

HIV Medical Case Management & Barriers to Care Study

Project Summary & Goals

This project assisted the Brazos Valley Council of Government in analysis of data collected as part of an initiative of the Texas Department of State Health Services to operationalize medical case management in HIV/AIDS clients. In hopes of gaining a deeper understanding of current HIV/AIDS case management practices and to identify areas for improvement and refinement of the practice of case management to improve client outcomes the project used four data sources: case management observations, chart reviews, case manager/client/supervisor interviews, and an online case management survey.

Project goals were:

- Conduct analysis on collected data sets
- Provide a comprehensive picture of HIV/AIDS case management in Texas
- Provide a written report for incorporation into final findings of the project

Principal Investigator

Heather R. Clark, M.S.P.H.

Project Dates

2008-2009

Communities Involved

Selected communities nationwide

Funder

Texas Department of State Health Services

Key Findings

- Similar issues were found in case management sites across Texas: lack of funding, frustration among case managers related to the burden of paperwork, and a desire for increased contact between clients and case managers;
- Fewer services are available in rural areas than urban areas and limited public transportation options were major barriers to accessing services for some clients; and,
- Despite frustrations and limited funding or resources, it was evident that case managers and their supervisors cared tremendously for their clients and clients were generally pleased with their case managers.