

C.H.A.I.N. Report



The Impact of Ancillary Services on Medical Care Outcomes: The New York City Study

Peter Messeri Ph.D., David Abramson MPH MPhil,
Fleur Lee MPH, Gunjeong Lee M.A., Angela Aidala Ph.D

Mailman School of Public Health, Columbia University
In collaboration with the Medical and Health Research Association of New York

Analytic Foundations

<i>Characteristics of Comprehensive Care</i>	<i>Ways that Ancillary Services Work Within a Comprehensive Care System</i>
Provides System Integration	By overcoming or addressing logistical and/or coordinative needs via case management, transportation, etc.
Addresses Behavioral & Social Factors	By overcoming or addressing individual and socially-mediating factors via housing assistance, drug treatment, mental health, etc.

Typology of Needs & Services

NATURE OF PROBLEM	SPECIFIC NEED	SERVICE MODEL
LOGISTICAL	Child care, transportation, translation	Child care, transportation, translation
COORDINATIVE	Identifying a primary care provider, or determining eligibility	Case management
INDIVIDUALLY-MEDIATING	Addressing risk behaviors (drug use, mental illness)	Drug treatment, mental health services, case management
SOCIALLY-MEDIATING	Housing instability	Housing services, case management

Medical Outcome Measures

OUTCOME	DEFINITION
Entry into medical care	In consecutive interviews, individual moves from state of <i>NO</i> medical provider to <i>ANY</i> provider
Retention in medical care	In consecutive interviews, individual maintains <i>SAME</i> provider
Entry into appropriate medical care	In consecutive interviews, individual moves from state of <i>INAPPROPRIATE CARE</i> to <i>CARE THAT MEETS PREFERRED PRACTICE GUIDELINES</i>
Retention in appropriate medical care	In consecutive interviews, individual <i>MAINTAINS CARE THAT MEETS PREFERRED PRACTICE GUIDELINES</i>

Independent Variables: Needs

Housing	<i>Individual needed help or assistance with housing in prior 6 months</i>
Mental health service	<i>Score less than or equal to 37.0 on mental health composite scale of SF-36</i>
Drug Treatment	<i>Individual reported current problem drug or alcohol use</i>
Transportation	<i>Individual needed transportation, or said that lack of transport was a barrier to medical care</i>
Coordinated medical care	<i>Individual reported not having a medical provider at the time of HIV diagnosis</i>

Independent Variables: Services

Transportation	<i>Individuals report receipt of service</i>
Case manager: Medical referral	<i>Case mgr referred individual to a specific medical service or provider</i>
Case manager: Counseling	<i>Case mgr counseled individual about personal problems, drug use, safe sex, or combo therapy</i>
Case manager: Soc services	<i>Case mgr developed care plan, coordinated benefits, helped with forms</i>
Mental health services	<i>Care by psychologist, psychiatrist, case mgr, soc worker, support group, or clergy</i>
Drug treatment: Therapeutic	<i>Methadone, residential, in-or out-patient, detox, therapeutic community</i>
Drug treatment: Self-help	<i>AA, NA, other self-help group</i>
Housing	<i>Received housing service (advice, referral, or practical help)</i>

Needs

Services

Medical Care Outcomes

Housing: needed help in prior 6 months

Housing referral or practical help

Mental health: scored < 37.0 on MCS

Psychologist, psychiatrist, soc worker, support group

Drug use: reported current or history of drug use

Therapeutic drug rx

Self help drug rx

No medical provider at time of HIV diagnosis

Case mgr: med referral

Case mgr: social services

Case mgr: counseling

Transportation: needed help, or was barrier to med care

Received transportation service

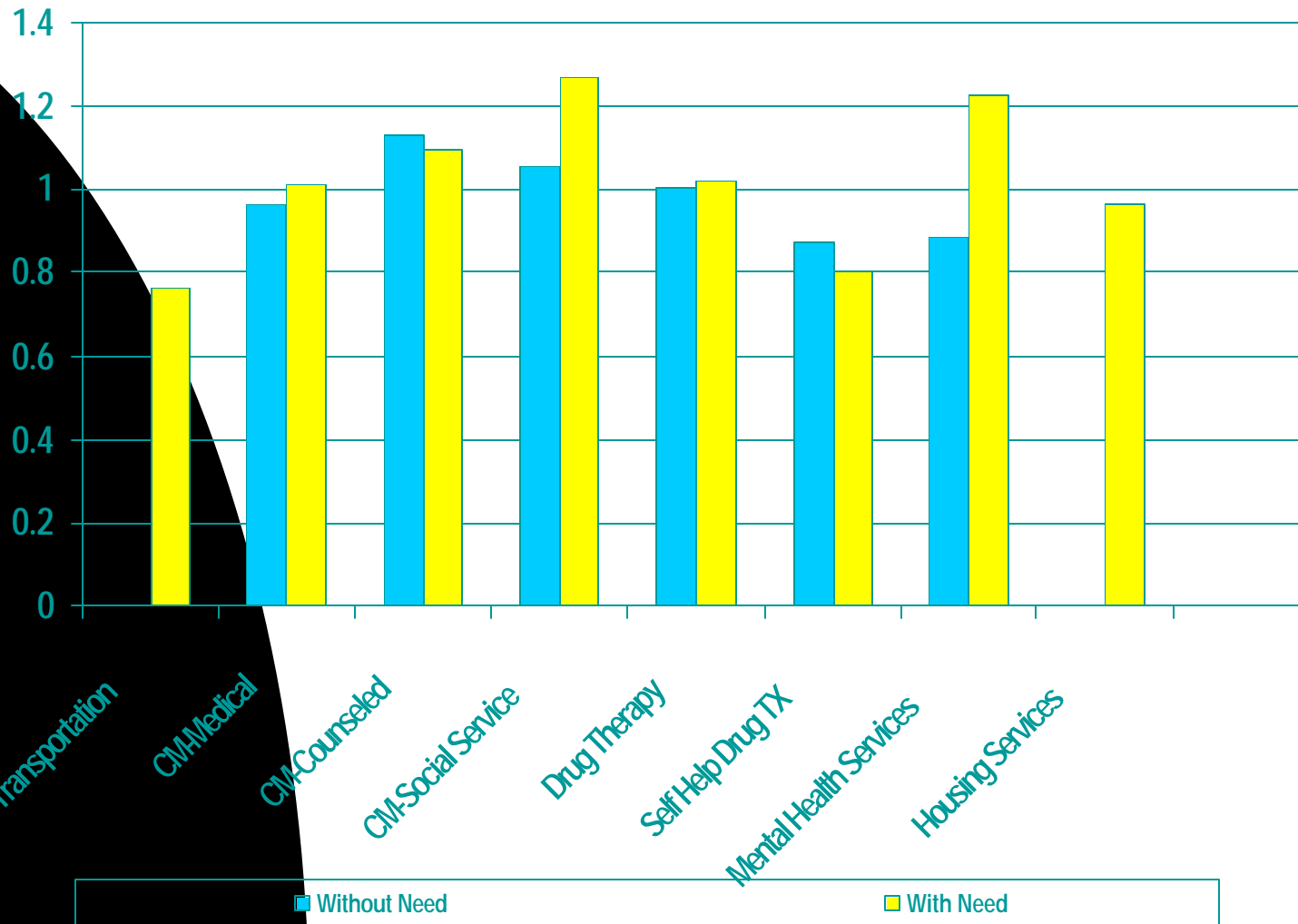
1. Entered into medical care

2. Entered into appropriate med care

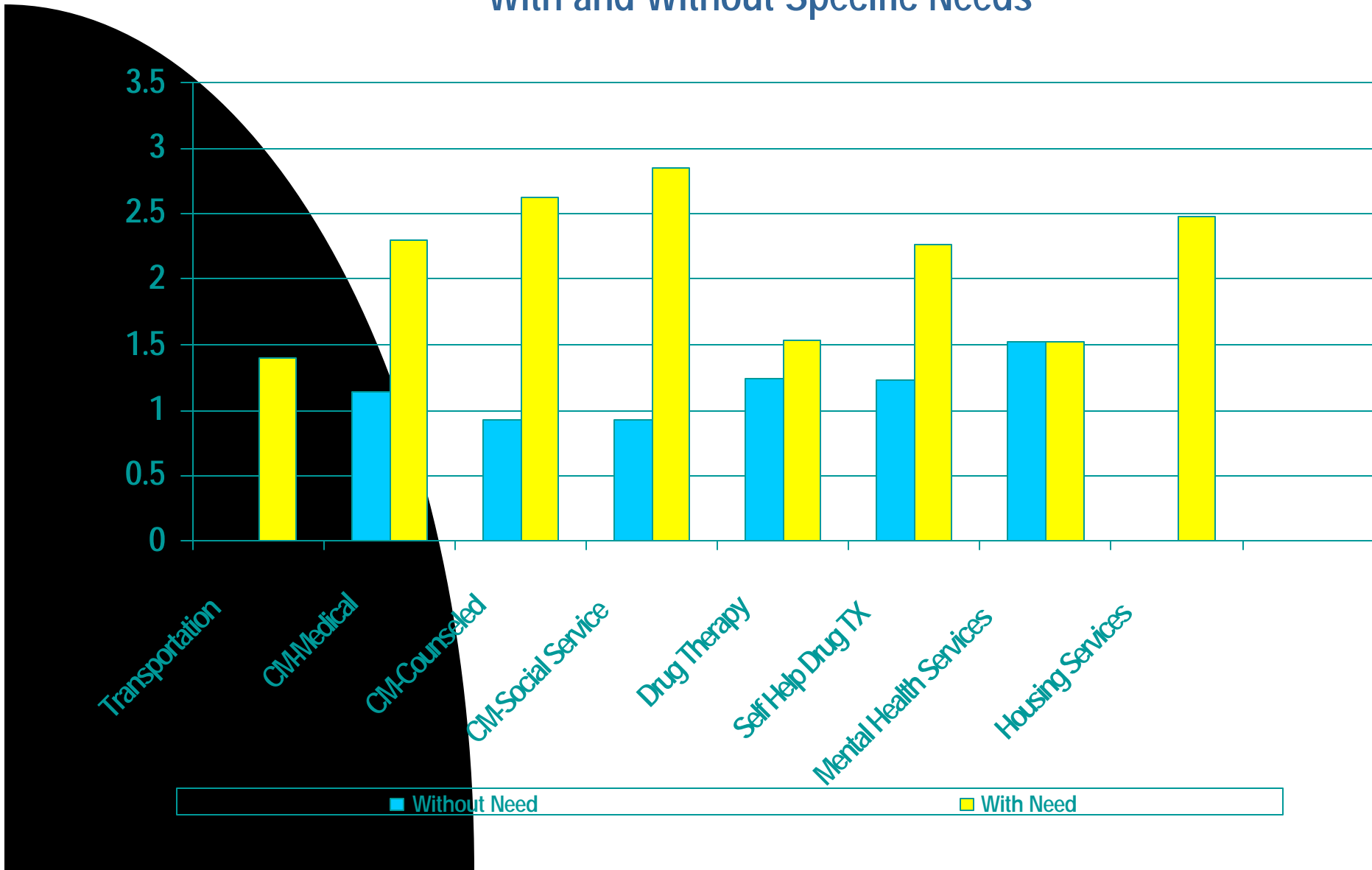
3. Organizational continuity

4. Appropriate med care at consecutive rounds

Increasing the Odds of Retaining Medical Care: A Comparison of the Impact of Ancillary Services on People With and Without Specific Needs



Increasing the Odds of Retaining Appropriate Medical Care: A Comparison of the Impact of Ancillary Services on People With and Without Specific Needs



Conclusions

- Ancillary services demonstrate a significant impact on increasing entry and retention to medical care
- Ancillary services often have a greater impact when matched to a specific need
- Ancillary services appear to address complex problems, such as mental illness, housing instability, and substance abuse, and consequently enhance access and retention to care
- Ancillary services appear to facilitate system integration and to address broad determinants of health and health care access