

Appendix E

Viral Hepatitis Community Clinic Services Assessment and Results

Viral Hepatitis Community Clinic Services Assessment: Data Summary

Overview

One of the goals of the Viral Hepatitis Integration Project (VHIP) of the Minnesota Department of Health is to improve access for injecting drug users to hepatitis testing, prevention counseling, vaccination and disease management. As a first step in addressing that goal, in July and August of 2002, VHIP staff conducted an assessment of community clinics in the Minneapolis/St. Paul metro area and in Duluth. Clinics included in the assessment were selected based on the knowledge that community organizations refer individuals who inject drugs to seek care at these clinics. Of 19 clinics contacted, 16 agreed to complete a questionnaire that assessed training needs; availability of hepatitis A, B, and C services; knowledge and skill level of staff for providing viral hepatitis services including counseling, risk assessment, diagnosis and treatment, and making referrals; comfort level of staff with sexual history taking, substance use history taking, and providing care for high risk groups; barriers to integrating viral hepatitis services into current programs; and interest in attending viral hepatitis training. During a follow-up visit to each clinic, VHIP staff reviewed the questionnaire with the clinic manager and discussed viral hepatitis services and training needs in more detail.

Results

Clinic characteristics

The 16 clinics participating in the assessment included 2 family planning clinics, 9 community health clinics, 2 opiate addiction treatment programs/centers, 1 primary care clinic for the uninsured, 1 family practice residency program, and a project providing healthcare for the homeless. The total number of clinic visits for 2001 ranged from 3,000 to 121,600, and the number of individuals seen in clinics in 2001 ranged from 300 to 12,000. An average of 43% of patients visiting these 16 clinics paid for services out of pocket, ranging from 0% to 100%. Most respondents did not know the percent of hepatitis C positive patients (63%), patients who inject drugs (63%), or patients who exchange sex for drugs or money (75%). The estimates for percent of HIV positive patients ranged from 0 percent to 10 percent.

Viral Hepatitis Services and Funding

All of the clinics surveyed provide some hepatitis services, and many offer hepatitis A and B testing and vaccination and hepatitis C testing (Figure 1). It was less common for clinics to provide community

education for viral hepatitis and treatment for chronic hepatitis B or C infection than it was for them to provide other services. Funding sources for hepatitis A and B vaccine and for hepatitis C testing varied (Figure 2).

A majority of clinics offer viral hepatitis services if a patient requests it (75%), if a risk factor is known or symptoms observed (88%), or if a patient discloses a risk factor (81%). Clinics are less likely to offer services if the patient had a history of a sexually transmitted disease in the past year (56%).

Knowledge and Skill of Clinic Staff

Overall, clinic managers reported that clinical staff had a high level of knowledge and skill for providing viral hepatitis services (Table 1). The knowledge and skill level of counseling staff was more varied (Table 2), although only 7 of the 16 clinics reported having counseling staff. Clinic managers also reported a high level of comfort for their staff with sexual and substance abuse history taking, as well as providing care for patients from groups at high risk for viral hepatitis infection (Table 3).

Barriers

Lack of appropriate educational materials, inadequate patient tracking, lack of a policy for providing viral hepatitis services, language and cultural issues, limited time and funding were common barriers to integrating viral hepatitis services for clinics (Table 4).

Training Needs

Clinic managers reported a wide range of viral hepatitis training needs. Of the clinics surveyed 81% felt that training in managing chronic hepatitis B and C infection would be useful. Over half of the clinics surveyed also mentioned viral hepatitis prevention, transmission, counseling, testing, medical referrals, vaccines and co-infection with HIV as training needs. Training in sexual history and substance abuse history taking was of interest to 31% and 38% of clinics respectively.

The most significant barrier to participating in training for clinics was lack of funding (63%), followed by scheduling difficulties (50%) and lack of time (38%). Nineteen percent of the clinics also felt that training was not available or that they had limited time to attend training.

All of the clinics surveyed expressed interest in attending a viral hepatitis training sponsored by VHIP.

Summary

Community clinics provide a number of viral hepatitis services in the St. Paul/Minneapolis metro area and in Duluth. Although clinics provide these services, and it was reported that overall staff have a high level of knowledge and skill in this area, clinics still have a variety of viral hepatitis training needs and encounter a number of barriers to effectively integrating viral hepatitis services with other services provided.

Figure 1: Hepatitis Services

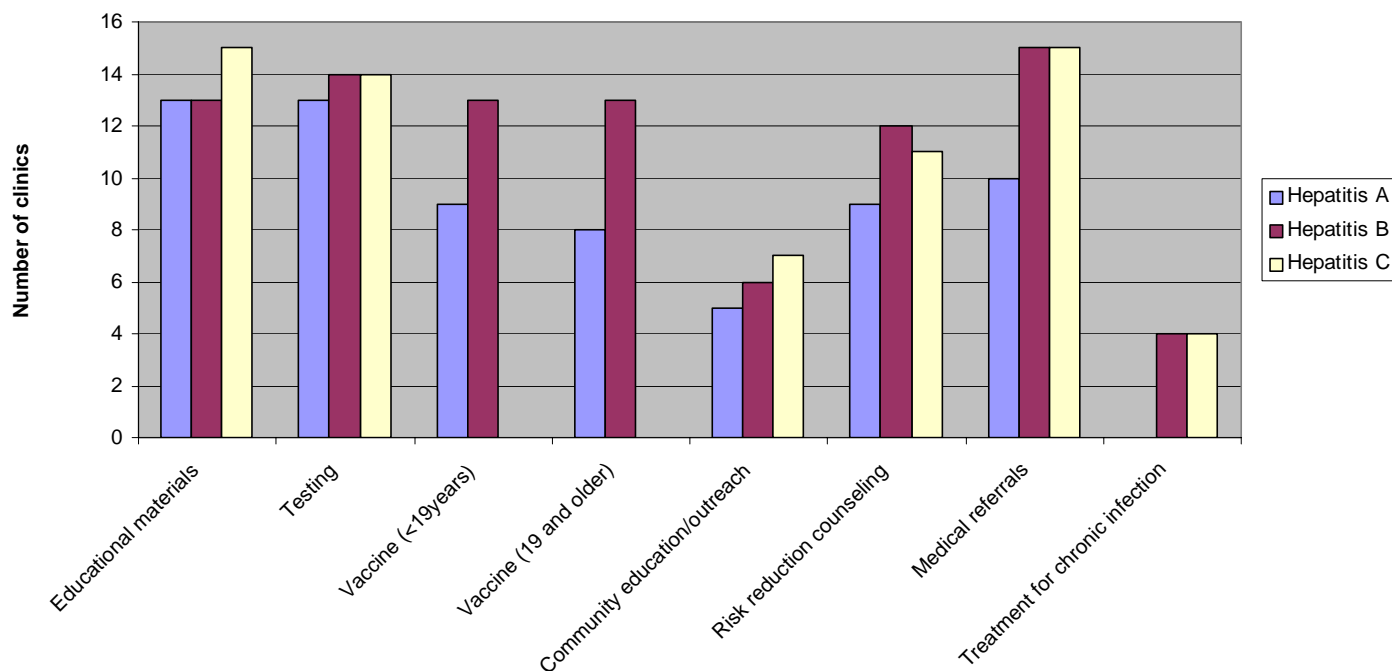


Figure 2: Funding sources Hepatitis A and B vaccine, Hepatitis C testing

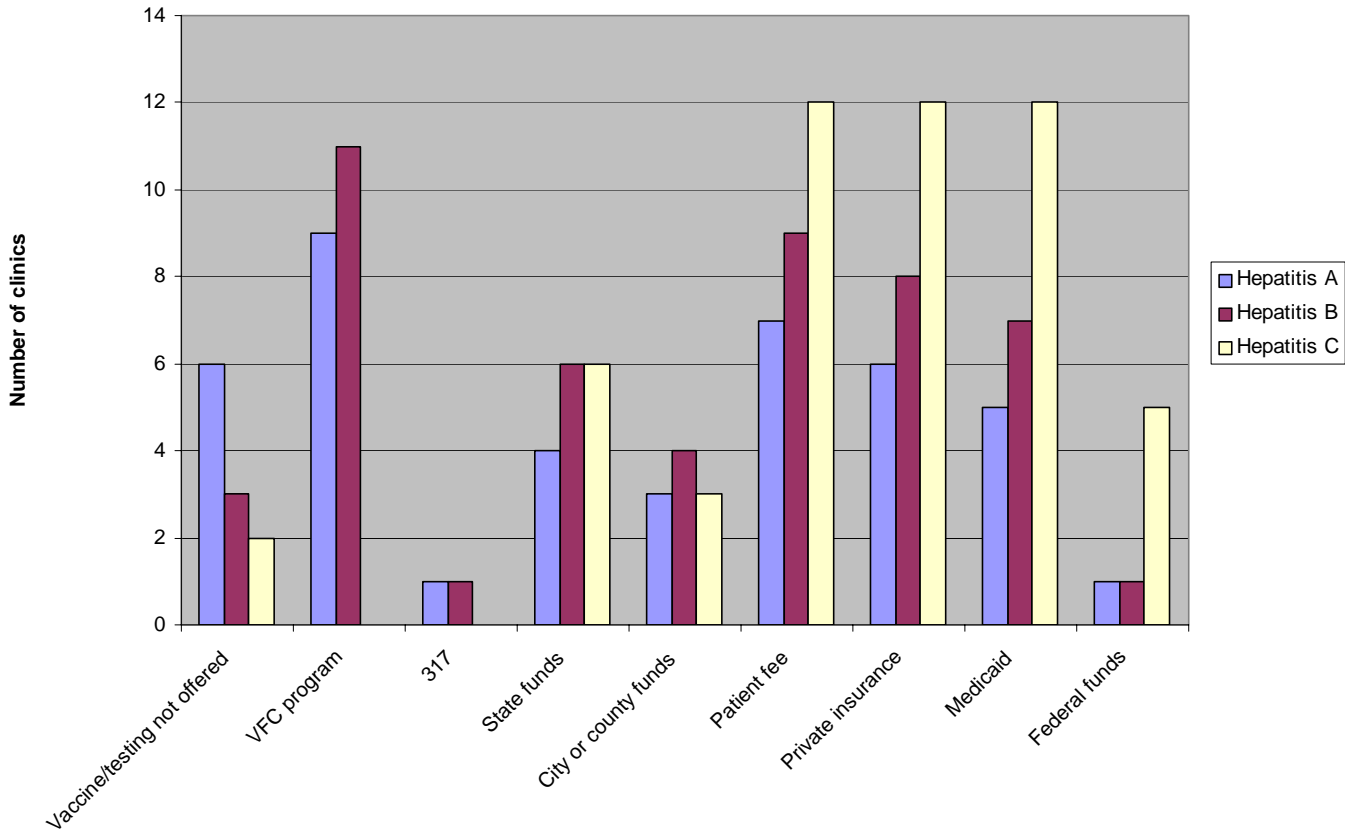


Table 1: Knowledge/skill level of clinical staff

N=16		<i>Little knowledge/skill</i>			<i>High knowledge/skill</i>	
		<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
VH counseling and testing	n	1	0	3	7	5
	freq	6%	0%	19%	44%	31%
VH risk assessment: Sexual history	n	0	2	1	8	5
	freq	0%	13%	6%	50%	31%
VH risk assessment: Substance abuse history	n	0	1	2	7	6
	freq	0%	6%	13%	44%	38%
VH prevention counseling: Adolescents	n	2	1	1	8	4
	freq	13%	6%	6%	50%	25%
VH prevention counseling: Women	n	1	0	2	9	4
	freq	6%	0%	13%	56%	25%
VH prevention counseling: Commercial Sex Workers	n	1	0	5	7	3
	freq	6%	0%	31%	44%	19%
VH prevention counseling: IDU	n	0	2	2	7	5
	freq	0%	13%	13%	44%	31%
VH prevention counseling: MSM	n	1	0	3	8	4
	freq	6%	0%	19%	50%	25%
Facilitation decisions about VH vaccination	n	1	1	2	6	6
	freq	6%	6%	13%	38%	38%
VH diagnosis and treatment	n	0	2	2	6	6
	freq	0%	13%	13%	38%	38%
Making VH related referrals	n	0	2	1	8	5
	freq	0%	13%	6%	50%	31%

Table 2 Knowledge/skill level of counseling staff

N=7		<i>Little knowledge/skill</i>			<i>High knowledge/skill</i>	
		<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
	n	2	0	1	2	2
VH counseling and testing	freq	13%	0%	6%	13%	13%
	n	1	0	2	2	2
VH risk assessment: Sexual history	freq	6%	0%	13%	13%	13%
	n	1	0	1	2	3
VH risk assessment: Substance abuse history	freq	6%	0%	6%	13%	19%
	n	2	0	2	1	2
VH prevention counseling: Adolescents	freq	13%	0%	13%	6%	13%
	n	1	0	2	2	2
VH prevention counseling: Women	freq	6%	0%	13%	13%	13%
	n	2	0	2	1	2
VH prevention counseling: Commercial Sex Workers	freq	13%	0%	13%	6%	13%
	n	2	0	0	2	3
VH prevention counseling: IDU	freq	13%	0%	0%	13%	19%
	n	1	1	1	2	2
VH prevention counseling: MSM	freq	6%	6%	6%	13%	13%
	n	3	0	0	2	2
Facilitation decisions about VH vaccination	freq	19%	0%	0%	13%	13%
	n	2	1	0	1	3
VH diagnosis and treatment	freq	13%	6%	0%	6%	19%
	n	2	1	0	1	3
Making VH related referrals	freq	13%	6%	0%	6%	19%

Table 3: Comfort level of staff

N=16		<i>Low level of comfort</i>			<i>High level of comfort</i>	
		<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Sexual history taking	n	1	0	1	4	10
	freq	6%	0%	6%	25%	63%
Substance abuse history taking	n	0	0	1	6	9
	freq	0%	0%	6%	38%	56%
<i>Providing care for:</i>						
Commercial sex workers	n	1	1	2	7	5
	freq	6%	6%	13%	44%	31%
Gay or bisexual men	n	1	0	2	3	10
	freq	6%	0%	13%	19%	63%
Lesbian or bisexual women	n	1	0	0	5	10
	freq	6%	0%	0%	31%	63%
Persons with chronic VH	n	2	0	2	3	8
	freq	13%	0%	13%	19%	50%
Persons of minority race/ethnicity	n	1	0	0	1	14
	freq	6%	0%	0%	6%	88%
Persons who do not speak English	n	1	0	3	2	10
	freq	6%	0%	19%	13%	63%
Men who were incarcerated	n	1	0	1	3	11
	freq	6%	0%	6%	19%	69%
Women who were incarcerated	n	1	0	1	3	11
	freq	6%	0%	6%	19%	69%
Injecting drug users	n	1	0	2	4	9
	freq	6%	0%	13%	25%	56%
Other substance abusers	n	1	0	1	6	8
	freq	6%	0%	6%	38%	50%
Victims of sexual assault	n	1	0	1	5	9
	freq	6%	0%	6%	31%	56%
Victims of child sexual abuse	n	1	0	1	6	8
	freq	6%	0%	6%	38%	50%

Table 4: Barriers to integrating VH services

	n	freq
Language issues	8	50%
Funding	8	50%
Lack of appropriate educational materials	7	44%
Patient tracking inadequate	7	44%
Limited time available with patient	7	44%
No policy in place for providing VH services	6	38%
Cultural issues	6	38%
Vaccine for HepA not available	4	25%
No provider referrals in place	4	25%
Lack of staff knowledge about VH	3	19%
Vaccine for HepB not available	2	13%
Not a priority within agency	2	13%
Testing for VH not available	1	6%
Lack of public demand	0	0%



Viral Hepatitis Services Assessment

Clinic name:

Address:

Your Name:

Position:

Email:

Phone:

1. Please check the category that best describes your clinic.

- Family planning
- Community health clinic
- STD clinic
- Other, specify: _____

2. What was the total number of clinic visits in 2001? _____ clinic visits

3. How many individuals were seen in your clinic in 2001? _____ individuals

4. Which of the following hepatitis A services does your clinic currently provide? Check all that apply.

- | | |
|------------------------------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Educational materials | <input type="checkbox"/> Community education/outreach |
| <input type="checkbox"/> Hepatitis A testing | <input type="checkbox"/> Hepatitis A risk reduction counseling |
| <input type="checkbox"/> Hepatitis A vaccine to children under 19 years only | <input type="checkbox"/> Hepatitis A medical referrals |
| <input type="checkbox"/> Hepatitis A vaccine to adults age 19 or older | <input type="checkbox"/> Other, specify: _____ |

5. What funding sources are used to purchase hepatitis A vaccine for your clinic? Check all that apply.

- | | |
|----------------------------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Hepatitis A vaccine is not offered at this clinic | <input type="checkbox"/> City or county funds |
| <input type="checkbox"/> Vaccines for Children (VFC) program | <input type="checkbox"/> Patient fee |
| <input type="checkbox"/> 317 (federally funded vaccine grant) | <input type="checkbox"/> Private insurance |
| <input type="checkbox"/> State funds | <input type="checkbox"/> Medicaid |

6. Which of the following hepatitis B services does your clinic currently provide? Check all that apply.

- | | |
|------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> Educational materials | <input type="checkbox"/> Treatment for chronic hepatitis B infection |
| <input type="checkbox"/> Hepatitis B testing | <input type="checkbox"/> Hepatitis B medical referrals |
| <input type="checkbox"/> Hepatitis B vaccine to children under 19 years only | <input type="checkbox"/> Community education/outreach |
| <input type="checkbox"/> Hepatitis B vaccine to adults age 19 or older | <input type="checkbox"/> Other, specify: _____ |
| <input type="checkbox"/> Hepatitis B risk reduction counseling | |

7. What funding sources are used to purchase hepatitis B vaccine for your clinic? Check all that apply.

- | | |
|----------------------------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Hepatitis B vaccine is not offered at this clinic | <input type="checkbox"/> City or county funds |
|----------------------------------------------------------------------------|-----------------------------------------------|

- Vaccines for Children (VFC) program
- 317 (federally funded vaccine grant)
- State funds

- Patient fee
- Private insurance
- Medicaid

8. Which of the following hepatitis C services does your clinic currently provide? Check all that apply.

- Educational materials
- Hepatitis C testing
- Community education/outreach
- Hepatitis C risk reduction counseling
- Treatment for chronic hepatitis C infection
- Hepatitis C medical referrals
- Other, specify: _____

9. What funding sources are used to pay for hepatitis C testing in your clinic? Check all that apply.

- Hepatitis C testing is not offered at this clinic
- Federal funds
- State funds
- City or county funds
- Patient fee
- Private insurance
- Medicaid

10. Under what circumstances are viral hepatitis services offered to a patient at your clinic? Check all that apply.

- Hepatitis services are not offered at this clinic
- If the patient requests service
- If risk factor or symptoms are known/observed
- If the patient discloses a risk factor
- If history of STD in past year

11. Which of the following payment options do you accept for services provided at your clinic? Check all that apply.

- Co-pay or deductible for testing
- Co-pay or deductible for vaccine
- Sliding fee scale
- Other, specify: _____

12. Approximately what percent of the patients you serve pay for services out of pocket?

____ %

- Don't know

13. Approximately what percent of the patients you serve are HIV positive?

____ %

Don't know

14. Approximately what percent of the patients you serve are hepatitis C (HCV) positive?

____ %

Don't know

15. Approximately what percent of the patients you serve are injecting drug users (IDUs)?

____ %

Don't know

16. Approximately what percent of the patients you serve have a history of exchanging sex for drugs or money (commercial sex worker)?

____ %

Don't know

17. Please rate the knowledge/skill level of your clinical staff for the following viral hepatitis related areas, with 1 indicating little knowledge/skill, and 5 indicating a high level of knowledge/skill. Check one box for each row.

	Little knowledge/skill				High level of knowledge/skill
a. Viral hepatitis counseling and testing.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Viral hepatitis risk assessment through sexual history.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Viral hepatitis risk assessment through substance abuse history.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Viral hepatitis prevention counseling for adolescents.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Viral hepatitis prevention counseling for women at risk.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Viral hepatitis prevention counseling for commercial sex workers.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Viral hepatitis prevention counseling for injection drug users.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Viral hepatitis prevention counseling for men who have sex with men.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

- i. Facilitating decisions about viral hepatitis vaccinations (A ,B)..... 1 2 3 4 5
- j. Viral hepatitis diagnosis and treatment... 1 2 3 4 5
- k. Making viral hepatitis related referrals... 1 2 3 4 5

18. Please rate the knowledge/skill level of your counseling staff for the following viral hepatitis related areas, with 1 indicating little knowledge/skill, and 5 indicating a high level of knowledge/skill. Check one box for each row. *If you don't have counseling staff, skip to Q19.*****

- | | Little
knowledge/skill | | | | High level of
knowledge/skill |
|-----------------------------------------------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------------|
| a. Viral hepatitis counseling and testing.... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. Viral hepatitis risk assessment through sexual history..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. Viral hepatitis risk assessment through substance abuse history..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| d. Viral hepatitis prevention counseling for adolescents..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| e. Viral hepatitis prevention counseling for women at risk..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| f. Viral hepatitis prevention counseling for commercial sex workers..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| g. Viral hepatitis prevention counseling for injection drug users..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| h. Viral hepatitis prevention counseling for men who have sex with men..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| i. Facilitating decisions about viral hepatitis vaccinations (A ,B)..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| j. Viral hepatitis diagnosis and treatment..... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| k. Making viral hepatitis related referrals... | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> |

19. What areas of training would you consider to be most useful in order for your staff to provide viral hepatitis services to patients? Check all that apply.

- Prevention of viral hepatitis
- Transmission of viral hepatitis
- Counseling for viral hepatitis
- Testing and test results
- Medical referrals
- Vaccines (hepatitis A, B)
- Sexual history-taking
- Managing chronic infection (hepatitis B, C)
- Substance abuse history taking
- Co-infection with hepatitis and HIV
- Other, please specify: _____

20. Has lack of knowledge in any of the above areas (from Q19) ever kept staff from addressing viral hepatitis issues with a patient?

- 1 Yes →
- 2 No
- 3 Not sure

If yes, please indicate which areas:

21. Please rate the comfort level of your staff for each of the following with 1 indicating a low level of comfort and 5 indicating a high level of comfort:

	Low level of comfort				High level of comfort
a. Sexual history taking.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Substance abuse history taking.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<i>Providing care for:</i>					
c. Commercial sex workers.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Gay or bisexual men.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Lesbian or bisexual women.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Persons with chronic viral hepatitis.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Persons of minority race/ethnicity.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Persons who do not speak English as their first language.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Men who were incarcerated.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Women who were incarcerated.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Injecting drug users.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Other substance abusers.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. Victims of sexual assault (current or					

past).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. Victims of child sexual abuse (past).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

22. What barriers exist to integrating viral hepatitis services into your current program? Check all that apply.

- Testing for viral hepatitis is not available
- Vaccine for hepatitis A is not available
- Vaccine for hepatitis B is not available
- Lack of appropriate educational materials for patients
- Lack of staff knowledge about viral hepatitis
- Patient tracking for viral hepatitis is inadequate
- No policy in place for providing viral hepatitis services
- Language issues
- Cultural issues
- Limited time available with patient
- Lack of public demand
- No provider referrals in place
- Not a priority within agency
- Funding
- Other, please specify: _____

23. Of the barriers you checked in Q22, which do you consider to be *the most significant barrier* to integrating viral hepatitis services into your current program? Write in the most significant barrier from Q22 in the space below.

24. What barriers exist in your organization for participating in educational offerings/training on viral hepatitis? Check all that apply.

- Lack of time
- Lack of funding
- Staffing/scheduling difficulties
- Training not available
- Low priority
- Other, please specify: _____

25. Approximately how many staff from your clinic would be interested in attending a viral hepatitis clinical overview and counseling training?

____ staff

26. Please write any comments or questions in the space below.
