

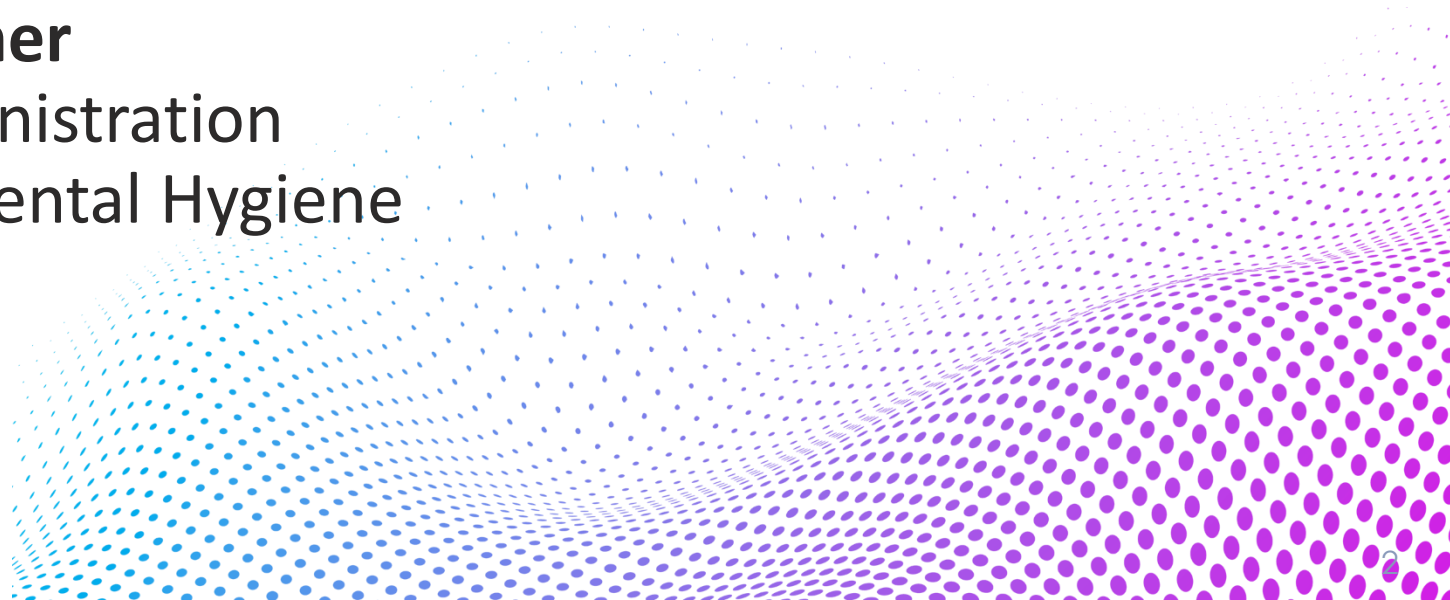
Hepatitis C Patient Navigation Online Training



Your Trainers Today

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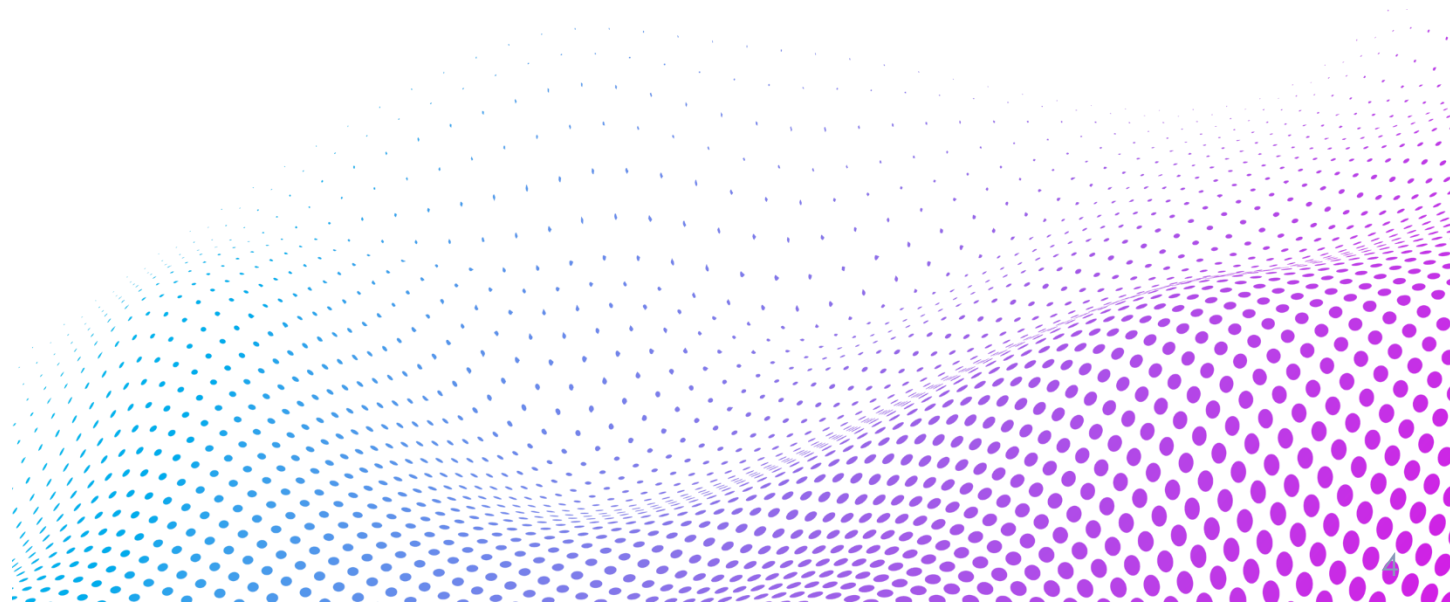


Poll

What is your role?

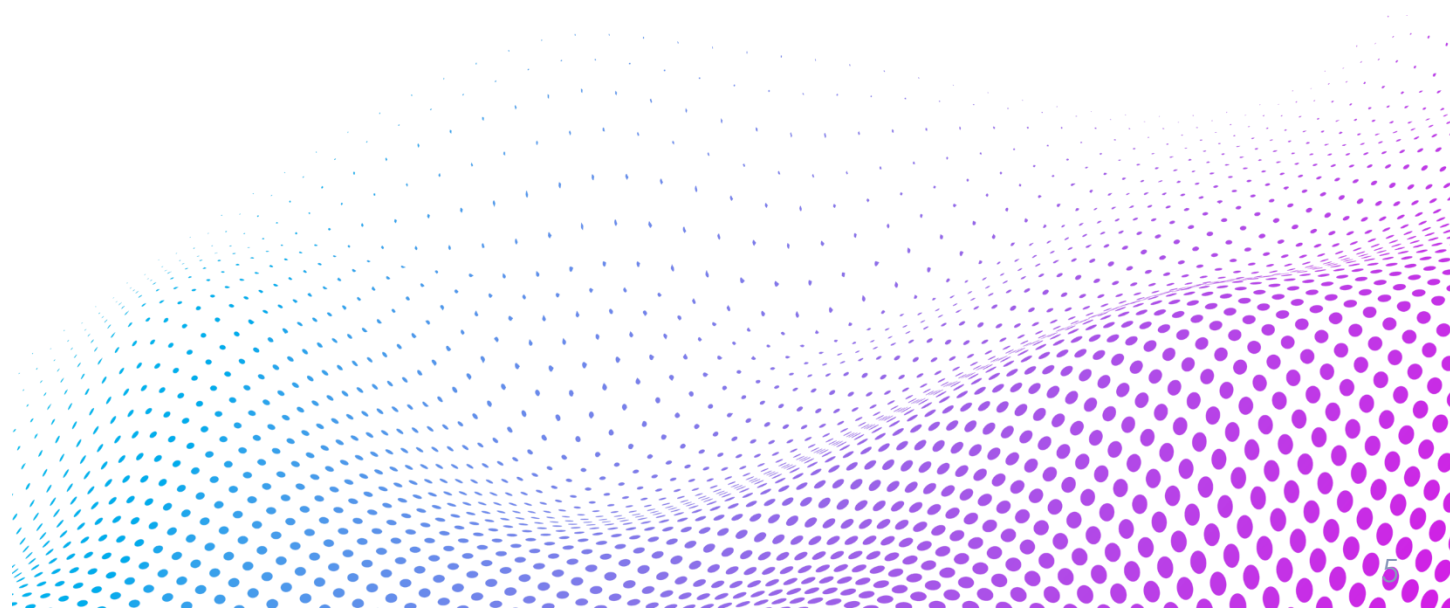
Training Goals

- Increase skills in providing hepatitis C health promotion to people at risk for or living with hepatitis C
- Increase ability to navigate clients through hepatitis C testing, care, treatment and prevention
- Identify hepatitis C navigation resources



Training Outline

- Hepatitis C Health Promotion
- Hepatitis C Patient Navigation Steps and Resources
- Wrap Up & Questions
- Evaluation



During the Opioid Crisis, Hepatitis C Infections Have Increased

Annual Incidence of New Hepatitis C Infections

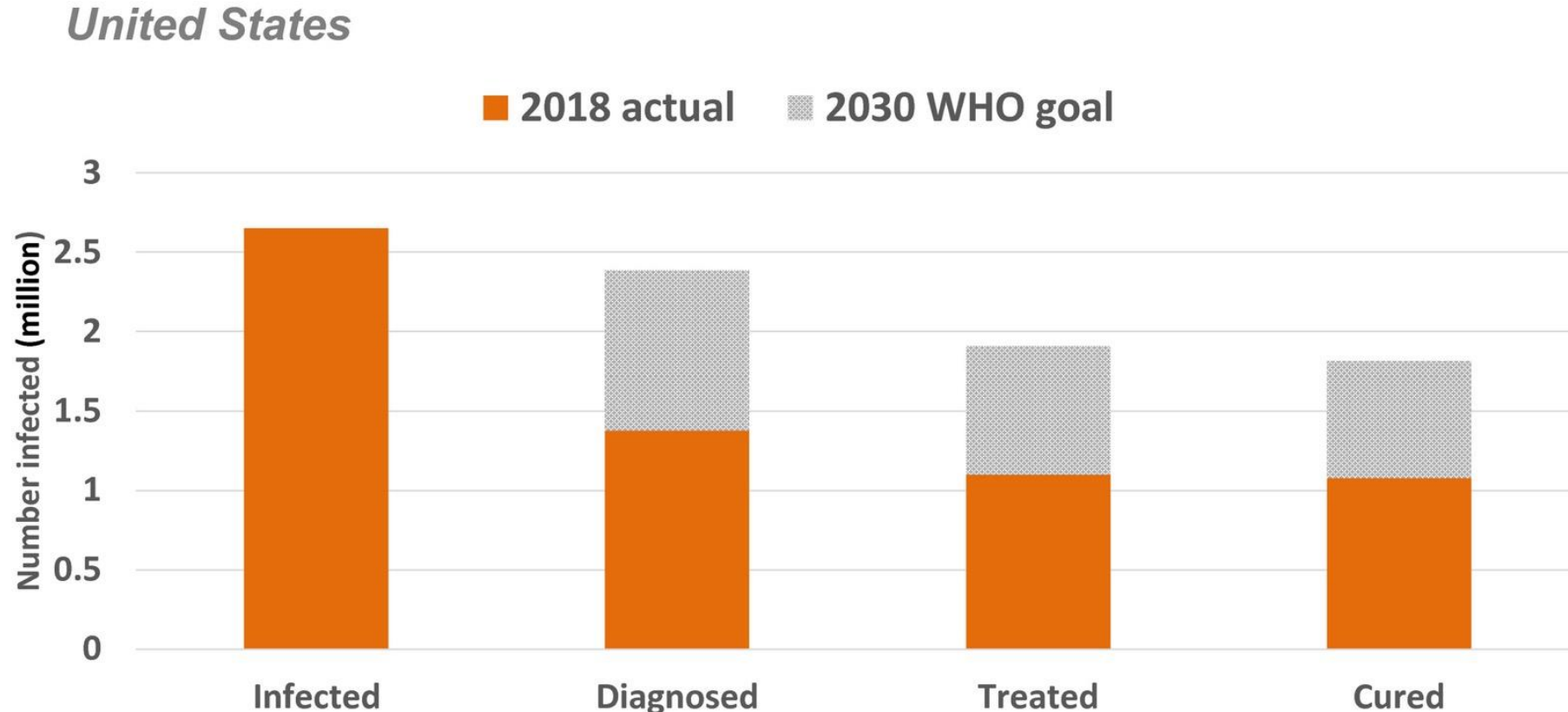


CDC Newsroom.

<https://www.cdc.gov/nchstp/newsroom/images/2018/vh/HCV-infections-increase-highres.jpg>.

Slide credit: clinicaloptions.com

Hepatitis C Care Cascade in the US, 2018



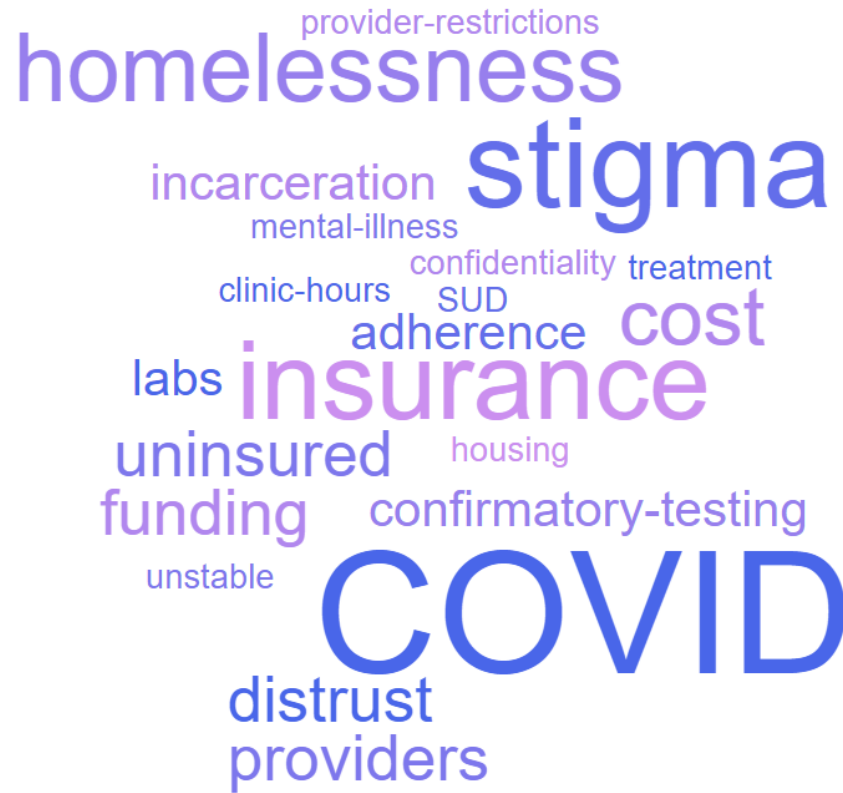
Hepatitis C diagnosis and treatment rates are lower in people who use drugs.



What are the barriers to testing and treatment?

"Routine preliminary antibody testing but seldom immediate RNA confirmation"

"Provider restrictions and clinic availability "

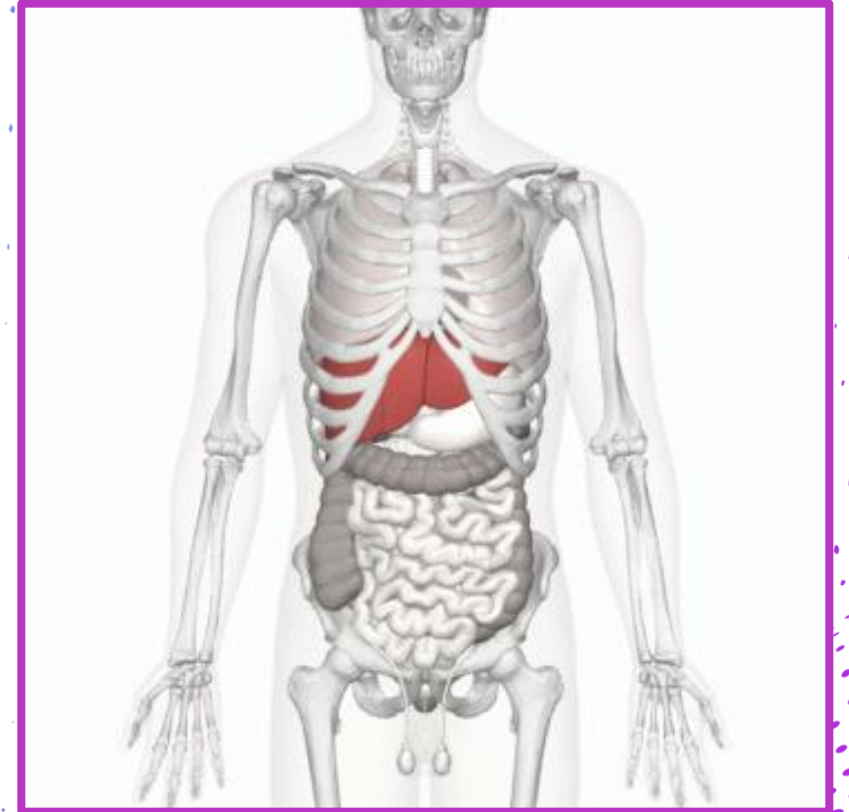


"Lack of understanding and interest in serving PWUD"

"Cost of labs and office visits, for folks with limited insurance coverage"

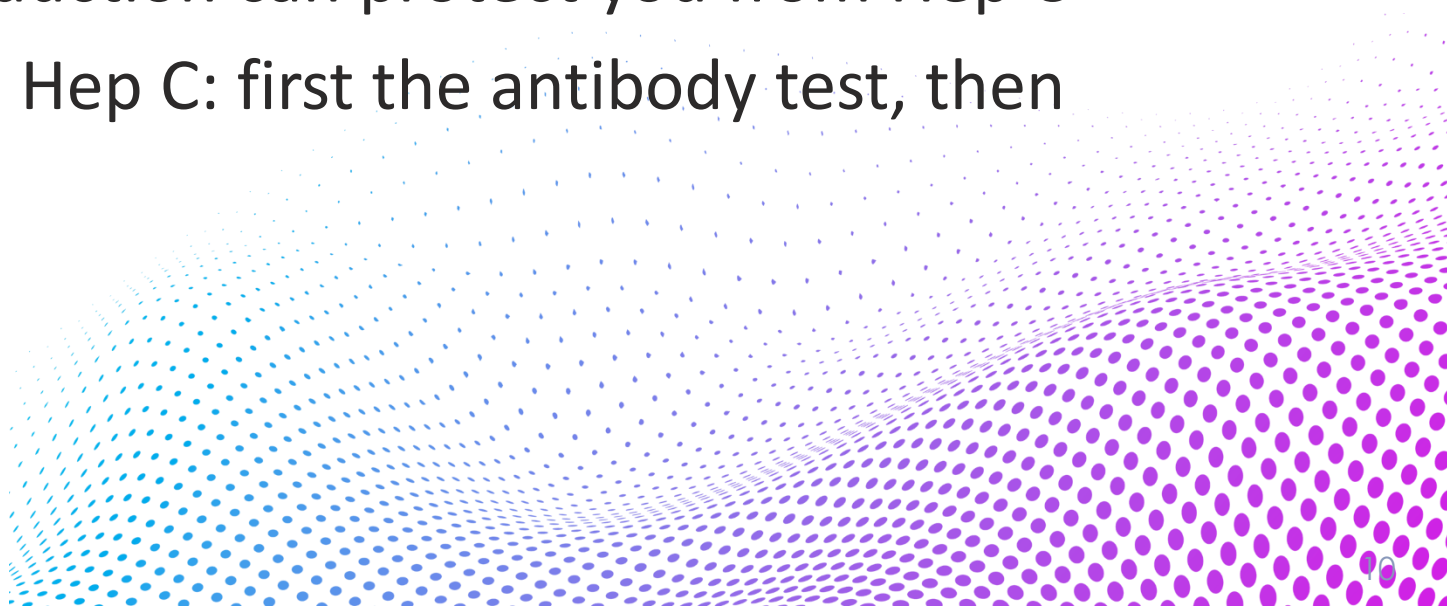
Hepatitis C Health Promotion

Effective health education and motivational
interviewing to support access to care



Know Hep C

1. Hepatitis C (Hep C) can lead to liver disease and cancer
2. Hep C is spread through blood
3. You can get Hep C by sharing drug use equipment (injecting, smoking, or snorting) or having unprotected sex
4. Syringe exchange and harm reduction can protect you from Hep C
5. Get tested to know if you have Hep C: first the antibody test, then a confirmatory test



Cure Hep C

- 1. Hep C can be cured.** Treatment is now shorter and more effective than before. Side effects are less severe.
- 2. You can get re-infected with Hep C.** Protect yourself from blood exposure.
- 3. Avoid alcohol if you have Hep C.** Alcohol speeds up liver damage.



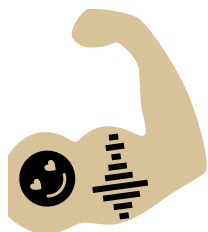
Chat

Based on these key messages, what would you add to your conversations with patients or clients?

Hep C Transmission



Sharing Injection or
Intranasal Drug Use
Supplies



Unsterile Piercing
and Tattooing



Blood Transfusion
before 1992 in U.S.



During Birth
mother to child



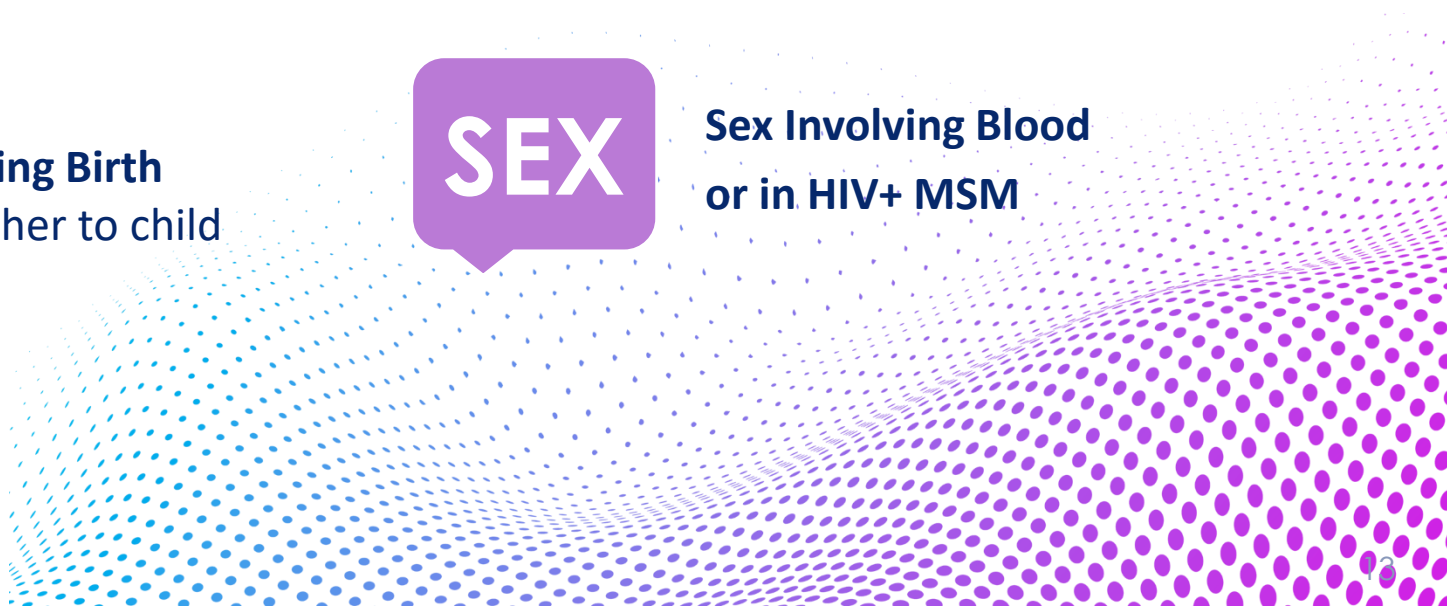
Sharing Personal
Care Items



Medical Procedure in world
regions with high Hep C burden



Sex Involving Blood
or in HIV+ MSM



Hep C can survive outside of the body for weeks

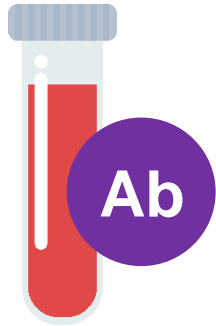


Universal Hepatitis C Testing

- **All adults** aged 18 years and older, at least once in a lifetime
- **All pregnant persons** during each pregnancy
- **People who use drugs** should be tested every year



Hep C Testing: 2 Steps



Antibody (Ab) test:

Shows if a person was ever infected

- Blood draw (results in a few days), or
- Rapid finger stick test (results in 20 min)



RNA Confirmatory Test:

Shows if a person is infected now

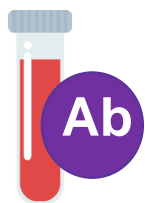
- Blood draw only. Also, called PCR Test

Hep C Test Results and Next Steps

Positive



Negative



Ever infected

Conduct RNA Test
(Reflex RNA testing)

Never infected

Retest in 12 months
with antibody test
(Window Period if newly
infected, retest in 3-6 months)



Currently infected

Link to Hep C care

Not infected

Retest in 12 months
with RNA test, if high risk

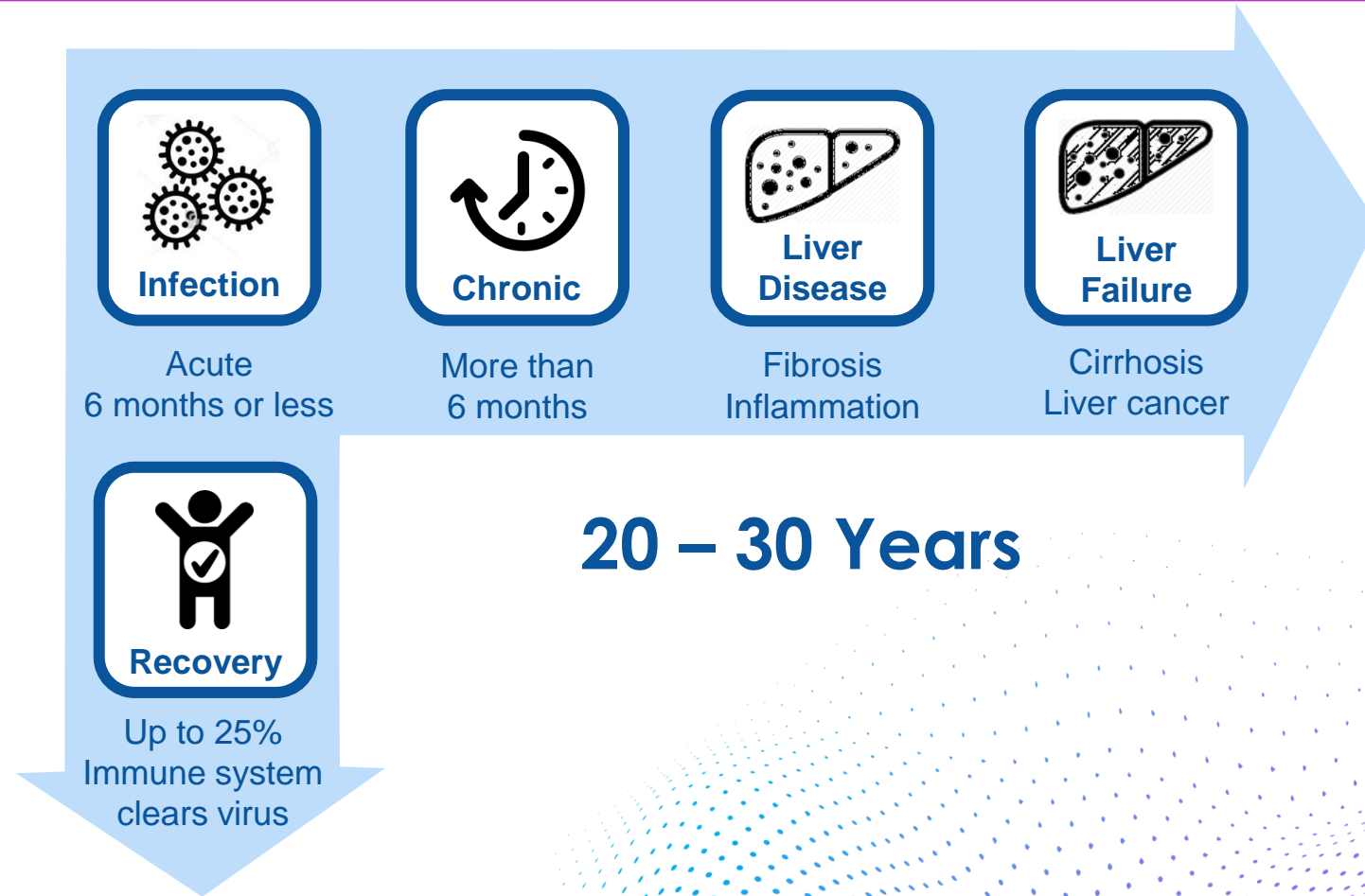


What's Your Testing Recommendation?

Janet is a 30-year-old woman and new to your program, she recalls getting tested in the past but is not sure.

Recommend the Hep C Antibody test to see if she had previous infection. If positive, she should be tested for Hep C RNA, to confirm if she currently has Hep C and then link to cure.

Acute and Chronic Hep C Infection



Treatment Then and Now



Hep C treatment before 2014

- Weekly injections and pills
- Often lasted 12 months
- Had severe side effects
- Cured only half of patients



Hep C treatment now

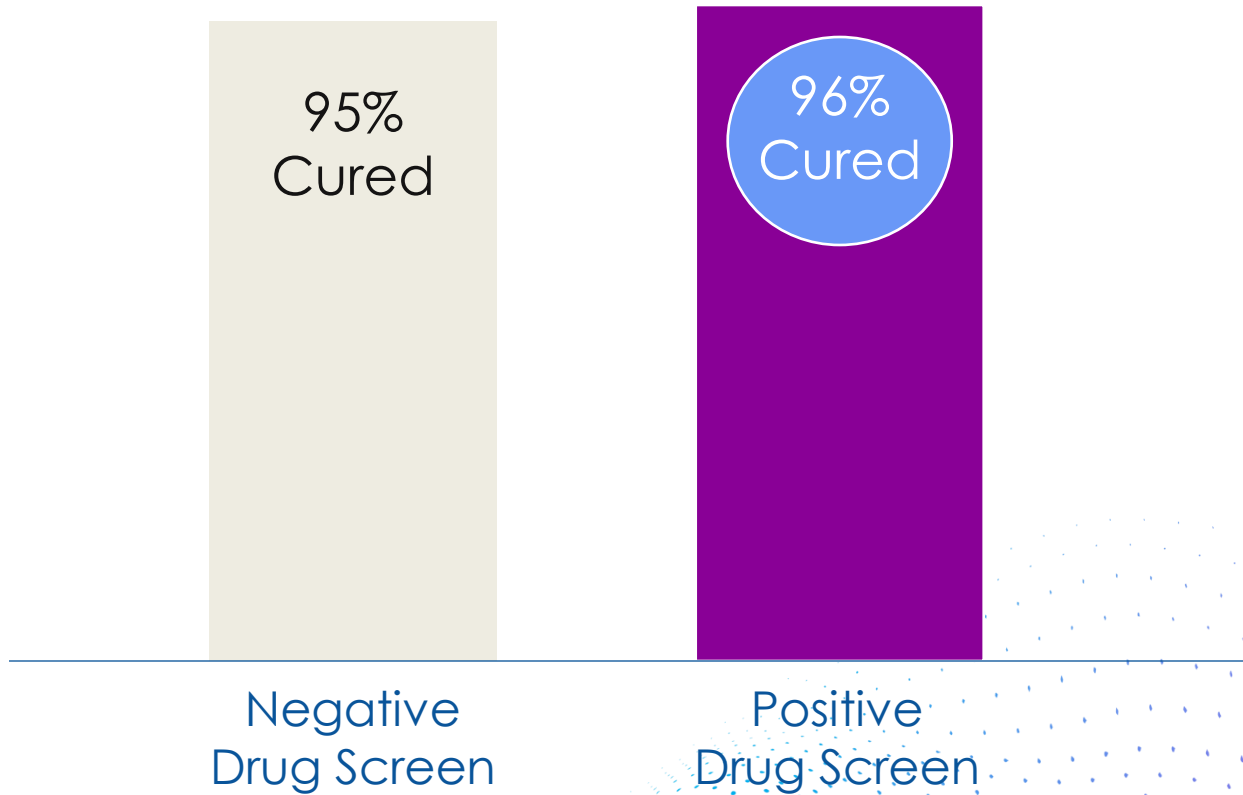
- Pills, often just 1 a day
- Last 2-3 months
- Have mild side effects
- Cures almost all patients

What does Hep C cure mean?

- The Hep C viral load is undetectable in the blood 12 weeks after the patient has completed treatment
- Cure is known as **sustained virologic response or SVR**
- Being cured of Hep C can improve your liver health and general well-being
- **Cure is not immunity. People can get Hep C again if they are exposed again**



With Support, People Who Use Drugs Have Excellent Hep C Cure Rates



Patient Story



Everyone Deserves a Cure

Treatment is recommended
for all patients with chronic
hepatitis C infection

This includes patients who are:

- Using drugs
- Drinking alcohol
- Incarcerated
- Homeless
- Living with HIV



HIV and Hep C Co-Infection

- 1 out of 4 people living with HIV (PLWH) in the U.S. also have Hep C co-infection
- PLWH and Hep C
 - High risk for serious liver disease or cancer
 - Disease progresses quickly
 - Should be treated and cured
- HIV-positive men who have sex with men (MSM) are at higher risk for Hep C



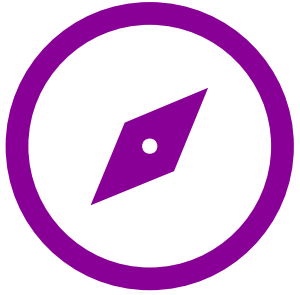


**What health promotion messages
are challenging to convey?**

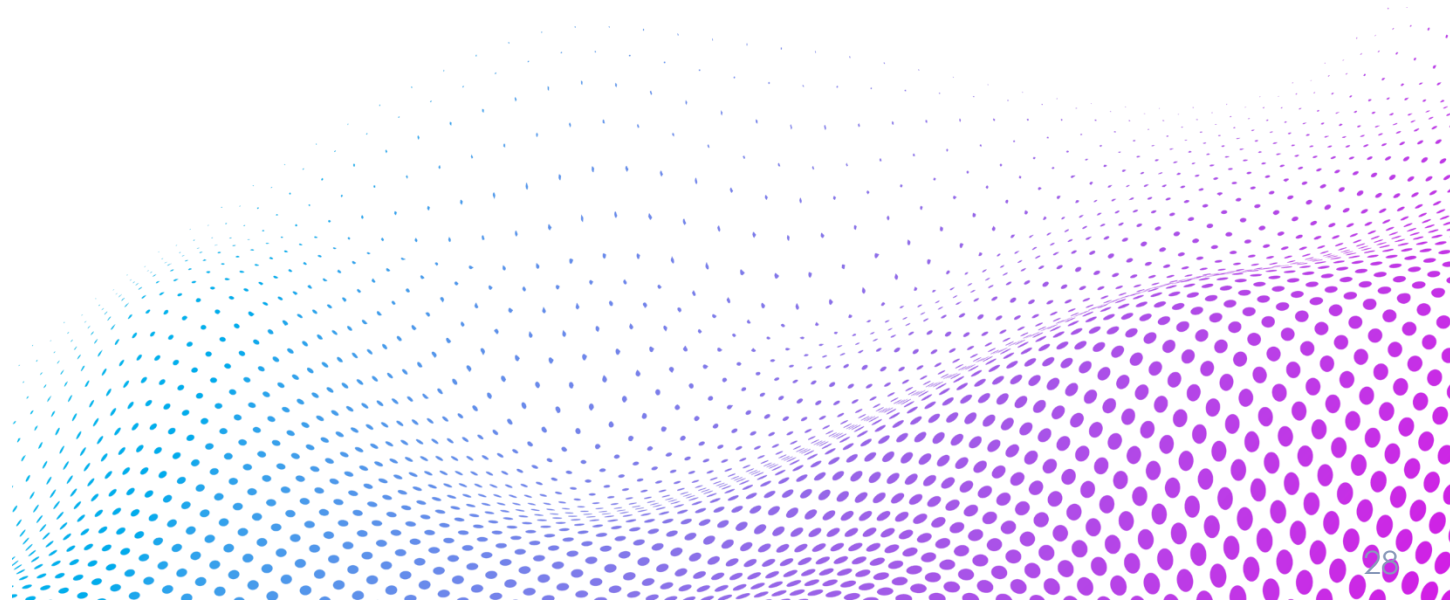


5 minutes

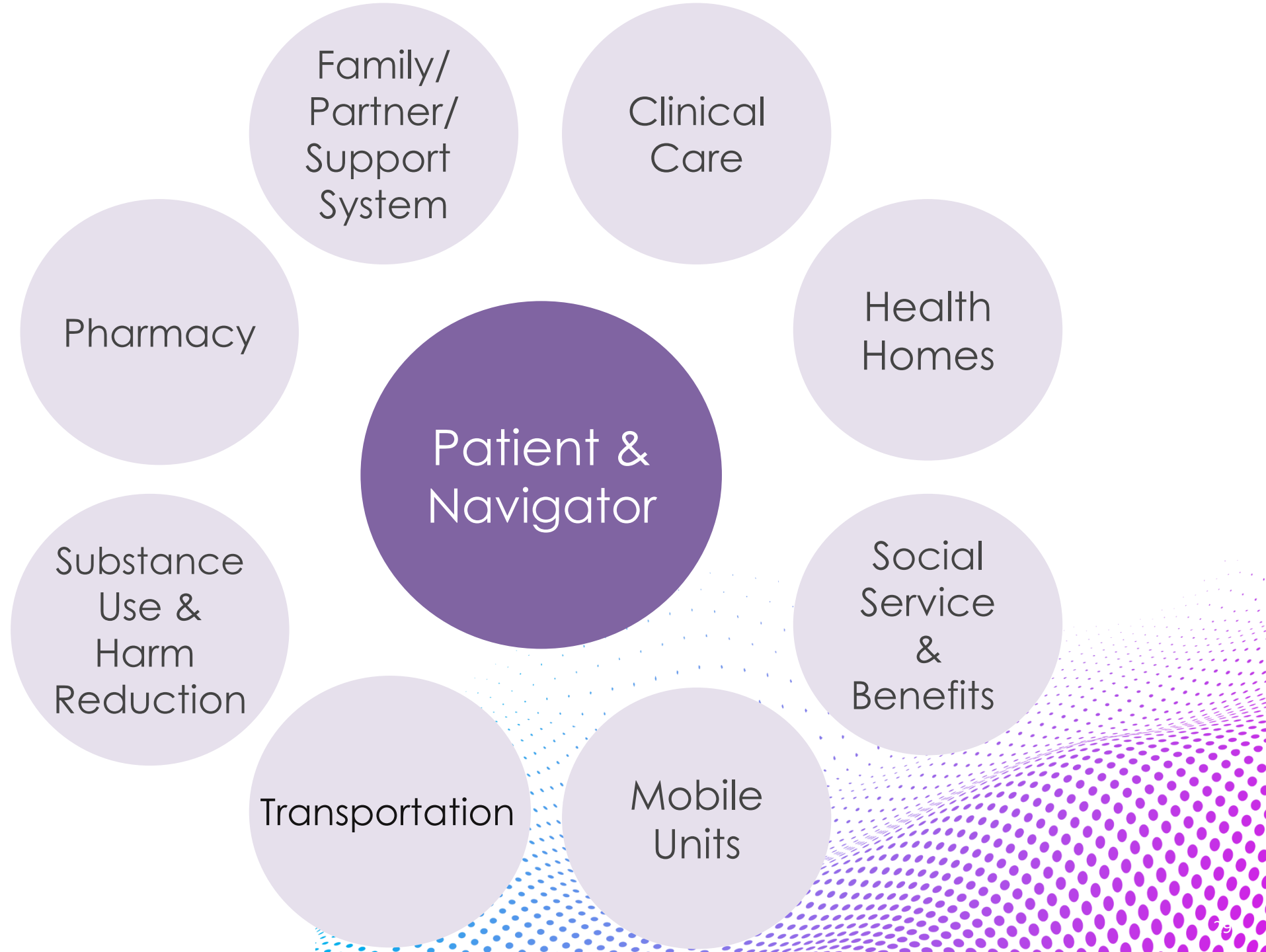
Navigation



Health Navigation is an approach to improving healthcare delivery that helps people access the care they need.



Building a Care Team



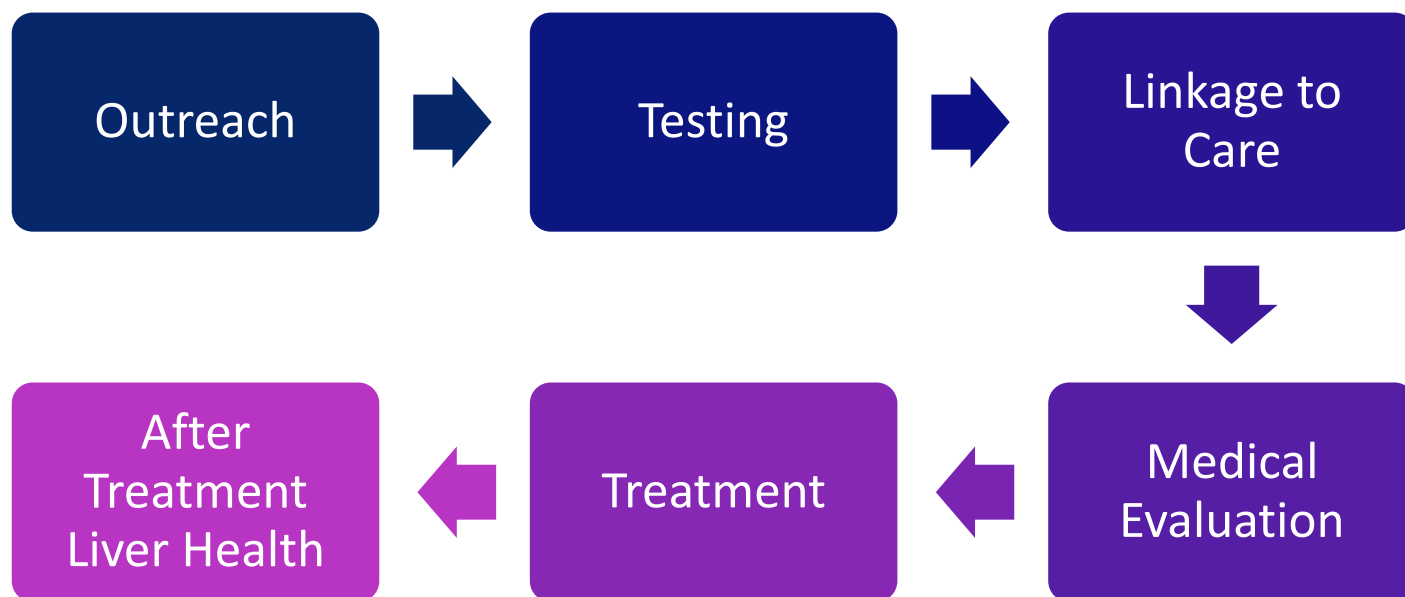
From the Patient's Point of View

Steps to Hep C Care and Cure



Hep C is a big deal. But it can be cured. You don't have to go through it alone.

Hep C Navigation Steps



Health Promotion Modules

The Hep C Community Health Navigation Health Promotion Modules guide Navigators in: providing health promotion, assessing patient need for supportive services and referrals, developing a patient navigation care plan, completing required forms, and promoting behavior change.

HEALTH PROMOTION MODULES	WHEN TO USE
<ul style="list-style-type: none"> How do I use Hep C Community Health Navigation materials? Form: Patient Navigation Form Form: Care Plan Guide for improving readiness for change 	Throughout program
I. Hep C Basics	
<ul style="list-style-type: none"> What is Hepatitis C? How do people get Hep C? What type of Hep C do you have? How do you know if you have liver damage? Treatment: How is Hep C treated? 	During Navigation assessment phase. Reinforce throughout pre-treatment phase as needed.
II. Getting Ready for Hep C Care	
<ul style="list-style-type: none"> Mental health: Improving mental wellness Alcohol: Does drinking alcohol damage the liver? Form: Alcohol Use Disorders Identification Test (AUDIT) Drug use: Reducing the harm of drug use Form: Drug Abuse Screening Test (DAST) Lifestyle changes: Protect your liver Referrals: Getting support 	During the Navigation assessment phase.
III. Getting Ready for Treatment	
<ul style="list-style-type: none"> Treatment readiness: Are you ready to start treatment? Form: Treatment Planning Form 	Right before starting treatment.
IV. After Treatment	
<ul style="list-style-type: none"> Staying healthy and avoiding Hep C reinfection 	During and after treatment.

WHAT'S IN EACH MODULE?

ASSESS NEED for health promotion. Ask questions to assess what your patient already knows or does not know. Based on their responses, tailor the talking points and action plan.

TELL PATIENTS key messages. After sharing these messages, review information, make plan, or discuss decisions.

REVIEW INFO and use the questions in this section to make sure the patient understands the information provided

MAKE A PLAN with the patient based on the information they received, and record action items on the Care Plan at the end of this guide.

DISCUSS with the patient the pros and cons of making decisions as these may require further thought.

1. Outreach



To find people at risk for or living with Hep C:

- Work with members of your organization
- Work with community partners
- Work with patient or peer social networks

In-reach

- Review current patient lists:
 - Previously tested positive, or never tested for Hep C
- Offer your assistance to testing staff or providers:
 - Linkage to care for people who test positive
 - Appointment scheduling and reminders
 - Return to care
 - Health promotion
- Cold calls and letters, or identify service provider that can make introduction with client



Keeping in Contact

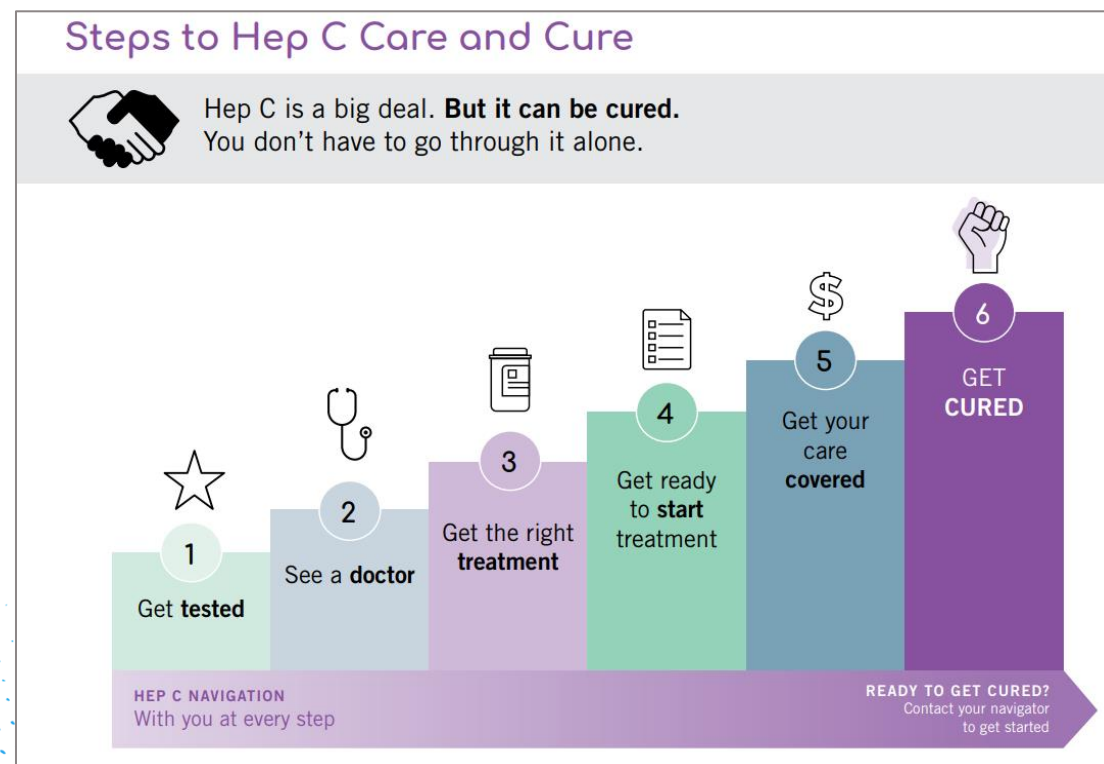
Hep C patients can get lost to care

- Follow-up with patients to maintain engagement
- Let patients know how they can reach you
- Improve chances of staying in contact by:
 - Asking them how to contact them
 - Getting alternate contact info



2. Navigation Through Testing

- Explain the testing process
 - Antibody and RNA
- Make testing appointment with client
- Accompany client to test
- Accompany clients to get test results
- Explain the test result and next steps:
 - If negative: prevention
 - If positive: link to care



Program Self-Reflection

- Does every patient receive Hep C education?
- Has every patient been tested?
- What Hep C tests are done in-house? Where do you refer?
- How do you and your program support patients to complete necessary testing?

3. Linkage to Care

1. Make culturally competent referrals

- Immigration status, PWUD, sexual orientation, LGBTQ, justice involved, mental health

2. Link patient to care

- Identify best time to schedule appointments
- Coordinate and accompany to appointments

3. Return to care

Care Plan

Discuss care plan with patient. Complete the form based on agreed plan, sign and give a copy to patient.

Patient Name: _____ Date: _____

CARE TEAM

Name	Address	Phone Number	E-mail Address
Doctor			
Navigator			

Accompaniment to medical visits Reminders for visits by: Call Text Email

CHECK HEP C PROGRAM GOALS

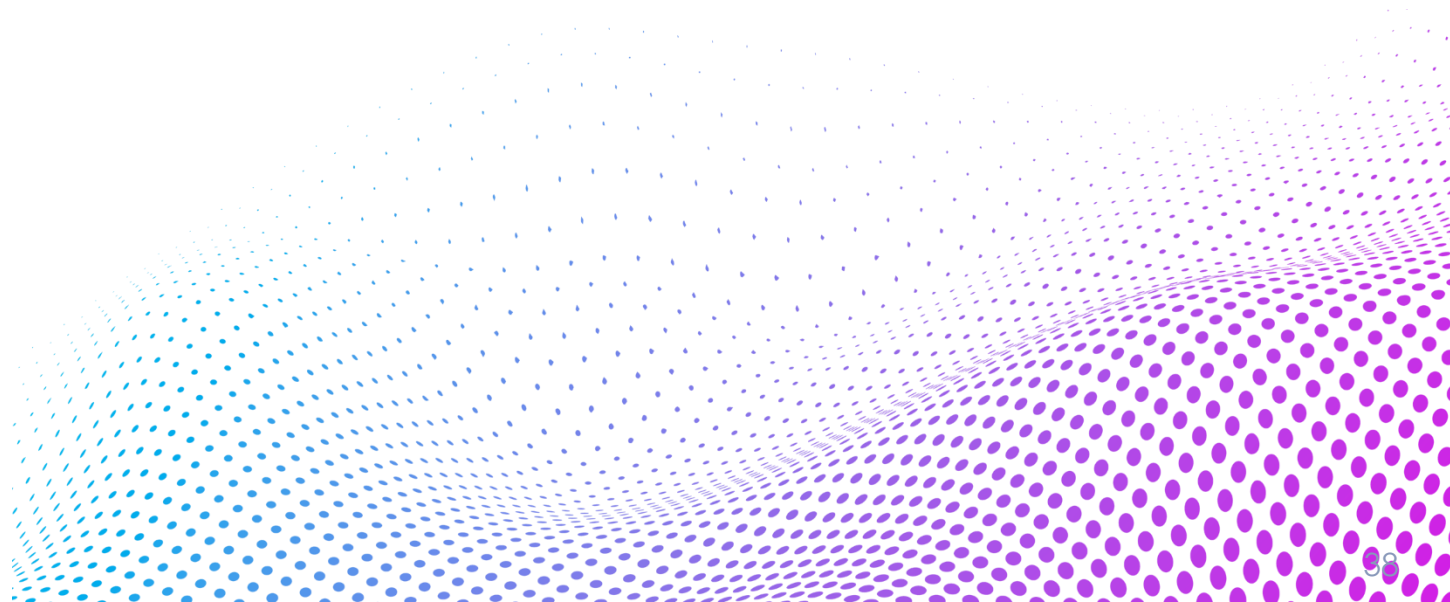
Goal	Date Completed
<input type="checkbox"/> Complete patient navigation assessment	
<input type="checkbox"/> Receive "Hep C basics" health promotion	
<input type="checkbox"/> Receive "Getting ready for Hep C care" health promotion	
<input type="checkbox"/> Attend 1st Hep C medical visit	
<input type="checkbox"/> Complete Hep C medical evaluation	
<input type="checkbox"/> Receive "Getting ready for treatment" health promotion	
<input type="checkbox"/> Start Hep C treatment	
<input type="checkbox"/> Complete Hep C treatment	
<input type="checkbox"/> Receive "After treatment" health promotion	

REFERRALS

Type of Service	Site Name and Address	Phone Number/ E-mail Address	Appointment Date/ Time
<input type="checkbox"/> Mental health			
<input type="checkbox"/> Alcohol counseling			
<input type="checkbox"/> Substance use/harm reduction			
<input type="checkbox"/> Insurance enrollment			
<input type="checkbox"/> Benefits (Food/ financial)			
<input type="checkbox"/> Housing services			
<input type="checkbox"/> Legal services			
<input type="checkbox"/> Specialist:			
<input type="checkbox"/> Other:			

Setting up a Strong Referral System

- Learn about the referral site
 - Their approach to treating the clients you work with
 - Required documents to bring
 - Insurance plans, cost to patient
 - Tour facility, meet staff
- Set up a “Linkage Agreement”



Linkage to Care Tools

- National site locators: [American Liver Foundation Provider Locator](#) or [CDC](#)
- Identify or create local site locators or referral guides (update at least annually)
- Identify resources and referrals for uninsured:
 - Benefits enrollment
 - FQHC/Public hospital
 - Grant funded programs
 - Patient Assistance Programs
- Linkage agreement

Promoting and Protecting the City's Health **NYC Health Map** 繁體中文 Translate Text-Size

Due to the coronavirus outbreak, New Yorkers should stay home. If you have to visit a facility for urgent health care, contact them first to confirm they are open and offering the services you need. If you need a provider, call NYC Health + Hospitals at 844-NYC-4NYC (844-692-4692), or call 311.

Fort Lee HEPATITIS C TREATMENT

10039

36 results found for the selected service.

- Acacia Network - Barbee Family Healthcare Center
266 West 145 Street, Manhattan, New York 10039
- Acacia Network - BASICS Community Health Center
1064 Franklin Avenue, Bronx, New York 10456
- Acacia Network - Claremont Family Health Center
262 East 174 Street, Bronx, New York 10457
- Acacia Network - Clay Avenue Family Health Center
1776 Clay Avenue, Bronx, New York 10457
- Acacia Network - Park Avenue Family Health Center
4196 Park Avenue, Bronx, New York 10457

Hep C COMMUNITY NAVIGATION TOOLKIT

Appointment Card

Improving Care for People Who Use Drugs and Other Impacted Populations

For: _____

Date: _____ Time: _____ AM PM

Provider: _____

Address: _____

Phone: _____

Please bring:

Photo ID card Health insurance card _____

Patient Advocacy Tools

Your Rights as a Patient

All patients have a right to:

- Have a family member, peer navigator, or other adult go with you to medical appointments
- Have an interpreter or translator if needed
- Receive medical care with respect, without discrimination, and in a clean and safe environment
- Receive complete information about your health and any medical conditions
- Participate in all decisions about your care and treatment
- Refuse services and know how this may affect your health

Source: PHL 2803 (1)(g) Patient's Rights, 10NYCRR, 405.7, 405.7(a)(1), 405.7; HIPAA Privacy Rule 45 CFR 164.510(b)

Recommendations for Hepatitis C Screening and Treatment in People Who Use Drugs

Test people who use drugs (PWUD) for Hep C at least annually

TEST TYPE	TEST RESULT	
	If positive (+)	If negative (-)
Antibody Test: Use to test people who have never tested Hep C positive.	Confirm with RNA Test (Reflex RNA testing is ideal)	Retest in 12 months with antibody test
RNA Test: Use to test people who have ever tested Hep C positive.	Link to Hep C medical care	Retest in 12 months with RNA test



All PWUD with Hep C should be evaluated for treatment

- Hep C is treated with oral medications in 8–12 weeks with few side effects. See the algorithm for the management and cure of Hep C infection at www.bit.ly/simplified-hepc.
- Over 90% of PWUD with Hep C who are treated achieve a cure, less than 5% get reinfected.
- Curing Hep C prevents ongoing transmission to drug-sharing and sexual partners.
- Patient-centered care practices including Hep C patient navigation can help PWUD get care and complete treatment. To find a program, visit: _____



Health Insurance approves Hep C medications for PWUD

- [add a sentence about your locality's insurance requirements] _____
- Specialty pharmacies can support the medication prior authorization process.
- Local resource for prior authorization appeals and applications (legal aid, attorney general, state medicaid office)



Prevent Hep C and Overdose

- Link people to harm reduction and syringe service programs <https://nasen.org/map/>
- Link people to medication-assisted treatment, such as buprenorphine SAMHSA bupe locator
- Provide Naloxone <https://nextdistro.org/naloxone> and prevention tips www.bit.ly/opioid-overdose-basics

Resources

- To find Hep C patient navigation programs and programs for uninsured visit: _____
- Clinical Education Initiative (CEI) Hepatitis C and Drug User Health Center of Excellence: www.ceitraining.org
- American Association for the Study of Liver Disease - Identification and Management of Hepatitis C in People Who Inject Drugs: hcvguidelines.org/unique-populations/pwid
- For more information email: HepProgram@state.gov

Program Planning

- Where will you find patients in need of linkage to Hep C care in your organization?
- How often do you access patient lists for linkage to care?
- What is your linkage to care process?
- How will you keep in contact with the clinical provider you are referring to and patient to support complete treatment?



CASE STUDY

James was diagnosed with Hep C while incarcerated. He was released 3-months ago. He lives in a hotel and is in a job readiness program.

James injects drugs. He is not interested in starting Hep C treatment because he has heard that abstinence is required.

What are barriers to Hep C care for James?

What is your approach?

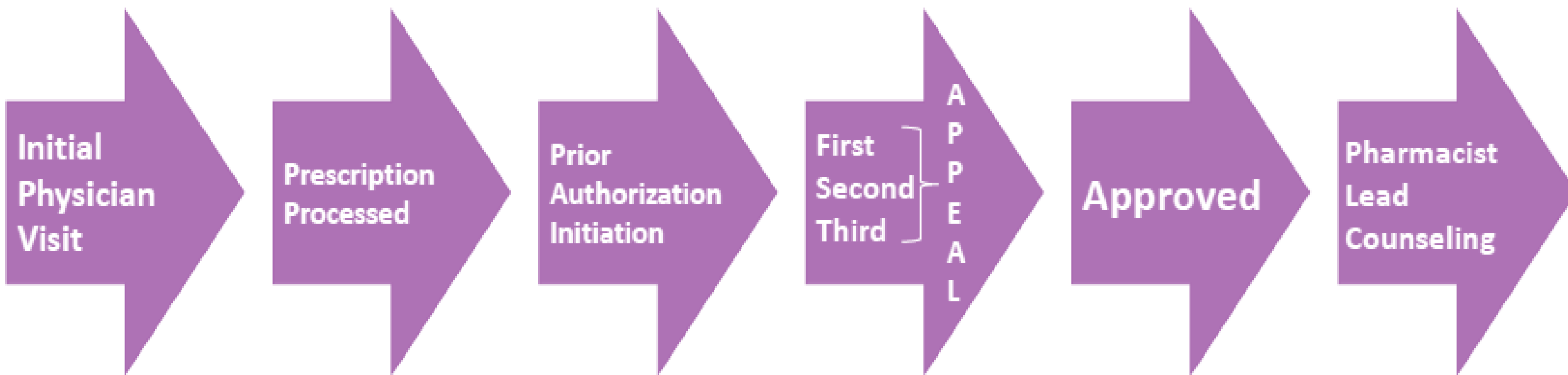
4. Medical Evaluation



Usually involves:

- Patient medical and treatment history
- Review of current medications and herb supplements (bring a list)
- Physical exam and blood tests
- Liver health assessment
 - Fibrosis level
 - Liver cancer screening (if needed)
 - Drug testing if required for prior authorization
- Complete Hep A and B vaccination

Prior Authorization Process



Approval time few hours to >3 months

Tip: [Checklist for Hep C Prior Authorization Request](#)

5. Treatment

- Work with clinical provider to review recommended treatment for patient
- Make sure patients know what treatment involves
- Work with care team to select the best time to start treatment

Treatment Planning Form

MY DOCTOR'S APPOINTMENTS

Complete this table with your doctor.

Visit	Date	Time	Hep C Viral Load*	Notes
1				
2				
3				
4				
5				

*The Hep C viral load is the amount of Hep C virus in your blood. If your viral load drops to "undetectable" and stays there 12-24 weeks after treatment you are cured.

Date	Ultrasound

MY NOTES

Write down the list of medications you are taking, any side effects you have, questions for your doctor, or other notes about your treatment.

Living with Hep C is not easy. But you can be treated and cured. Follow these steps:

1. Know your care team and how to contact them.
2. Take your medications the right way.
3. Go to all doctor's appointments.

MY CARE TEAM

DOCTOR

Name: _____

Phone: _____

NAVIGATOR

Name: _____

Phone: _____

PHARMACIST

Name: _____

Phone: _____

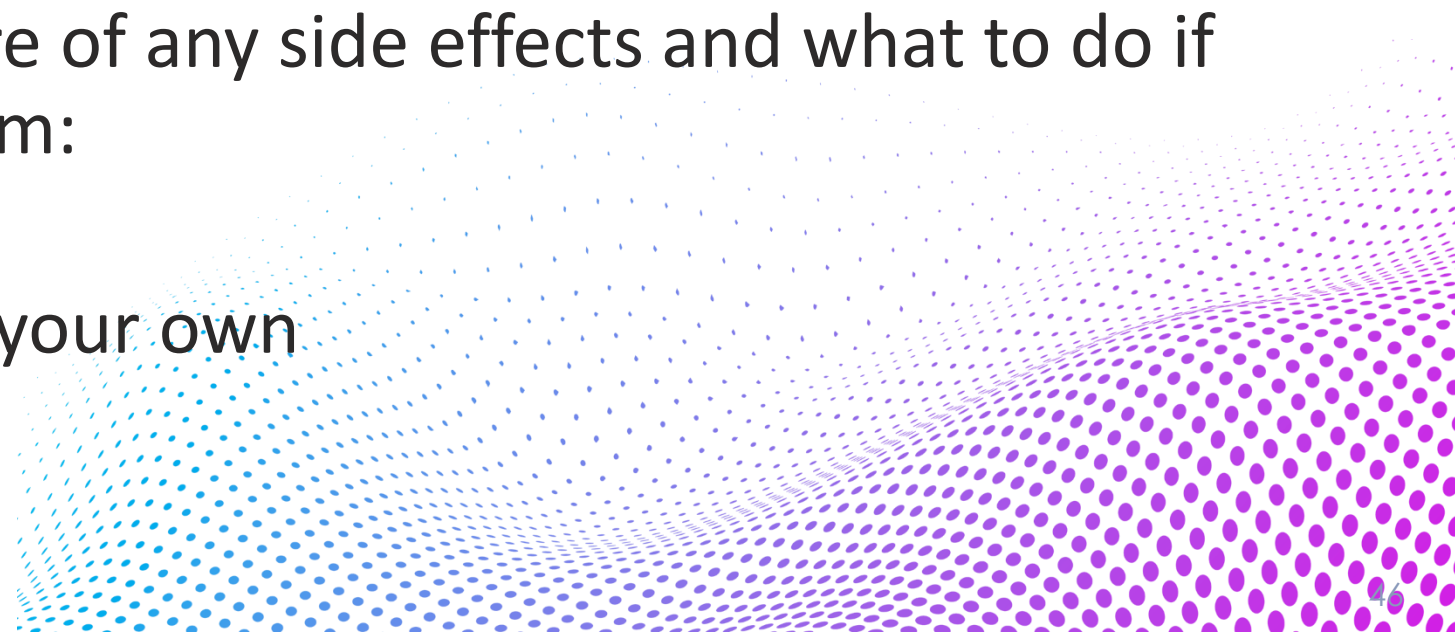
ULTRASOUND RADIOLOGIST

Name: _____

Phone: _____

Treatment Adherence

- Emphasize the importance of taking meds as prescribed
 - Discuss what time of day meds will be taken and where they will be stored
- Patients should be made aware of any side effects and what to do if they have side effects, tell them:
 - Notify your doctor
 - Don't stop taking meds on your own



Preventing Treatment Interruptions

If a patient misses a dose or stops taking medications:

- Do not double down, take next dose when scheduled
- Work with client to inform provider
- Discuss the reasons for interruption
- Assist with overcoming obstacles
- Increase adherence support
- Provide health education and motivation





What Resources Can You Use To Support Adherence?

Calls

Text reminder

Calendar reminders

Family or buddy support

Take meds with another daily routine

Directly Observed Therapy (DOT)

More frequent calls or visits

Visiting nurse

Completing Treatment & Getting Cured

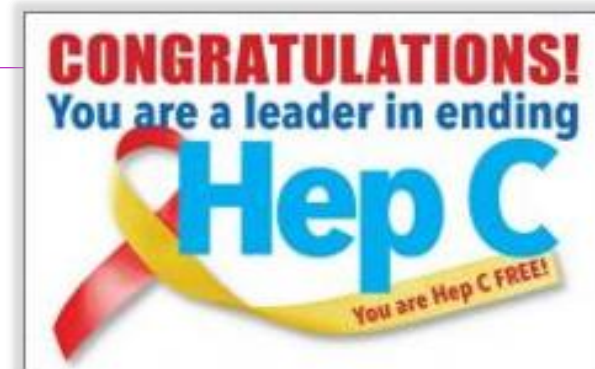
- When a patient is cured of Hep C
 - They do not have the infection
 - They cannot infect other people
 - Fibrosis can regress
 - Their health will improve!
- Things to keep in mind
 - They will always test Hep C antibody positive
 - They can get infected again
 - They may need follow-up screenings to monitor liver health



5 minutes

6. After-Treatment Liver Health

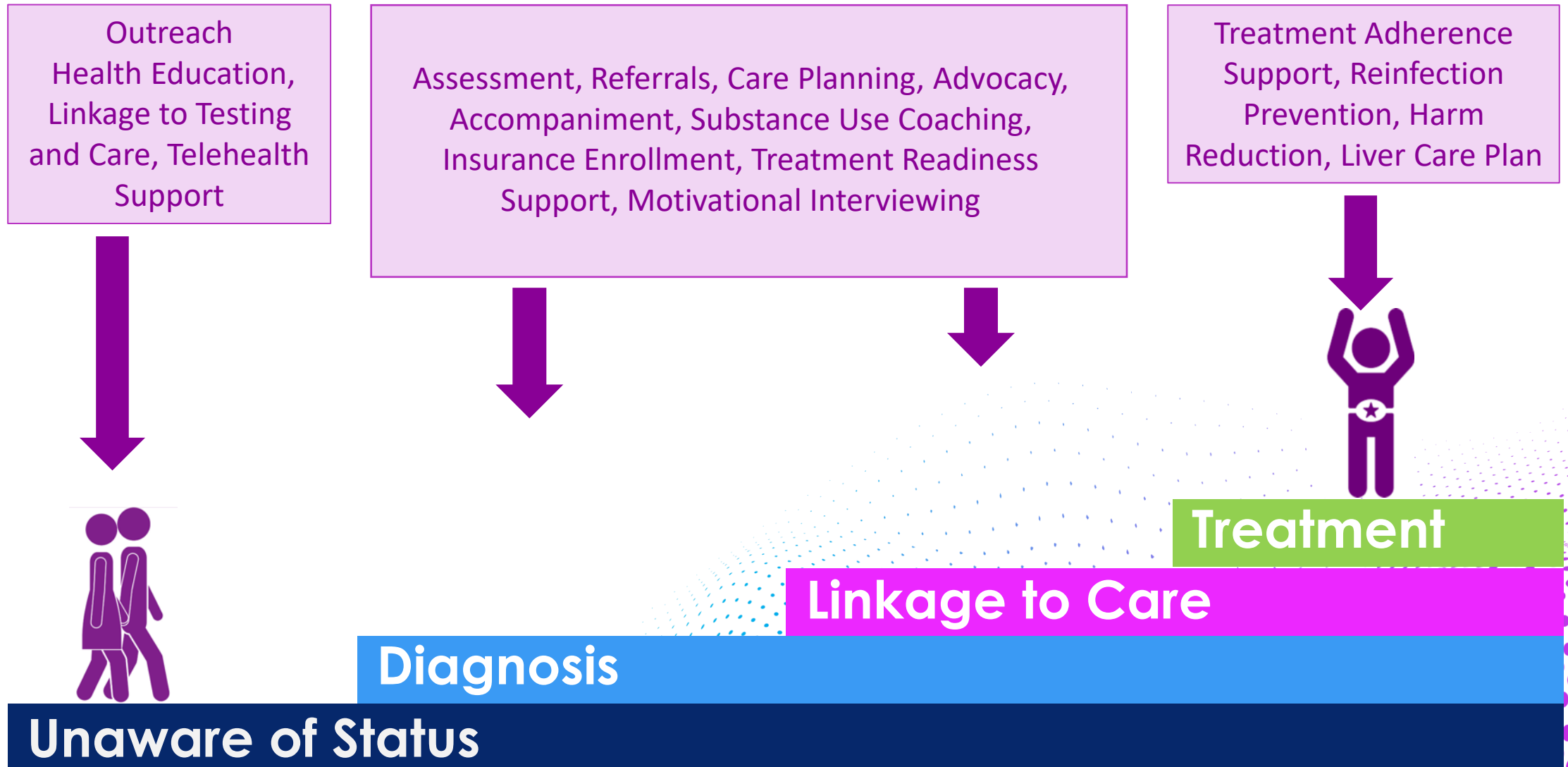
- Ask client to share cure story (mentor, groups, video)
- Liver cancer screening every six months if cirrhosis
- Help client with their next needs
- Reinfection Prevention:
 - Refer to syringe service programs: www.harmreduction.org
 - Refer to substance use treatment (buprenorphine, methadone)
 - Harm reduction support groups
 - Provide overdose and infection prevention counseling
 - Provide Naloxone: www.naloxoneforall.org



Celebrate Patient Success

- Attending appointments (RNA test result, medical eval, etc)
- Finishing prior-authorization paperwork
- Starting treatment (substance use, infectious diseases, etc)
- Treatment adherence
- Finishing treatment regimen
- *Being HIV Undetectable, Hep C Cured!*
- Completing follow-up liver scans

How Navigation Services Support Hep C Cure





Hepatitis Tele-Navigation



Are you providing tele-navigation?

What is working well?

What is difficult?

Tele-Navigation



Telemedicine is becoming increasingly available for Hep C and opioid use disorder treatment. See [Telehealth capacity building resources](#) (NYS and National)

Successes

- Ability to support patients who cannot make it to healthcare agency (rural, special needs, busy schedule)
- Navigator can serve as a physician extender – to assist the clinical provider to prep and follow up with patients after a visit
- Improved care integration: in-person and virtual (methadone and Hep C)

Tele-Navigation

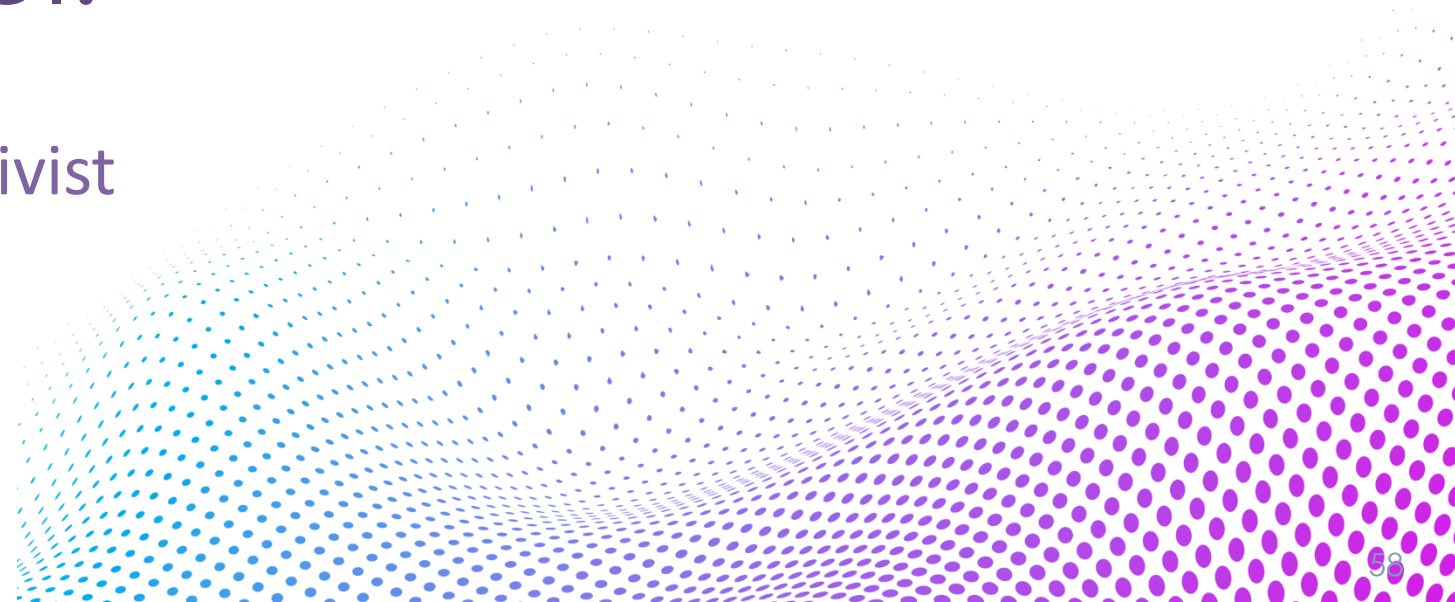


Challenges

- Lack of access to phone or computer, internet or low-tech literacy
- Patient privacy and confidentiality concerns (i.e. household members)
- Lack of walk-in referrals for immediate care (PWUD affirming)
- Disrupted communication with homeless patients (without access to working phone) that relied on location for survival needs, mailing address or med storage
- In-person Hep C diagnostic testing and medical evaluation workup is still required for treatment
- Navigators can help find places to get labs, arrange transportation and help reduce wait times

"People will forget what you said,
people will forget what you did, but
people will never forget how you
made them feel."

Maya Angelou, poet and activist





What Questions Do You Have?

Wrap Up

Hep C Health Promotion

KNOW HEP C

- **Hepatitis C** can lead to **liver disease** and cancer.
- Hep C is spread through **blood**.
- You can get Hep C by **sharing drug use equipment** (injecting, smoking, or snorting) or having **unprotected sex**.
- Syringe exchange and **harm reduction** can protect you from Hep C.
- **Get tested** to know if you have Hep C: antibody test first, then confirmatory test.

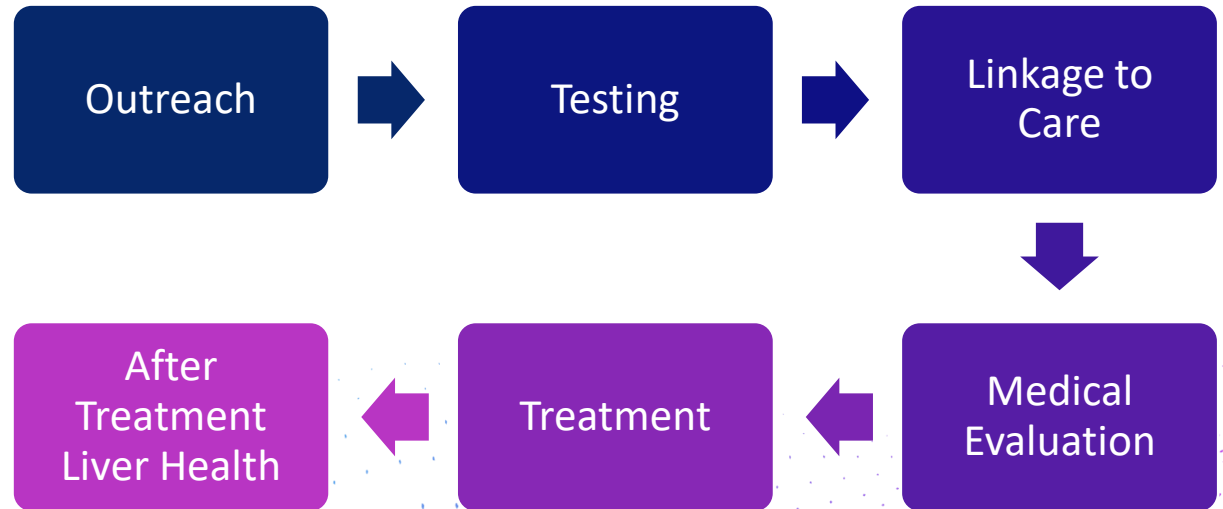
CURE HEP C

- **Hep C can be cured.** Treatment is now shorter and more effective than before. Side effects are less severe.
- **You can get re-infected** with Hep C. Protect yourself from blood exposure.
- **Avoid alcohol** if you have Hep C. Alcohol speeds up liver damage.

Contact for help getting tested or treated:

<https://www.cdc.gov/knowmorehepatitis/HepatitisC-FAQ.htm>

Patient Navigation Steps

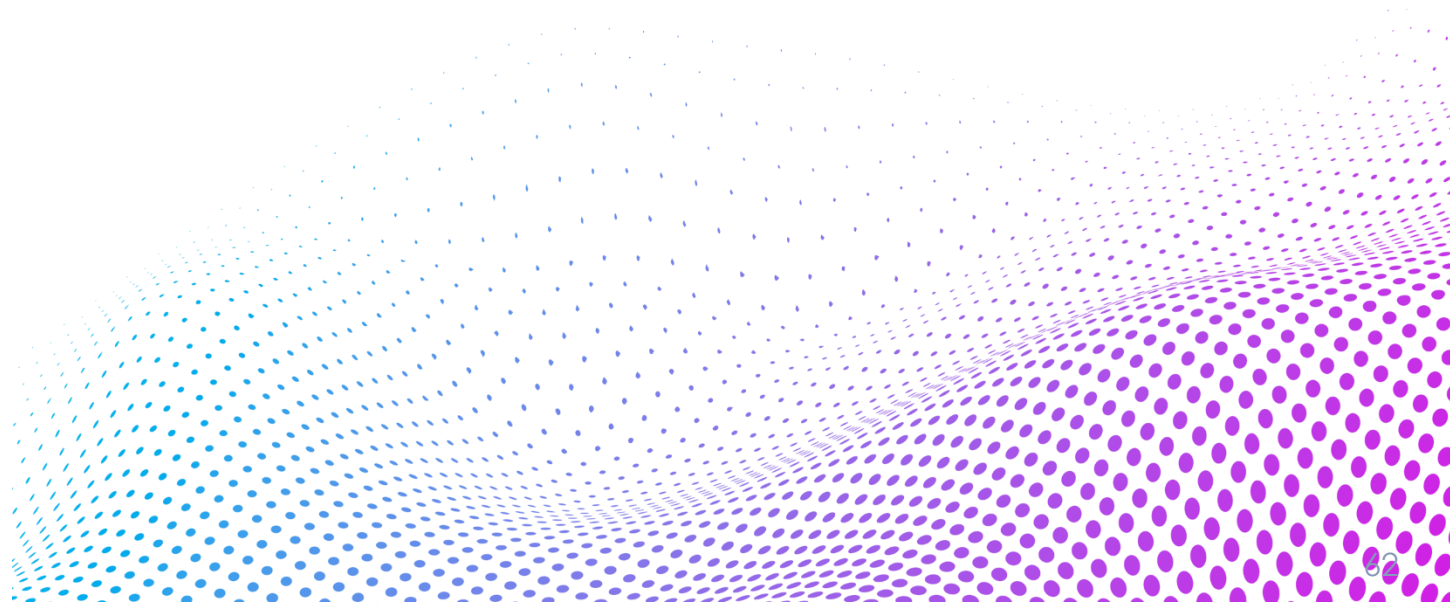


Resources

- Materials and templates from [NASTAD Hep C Community Navigation Toolkit](#)
- [Recommendations for Hepatitis C Screening and Treatment in People Who Inject Drugs](#) (AASLD)
- [Hep C Drug Guide](#) (Positively Aware)
- [Hepatitis Drug Interactions](#) (University of Liverpool)
- NYS [Checklist for Hep C Prior Authorization Request](#)
- Find hepatitis care [American Liver Foundation Provider Locator](#) or [CDC](#)
- Meds: Pharmaceutical Patient Assistance Programs, [Patient Access Network](#), [Patient Advocate Foundation](#), and [Healthwell Foundation](#)
- Find Specialty Pharmacy www.liverfoundation.org/specialtypharmacy
- [State of Hep C Medicaid Access Report 2019](#) (NVHR & Center for Health Law and Policy Innovation)
- [Hepatitis Telehealth Capacity Building Resources](#) (NYS and National)
- [NYS DOH Hepatitis C Cure Day Planning Toolkit](#) (NYS DOH)
- Find Syringes and Naloxone at [Harm Reduction Coalition](#)
- [Find methadone and buprenorphine provider](#) (SAMHSA)

Specialty Pharmacies Help!

- Insurance coordination
- Complete prior authorizations
- Financial assistance
- Personalized education
- Nursing support
- Adherence support



Navigator Training

Essential Training

- Hepatitis A, B and C Basics
- Hep C Patient Navigation 🟢
- Harm Reduction Approach
- Motivational Interviewing
- Hep C Medical Care and Treatment
- Hep C Medication and Prior Authorization
- Trauma Informed Care
- [Mental Health First Aid](#)

Recommended Depending on Role

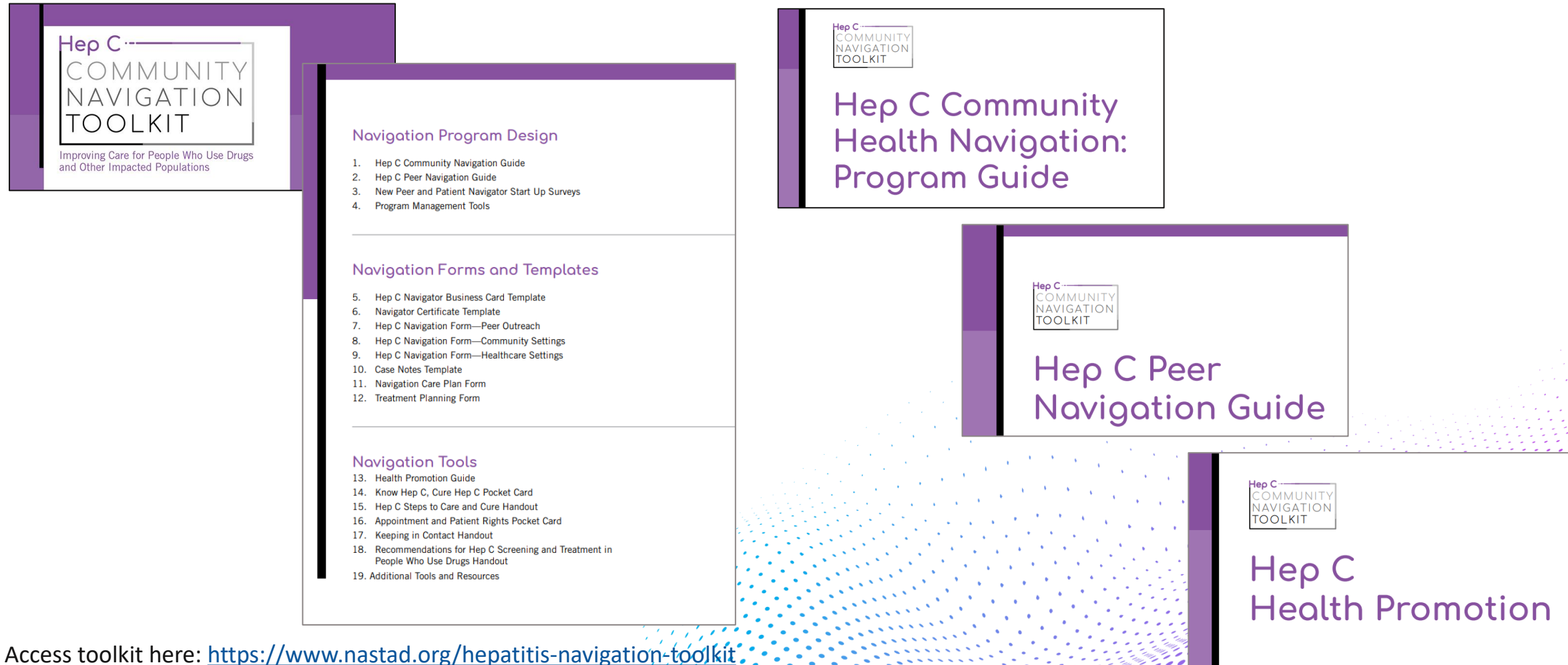
- Hep C Rapid Testing
- Hep C Medication Coverage and Prior Authorization
- HIV testing, PrEP navigation, and overdose prevention

Trainings are available virtually through [NYS AIDS Institute](#) and [Harm Reduction Coalition](#)

Evaluation



NASTAD Hep C Community Navigation Toolkit



Access toolkit here: <https://www.nastad.org/hepatitis-navigation-toolkit>

This presentation's recording will be archived and available soon.



Request Technical Assistance

HepTAC is an online technical assistance and capacity building center for health department hepatitis programs.

To request assistance, visit us at:

www.nastad.org/heptac

Hepatitis@nastad.org





Request Technical Assistance

The National Harm Reduction TA Center seeks to build on proven methods of harm reduction technical assistance to provide coordinated TA to nestablished community-led harm reduction efforts, including SSPs across the US.

To request assistance, visit us at:

<https://www.nastad.org/harmreductionta>

DrugUserHealthTA@NASTAD.org



Evaluation Reminder

Thank
you!

