

## Introduction

Research indicates that psychosocial support is vital in improving health outcomes for individuals with chronic conditions.<sup>1</sup> The Immunodeficiency Center (IDC) at Jefferson Einstein Philadelphia Hospital uses an integrated care model to provide care for people living with HIV (PLWH). Within this framework, social work (SW) serves as the core of the clinic, offering critical insights that allow anticipation of patient and clinic needs while reducing gaps in service delivery.

## Integrated HIV Care Model

SW is positioned at the physical and operational core of the clinic serving as a central hub for patient engagement, care coordination and interdisciplinary collaboration.

### Central Role in Clinic Operations:

- Psychosocial assessments for all new patients
- Check-ins with long-term patients
- HIV testing

### Comprehensive Support Services:

- Resources and referrals
- Provider schedules and patient appointments

### Primary Point of Contact:

- All patient communication via phone, appointments, walk-in hours

### Walk-in Hour Services:

- Medical and psychosocial concerns
- Insurance navigation
- Access to emergency medication

### Outreach and Continuity of Care:

- Inpatient visits
- Linkage to care for newly diagnosed and patients lost to care

### Integrated Care Model :

- Holistic and coordinated patient support

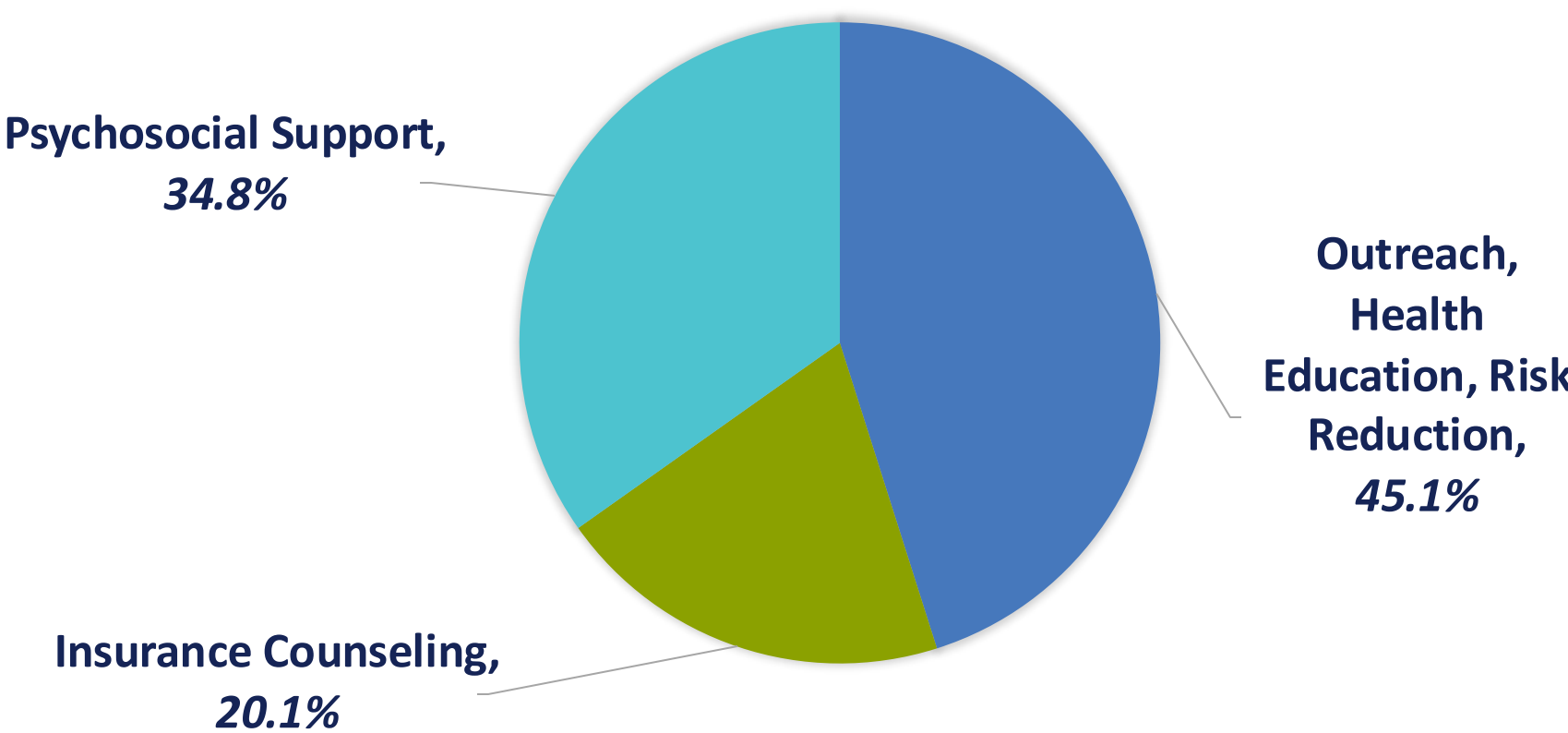


## Outcomes

### Patient Volume and Engagement (2024):

- IDC served 1,015 PLWH
- SW facilitated 880 in-person and 2,029 virtual encounters

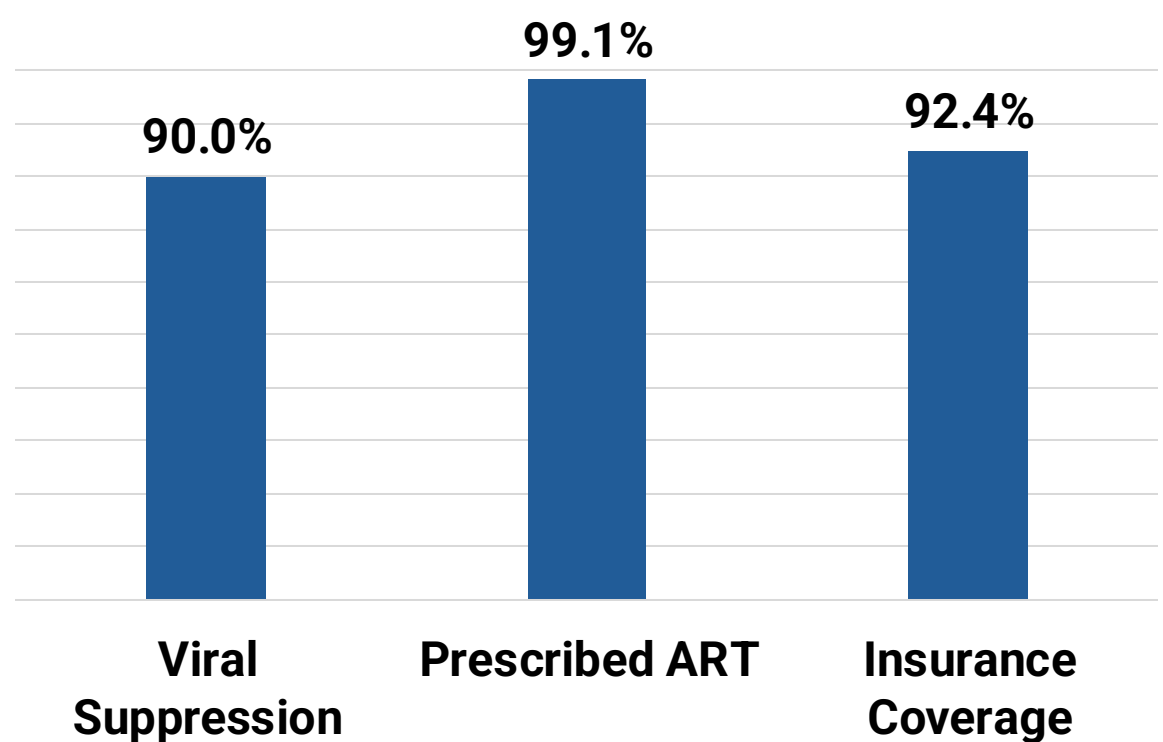
### SW Interaction Service Categories:



### New Patient Intake:

- 67 new patient visits completed with comprehensive psychosocial assessments
- 30 of those new patient visits were new diagnoses of HIV and inked to care within 30 days

### Outcomes Attributable to Care Coordination:



### Sustained Outcomes:

- Viral load suppression has remained above 87% since 2022
- Reflects the ongoing success of IDC's integrated care model

## Conclusions

### Impact of the Integrated Care Model:

- Demonstrated success in viral load suppression, care retention, and access to medical services

### Central Role of SW:

- Embedding SW at the core of patient care enhances communication, trust, and disclosure
- Facilitates patient engagement and continuity of care

### Creating a Supportive Environment:

- Provides a safe, affirming space that reduces isolation and fosters empowerment
- Encourages milestone recognition as part of holistic care

### Scalability and Broader Application:

- Integrating SW into clinical workflows improves health outcomes

The model is adaptable across various healthcare settings

## Future Implications

### Model Replication Across Settings:

- The success of the integrated HIV care model suggests this method of care delivery can be replicated across other clinic settings and produce similar results.

### Policy and Program Development:

- Demonstrated care outcomes support investment in SW-led care models within HIV and chronic disease management programs.

### References:

1. Stanhope, V., Videka, L., Thorning, H., & McKay, M. (2015). Moving toward integrated health: An opportunity for social work. *Social Work in Health Care*, 54(5), 383–407. <https://doi.org/10.1080/00981389.2015.1025122>