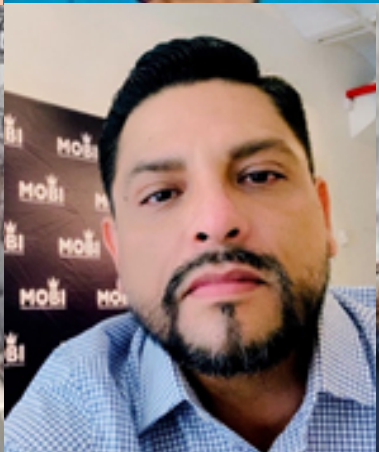




**Mount
Sinai**

*Institute for
Advanced Medicine*

Annual Report 2019



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.



**Mount
Sinai**

*Institute for
Advanced Medicine*



**Mount
Sinai**

*Institute for
Advanced Medicine*



Dear Friends and Colleagues,

We are excited to present our 2019 annual report of Mount Sinai Health System's Institute for Advanced Medicine (IAM). We had an exciting year of growth, changes, and continuous positive impact in improving the health of New Yorkers. We continue to build our unique multi-clinic Institute with programs and services that provide safe and welcoming spaces to address many of the healthcare needs of the ever evolving communities of New York City. As always, our patients continue to 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 Institute for Advanced Medicine, we thank our patients, staff and supporters for another successful year.

Michael Mullen, MD

Medical Director

Matt Baney

Senior Administrative Director

2019 Accomplishments

The background image shows three people smiling in front of a wall with several posters. One poster says 'ASK ABOUT PrEP', another says 'FREE HIV TESTING', and a third says '#BEHIVSURE'. A black t-shirt with 'IAM FIERCE' is hanging on the wall.

Provided primary care to **13,660** patients; **10,277** of whom were patients with HIV

Provided Health Care Services to **1,499** Transgender and Gender Non-Binary Individuals

Provided Hepatitis C Testing to **7,265** clients

Provided **57,600** Sexually Transmitted Infection (STI) screenings

Provided **981** HIV Rapid Tests

IAM served a total of **17,078** patients in 2019

Provided Oral Health Services to **1,532** patients

Provided Food and Nutrition Services to **879** clients

Provided pharmacy services to **7,392** patients – **5,320** of whom were IAM patients

Provided **107** clinical education training events to **3,538** clinical providers throughout NYS on HIV, Hepatitis C, and Drug User Health

Provided Mental Health Services to **3,364** clients

Provided Social Work Services to **8,482** clients

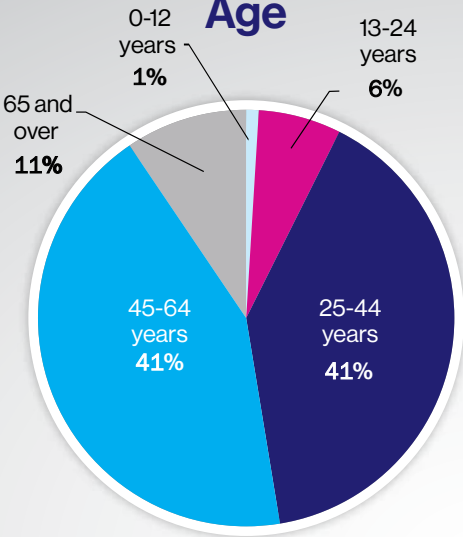
Provided Pre-Exposure Prophylaxis (PrEP) to **1,265** clients

Linked **1,284** clients to Post-Exposure Prophylaxis (PEP) services through the PEP Hotline

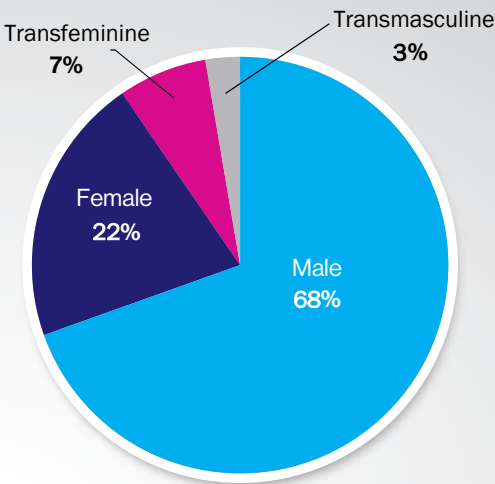
Provided Care Coordination Services to **785** clients

Patient Demographics

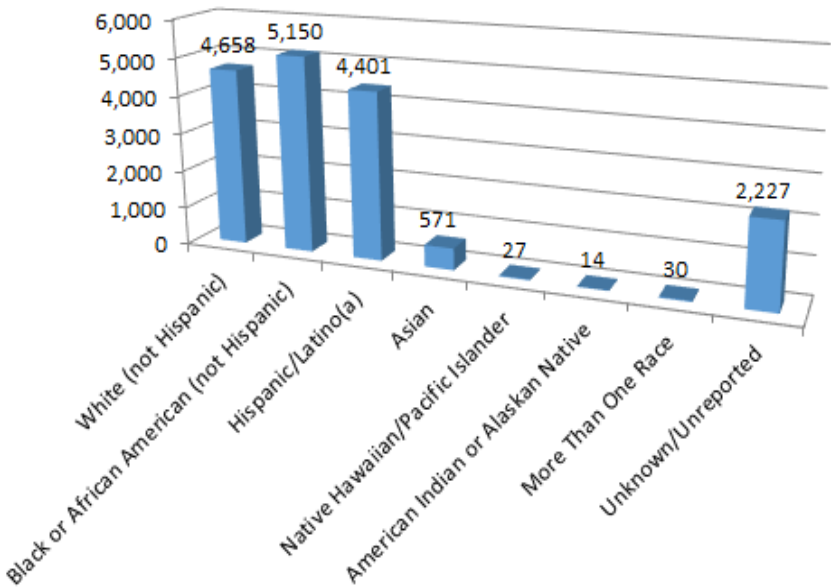
Age



Gender



Race & Ethnicity



Overview of Services

CLINICAL SERVICES

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
LGBTQ Health Services
Center for Transgender Medicine and Surgery
Sexually Transmitted Infections (STI) Screening and Treatment

SPECIALTY SERVICES

Cardiology
Dermatology
Endocrinology
Gastroenterology (GI)
Geriatric Medicine
Gynecology
High Resolution Anoscopy
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 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, to help ensure better outcomes and quality of life. On-site services include primary medical care, subspecialty care, HIV testing, Hepatitis C (HCV) screening and treatment, pharmacy, pain management, sexually transmitted infections (STI) screening and treatment, transgender healthcare, gynecology, dermatology, oral health care, nutrition services, mental health services, integrative medicine, social work, medical case management, adherence support, 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:

- **Pharmacies** are located on-site at the Samuels Clinic and 275 7th Avenue Comprehensive Health Clinic. They are open at the same hours as each clinic, with pharmacy staff available 24/7. They are certified specialty pharmacies, serving all five IAM clinics, with free delivery for all five boroughs, Long Island and upstate NY.
- **Care Coordination Program** provides navigation, coordination of medical and social services, virtual Directly Observed Therapy (DOT), health education and adherence support for people with HIV (PWH).
- **Project Safety, Harm Reduction, And Recovery for Everyone (Project SHARE)** provides harm reduction services for PWH 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 Care & Treatment Program (HCV)** at our Morningside and 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, food voucher support for those in need, 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, and patient-centered medical homes.

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 individuals in each community including:

- **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. In 2019, IAM's Morningside clinic provided trauma-informed treatment to 363 formerly incarcerated people. All had social work visits, 296 had medical PCP visits and 132 had mental health visits.
- **Women, Infants, Children, and Youth:** In 2019, IAM provided family-centered primary and specialty medical care and support services to 1,632 women, infants, children, and youth 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.
- **Older People with HIV (OPWH):** In July 2019, IAM's Peter Kreuger Clinic (PKC) continued their support group-style workshop series to reduce social isolation and foster inclusion and community among OPWH patients. The participants call themselves the "OG Club" and have over 30 active members who meet regularly.

In 2019, we provided primary care and supportive services to **13,660** individuals.

- **Latinx Population:** Our Oasis Program 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 (YMCSM) through youth-targeted community-based point-of-care HIV/STI testing, peer-training, prevention education including PEP and PrEP, behavioral interventions, linkage to care, and other wraparound services in Harlem and Washington Heights.
- **LGBTQ Health Services:** IAM provides health care and supportive services to lesbian, gay, bisexual, transgender and queer individuals. 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. Specific programs that support these services include our SUMMIT/ Sexual Behavioral Health Program, Status Neutral Linkage and Navigation in Clinical Settings Program (NCT), outreach and testing in sex clubs and parties (M*SHP), Keith Haring Foundation Geriatric Services Program, Center for Transgender Medicine and Surgery, and the Keith Haring Foundation Youth Gender Center.

Our staff is representative of the patient population that we serve – spanning numerous cultures, speaking many languages, of numerous races and ethnicities, and of many sexual identities and sexual orientations.

PROGRAM SPOTLIGHT: COMING HOME PROGRAM

IAM's Coming Home Program (CHP) began in 2006 to address the unique experience and needs of people re-entering communities after incarceration. We have since enrolled over 1,800 patients. Founded by formerly incarcerated women, the program is rooted in a strong understanding of the justice involved community, and staff include those with a shared living experience. CHP is located at IAM's Morningside Clinic, as Harlem is one of the top three NYC neighborhoods that people return to after leaving jails or prisons. During 2019, the program was enhanced with an Outreach Worker, and a Credentialed Alcoholism and Substance Abuse Counselor (CASAC), adding to the Program Director, Social Worker and Peer Health Educator. They engage clients through their strong connections in the justice community and internal referrals, provide individual and group counseling, and link people to clinical care and support services.



Coming Home Program staff (left to right): Jennifer Guzman, CASAC; Cory Butler, Outreach Worker; Serina Yancey, Peer Health Educator; Jesus Robles, Program Director; and Iris Bowen, Social Worker (not pictured)

Center for Transgender Medicine and Surgery (CTMS)

Clinical Services: In 2019, the CTMS served 1,499 transgender and gender non-binary (TGNB) patients at our primary locations. This included primary care, mental health support and/or hormonal support for 820 patients and major surgical procedures for 445 patients. CTMS was launched in 2016, and is the most comprehensive TGNB program in the country. Medical services include primary care, endocrinology, plastic surgery, gynecology, urology, otolaryngology, and mental health services. During 2019, CTMS also increased access for services through the identification of additional sites for primary care and endocrinology, and added spiritual care to inpatient services.

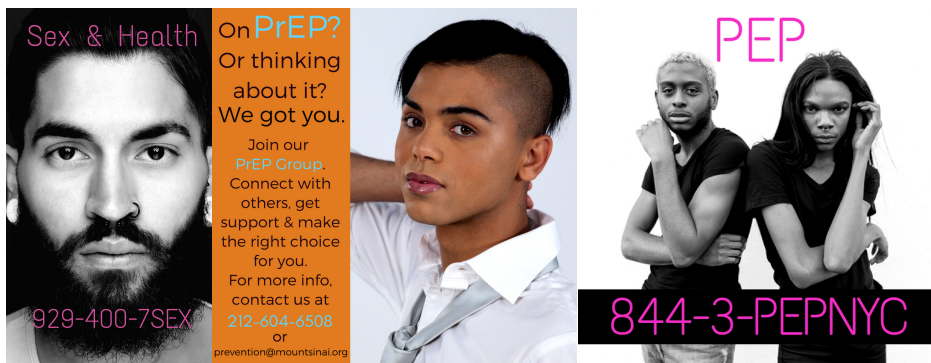


Education/Research: As a leader in primary care, surgery and support services for transgender and gender non-binary individuals, CTMS hosted the annual Mount Sinai/World Professional Association for Transgender Health (WPATH) Live Surgery Conference. CTMS disseminated more than a dozen publications on transgender health care topics including the primary New England Journal of Medicine transgender medicine review, and presented 17 abstracts at the bi-annual United States Professional Association for Transgender Health (USPATH) conference in Washington DC – the most of any institution in the country. CTMS's unique, free on-line course in transgender health for primary care providers went live in 2019 and can be found at <https://www.coursera.org/learn/transgender-medicine>.

Youth Gender Center– Pilot expansion of pediatric and adolescent services: The Keith Haring Foundation (KHF) began supporting a pilot expansion of services to transgender youth and their families beyond the existing CTMS adolescent care provided at the Mount Sinai Adolescent Health Center. The KHF support includes mental health services and medical services for TGNB youth, and a partnership with the Ackerman Institute for the Family for therapy services for transgender children and their families. This exciting addition of services for TGNB youth will enable a full range of services for transgender people of all ages.

The Trauma Healing and Resilience Initiative for Transgender Survivors of Violence (THRIV) initiative is designed to increase access to trauma-focused, gender-affirming therapy for TGNB survivors of interpersonal violence and trauma. The initiative is funded by the District Attorney Office of New York through the CUNY Institute for State and Local Governance, and is a collaboration between the Mount Sinai Center for Transgender Medicine and Surgery and the Crime Victims Treatment Center. Services include short-term therapy for TGNB individuals who have experienced interpersonal violence, including sexual and intimate partner violence, childhood sexual abuse, trafficking, hate crimes, and community violence.

We reduce HIV transmission in our communities



IAM is dedicated to ending the HIV epidemic in New York City. In 2019, IAM successfully helped thousands of diverse individuals with access to affordable prevention and sexual health services:

- We provided HIV testing to over 980 individuals. Our community-based testing programs reach people at popular sex clubs, bathhouses, sex parties, community events, and numerous other venues throughout NYC.
- 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.
- We helped 1,265 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.
- We linked 1,284 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.

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.

We improve health outcomes and quality of life for people with HIV



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

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

During 2019, IAM's Clinical Education Initiative (CEI) trained a total of 3,538 clinicians (MD, NP, PA, RN, PharmD) through 107 training events. Funded by the NYSDOH AIDS Institute, we aim to improve statewide health outcomes through our free CE-approved conferences, in-person and on-line trainings, CEI Line inquiry, technical assistance, ECHO tele-mentoring sessions, webinars, preceptorships and clinical tools such as HCV testing kits and clinical cards.

The HIV Primary Care and Prevention Center of Excellence (HIV COE) is a statewide clinical education program addressing HIV screening, PrEP and PEP, and HIV diagnosis and treatment. The HIV COE reaches primary care providers and other disciplines such as pharmacists; and reaches out to clinical settings such as community health, family practice and emergency medicine. The HIV COE works with the Resource/Evaluation Center to staff the CEI hotline for case-based educational consultation on HIV clinical and primary care.

The Hepatitis C and Drug User Health Center of Excellence (HCV/DUH COE) serves as a statewide clinical education program addressing both HCV and drug user health. The HCV/DUH COE reaches out to the HCV clinics and other healthcare settings where services are provided to people who use drugs (PWUD). The HCV/DUH COE works closely with the Resource/Evaluation Center to staff the CEI line for case-based educational consultation on HCV clinical care and drug user health.



CLINICAL INQUIRY FOR: HIV • HCV • STD • PEP • PrEP

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or those in need
of PEP or PrEP

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STATE PRIMARY
CARE PROVIDERS

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Patient Experience

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 at each of its five clinics and at CTMS, 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

"The Provider I have is top notch in his professionalism along with courtesy and his sympathy towards my medical issues."

-- Patient from Samuels Clinic

"Really enjoy going to see my doctor and the staff that works there. From the moment of me walking in the door I feel the welcome. I want to say thank you for all you have done to help me get my health back on track."

-- Patient from Comprehensive Health Clinic

"The nurse team is amazing!!! Ever single visit is always pleasant!!! I feel lucky to have professionals like them helping me get and remain healthy."

-- Patient from Jack Martin Clinic

"I really appreciate the kindness, generosity and care of everyone at the Mount Sinai Morningside clinic. They are always polite. It is very tranquil and the process is always fast. I would recommend that ALL CLINICS IN NYC were run this way. I wouldn't trade my healthcare facility for NOTHING."

-- Patient from Morningside Clinic

"My privacy has always been just that, as well as my safety, and sensitivity to my needs. It really has been an honor to say this regarding my care and medications as a patient of PKC. It hasn't been easy living with HIV in Virginia for almost 30 yrs. Actually it's been 29 years and I'm so grateful. I've been so grateful and humble too throughout it all; and always will be for every single person that has been kind, caring and loving..."

-- Patient from Peter Krueger Clinic



Community Partnerships



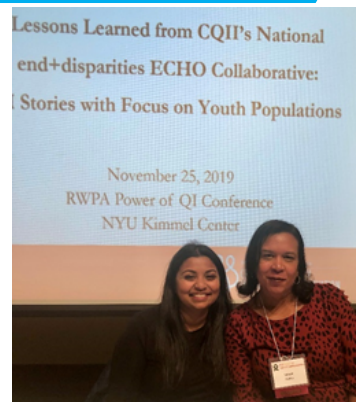
IAM has a successful history in collaborating and coordinating services for our targeted population via partnerships with community providers. Our active referral linkages with over 60 agencies help connect patients with supplementary services that include housing, vocational training, food pantries, 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 has also been heavily involved with the New York State Delivery System Reform Incentive Payment Program (DSRIP) HIV Coalition to generate best practices and lessons learned, and the Mount Sinai Hospital's DSRIP Provider Planning Group that focused on increasing early access to, and retention in, HIV care.

Continuous Quality Improvement

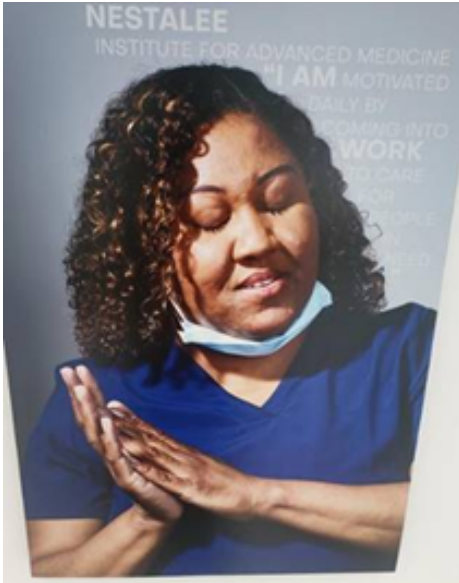
IAM's Continuous Quality Improvement (CQI) Program was established five years ago to ensure that we achieve our vision to provide the highest quality of care for every patient, at every visit. Our CQI Program staff work closely with each clinic's multidisciplinary teams to plan, assess, measure, and implement improvements in the coordination and delivery of quality care and services for all patients. At the heart of our quality work is improving the patient experience. We rely heavily on our Consumer Advisory Boards and our Patient Experience Committees for input to help ensure high quality customer service and care delivery.

- Over the five years we have increased the number of people with HIV who have achieved viral suppression to 87%.
- Through a special CQI initiative at our Jack Martin Clinic, the Women's Program provided outreach, support groups, connection to support services, and care coordination for Black and Latina women patients who had much lower rates of viral suppression than other female patients at the clinic. In 2019, HIV viral suppression for Black and Latina women patients at Jack Martin increased from 80% to 84%.
- In 2019, IAM achieved a 90% patient satisfaction rating, our highest patient rating in the past 5 years.



Faces of Resilience

Mount Sinai Morningside Hospital highlighted the work of healthcare workers in the Mount Sinai Health System through a project called “Faces of Resilience.” Pictures of IAM Morningside staff were on display in the Mount Sinai Morningside Hospital lobby in the Babcock building. Their work, as well as many others, was essential to the health and safety of our patients, not only through the peak of the COVID-19 pandemic but also in the critical recovery period following illness.



Nestalee Samuels



Jocelyn Carasco-Alviar



Vani Gandhi



Yuderka Goris

Awards and Publications

In 2019, IAM staff had numerous awards, publications and presentations. IAM staff completed over 20 publications, and had over 30 presentations at conferences throughout the world including:

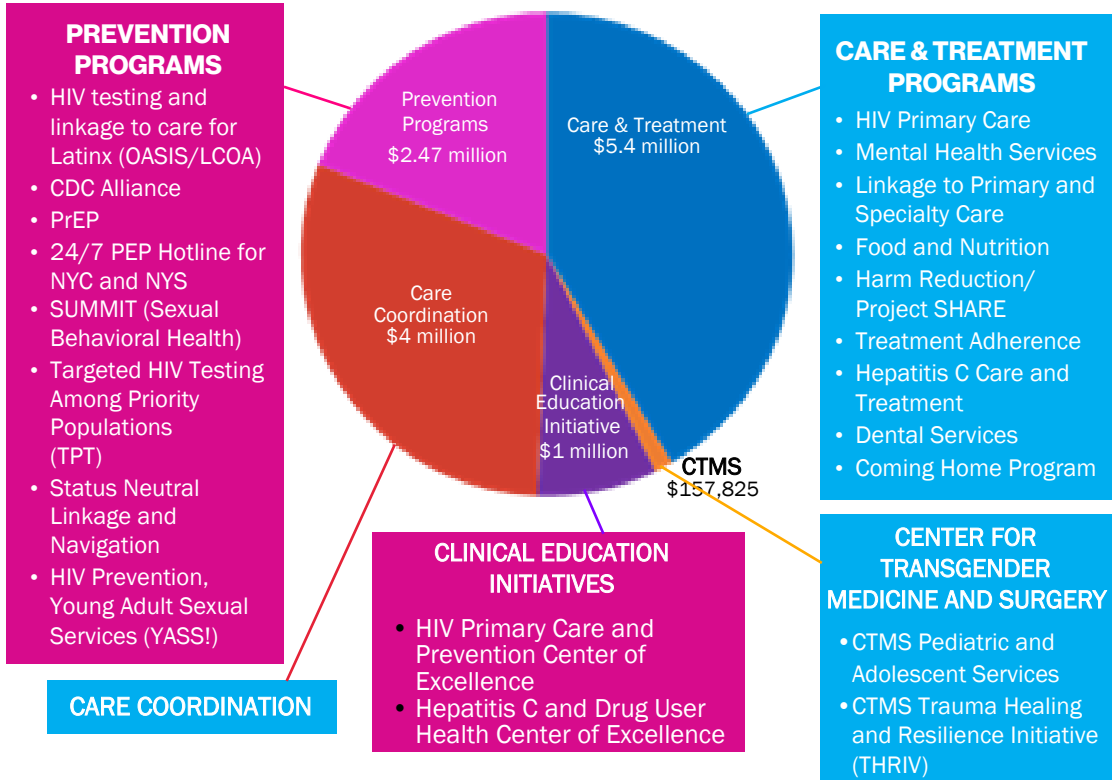
- US PATH bi-annual transgender conference in Washington DC
- International AIDS Society in Mexico City
- Ending the Epidemic Summit Conference
- Ryan White Part A Power of Quality Improvement Conference
- NY Medicaid Population Health Conference

IAM received numerous awards in 2019: IAM's Senior Administrative Director **Matt Baney** received the Community Healthcare Improvement Project (CHIP) Award from the UCLA Anderson School of Management Health Care Executive Program; the Translatinx Community of New York Certificate of Award was given to **IAM** for outstanding contribution to the Translatinx Community of New York; **Dr. Vani Gandhi** received the Cullman Family Award for Excellence in Physician Communication; IAM social workers **Ricardo Martinez-Rodriguez** and **Tamara Turner** were honored with the Mount Sinai Auxiliary Board Dr. Susan Blumenfield Clinical Excellence Awards; and **Dr. Kenneth Ashley** received the Society for Liaison Psychiatry Lifetime Achievement Award for recognition of outstanding contributions to the specialty of Consultation-Liaison Psychiatry.



Grant Portfolio

In 2019, IAM received a total of \$13 million in grants to support new and existing programs and over 50% of IAM staff.



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)

District Attorney of New York/CUNY Institute for State and Local Governance

Broadway Cares/Equity Fights AIDS

Keith Haring Foundation

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)

Substance Abuse and Mental Health Services Administration (SAMHSA)

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

OUR LOCATIONS

Morningside Clinic
Mount Sinai St. Luke's
440 West 114th Street
Clark Building, 6th Floor
New York, NY 10025
212-523-6500
Medical Director:
Alexandra Abrams-
Downey, M.D.

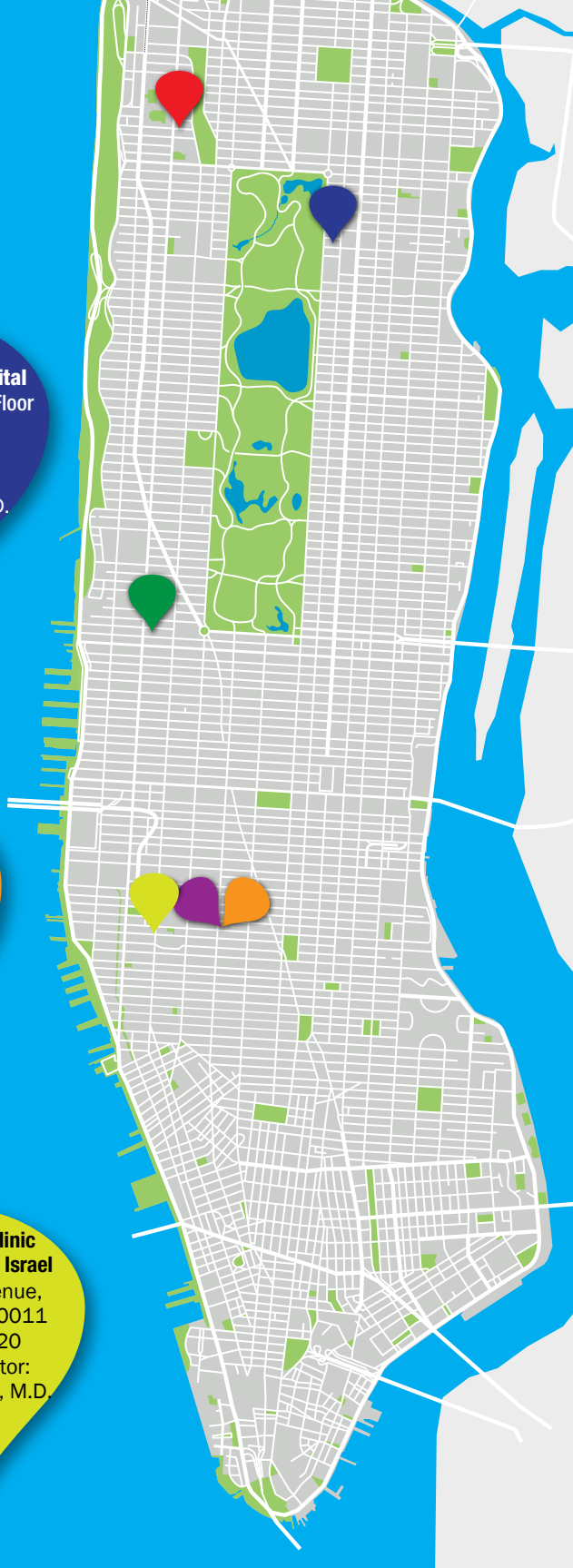
Jack Martin Clinic
The Mount Sinai Hospital
17 E. 102nd Street, 3rd Floor
New York, NY 10029
212-241-7968
Medical Director:
Rachel Chasan, M.D.

Samuels Clinic
Mount Sinai West
1000 10th Avenue, Suite 2T
New York, NY 10019
212-523-6500
Medical Director:
Amarilis Lugo, M.D.

Comprehensive Health
The Mount Sinai Hosp.
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1701
Medical Director:
Antonio Urbina, M.D.

Center for Transgender
Medicine & Surgery
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1730
Medical Director:
Joshua Safer, M.D.

Peter Krueger Clinic
Mount Sinai Beth Israel
275 Eighth Avenue,
New York, NY 10011
212-420-2620
Medical Director:
Nadim Salomon, M.D.



Connect with IAM

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



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