



**Mount
Sinai**

*Institute for
Advanced Medicine*

Annual Report 2018



Mission

The Institute for Advanced Medicine's mission is to lead the field in providing compassionate, inclusive, integrated and holistic primary care, prevention, and education, to advance the health of individuals and communities.

About Us

IAM achieves its mission through an extensive network of caring clinicians and supportive programs to meet the unique needs of its patients. We unite the Mount Sinai Health System's outstanding physicians and staff from multiple disciplines into one integrated program for comprehensive services. Our unique programs, highlighted throughout this report, are designed to benefit and provide compassionate care to the diverse people we serve throughout New York City.

Vision

Quality Care.
Every Patient.
Every Time.



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Dear Friends and Colleagues,

We are excited to present to you the first annual report of Mount Sinai Health System's Institute for Advanced Medicine (IAM). We want to share our enthusiasm about the work we have been doing, the people we have been serving, and the impact we are making in improving the health of New Yorkers. The IAM was formed in 2013 to combine the medical expertise and resources across the Mount Sinai Health System, which includes Mount Sinai Beth Israel, Mount Sinai St. Luke's, Mount Sinai West and The Mount Sinai Hospital. Over the past six years we have created a unique Institute with multiple sites, that provide safe and welcoming spaces to address a variety of the healthcare needs of the ever evolving communities of NYC. Our patients have access to state-of-the art medical prevention and treatment services, specialized programs, support and outreach services, and access to clinical research.

On behalf of the Mount Sinai Health System, we thank our patients, staff and supporters for another successful year.

Michael Mullen, MD
Medical Director

Matt Baney
Senior Administrative Director

2018 Accomplishments



PREGUNTE
AHORA SOBRE

Provided Health Care Services to **1,568** Transgender Individuals

Provided Food and Nutrition Services to **670** patients

Provided Hepatitis C Testing to **10,251** clients

Provided Mental Health Services to **2,694** clients

IAM served a total of **16,956** patients in 2018

Provided Oral Health Services to **1,451** patients

Provided HIV Rapid Testing to **1,746** clients

Provided 140 clinical education training events to **3,763** clinical providers throughout NYS on HIV, Hepatitis C, and LGBT and Drug User Health

Provided Pre-Exposure Prophylaxis (PrEP) to **1,893** clients

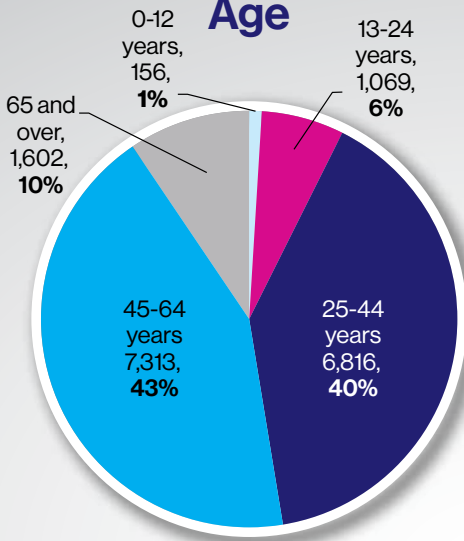
Linked **1,217** clients to Post-Exposure Prophylaxis (PEP) services through the PEP Hotline

Provided **9,881** HIV+ patients with primary care and supportive services.

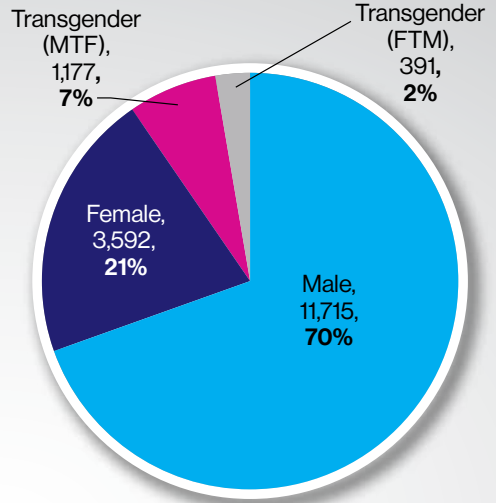
Provided Social Work Services to **6,463** clients

Patient Demographics

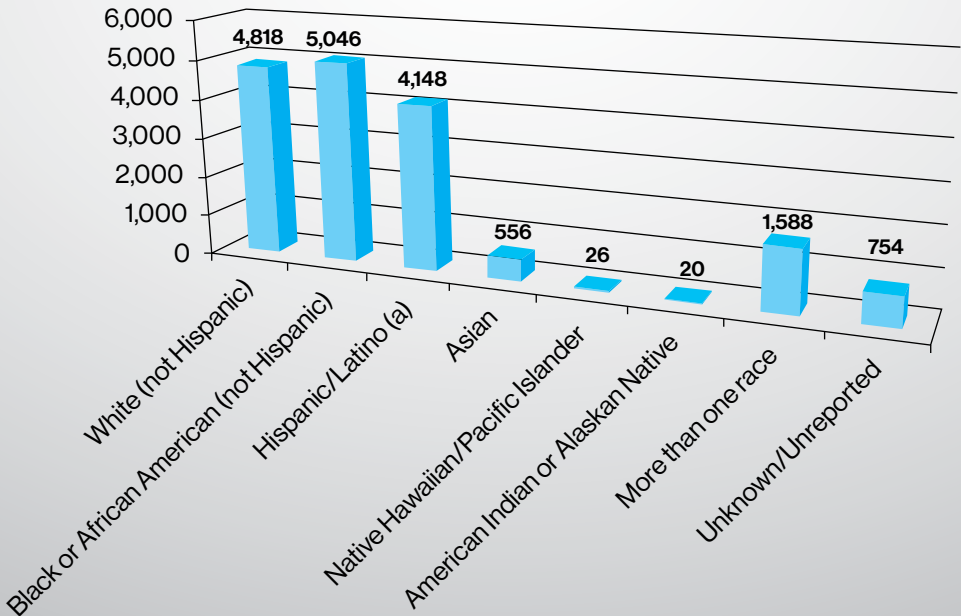
Age



Gender



Race & Ethnicity



Overview of Services

CLINICAL SERVICES

Medical Care
Dental Services
HIV Prevention,
Care and Treatment
PrEP/PEP
Mental Health Services
Hepatitis C Care and Treatment

SUPPORT SERVICES

Social Work/Case Management
Care Coordination
Substance Use and Harm Reduction Services
Nutrition Services
Health Education and Risk Reduction

COMMUNITY BASED SERVICES

IAM Services:

Health Education
Workshops
Risk Reduction
HIV, HCV, STI Testing
24-Hour PEP Hotline
Street Outreach

Supplemental Services via Community Partnerships:

Housing
Vocational Training
Legal Services
Support Groups
Additional Health Services

IAM provides a “one-stop shop” for comprehensive health services.

IAM provides multiple services under one roof, addressing health care needs and social determinants of health to help ensure better outcomes and quality of life. On-site services include primary medical care, subspecialty care, clinic and community-based HIV testing, Hepatitis C screening and treatment, sexually transmitted infections (STI) screening and treatment, transgender healthcare, gynecology, dermatology, oral health care, nutrition services, mental health services, acupuncture, social work, medical case management, adherence support, behavioral interventions, PEP and PrEP, substance use services, harm reduction, trauma-informed care, education, entitlements and benefits counseling, and support groups. Our unique programs and services include:



- **Care Coordination Program** provides navigation, coordination of medical and social services, health education and adherence support for people with HIV.
- **Project Safety, Harm Reduction, And Recovery for Everyone (Project SHARE)** provides harm reduction services for people living with HIV (PLWH) who need support to reduce the negative impact of drugs and/or alcohol use on their health. Services include individual and group counseling, crisis intervention, overdose prevention and education, and art/recreational therapy.
- **Hepatitis C (HCV) Care & Treatment Program** at our Morningside & Samuels clinics has led to greatly improved rates of successful treatment and linkage to care within 30 days.
- **Food and Nutrition Services (FNS)** provides nutrition assessments and plans, individual and group nutrition counseling, workshops, and trips to NYC neighborhoods to sample diverse healthy cuisines.
- **Comprehensive Dental Services** include diagnosis and treatment of dental and oral diseases, routine dental hygiene, cleanings, and x-rays.
- **Integrative Medicine** includes massage, yoga, acupuncture, meditation and other stress reduction therapies to help address a variety of issues from pain, insomnia, and anxiety to chronic disease management.

In addition to care services, IAM continues to stay well-informed of the ongoing changes in the healthcare environment, including Medicaid reform, patient-centered medical homes, and other healthcare transformative opportunities.

We fulfill the health needs of diverse communities and populations in NYC.

In order to reduce health disparities, we must be aware of the unique barriers to care that exist for certain populations and demographics. We have developed specific programs to address the individuals in each community where our clinics reside.

- **Formerly-Incarcerated Population:** Our Coming Home Program (CHP) addresses the physical, mental, and social well-being of formerly incarcerated individuals after they return to the community from prison or jail. At Morningside in 2018, IAM provided trauma-informed treatment to formerly incarcerated people, 85% of whom are people of color, 15% are women, 69% are ages 45 and older, many are survivors of sexual/physical abuse.



- **Women, Infants, Children, and Youth:** In 2018, IAM provided family-centered primary and specialty medical care and support services to 1,675 women, infants, children, and youth living with HIV at our Morningside and Jack Martin Clinics. Services include treatment adherence support for HIV, OB/GYN care, specialty care, mental health, substance use, oral health, nutrition, and case management.
- **Men who have Sex with Men (MSM):** In 2018, IAM provided care to 4,497 HIV-positive MSM through their five clinics -- 42.1% of the HIV-positive people served by IAM. In addition, approximately 74% of those who received PrEP at IAM reported being male and having sex with another man as a risk factor.
- **Older People Living with HIV (OPLWH):** In July 2018, IAM's Peter Kreuger Clinic (PKC) launched a support group-style workshop series to reduce social isolation and foster inclusion and community among OPLWH patients. The participants call themselves the "OG Club" and have over 30 active members who meet regularly.
- **Latinx Population:** Our **Oasis Program**, subcontracted with the Latino Commission on AIDS, provided HIV testing and linkage to care services to Latinx men who have sex with men (MSM) and transgender women who have sex with men (TWSM).
- **Young Adults:** IAM's **Young Adult Sexual Services (YASS!)** program served at-risk young men of color who have sex with men (YMMSMoC) through youth-targeted community-based point-of-care HIV/STI testing, peer-training, prevention education including PEP and PrEP, linkage to care and other wraparound services in Harlem and Washington Heights.

IAM provides culturally and linguistically competent care through a diverse staff team that is reflective of our patient population across sex/gender, race/ethnicity and sexual orientation.

Center for Transgender Medicine and Surgery



In 2018, the **Center for Transgender Medicine and Surgery (CTMS)** program served 1,568 transgender and gender non-conforming (TGNC) patients, including providing hormonal care to 953 patients and completing surgical procedures for 483 patients. CTMS was launched in 2016, and provides the most advanced surgical procedures for TGNC patients, primary care, follow-up care, endocrinology, urology, plastic surgery, gynecology, otolaryngology, mental health services, and hormonal therapy.

We reduce HIV transmission in our communities.

IAM is dedicated to ending the HIV epidemic in New York City. In 2018, IAM successfully helped thousands of diverse individuals access affordable prevention and sexual health services:

- We provided HIV testing to over 1,700 individuals. Our community-based testing programs reach people at popular sex clubs, bath-houses, sex parties, community events, and numerous other venues throughout NYC.
- For those newly diagnosed with HIV, we provide immediate linkage to anti-retroviral treatment. Programs are available to assist people with receiving care and treatment at low or no cost.
- We helped 1,893 individuals at risk for HIV receive pre-exposure prophylaxis (PrEP), which prevents HIV infection if taken daily. PrEP-AP assists underinsured or uninsured patients with accessing PrEP medications at low or no-cost.
- We linked 1,215 people to post-exposure prophylaxis (PEP), which prevents HIV infection when taken after potential HIV exposure. We administer NYC's 24/7 PEP Hotline, which links people to immediate or next day PEP appointments, with access to free PEP starter packets.



We improve health outcomes and quality of life for People Living With HIV (PLWH).



Through increased HIV testing from our prevention programs, we are able to identify previously undiagnosed PLWH and provide them immediate linkage to care and supportive services so they can achieve an undetectable viral load, prevent further transmission, and maintain a healthy lifestyle.

In 2018, we provided primary care and supportive services to 9,881 PLWH.

IAM is a strong advocate for the Undetectable = Untransmittable (U=U) Campaign. If you achieve and continue to maintain an undetectable HIV viral load you cannot sexually transmit HIV. U=U helps destigmatize HIV and improves the health and well-being of all PLWH.

In 2018, 822 HIV+ clients were served through the **Care Coordination Program (CCP)** that provides PLWH with patient navigation, coordination of medical and social services, health education and adherence support to achieve a greater level of self-sufficiency.

We provide clinical education to NYS' medical providers on HIV, HCV, and LGBT and Drug User Health.



The HIV and Hepatitis C Center of Excellence at IAM trained 3,763 providers through 140 training events in 2018. Funded by the NYSDOH AIDS Institute, we aim to improve statewide health outcomes through our free CE-approved conferences, in-person trainings, CEI Line inquiry, technical assistance, tele-mentoring sessions (ECHO), webinars, preceptorships and clinical tools such as HCV testing kits and clinical cards.



3 WAYS WE CAN HELP!

1



Online Clinical Guidelines

WWW.HIVGUIDELINES.ORG

Access clinical guidelines for HIV, hepatitis C (HCV), STDs, substance use, pre-exposure prophylaxis, and more!

2



CEI Line

1.866.637.2342

Access to a specialist to discuss case-based HIV, HCV, STD, PEP or PrEP patient care.

3



Free Online CE and Educational Resources

WWW.CEITRAINING.ORG

Earn CE credit at your leisure and stay abreast of HIV, HCV, STD, PEP and PrEP clinical updates.

Patient Experience

IAM's Consumer Advisory Boards (CABs) meet regularly at each of its five clinics to provide valuable input and ensure optimal patient and family involvement in assessing patient needs; designing, delivering and evaluating services; and sustaining program improvements. Members consist of a cross representation of IAM's patients, which include women, men, adolescents, and LGBTQ patients of all ethnicities.



Patient Testimonials

“I just want to thank you for all your help over the last few weeks...I was really low when I first came in for help, the lowest I've been since I've moved here in fact. Your words of encouragement, going out of your way to help me and being true to your word however, really helped me out.”

“Coming here made me see that I'm worth more than I've been given in life. I came back to tell you that I left my abusive relationship and I am ready for more change.”

“In the beginning I was nervous because we were discussing my surgery that was coming up soon and I had an appointment with three doctors, a Mental Health provider, and social worker. I will have to say that by the end, I felt so comfortable and relaxed and so happy that I actually believed that I'm going to get this, I'm ready, and I'm not scared, so good luck to me. Everyone pray for me when it finally happens, and thank you. You should go check out Mount Sinai, they're great.”



Continuous Quality Improvement



To ensure the deliverance of high quality comprehensive care to its patients, IAM's Continuous Quality Improvement (CQI) Program assesses the performance of its programs, including patient outcomes, patient experience, and staff experience. The CQI Committee consists of Medical Directors from each of IAM's five clinics as well as leadership from various disciplines such as social work, mental health, nursing, and administration. Consumer involvement and patient experience are integral to CQI and are facilitated through our Consumer Advisory Boards and Patient Experience Committee.

Community Partnerships



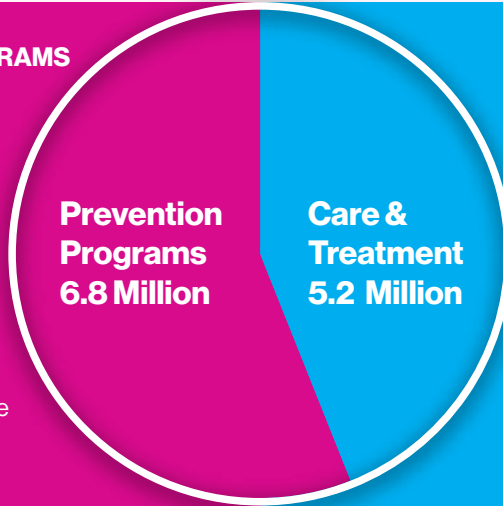
IAM has a successful history in collaborating and coordinating services for our targeted population via partnerships with community providers. Our linkages help connect patients with supplementary services that include housing, vocational training, legal services, support groups, and additional health services.

Grant Portfolio

In 2018, IAM received a total of \$11.9 million in grant funded programs to support over 60% of all IAM staff (191 staff members).

PREVENTION PROGRAMS

- Oasis
- PrEP
- 24/7 PEP Hotline
- SUMMIT (Sexual Behavioral Health)
- Targeted HIV Testing Among Priority Populations (TPT)
- Status Neutral Linkage
- YASS



CARE & TREATMENT PROGRAMS

- Care Coordination
- Food and Nutrition
- Project SHARE
- Linkage to Primary and Specialty Care
- Treatment Adherence
- Hepatitis C Care and Treatment
- Dental Services
- CEI
- Center for Transgender Medicine and Surgery

THANK YOU

To Our Funders!

We wish to thank the following funders for their contribution to our programs. Our work would not be possible without their support.

Centers for Disease Control and Prevention (CDC)

New York City Department of Health and Mental Hygiene/ Public Health Solutions

New York State Department of Health AIDS Institute

New York State Department of Health - Delivery System Reform Incentive Payment Program (DSRIP)

U.S. Department of Health and Human Services – Health Resources and Services Administration (HRSA)

Keith Haring Foundation

OUR LOCATIONS

Morningside Clinic
Mount Sinai St. Luke's
440 West 114th Street
Clark Building, 6th Floor
New York, NY 10025
212-523-6500

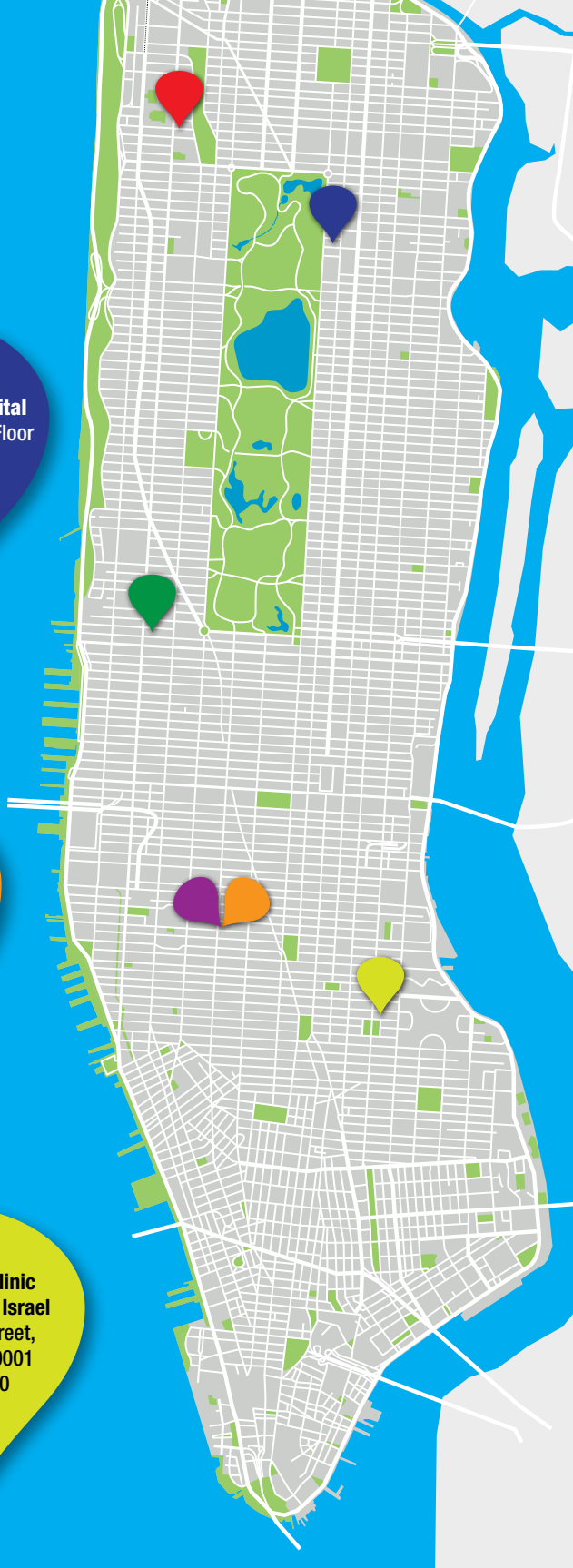
Jack Martin Clinic
The Mount Sinai Hospital
17 E. 102nd Street, 3rd Floor
New York, NY 10029
212-241-7968

Samuels Clinic
Mount Sinai West
1000 10th Avenue, Suite 2T
New York, NY 10019
212-523-6500

Comprehensive Health
The Mount Sinai Hosp.
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1701

Center for Transgender
Medicine & Surgery
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1730

Peter Krueger Clinic
Mount Sinai Beth Israel
317 East 17th Street,
New York, NY 10001
212-420-2620



Connect with IAM

To learn more about IAM, please visit our website and social media platforms at:



www.mountsinai.org/patient-care/iam



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