

HIV Alliance

Initial Plan for Retention

- The initial plan for retention in care and the study was relatively limited. The plan included reminder calls to clients and case managers.
- The Dental Case Manager was added to help increase retention in the study and in the clinic.

Study Retention



	Baseline	6 mo Follow up	12 mo follow up	18 mo follow up	24 mo follow up	Withdrawn
Number Multisite	226	167	133	82	42	20
% Multisite		80%	75%	67%	68%	9%
Number Local	325	221	178	114	58	29
% Local		78%	75%	66%	71%	9%



Changes to the Initial Plan

- The Dental Case Manager developed a “No Show Letter” and process for clients who have missed more than three appointments to complete with their Ryan White Case Manager.
- Ryan White Case Managers are also notified when their clients miss appointments and are provided with information about where clients are with their treatment .
- Three satellite clinics have been established across the service area to increase clinic accessibility.
- Special permission to complete follow up surveys over the phone was requested and granted from Western Institutional Review Board to increase study retention
- Special permission was also requested and granted to utilize interns in the follow up process, increasing the number of follow up surveys that are performed.

Challenges to Retention

- The program’s vast service area presents many challenges to this population including the cost of travel and client ability to travel long distances.
- The client population in this program is notably transient with clients moving from county to county and in and out of the state at a high rate.
- The vast majority of clients in this program have historically had very limited access to oral health care and do not necessarily have the resources, skills, or knowledge needed to complete care.
- The clinic is located within a dental hygiene program that has provided only hygiene care before this program. The dental hygiene program has not utilized a recall system in the past.
- The clinic is serving a high number of patients and may be reaching capacity.

What Worked

- The Dental Case Manager, the reception staff and the clinic staff have done an incredible job of connecting with clients.
- Many clients have been able to access care. To date 424 clients have been served in the clinic and have been provided with 5,433 clinical services.
- Along with the main clinic in Lane County, three satellite clinics are fully operational within community college dental educational settings. These clinics make care more accessible for clients.
- Lane Community College has applied for and received Ryan White Part F Reimbursement funds. These dollars of last resort these funds will be used to help ensure the sustainability of this program.

Next Steps

- A clinic coordinator has been hired to create and implement a formal recall system.
- Once implemented the system will be evaluated and any necessary changes will be made.
- Additional staff is being hired to assist with completing follow up surveys and additional interns are being recruited.
- The program has begun the process to host dental students and residents from OHSU and other educational institutions to help meet the demand for care.

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