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# Expanding HIV Telehealth in Urban Communities: Capacity Building Activities to Improve Client Retention and Access



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## Background

To increase access to and retention in HIV care, it is necessary to reduce the impact of social and structural barriers, such as poverty, racism, and lack of adequate transportation. **Lack of adequate transportation has been cited as one of the most formidable barriers to accessing and being retained in HIV care.** Telehealth is an innovative approach to overcome this barrier and help clients access HIV services in rural and urban areas.

Through a systematic literature review, HealthHIV identified **limited HIV telehealth programs** providing services through live-video appointments. Furthermore, few programs have shown significant impact on HIV Continuum of Care outcomes, such as client retention and viral suppression. Through capacity building assistance, HealthHIV assists HIV telehealth programs to operate efficiently, meet the needs of prioritized populations burdened by HIV, and positively impact clients' health outcomes.

## HIV Telehealth Program Goals

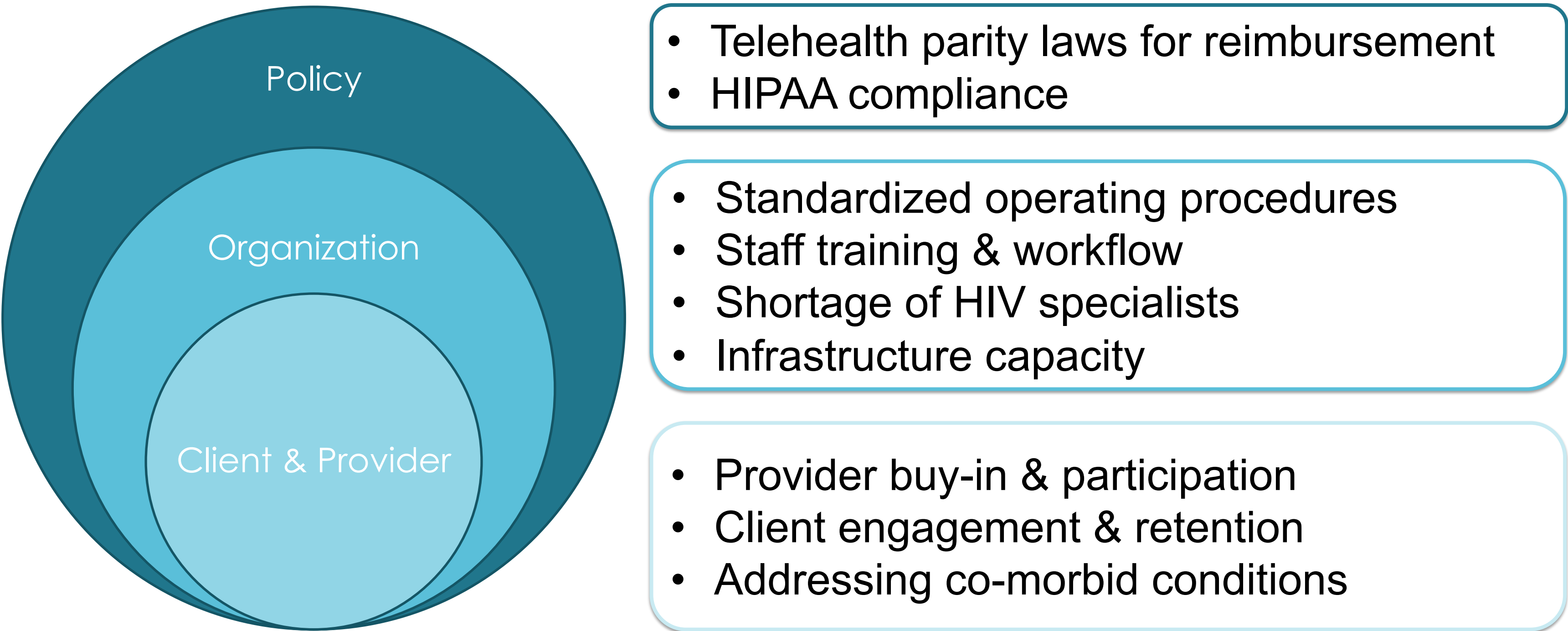
- Increase the availability & acceptability of telehealth for HIV.
- Provide care to minority persons living with HIV.
- Improve access to care for patients in urban settings.

## Methods

HealthHIV conducts needs assessments with HIV telehealth programs, provides capacity building assistance to meet those needs, and hosts a *Telehealth Webinar Series* to disseminate best practices. Needs assessments with HIV specialty organizations identify structural and logistical barriers to telehealth.

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## Key Challenges to HIV Telehealth



## Capacity Building Assistance

HealthHIV provides capacity building assistance (CBA) to address these key challenges. **HealthHIV develops and provides a wide array of tools to increase client uptake, streamline workflows, and measure impact.** Through ongoing technical assistance, HealthHIV and an urban university health system overcome obstacles as they arise.

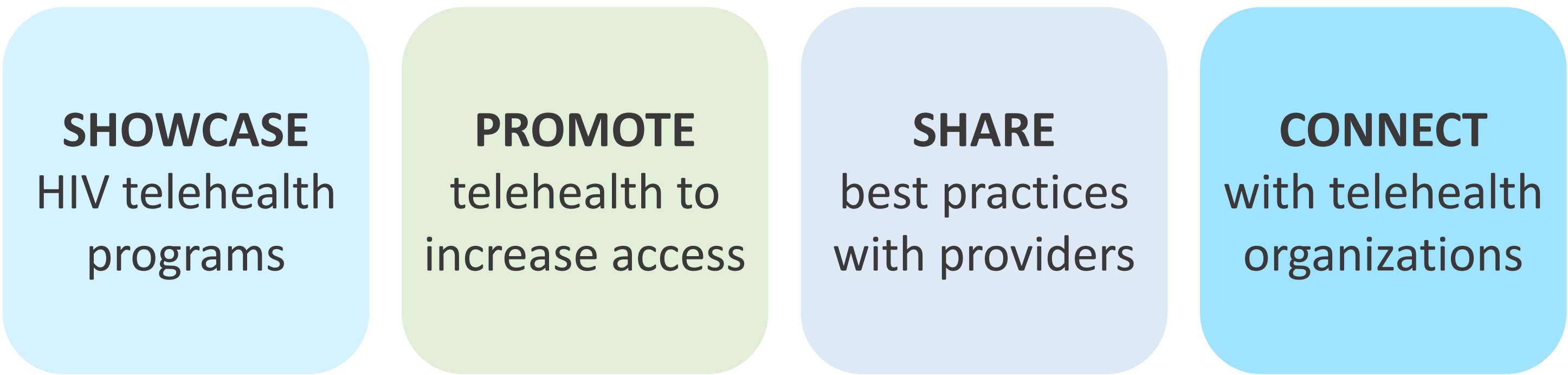


## Telehealth Webinar Series



HealthHIV's *Telehealth Webinar Series* showcases HIV telehealth programs advancing access to prevention and treatment through telemedicine. In each webinar, **telehealth experts discuss practical strategies for developing and maintaining a HIV telehealth program.** In the upcoming *Telehealth for HIV Community of Practice*, HIV telehealth program directors and staff will share experiences, challenges, and advice. Through follow-up evaluations, HealthHIV has identified an additional twenty organizations facilitating telehealth programs for HIV.

### Goals of the Telehealth Webinar Series



## Conclusions

There is a great need for telehealth programs that allow people living with HIV to access ongoing care efficiently and in comparable quality to in-person services. As best practices for HIV telehealth are identified, more healthcare systems can adopt this method of delivery to improve care access for communities most impacted by HIV. Furthermore, as more jurisdictions adopt telehealth parity laws, telehealth services for HIV are likely to become a key method to improve HIV health outcomes.