



PROGRAM SUMMARY REPORT

University Health, TX

PROGRAM:**Operation BRAVE Care Coordination**

INTRODUCTION:

Operation BRAVE Care Coordination is a comprehensive initiative designed to bridge critical gaps in HIV care for clients unaware of their HIV status and to support clients with high acuity needs. This program operates within the University Health Texas system, and it utilizes collaborative approach with local hospitals, pharmacies, community-based organizations (CBOs), and other stakeholders. The program's primary focus is to enhance patient outcomes by linking newly diagnosed and out-of-care clients to HIV treatment and care services.

TARGET POPULATION:

The program serves diverse and key populations, ensuring that high-risk and underserved groups receive targeted interventions. Focusing on individuals who are unaware of their HIV status and at high risk.

- Men who have sex with men (MSM)
 - Black/African American
 - Hispanic/Latinx
 - People living with HIV (PLWH)
 - Other
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KEY STAKEHOLDERS AND COLLABORATORS:

The program was made possible through collaborations with several key stakeholders, including:

- Community- Based Organizations (CBOs)
 - Hospitals
 - Pharmacies
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- Other agencies (Shelters, local health departments)
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PROGRAM DURATION:

The program has been operating for 3-5 years and continues to evolve to address the needs of the underserved population in the community.

PROGRAM GOALS AND KEY ACTIVITIES:

Operation BRAVE aims to refer 80 individuals to Care Coordination services, with 60 newly diagnosed or out-of-care clients, and the remaining 20 not virally suppressed but already in care.

The initiative focuses on creating care workflows in University Health's Emergency Department for newly diagnosed, pending diagnosis, and out-of-care patients. The program prioritizes collaborating with emergency department providers to ensure rapid linkage to HIV care, with clients linked to care within 72 hours of diagnosis. It also supports clients in developing individualized care plans to promote self-sufficiency and linkage to Ryan White services once stable. To improve retention, clients are offered essential services such as grocery gift cards, bus passes, and nurse accompaniment to medical appointments.

PROGRAM CHALLENGES:

One of the major challenges involved workflow for clients unaware of their diagnosis, clients often left the emergency department before receiving their HIV diagnosis, which required partnerships with provider champions to ensure clients were diagnosed and linked to care promptly. Some clients struggled to stay engaged in care, to address this the team introduced an incentive program to motivate their clients and improve retention in care. To tackle high referral volume, with a growing number of referrals from various sources, the team expanded by hiring additional staff to manage the workload and maintain service quality.

COMMUNITY ENGAGEMENT AND DEVELOPMENT:

Program BRAVE has built a strong community presence through a range of outreach efforts, including monthly events, recurring college campus initiatives, and collaborations with local support groups. Other strategy includes social media campaigns and targeted ads on dating apps, in partnership with San Antonio Current (SA Current), transgender sensitivity trainings for staff and the community to ensure inclusivity in care. The program also collaborates with local HIV peer groups and other agencies to increase visibility and reach within the community.

DATA COLLECTION AND MONITORING:

Data is collected using REDCap, e2San Antonio, and Take-Charge Texas (TCT) databases. These systems track referrals, diagnosis status, care linkage, and service units. Monthly data collection and analysis provide insight into program performance and inform adjustments to workflows and client support services.

KEY METRICS AND OUTCOMES:

Care coordination's performance is evaluated through monthly monitoring of operational, clinical, and administrative metrics. The team tracks progress toward EHE (Ending the HIV Epidemic) goals and provides regular updates through quarterly reports. The senior quality data analyst presents performance data at monthly program meetings to inform decision-making and continuous improvement.

CONCLUSION:

The initiative Brave Care Coordination represents an innovative, client-centered approach to HIV care in San Antonio, Texas. By addressing challenges such as delayed diagnosis, retention issues, and high referral volumes, the program continues to expand its impact, supporting clients in their journey toward better health and self-sufficiency. Its emphasis on community engagement, rapid service delivery, and collaborative care models ensures that the program continues to evolve and meet the needs of vulnerable population in the region.