:

- *Establish a Houston Area HIV Education Council sponsored by AETC, CPG and RWPC to provide education to the following: individuals who need prevention services and providers.*
- *Increase consumer participation in delivering educational information to individuals and service providers about HIV risks, options for prevention, testing, care and treatment; and HIV-related stigma reduction, particularly for priority populations.*
- *Increase education about HIV among people who provide services to those at risk for or living with HIV.*
- *Include comprehensive sexual health and substance use prevention and treatment information in curricula of medical and other health workforce education and training programs.*
- *Support the transition of health care systems, organizations, and consumers to become more health literate in the provision/receipt of HIV prevention, care, and treatment services.*

Key Committed Partners: AETC, TSU, CPG and the RWPC.

### Members of the Professional Healthcare Workgroup

- *Co-Chair: Josh Mica, Chair, Houston Ryan White Planning Council, auto mechanic and owner of Pets with Benefits*
- *Co-Chair: Evelyn Malone-Hicks, MBA, MHA, RN, ACRN*
- *Evaluator assigned to the workgroup: Kenneth Jones, Manager, Pharmacy at Legacy-Montrose*
- *Staff assigned to the workgroup: Richon Ohafia, Community Engagement Specialist, Ryan White Grant Administration/Harris County Public Health*

### Members:

- *Kimmy Palacios, Program Manager, FLAS, a non-profit organization that offers a range of programs and social services to support the community, including behavioral health, substance use treatment, HIV/STD counseling and testing, food assistance and referrals to other services. FLAS is particularly welcoming to Hispanic women of transgender experience*
- *Tori Williams, Liaison to the Ryan White Program for Harris County Judge Lina Hidalgo and Manager, Ryan White Planning Council Office of Support*
- *Johanna Castillo, (I can't find her title but this is her role) Education Coordinator, Walgreen's Pharmacy*
- *Shital Patel, MD, Medical Director, South Central AIDS Education and Training Center (AETC)*
- *Kathryn Fergus, Program Manager, South Central AETC*
- *Yolanda Ross, social worker at Santa Maria Hostel specializing in clinical and addiction counseling.*

## 2022-26 EHE/Integrated HIV Prevention and Care Planning Body

**REQUESTS TO HOUSTON AETC****Breaking Down Silos: HIV Education for Non-HIV Professional Healthcare Providers**

**Issue Being Addressed:** Based upon interviews with high level stakeholders in Houston’s mainstream healthcare and social service arenas, there is general misinformation about HIV and a significant lack of information about how to refer vulnerable clients and those testing positive for HIV into Houston area HIV prevention and care services. This is especially true among people who work with priority populations, such as individuals who are unhoused and/or struggling with mental health issues, addiction and/or coercive violence. If education is provided, these professional healthcare and social service providers could prove to be valuable sources of basic information for their clients, as well as important points of entry into HIV prevention and care services.

**Deliverables:** Create a series of training videos that are interchangeable, like pop pearls. The first pearl will be a general training video on HIV 101. The second pearl/video will address HIV-related concerns of specific professional groups (case managers who work with the unhoused, mental health workers, staff who work at women’s shelters, etc.). The third video will teach the professional healthcare worker how to link clients to local HIV testing and care services.

| <b>Professional Group</b>                                    | <b>Projected Numbers</b> | <b>Video #1<br/>HIV Basics</b> | <b>Video #2<br/>Information tailored to the concerns of staff working with the following populations:</b> | <b>Video #3<br/>Referral information<br/>Houston area providers</b> |
|--|--------------------------|--------------------------------|---|---|
| Case managers for the unhoused and Houston’s HPD “Hot Teams” | 1,000                    | same video                     | The unhoused  | same video  |
| Mental health workers  | TBD                      | same video                     | Those with mental health and IDD challenges   | same video  |
| Staff at women’s shelters                                    | TBD                      | same video                     | Survivors of domestic violence  | same video  |
| Substance use disorder treatment staff                       | TBD                      | same video                     | Those with substance use disorder challenges  | same video  |

If the Houston AETC has video #1, then this request proposes the development of the second and third videos for three specific groups between 2024 and 2026: case managers that serve Houston’s unhoused; staff who work with survivors of domestic violence and mental health workers.

**Proposed Plan:** According to Alexis Love, Executive Director, SEARCH, many case managers who work with Houston’s Unhoused will not administer Narcan for fear of being exposed to HIV, which indicates a lack of

understanding regarding HIV transmission. There is significant staff turnover in many of these professional groups, hence, the training program must be designed so that significant numbers of new employees can easily access the information throughout the year. To create the videos, the following steps will be taken with each professional group: **Step 1:** Create an inventory of the different types of case managers and where they get their education from. **Step 2:** Host a 4-6 hour training that includes lunch for 50+ workers from one of the three professional groups. The first agenda item will be to show Video #1, which provides basic HIV education. Use this to initiate discussion and identify concerns of the group. Or, survey participants, again to identify specific areas of misunderstanding or concern among the participants. **Step 3:** Later, use this information to create Video #2. **Step 4:** After lunch, video tape presentations that teach how to refer clients to HIV prevention and care services in the Houston area. Include information on Rapid Start Programs at Ryan White funded clinics, which provide HIV testing and linkage to prevention and care services for clients with few to no resources. Again, initiate discussion on barriers to referring clients which will be useful information when creating Video #3. **Step 5:** Bring the group back together to view and critique videos #1, #2 and #3. **Step 4:** Work with each professional group to make the training mandatory for all new employees for at least 3 years.

- Timeline:**
- 2024 Work with SEARCH and their staff to create videos #2 and #3 for 1,000 Houston area case managers who work with the unhoused and HPD’s Hot Teams
  - 2025 Work with staff from the Harris Center to create a set of training videos for professionals who work with individuals with mental health or IDD issues.
  - 2026 Work with Nike Blue and other staff at Houston Area Women’s Center (HAWC) to create a set of training videos for professionals who work with individuals impacted by coercive violence.

**Resources:** **SEARCH and HAWC** – provide meeting locations and access to case managers & HPD HOT TEAMS (police trained to work with unhoused individuals).  
**Houston/Harris County Unhoused Coalition** – funds to produce the videos? Could video #1 and #2 be sold to Unhoused Coalitions in other cities and states and the income be used to assist other local AETC’s develop Video #3 for these other geographic areas?  
**Houston AETC** - the expertise and resources to create short HIV-related, educational videos. They may already have video #1, which provides information on HIV 101.  
**Ryan White Grant Administration/Ending the HIV Epidemic Program** – funds to underwrite the cost of the lunches.  
**EHE/Integrated Planning body** – volunteers to co-facilitate and staff the training meetings  
**Ryan White Planning Council** – staff to organize the meetings and develop materials  
**MEGAN???** **HOPWA**

**Anticipated Outcomes:** \_\_\_\_\_ number of referrals to Houston area Rapid Start Programs  
 \$ \_\_\_\_\_ to Houston AETC or Houston area funders for video sales

**Evaluation:**

## 2022-26 EHE/Integrated HIV Prevention and Care Planning Body

### REQUEST TO HOUSTON AETC

#### HIV Education to physicians and social workers in rural areas of the Houston EMA/HSDA

**Issue Being Addressed:** According to residents in The Woodlands, physicians in Montgomery County have little to no information about PrEP. And, several years ago, the Office of Support received three separate phone calls from rural hospital social workers who had clients desperate for help because they were sexually assaulted and could not afford the \$6,000 requested from ER staff in rural hospitals which would have allowed them access to PEP medication.

**Deliverables:** A training program for hospital physicians and social workers, as well as private physicians, practicing in rural areas of the Houston EMA/HSDA.

#### Proposed Plan:

- 1.) **Create a mailer** that targets physicians in private practice throughout the EMA/HSDA and provides information on the Ryan White funded Health Insurance Assistance Program and PrEP. This mailer could be used to target physicians in Harris County as well.
- 2.) Follow up the mailer with an **invitation to physicians living in rural areas to attend a 4-6 hour training**. Hosts would include: The Woodlands Pride Festival, Houston AETC, the Ryan White Planning Council, MAYBE: the Houston Prevention and Community Planning Group (careful, Health Departments don't like competition from Health Departments outside of their county). MAYBE: the Montgomery County Health Department?
  - **IDEA #1:** Market the event as "Updates on Infectious Diseases" and cover HIV, Hepatitis, Monkey pox and more.
  - **IDEA #2:** Make the theme for the training, "Bring Your Favorite Physician to Lunch" and ask members of The Woodlands Pride Festival to each bring one physician to the event.
- 3.) Offer the **same training to physicians and social workers who practice in rural hospitals**. Video tape the training for new employees and make it part of their required training. (Offer CEU's and CME's).
- 4.) By conducting a similar project in Beaumont, Texas, the Texas Department of State Health Services could work with us to compare outcomes.

**Resources:** **Texas Dept. of State Health Services:** entrée into Beaumont area, evaluation & financial support  
**The Woodlands Pride Committee:** entrée into the community, marketing & financial support  
**Greater Houston LGBTQ Chamber of Commerce:** marketing and financial support  
**Houston AETC:** Medical expertise  
**EHE/Integrated Planning body:** volunteers to co-facilitate and staff the events  
**PFLAG?**

**Anticipated Outcomes:** Provide training in HIV prevention and care services to 25 rural physicians and 50 hospital social workers (and nurses?) in the Woodlands & Beaumont areas of the State.

**Timeline:** Over a three year period of time

**Evaluation:** Compare outcomes between the two areas of the State.

2022-26 EHE/Integrated HIV Prevention and Care Planning Body

## REQUESTS TO HOUSTON AETC

# Keeping the Gate Keepers In the Know!

**Issue Being Addressed:** Over 550 consumers were surveyed for the 2020 Houston Area HIV Care Services Needs Assessment. The barrier to care listed as the second highest reason for discontinuing care was “interaction with staff”. Over and over, those surveyed stated that the person at the front desk was rude or told them they were not eligible for a particular service.

**Proposed Plan:** Develop a fun way to keep the Gate Keepers (front desk staff) up to date on changes to HIV prevention and care services. Sprinkle in some customer service training. See previous requests for ideas.

**Resources:**

**Anticipated Outcomes:**

**Timeline:**

**Evaluation:**