

Mount Sinai  
Institute for Advanced  
Medicine

# Annual Report 2021



**Mount  
Sinai**

*Institute for  
Advanced Medicine*

## 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.

## Vision

Quality Care.

Every Patient.

Every Time.

## 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.



**Mount  
Sinai**

*Institute for  
Advanced Medicine*



**Dear Friends and Colleagues,**

The Mount Sinai Health System Institute for Advanced Medicine's (IAM) annual report showcases the developments, transformations, and progress that occurred during 2021.

We are so proud of our staff for their great compassion and resilience, both professionally and personally, and for the large role they play in providing critical care for our own patients at IAM, as well as COVID patients across the health system. IAM also released another film this year, *From Darkness to Light*, and has received awards for both this film and *Born to Be* that was released in 2020.

IAM's five clinics continue to grow with programs and services that provide safe and welcoming spaces for our communities, and with this we are planning to move our Morningside and Jack Martin Clinics to a new space on West 124th Street. We greatly appreciate the cooperation and flexibility of staff as we go through this change, with minimal impact on care and services for our patients. We continue to remain at the forefront of state-of-the-art medical prevention, treatment and clinical education services, as well as community outreach services, and access to clinical trials and research.

**On behalf of the Institute for Advanced Medicine, we thank our patients, staff and supporters for taking this journey with us in 2021, and for continuing to be part of the resiliency across New York City.**

**Michael Mullen, MD**

Executive Director

**Matt Baney**

Senior Administrative Director

# 2021 Accomplishments

**16,117**

Patients Received

**85,536**

Clinical Encounters

**1,474** Patients Received Primary Care Services

**1,106** Patients Received Mental Health Services

**1,088** Patients Received Social Work Services

**3,040** People Received 5,395 Rapid HIV Tests

**696** People Received Hepatitis C Testing

**9,678**

People Received Medications at IAM Pharmacies

**63%**

of Whom Were IAM Patients

**10,707** People Received Sexually Transmitted Infections (STI) screenings

**1,461** People Received Pre-Exposure Prophylaxis (PrEP) and **615** People Received Post-Exposure Prophylaxis (PEP)

**9,200** People with HIV (PWH) attended 60,679 Clinical Encounters

**8,548** Received Primary Care Services

**939** Received Oral Health Care Services

**819** Received Care Coordination Services

**220** Received Food and Nutrition Services

**2,591** People who identify as Transgender and Gender Diverse (TGD) attended **12,527** Clinical Encounters

**1,474** Received Primary Care Services

**1,062** are on a Surgical Path

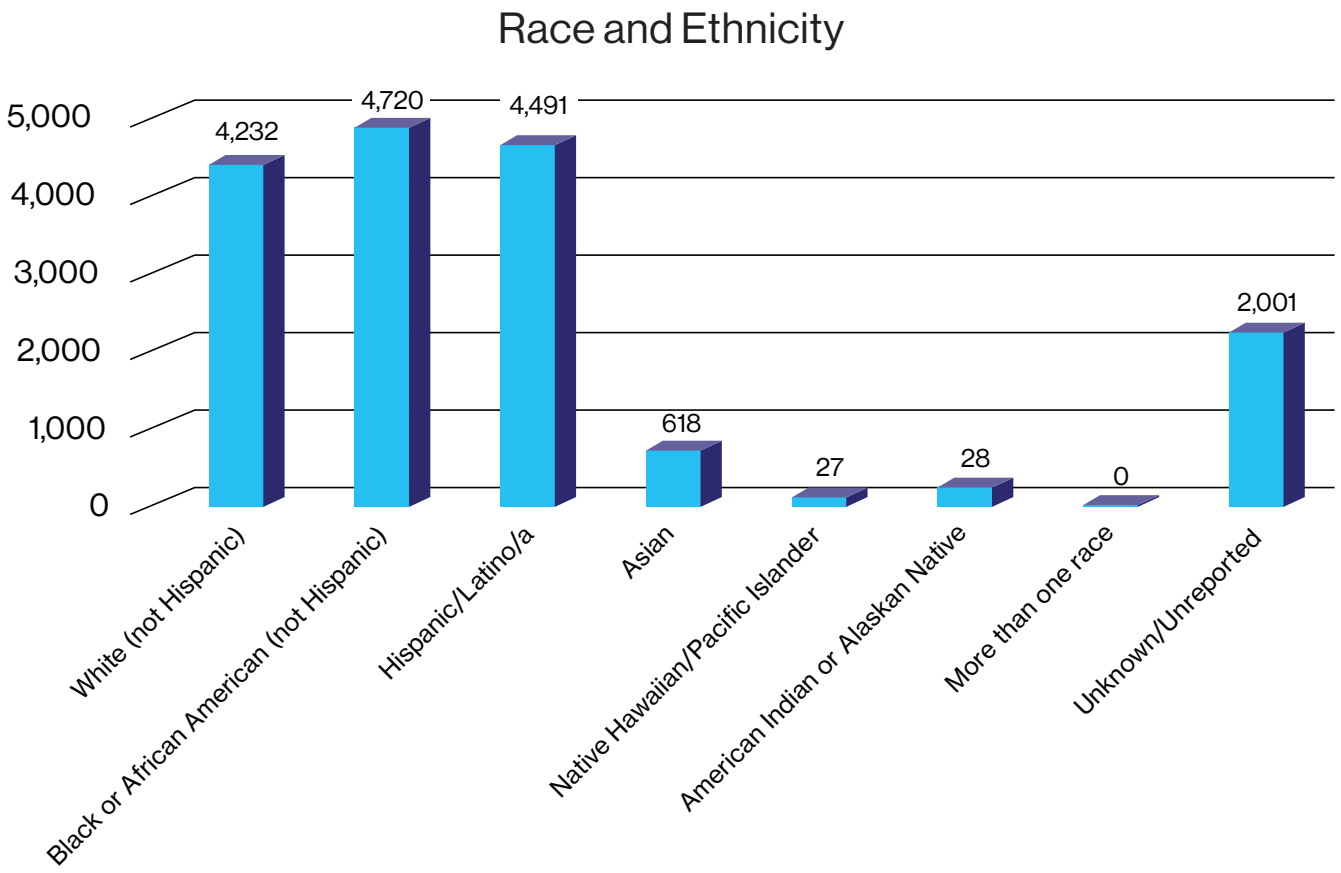
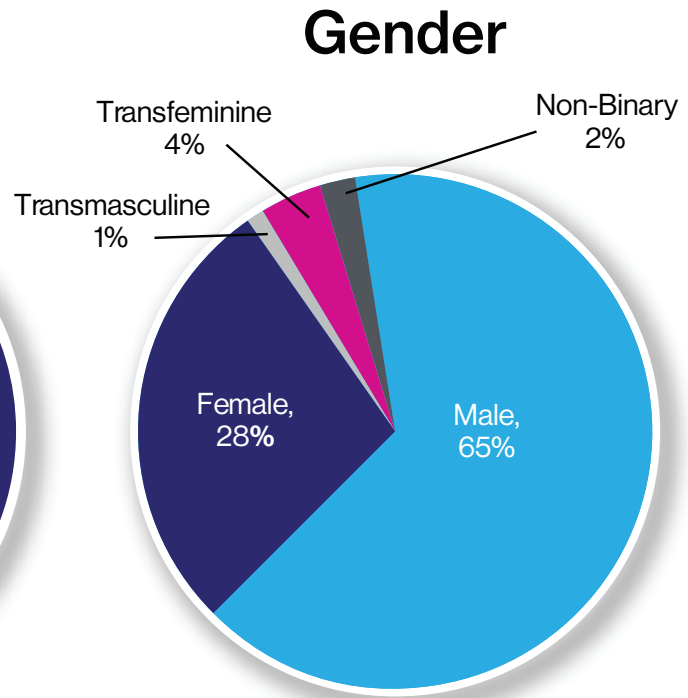
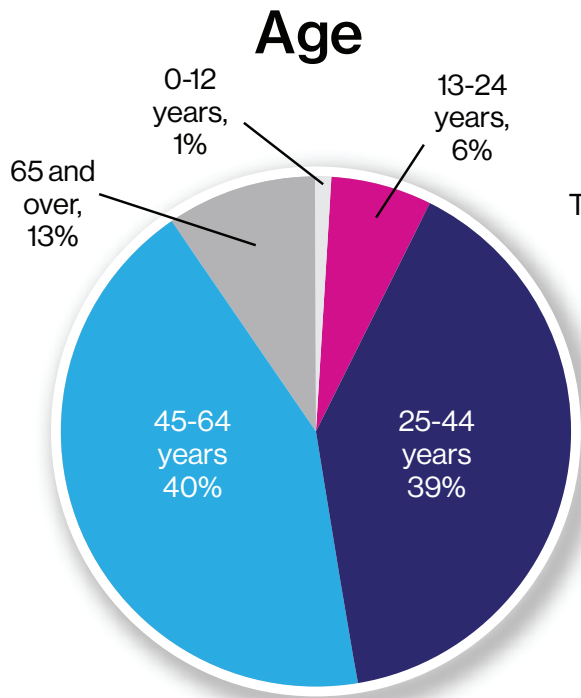
**1,679** Received Hormonal Therapy

**1,106** Received Mental Health Services

**1,088** Received Case Management or Psychosocial Services

**9,402** NYS providers attended **169** clinical education training events on HIV, Hepatitis C and Drug User Health

# Patient Demographics



# Overview of Services

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## Clinical Services

Primary Care Medical Care  
Dental Services  
Pre-Exposure Prophylaxis (PrEP)  
Post Exposure Prophylaxis (PEP)  
HIV Prevention, Testing, Care and Treatment  
Mental Health Services  
Hepatitis C Screening and Treatment  
Integrative Medicine  
Pain Management  
LGBTQIA Health Services  
Center for Transgender Medicine and Surgery (CTMS)  
Sexually Transmitted Infections (STI) Screening and Treatment

## Specialty Services

Cardiology  
Dermatology  
Endocrinology  
Gastroenterology (GI)  
Geriatric Medicine  
Gynecology  
High Resolution Anoscopy (HRA)  
Neurology

## Pharmacy Services

## Support Services

Social Work/Case Management  
Care Coordination  
Adherence Support  
Substance Use and Harm Reduction Services  
Nutrition Services  
Health Education and Risk Reduction  
Re-Entry Services  
Crime Victims Treatment Center

## Community Based Services

### IAM Services

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

### Supplemental Services via Community Partnerships

Housing  
Legal Services  
Food Pantries, Meals, and Vouchers  
Vocational Training  
Support Groups  
Drug Treatment  
Mental Health Services  
Additional Health Services

# IAM Accomplishments

**IAM's** five clinics provide comprehensive prevention, care and treatment services to a diverse group of people and populations. Our patients include people seeking primary care, PWH and people taking HIV prevention medication, people returning to the community from jails and prisons, people who identify as transgender and gender diverse (TGD), and many others. We have streamlined clinic flow and operations, and have improved our outreach, linkage and retention procedures to support our communities with improved health care and quality of life.

**In 2021, we provided primary care and supportive services to 16,117 individuals.**

**Tele-PrEP** came quickly on the heels of telemedicine, which was introduced in early 2020 in response to the COVID-19 pandemic. Tele-PrEP increases accessibility to PrEP by providing an easy and convenient way to connect to a PrEP Provider. Patients register through IAM's PrEP website, complete a brief health inquiry, and then schedule an appointment with one of our providers for a video visit. The provider conducts the video visit, prescribes a 30-day script of PrEP and orders labs. Currently, insurance is necessary in order for the client to participate, and receive PrEP without copays. IAM has established a PrEP Warmline (929-400-7739) for assistance with becoming insured. We expect to be able to offer Tele-PrEP regardless of insurance status, in the near future.

## During 2021, two films based on work completed at IAM were recognized

**From Darkness to Light (released in 2021)** chronicles the history of our Peter Krueger Clinic, which was part of Beth Israel Medical Center – one of the first hospitals in the United States to recognize the symptoms of AIDS in 1981. PKC was a beacon of optimism and a model of care for New Yorkers diagnosed with HIV or AIDS. The film captures PKC's groundbreaking care through the voices of patients and caregivers. It was accepted into the Los Angeles International Film Festival and the Toronto LGBTQAI Film Festival, and won Best Documentary in both. The film is a testament to the work of the staff of PKC, and those across the IAM. To view the film: [www.youtube.com/watch?v=XuYRwmlf0cQ](https://www.youtube.com/watch?v=XuYRwmlf0cQ)

**Born to Be (released in 2020)** highlights early surgical experiences for CTMS transgender patients, specifically focusing on one of CTMS's surgeons Dr. Jess Ting, and several patients. The film was nominated in 2021 for the Dorian Award LGBTQ Documentary of the Year at the GALECA: The Society of LGBTQ Entertainment Critics. The film also won the Grand Jury Prize at the Nashville Film Festival, and was nominated for the Hong Kong International Film Festival's Golden Firebird Award and the DocAviv Film Festival's Panorama Award. To rent or purchase the film: [www.borntobefilm.com](http://www.borntobefilm.com)



**Click here  
to see the  
trailer on  
YouTube.**

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

IAM provides multiple services under one roof, addressing health care needs and the social determinants of health. Each clinic provides services to address the needs of their community.

**Certified Specialty Pharmacies** on-site at the Samuels Clinic and the Comprehensive Health Program, are open at the same hours as each clinic, and serve all five IAM clinics.

- pharmacy staff are available 24/7
- provide free delivery for all five boroughs, Long Island and upstate NY.

**Care Coordination Program** at all five clinics, provides navigation, medical and social services coordination, virtual Directly Observed Therapy (DOT), health education and adherence support for PWH.

**Harm Reduction, And Recovery for Everyone (Project SHARE)** provides support to reduce the negative impact of drugs and/or alcohol use on PWH: individual and group counseling, crisis intervention, overdose prevention and education, and art/ recreational therapy.

**Hepatitis C Care and Treatment Program (HCV)** is coordinated at our five IAM clinics through our program coordinator, continuing our rates of successful treatment and linkage to care within 30 days.

**Food and Nutrition Services (FNS)** program at Samuels and Morningside Clinics provides nutrition assessments and plans, individual and group nutrition counseling, workshops, food voucher support for those in need, and trips to NYC neighborhoods to sample diverse healthy cuisines.

**Comprehensive Dental Services** at the Morningside and Samuels Clinics include diagnosis and treatment of dental and oral diseases, routine dental hygiene, cleanings, and x-rays.

**Integrative Medicine** located at the Morningside Clinic 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.

**Pain Management Services** are now available at the Peter Krueger Clinic, Jack Martin Clinic and Comprehensive Health Program for those living with chronic pain.





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

**Formerly-Incarcerated Population:** IAM's Coming Home Program, located at IAM's Morningside Clinic, addresses the physical, mental and social well-being of formerly incarcerated people after they return to the community from prison or jail. In 2021, the program provided trauma-informed treatment to 206 formerly incarcerated people, 80% attended a social work visit, and 120 attended a primary care provider visit.

**Women, Infants, Children and Youth (WICY):** Located at the Morningside, Samuels and Jack Martin Clinics, our WICY program provides primary and specialty medical care and support services including treatment adherence support, OB/GYN care, specialty care, mental health, substance use, oral health, nutrition, and case management for PWH. In 2021, WICY served 2,366 women, infants, children, and youth with HIV.

**Young Adults:** IAM's Young Adult Sexual Services (YASS!) program serves at-risk young men of color who have sex with men (YMCSM). Due to COVID, we were unable to provide community-based services including point-of-care HIV/STI testing. Instead, the team conducted virtual group activities and advisory council meetings. In 2021, YASS! staff provided 256 encounters to 70 YMCSM, both in-person and via telephone. On social media, YASS! garnered over 3,700 interactions, and secured 450 new followers.

**Older People with HIV (OPWH):** In 2021, IAM's Peter Krueger Clinic (PKC) received funding from the Keith Haring Foundation for a social worker and pharmacist specializing in geriatric care to round out the multidisciplinary team serving OPWH. A geriatrician also trains providers and staff about providing medical care to OPWH. Fifty OPWH were served through this funding.

**Latinx/e Population:** Our Oasis Program with the Latino Commission on AIDS, provided HIV testing, PrEP, PEP and linkage to care services to Latino men who have sex with men (MSM) and transgender women who have sex with men (TWSM). This program regularly

served over 200 clients annually, however, in 2021 due to COVID, the numbers were reduced to 61.

**LGBTQIA Health Services:** IAM provides health care and supportive services to Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, Asexual, and others who choose to self-identify in countless affirmative ways. We provide a full range of services including primary care, specialty care, mental health services, geriatric services, PrEP and PEP, HIV, STI and HCV testing, social work and care coordination. IAM has numerous programs that serve LGBTQIA including SUMMIT (Sexual Behavioral Health Program), Status Neutral Linkage and Navigation, Outreach and testing in sex clubs and parties (M\*SHP), Voices in Partnership (VIP), Center for Transgender Medicine and Surgery (CTMS), Keith Haring Foundation Pediatric and Youth Gender Center, and OASIS.

**Drug User Health:** IAM's services to people who use drugs (PWUD) are low threshold, peer driven, and trauma informed. We strive for them to be non-judgmental and stigma free. The Peter Krueger Clinic's harm reduction program Project SHARE, and the Morningside Clinic Coming Home Program, both employ a Certified Alcoholism and Substance Abuse Counselor (CASAC). Project SHARE served 60 PWH in 2021.



# New Programs in 2021

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## During 2021, IAM received funding for three new programs:

**Voices in Partnership Program (VIP)**, through funding from the NYCDOHMH/Public Health Solutions. VIP provides psychosocial support services to transgender, intersex, gender non-conforming non-binary (TIGNCNB) people with HIV in NYC at IAM's Comprehensive Health Program located at 275 7th Avenue in Chelsea. Case managers and patient navigators provide individual, group and family counseling, in addition to case management and accompaniment services. The program began September 2021, and will continue to August 31, 2024, with possible renewal through 2028.

**Enhanced Data to Care (eD2C) Program**, through funding from the NYCDOHMH/Public Health Solutions. The program's focus is to identify PWH not in care and engage them in care by integrating multiple data sources including NYCDOH, the Regional Health Information Organization, and MSHS. Program staff then reach out to the person to link them back to care, and provide support for improved retention. The program began August 1, 2021, and continues until July 31, 2024.

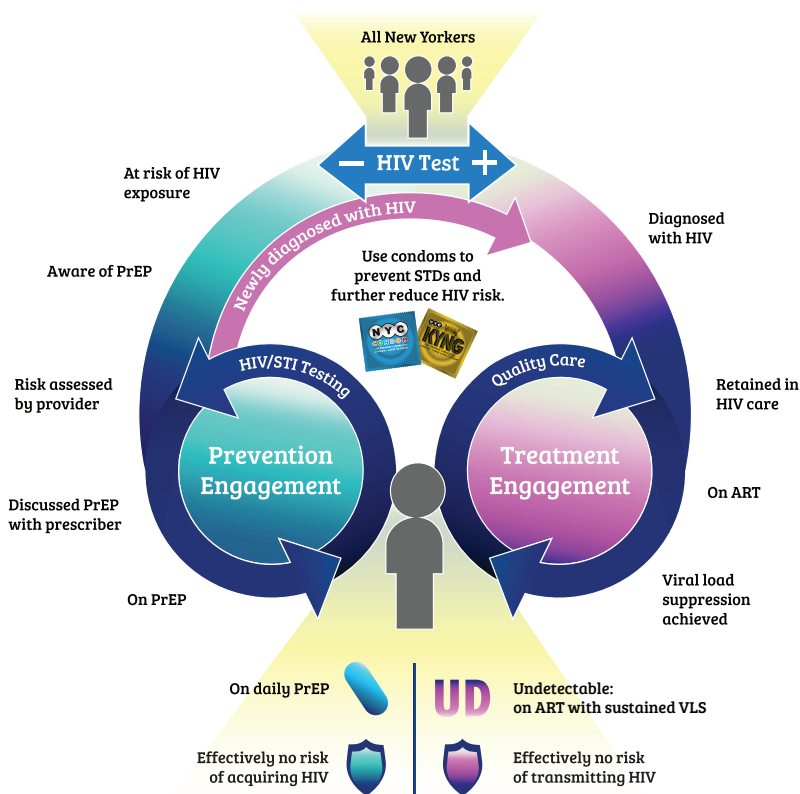
**Improving Access to Hepatitis C (HCV) Care and Treatment**, through funding from the NYSDOH AIDS Institute. This program supports our HCV Program Coordinator who oversees HCV testing, care and treatment at our five clinics, continuing our successful linkage to care and treatment.



# Program Spotlight: Status Neutral HIV Prevention and Care at the Institute for Advanced Medicine

Status Neutral HIV Prevention and Care is one example of change, wherein HIV is now treated similarly to how we treat heart health and other diseases – from both the prevention and treatment aspects. The Status Neutral Model provides services for those who have an HIV test, with services available for both negative and positive test results. Counseling includes educating about PrEP, and following up with those who test negative for HIV and encouraging their engagement in HIV prevention. Those who test positive for HIV are immediately linked to care and treatment, including medication. At IAM, HIV testing occurs as part of primary care, on a walk-in basis, or during community outreach activities. In addition, we have a patient navigator who works with those who are tested for HIV in six of Mount Sinai Health System’s Emergency Departments. Through this, we are working to End the HIV Epidemic by reducing both HIV transmission and acquisition.

## New York City’s HIV Status Neutral Prevention and Treatment Cycle



**Undetectable equals Untransmittable (U=U) is the standard for HIV treatment in New York City, New York State and our nation. If you take HIV medication, and achieve and 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 people with HIV.**

**People at risk of HIV exposure taking daily PrEP and people with HIV with sustained viral load suppression do not acquire or transmit HIV.**



# We reduce HIV transmission in our communities and we improve health outcomes and quality of life for people with HIV

## HIV Testing:

- IAM's community-based outreach efforts continued to be reduced in 2021 due to COVID-19. We used innovative ways to reach people through social media, continuing to successfully help thousands of diverse individuals with access to affordable prevention and sexual health services.
- **We provided HIV rapid testing to over 3,000 individuals in 2021.**

## Diagnosed with HIV and Living with HIV:

- For those newly diagnosed with HIV, we provide immediate linkage to anti-retroviral treatment per the state's test and treat protocols. Programs are available to assist people with receiving care and treatment at low or no cost.
- **IAM provided medical services to 9,200 PWH in 2021.**
- IAM patients with HIV maintained an average Viral Load Suppression rate of 85.7%. This helps those who are living with HIV to reduce their illness, maintain a healthy lifestyle, and live longer, while preventing further transmission to others.
- New Injectable HIV treatment is now FDA approved, and IAM is developing policies and procedures to efficiently and optimally integrate this service into our clinic flow.

## HIV Prevention for those who are HIV-negative:

- We helped 1,461 individuals at-risk for HIV receive pre-exposure prophylaxis (PrEP), which prevents HIV infection if taken daily. We provide assistance to underinsured or uninsured patients with accessing PrEP medications at low or no-cost.
- Injectable PrEP medication is also FDA approved, and IAM is developing procedures and policies, expecting to institute this service within the first half of 2022.

## For those who were exposed to HIV:

- We linked 615 people to post-exposure prophylaxis (PEP), which prevents HIV infection when taken after potential HIV exposure. We administer NYC and NYS's 24/7 PEP Hotline which links people to immediate or next day PEP appointments, with access to free PEP starter packets.

# Center for Transgender Medicine and Surgery (CTMS)

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**Clinical Services:** In 2021, approximately 3000 transgender and gender diverse (TGD) patients were actively receiving gender affirming medical care with Mount Sinai Health System providers.

In addition, 938 gender affirming surgeries were performed at Mount Sinai Health System hospitals. CTMS was launched in 2016, and is the most comprehensive TGD program in the country, serving patients of all ages. More than 8000 TGD people have received gender-affirming care with us.

CTMS medical services include adult primary care, adolescent medicine, adult endocrinology, pediatric endocrinology, plastic surgery, gynecology, urology, otolaryngology, and mental health services. Spiritual care is available as part of our comprehensive interdisciplinary approach to care for inpatient surgical patients. The CTMS Trauma Healing and Resilience Initiative for Transgender Survivors of Violence (THRIV) program provides trauma-focused, gender-affirming short-term therapy for TGD individuals who have experienced interpersonal violence, including sexual and intimate partner violence, childhood sexual abuse, trafficking, hate crimes, and community violence.

During 2021, the CTMS primary care network of champion providers in the Mount Sinai Health System rose to 20 across multiple sites. Approximately ten new

patients start hormone therapy each week, and most patients receive surgery within 7–10 months from when they reached out to the CTMS program. We expect to reduce this time to six months.

**Education/Research:** The CTMS training programs continued with the Mount Sinai LGBTQ fellowship, the dedicated CTMS plastic surgery fellowship, the CTMS psychiatry fellowship, and the CTMS Genitourinary (GU) fellowship. In addition, gender-affirming surgery continued as a core rotation for the Mount Sinai Plastic Surgery Residency, and gender-affirming hormone therapy continued as a core rotation for the Mount Sinai Endocrinology Fellowship programs.

The Mount Sinai free on-line course for primary care providers in transgender health care ([www.coursera.org/learn/transgender-medicine](http://www.coursera.org/learn/transgender-medicine)) was used by approximately 4000 students worldwide in 2021. CTMS also presented twelve abstracts at the annual United States Professional Association for Transgender Health (USPATH/WPATH) conference that was held virtually, in addition to disseminating more than a dozen publications.

Patient education included the Wellness Speaker Series that was presented by the THRIV program. It addressed building and maintaining a healthy lifestyle for Transgender, Nonbinary and Queer health.

# We provide clinical education to NYS medical providers on HIV Prevention and Primary Care, Hepatitis C, and Drug User Health.

During 2021, IAM's Clinical Education Initiative (CEI) trained 9,402 clinicians (MD/DO, NP, PA, RN, PharmD, etc.) through 169 clinical education activities. Funded by the NYSDOH AIDS Institute, CEI aims to improve statewide health outcomes through CEI's free programming, including: conferences; webinars; ECHO tele-mentoring sessions; trainings for organizations (in-person or remote); comprehensive preceptorship programs; CEI warm-line; customized technical assistance; YouTube videos; and clinical tools. CEI delivered all clinical education activities remotely due to COVID-19.

In 2021, CEI started a new monthly podcast, "Conversations with CEI," featuring clinical experts in HIV primary care and prevention, sexual health, HCV and drug user health. Episodes include interviews with expert clinicians' discussing their experience and insight into current health issues, alongside the latest news and guidance on our areas of expertise.

IAM operates two of CEI's statewide Centers of Excellence: the HIV Primary Care and Prevention Center of Excellence and the Hepatitis C and Drug User Health Center of Excellence.

**The HIV Primary Care and Prevention Center of Excellence (HIV COE)** is a statewide clinical education program addressing HIV screening, PEP and PrEP, and HIV diagnosis and treatment. The HIV COE reaches primary care providers and other disciplines working in clinical settings such as local health departments, community health, family practice, and emergency medicine. The HIV COE staffs the CEI line, a warm-line for clinical consultation, for inquiries related to HIV treatment, PEP, PrEP, and maternal-infant exposure to HIV. In addition to providing clinical education on HIV

primary care (e.g., screening, diagnosis, treatment, prevention, managing comorbidities, etc.), the HIV COE has created programming to respond to emerging topics, such as COVID-19, health equity, and racial justice.

**The Hepatitis C and Drug User Health Center of Excellence (HCV/DUH COE)** serves as a statewide clinical education program to address both HCV and drug user health. The HCV/DUH COE establishes relationships and collaborates with primary care and other frontline providers, as well as substance use, addiction and mental health clinicians. The COE prioritizes reaching upstate New York providers through collaborations with local Departments of Health, Area Health Education Centers, opioid treatment programs, clinics and hospitals. The HCV/DUH COE also staffs the CEI warm-line for casebased educational consultation on HCV clinical care and drug user health. In addition, the HCV/DUH COE is committed to creating clinical education resources and training activities that promote health equity and address the ongoing stigma and discrimination faced by individuals who use drugs.

**From a CEI Preceptorship Program participant, "This was an excellent opportunity, and I saw a great range of patients! While nothing beats being in-person at the clinic, I benefited and thoroughly enjoyed the virtual shadowing experience, it was both informative and engaging. My Preceptor was very knowledgeable, patient and compassionate with patients and the additional team members were all willing to impart their knowledge from years of experience. Thank you for this amazing opportunity—I truly appreciate it, and would highly recommend to my colleagues!"**

# IAM's Work to Improve Diversity, Equity and Inclusion

**IAM developed a number of initiatives during 2021 to address Diversity, Equity and Inclusion. These included:**

- Continuing the Mentorship Program that was launched in 2020.
- Developing and conducting trainings about unconscious bias for all IAM staff – now integrated into the onboarding process, with mandatory annual updates.
- Working with Mount Sinai's Office of Diversity and Inclusion to formulate a full training series for IAM staff, addressing issues such as micro-aggressions, in addition to the multitude of annual trainings provided by Mount Sinai Health System such as Accessibility for Persons with Disabilities; Diversity, Equity and Inclusion; Language Assistance for Patients with Limited English Proficiency; and LGBT-related Policies.



In addition, the Center for Transgender Medicine and Surgery Social Worker Ash Rearick, LCSW has been chosen as one of 20 facilitators for MSHS's Building Gender Equity Together initiative (B-GET). As a facilitator, Ash has assisted in facilitating dialogues with small groups, and generating actionable ideas to design, develop and test solutions.

## Mentorship Program | Fostering a Culture of Engagement, Inclusion and Development

### Mentoring, Coaching, Guidance, Training, Motivation, Knowledge and Support

**IAM launched the IAM Mentorship Program in 2020, with the second cohort of 11 mentor/mentee teams engaged during 2021. Program goals include:**

- Inspire career growth and personal development, and foster meaningful relationships
- Support participants as they gain confidence, and expand their professional network
- Encourage cultural diversity, inclusion and belonging
- Enhance employee engagement and performance
- Improve employee retention, and prepare future leaders

The program has been quite successful, with mentees often finding their true goals and gaining the confidence, support and knowledge to pursue them. IAM staff who have participated in the program as either mentor or mentee have noted how it has influenced their growth as leaders.

#### **Roles of Mentor and Mentee**

**Mentor:** Enhances management and coaching skills; exposes themselves to new styles, ideas and cultures.

**Mentee:** Increases chances for future leadership roles; boosts confidence and learns new skills; has opportunities for honest, constructive feedback

# Patient Experience

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## **IAM receives input and feedback from our clients in both formal and informal ways.**

These include patient satisfaction surveys, patient feedback surveys, feedback boxes at each of IAM's clinics, and patient groups including those focused on specific populations (i.e., senior group). IAM's Consumer Advisory Boards meet monthly or quarterly remotely for each of the five clinics and CTMS. This ensures continued valuable input and provides 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 LGBTQIA patients of all ethnicities.

# Patient Testimonials

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## **Patients provide positive feedback through post-appointment survey and letters of gratitude:**

### **Patient at the Jack Martin Clinic,**

"Everyone in the staff and my provider are awesome!!! Amazing!!! Staff that work, [they are] very overwhelmed with excellence and caring and loving their job. They don't leave no one behind and they make you feel like family. That's the key of the job they do."

### **Patients from the Comprehensive Health Program at 275 7th Avenue, state**

"At my physical's conclusion, both the nurse and the physician provided a healthy round of "thanks, good lucks, and goodbyes" to see me through my next physical. Very professional. Very friendly. Excellent Service."

### **Comprehensive Health Program**

"The case management team is awesome, especially my case manager. I can say she definitely cares about me, and she has helped me so much. I love her big heart, kind spirit, and very caring. I Love Mount Sinai."

### **Peter Krueger Clinic patient states,**

"My doctor & the entire nursing staff are the best I've seen. Both professional & caring. Full of extra care information for good health. An awesome team!"

### **Morningside Clinic patient states,**

"A wonderful doctor who exemplifies professionalism and compassion in the treatment of her patients."

### **At the Samuels Clinic,**

"My doctor is an excellent doctor. Very experienced and knowledgeable in her field. Empathetic, doesn't talk down, listens and collegial."



# Community Partnerships

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IAM has a successful history in collaborating and coordinating services for our targeted population via partnerships with community providers. Our active referral linkages with over 60 agencies help connect patients with supplementary services that include housing, vocational training, food pantries, meal and vouchers, drug treatment and mental health services, legal services, support groups and additional health services. IAM staff participate in numerous community-oriented groups that focus on planning and targeting HIV prevention, testing and treatment services throughout NYC and NYS, and addressing the needs

of priority populations. These include the New York State LGBT Health & Human Services Network (The Network), HIV Health and Human Services Planning Council of New York, NYC HIV Planning Group, NYS HIV Advisory Body, Public Health Solution Community Advisory Group, NY Knows and NY Links. IAM continues to be heavily involved with the HIV Medicaid Coalition (previously known as the Delivery System Reform Incentive Payment Program (DSRIP) HIV Coalition) to identify opportunities, educate and advocate, and generate best practices and lessons learned.

# Continuous Quality Improvement

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**IAM's Continuous Quality Improvement (CQI) Program was established eight years ago to ensure that IAM achieves our vision to provide the highest quality of care to every patient, at every visit. CQI Program staff work closely with each clinic's multidisciplinary teams to plan, assess, measure, and implement improvements in the coordination and delivery of quality care and services for all patients, across all clinics and programs. At the heart of our quality work is improving both patient experience and patient outcomes. IAM's Quality Infrastructure is governed by a CQI plan, updated annually, that speaks to the goals and clinical focuses for each year, and the role that each team member plays, individually and collectively, to advance our quality initiatives.**

**Despite the continued COVID related operational challenges that carried over from 2020 and 2021, the IAM team was able to continue our high quality service provision and commitment to quality improvement. QI projects in 2021 focused on raising performance in key clinical areas including colorectal cancer screening, STI screening, COVID vaccination, and viral load suppression (VLS). Our current IAM-wide VLS rate is 90%; with the goal that every clinic reach a VLS rate of 90%. Each clinic's team has made marked progress towards their goals, impacting the lives and health of the patients we serve.**

**We also recognize the importance of our patients and their involvement in our CQI efforts. During 2022, we will be expanding our partnerships with our Consumer Advisory Boards, to further engage them in our CQI efforts, and to ensure that our clinical focus aligns with the priorities of our patients.**

# Awards, Presentations and Publications

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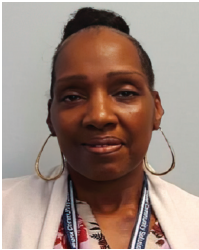
In 2021, IAM staff published over 13 papers, submitted and/or presented 14 abstracts, conducted 5 poster presentations, and conducted 5 virtual presentations at conferences, webinars, trainings and media events throughout the world. In addition, our staff is involved in addressing HIV long acting therapies including functional cures, anal precancer in women, anal cancer and dysplasia, opioid prescribing, chronic pain, autonomic neuropathy, HIV associated cognitive impairment, and PWH who have COVID-19.

## **Conferences included:**

- New York State Hepatitis C and Drug User Health Annual Conference
- New York State HIV Primary Care and Prevention Annual Conference
- United States Professional Association for Transgender Health (USPATH)/World Professional Association for Transgender Health (WPATH) Annual Conference: Seeking Equity in a Time of Hope and Challenge.
- NYS DOH 2021 Ending the Epidemic Summit, Overcoming Pandemics/ETE & COVID-19.
- International AIDS Society Conference 2021
- MSHS Nursing Research Day
- American Psychiatric Association
- Association of Consultation Liaison Psychiatry
- Edward Via College of Osteopathic Medicine – Carolinas. PRIDE Lecture Series, Summer 2021
- 2021 Conference on Retroviruses and Opportunistic Infections (CROI)



## Special notice to



**Iris Bowen, LMSW**, is a social worker at IAM's Coming Home Program which works closely with people returning to the community from jails and prisons. She was featured in the MSHS podcast, Road to Resilience, for her work with a patient from the Coming Home Program. When they first met, the patient, who was also a very talented professional dancer, had a history of incarceration, current drug addiction, and was living in a shelter. Iris helped him move out of the shelter system, supported him in his ongoing sobriety, and continued to be there for him while he moves forward with his life.

Her non-judgmental, solution-oriented supportive approach helped this patient, as well as many others.

**See the link below to listen to the podcast.**

[podcasts.apple.com/us/podcast/coming-home/id1399730603?i=1000539121153](https://podcasts.apple.com/us/podcast/coming-home/id1399730603?i=1000539121153)



Abraham Marlett, Administrative Coordinator for IAM Human Resources, and Jack Jackson, Nurse Manager at the Jack Martin Clinic and Comprehensive Health Program, have developed and conducted numerous pronoun trainings for IAM which staff have noted were incredibly informational and insightful.



Abraham was nominated for a STAR award by TDL's Senior Manager for Empathy, Equity and Excellence: "Thanks from our

entire TDL team goes out to Abraham Marlett for their insightful presentation on Personal Pronouns.

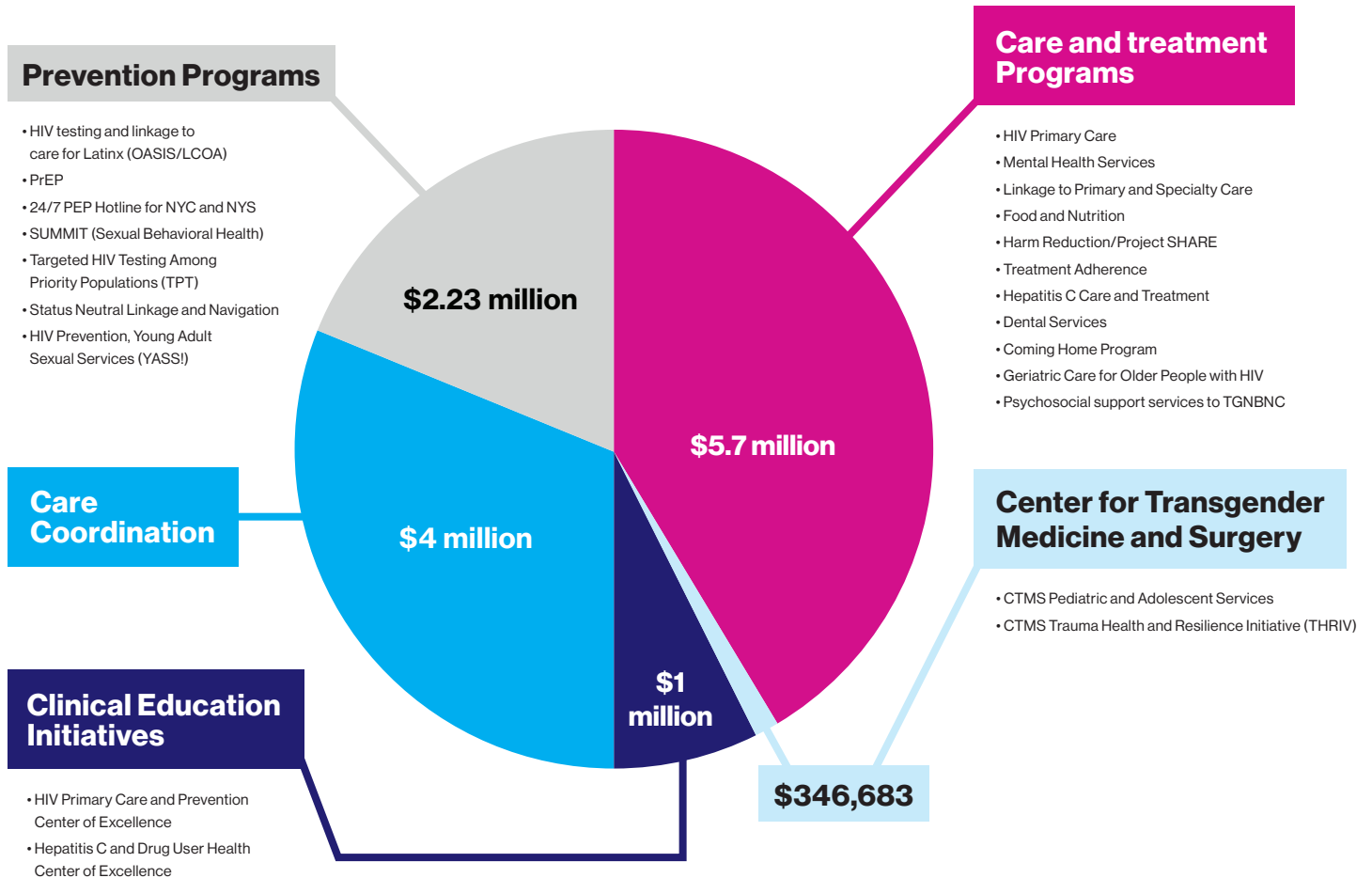
My colleagues and I were provided a safe space to ask questions, but it was Abraham's kind and approachable style that helped us feel it was truly a safe space. I was inspired by the questions of my colleagues as they saw this as a real learning and personal growth opportunity. Our team is already looking at ways to incorporate our learning into our everyday work. Thank you Abraham for your leadership and guidance on this important topic."



April Browne, MPA, Director of Quality Management and Evaluation, became an inaugural member of the American College of Healthcare Executives (ACHE) Thomas C. Dolan Career Accelerator Program in April 2021. As one of only 23 applicants selected for the first cohort, she completed the 6-month intensive program in December 2021. The program focused on cultivating leadership presence, sharpening expertise in diversity, equity, and inclusion, and expanding capacity to navigate opportunities and challenges within the healthcare landscape. She is grateful for the opportunity and looks forward to continuing to use what she has learned in her daily work.

# Grant Portfolio

In 2021, IAM received over **\$13.3 million** in grants to support new and existing programs and approximately **60%** of IAM staff.



**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)
- District Attorney of New York/CUNY Institute for State and Local Governance
- Keith Haring Foundation
- New York City Department of Health and Mental Hygiene/Public Health Solutions
- New York State Department of Health AIDS Institute
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- U.S. Department of Health and Human Services – Health Resources and Services Administration (HRSA)

# Our Locations

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## Morningside Clinic

Mount Sinai Morningside  
440 West 114th Street  
Clark Building, 6th Floor  
New York, NY 10025  
212-523-6500

### Medical Director:

Alexandra Abrams-Downey, MD

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## Jack Martin Clinic

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

### Medical Director:

Rachel Chasan, MD

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## Samuels Clinic

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

### Medical Director:

Amarlis Lugo, MD

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## Comprehensive Health Program

The Mount Sinai Hospital  
275 7th Avenue, 12th Floor  
New York, NY 10001  
212-604-1701

### Medical Director:

Antonio Urbina, MD

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## Center for Transgender Medicine and Surgery

275 7th Avenue, 12th Floor  
New York, NY 10001  
212-604-1730

### Medical Director:

Joshua Safer, MD

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## Peter Krueger Clinic

Mount Sinai Beth Israel  
275 Eighth Avenue,  
New York, NY 10011  
212-420-2620

### Medical Director:

Tessa Gomez, MD



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