

Mount Sinai
Institute for Advanced
Medicine

Annual Report 2023



**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

The Institute for Advanced Medicine envisions a future where everyone has access to quality healthcare through culturally affirming services that are guided by data-driven decisions, ensuring equity for all.

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.



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Dear Friends and Colleagues,

The annual report for the Institute for Advanced Medicine (IAM) at the Mount Sinai Health System showcases the developments, transformations, and progress that occurred during 2023.

During 2023, the IAM's Mount Sinai Morningside and Jack Martin Fund Center (JMFC) clinics merged to form a new site at Mount Sinai-Harlem Health Center at 158 West 124th Street in central Harlem. The JMFC provides a full range of comprehensive care including dental and pharmacy services. Co-located mental health services for adults and children are provided at Mount Sinai's Behavioral Health Center and complement mental health services provided at IAM. IAM remains 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.

IAM's Comprehensive Health Program-Downtown, Peter Krueger Clinic, and Samuels Clinic continue to provide high quality care and services amidst the disruptions and delays occasioned by the development and opening of IAM's JMFC site in Harlem.

Through the generous support of the Keith Haring Foundation, the Center for Transgender Medicine and Surgery created the Keith Haring Foundation Youth Gender Center at Mount Sinai. The Youth Gender Center will provide affirming primary, specialty, and mental health care for transgender adolescents and youth. A plaque acknowledging the Foundation's support was installed at the Comprehensive Health Program-Downtown clinic at 275 Seventh Avenue, 12th Floor.

On behalf of the IAM, we thank our patients, staff, and supporters for taking this journey with us in 2023, and for continuing to be part of the effort to provide compassionate, inclusive, and comprehensive care to our diverse community.

Michael Mullen, MD
Executive Director

Matt Baney, MS
Senior Director of Business
and Strategic Development

Jean DiNapoli, DNP, RN
Senior Director of Clinical
Services and Administration

2023 Accomplishments

14,829

Patients Received

76,199

Clinical Encounters

12,152 Patients Received Primary Care Services

995 Patients Received Mental Health Services

3,649 Patients Received Social Work Services

2,745 People Received 5,395 Rapid HIV Tests

911 People Received Hepatitis C Testing

6,794

People Received Medications at IAM Pharmacies

50.3%

of Whom Were IAM Patients

15,392 People Received Sexually Transmitted Infection (STI) Screenings

3,173 People Received Pre-Exposure Prophylaxis (PrEP) and

222 People Received Post-Exposure Prophylaxis (PEP)

Of the **8,776** People with HIV (PWH) who were seen by IAM providers:

11,272 Received Primary Care Services

1,101 Received Oral Health Care Services

379 Received Care Coordination Services

187 Received Food and Nutrition Services

Of the **2,252** People Who Identify as Transgender and Gender Diverse (TGD) who were seen by IAM providers:

639 Received Primary Care Services

1,395 Are on a Surgical Path

1,606 Received Hormonal Therapy

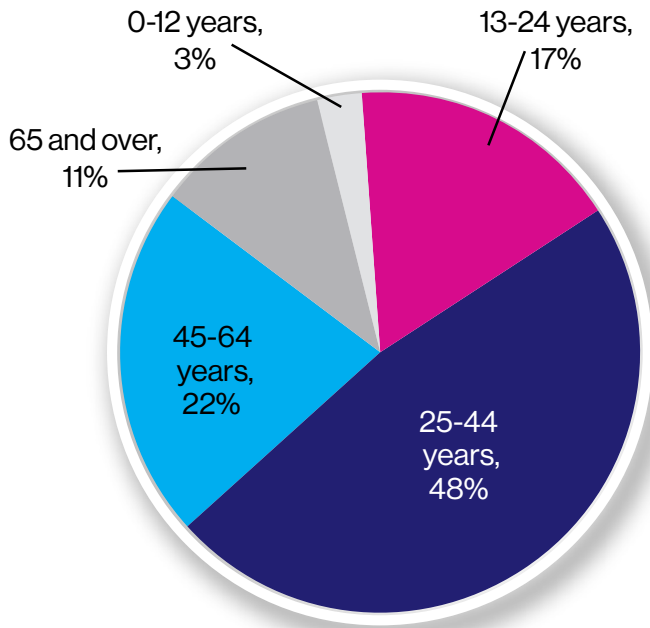
1,073 Received Mental Health Services

1,581 Received Case Management or Psychosocial Services

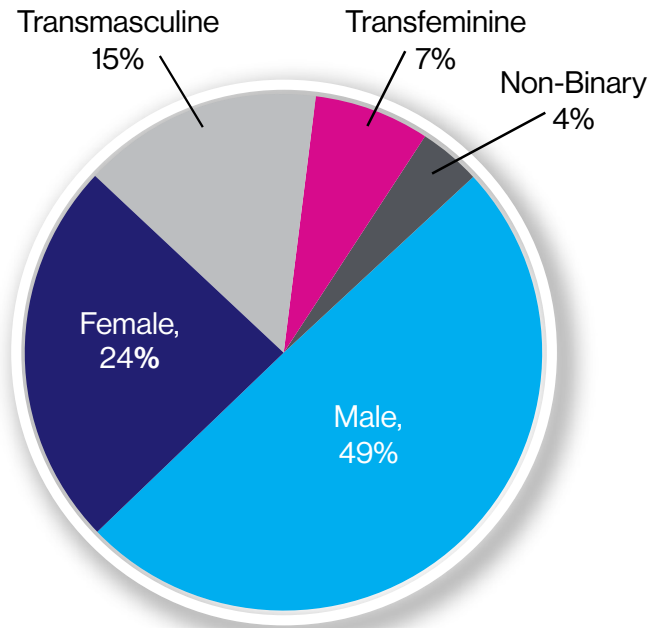
6,584 NYS Providers Attended **135** Clinical Education Training Events on HIV, Hepatitis C, and Drug User Health

Patient Demographics

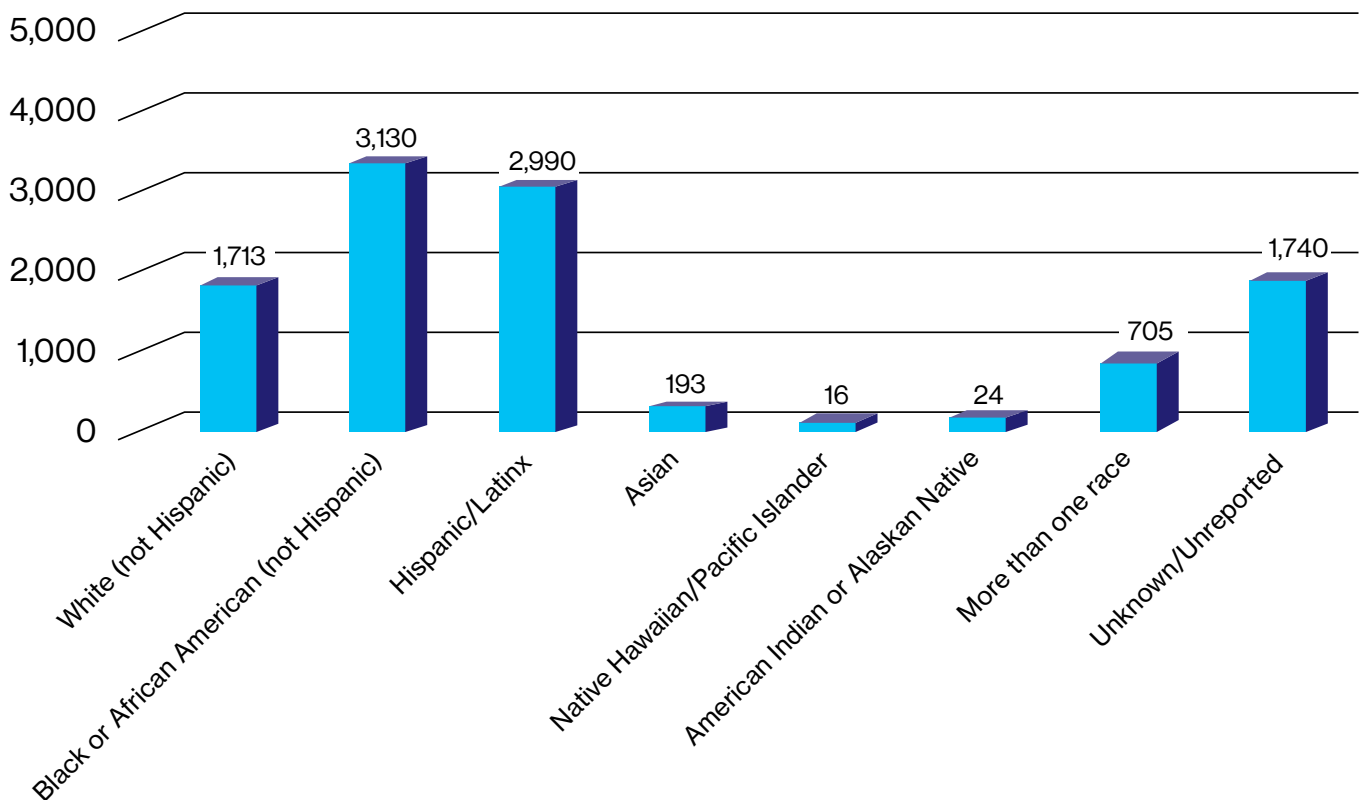
Age



Gender



Race & Ethnicity



Overview of Services

Clinical Services

Primary Care Medical Care
Dental Services
Pre-Exposure Prophylaxis (PrEP)
Post-Exposure Prophylaxis (PEP)
TelePrEP
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 Infection (STI) Screening and Treatment
Long Acting Injectables (LAI)

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

Jack Martin Fund Center Opening



In 2023, the IAM merged its Morningside and Jack Martin clinics, which had been situated on Mount Sinai Health System hospital campuses in neighborhoods adjacent to Harlem, to a new central Harlem location, in order to bring its services directly to a population that needs them. The location of the new clinic is recognition that Black and Latinx populations constitute a considerable portion—nearly 60%—of IAM's patient demographics.

The **Jack Martin Fund Center (JMFC)** is located at Mount Sinai-Harlem Health Center at 158 West 124th Street off Adam Clayton Powell Boulevard (2nd and 3rd Floors). The JMFC provides a full range of comprehensive care including:

- Primary Care for Adults, Children, and Families
- School, Work, and Sports Physicals and School Vaccinations for Patients
- Pediatric and Adult Dentistry
- Pediatric and Adult Social Work and Case Management Services
- Nutrition and Obesity Medicine
- Nutrition services for HIV+ individuals and patients with food insecurity
- Obstetrics/Gynecology and Family Planning Services
- Anal and Cervical Cancer Screening
- LGBTQ+ Specific Services
- HIV Primary Care
- Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP)
- Mental Health/Psychiatry and Support Groups
- Pain Management
- Specialty Pharmacy Services With Free Home Delivery in Metro New York
- Acupuncture and Massage

Co-located mental health services for adults and children are provided at the Mount Sinai's Behavioral Health Center at Harlem Health Center and complement mental health services provided at IAM. IAM remains 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.

IAM Accomplishments

IAM's four 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. We provided primary care and supportive services to 14,829 individuals in 2023.

- IAM's Clinical Education Initiative trained 6,584 clinicians (MD/DO, NP, PA, RN, PharmD, etc.) through 135 clinical education activities.
- Establishment of TelePrEP Program, a virtual service that has served over 150 clients since its inception last year with a \$170,000 benefit from Section 340B of the Public Health Service Act.
- A total 340B benefit to the Health System of \$23,000,000.
- New grants added to our current portfolio of \$13.8 million.
- Expansion of HIV geriatric services via a collaboration with the Department of Geriatrics with a five-year grant from Health Resources and Services Administration as a Special Project of National Significance.
- Recognition by the NYS Department of Health AIDS Institute for exemplary performance for our Continuous Quality Improvement efforts to improve viral load suppression.



How TelePrEP Works



1 Health and Insurance Inquiry
Answer medical and insurance questions; if you are eligible for TelePrEP, you can schedule a video visit with a provider.



2 Medical Provider Consult
Consult with medical provider via MyMountSinai video visit.



3 Labs
Labs are ordered for client for review of medical status for PrEP by provider.



4 Medications
Prescriptions sent to MSHS pharmacy if appropriate and home delivered at no cost to client.



5 Follow Up
Follow-up video visit is scheduled via MyMountSinai® (MyChart). Follow-up labs completed a few days prior to the video visit, will be reviewed at the video visit.

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, serve all four IAM clinics and are open the same hours.

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

Care Coordination Program at all four clinics provides navigation, medical and social services coordination, virtual directly observed therapy (DOT), health education, and adherence support for PWH.

Project Safety, 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.



Food and Nutrition Services (FNS) program at Samuels and Jack Martin Fund Center 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 Jack Martin Fund Center and Samuels clinics include diagnosis and treatment of dental and oral diseases, routine dental hygiene, cleanings, and X-rays.

Integrative Medicine located at the Jack Martin Fund Center includes massage, yoga, acupuncture, meditation, and other stress reduction therapies to help address a variety of issues, including pain, insomnia, anxiety, and chronic disease management.

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

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

Formerly Incarcerated Population: IAM's Coming Home Program, located at IAM's Jack Martin Fund Center, addresses the physical, mental, and social well-being of formerly incarcerated people after they return to the community from prison or jail. In 2023, the program provided services to 230 formerly incarcerated people; 21 percent attended a social work visit, and all attended a primary care provider visit.

Women, Infants, Children, and Youth (WICY): Located at the Jack Martin Fund Center and Samuels 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 2022, WICY served 2,491 women, infants, children, and youth with HIV.

Young Adults: IAM's Young Adult Sexual Services (YASS!) Program serves young men of color who have sex with men (YMCSM). The team provides point-of-care HIV/STI testing, conducts presentations, and establishes new partnerships with schools, sex venues, and CBOs. In 2023, YASS! staff provided 257 encounters to 102 YMCSM clients, both in-person and telephonically. On social media, YASS! garnered more than 400 interactions, reached more than 3,700 accounts, and secured 67 new followers (total of 868).

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 Jack Martin Fund Center's Coming Home Program both employ a Certified Alcoholism and Substance Abuse Counselor (CASAC). Project SHaRE served 62 PWH in 2023.

Older People with HIV (OPWH): IAM's Peter Krueger Clinic (PKC) has a program specifically for older people with HIV, developed through the Mount Sinai Department of Geriatrics and Palliative Care. The care model includes

a fully developed team that includes a geriatrician (a physician who specializes in the care of older adults), a nurse, a social worker, pharmacist, and community health worker. During 2023, the team completed 6,201 visits for 788 patients. In line with the goal of creating replicative optimal programs, the Department of Geriatrics and Palliative Care is creating a training program that includes a master educator in the field of geriatrics to guide the training program, developing a fellowship-like program where learners from multiple disciplines can be taught the core skills of comprehensive care for older adults with HIV.

LGBTQIA Health Services: IAM provides health care and supportive services to Lesbian, Gay, Bisexual, Transgender, Non-Binary, Gender Non-Conforming, 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 individuals, including the PlaySure Network (PSN) 2.0 Program, which offers a comprehensive package of HIV prevention, care, mental health, substance use, and supportive services using an equity-focused one-stop-shop and holistic approach; Voices in Partnership (VIP); Center for Transgender Medicine and Surgery (CTMS); and the Keith Haring Foundation Pediatric and Youth Gender Center.

People with HIV Not Connected to Care: Our Enhanced Data-to-Care (eD2C) Program, funded by the NYCDOHMH/Public Health Solutions, focuses on identifying PWH not in care and engaging them in care by integrating multiple data sources, including NYCDOHMH, 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. Outreach, linkage, and retention in care are also integrated throughout our services and programs.

New Programs in 2023

During 2023, IAM received funding for three new programs:

Advancing Long Acting Injectables for Underserved Populations (ALAI UP) Program

In recent years, there has been a major shift in HIV prevention and treatment options beyond traditional daily oral medications. Long-acting injectable (LAI) medications represent a significant advancement in HIV care, offering both prevention and treatment through monthly or bi-monthly injections rather than daily pills. At IAM, we have been at the forefront of implementing these innovative solutions since 2022. Our clinics now offer Apretude® for HIV prevention (PrEP) and Cabenuva® for HIV treatment, with over 350 patients successfully transitioning to these injectable options. Recent clinical studies, including those presented at the 2024 Conference on Retroviruses and Opportunistic Infections (CROI), have demonstrated that long-acting injectable treatments can provide better HIV suppression compared to oral medications, particularly for individuals who face challenges with daily pill regimens. The success of these programs has led to the development of specific initiatives like the ALAI UP Program, detailed below.

The Accelerating Implementation of Multilevel-strategies to ALAI UP Program, funded by the Health Resources and Services Administration Special Project of National Significance (via Columbia University), supports the implementation and delivery of LAI antiretroviral therapy at eight demonstration sites in Ending the HIV Epidemic jurisdictions across the United States. These provide care to underserved populations and communities of color. The ultimate goal of the three-year project is to increase uptake and expand access to LAI antiretroviral therapy in a way that reduces HIV-related health inequities in achieving and maintaining viral suppression among priority populations.

The project works with an implementation team at IAM to co-develop protocols and workflows to support implementation of long-acting cabotegravir/rilpivirine.



These protocols and workflows include benefits navigation, clinical services, psychosocial support, and logistics and scheduling. Our priority populations include those facing significant life disruptions, where administering injections every two months may enhance treatment adherence and help sustain viral load suppression. This approach aims to address health inequities and improve outcomes for disenfranchised communities, including:

- (a) people with a history of justice involvement, as 22 percent of this group are people with HIV;
- (b) cisgender and transgender women with HIV, who often face competing demands and experience higher rates of intimate partner violence;
- (c) young Black men with HIV who have sex with men, particularly those newly diagnosed or struggling to maintain stable viral load suppression; and
- (d) young Black and Latinx men with HIV who have sex with men who are actively managing, or have a history of, substance use disorder, particularly methamphetamine use.

In conjunction with a dedicated Program Coordinator, the Project Champion uses a multi-disciplinary team— involving medical, nursing, social work, care coordination, pharmacy, and clerical operations— to develop organized and efficient systems to achieve increased buy-in and optimal outcomes. This multi-disciplinary approach has been used in previous implementation efforts including COVID-19, Mpox, and TelePrEP, and will bring together the entire clinical team to support buy-in and guarantee success.

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New Programs in 2023 (continued)



Minority AIDS Initiative Prevention Navigator Program

The Substance Abuse and Mental Health Services Administration-funded five-year **Prevention Navigator Program**, part of IAM's Coming Home Program, operates at IAM's Jack Martin Fund Center in Harlem, and serves Harlem and the South Bronx. Our population of focus is people with a history of justice involvement diagnosed with substance use disorders and/or co-occurring substance use and mental health disorders and living with or at high risk for HIV and/or Hepatitis B and Hepatitis C, primarily African-American and Latinx, many of whom are also LGBTQ. The goal is to address health disparities among people with a history of justice involvement in Harlem and the South Bronx through expanded screening and treatment services for HIV, Hepatitis B/Hepatitis C, sexually transmitted infections, substance use disorders (including opioid use disorder and injection drug use), and co-occurring substance use and mental health. By fostering patient empowerment and embracing harm reduction, the program aims to reduce stigma, support individuals at every stage of their recovery journey, and create a safe and inclusive health care environment.

Transgender Clinical Scholars Training Program

The **Transgender Clinical Scholars Training Program** is a NYS Department of Health-funded two-year transgender medicine fellowship for clinical scholars at IAM's Center for Transgender Medicine and Surgery. The Transgender Medicine Fellowship focuses on the following core competencies with a focus on Transgender and Gender-Diverse populations: (a) evidence-based, patient-centered, integrative and culturally competent clinical care including primary and secondary prevention of disease; and (b) social, cultural, and behavioral/mental health. The Fellow rotates through several subspecialties with the aim of attaining proficiency in providing:

- Primary care for adult, adolescent, and young adult Transgender and Gender-Diverse individuals
- Gender-affirming hormone care for adult transgender patients
- Gender-affirming surgical care
- Gynecological care for Transgender and Gender-Diverse people
- Urological care for Transgender and Gender-Diverse people
- Mental health including Transgender and Gender-Diverse adolescents and young adults
- Diagnosis and management of sexually transmitted infections including viral hepatitis
- HIV prevention with pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP)
- Prevention and treatment of Human Papillomavirus-related genital disease, including prevention of cervical and anal cancer
- Screening for and management of substance abuse and drug addiction

Program Spotlight



Enhanced Data to Care (eD2C) Program

e2DC is a NYC Department of Health and Mental Hygiene (DOHMH)-funded project that integrates internal and external databases to identify, reach out to, and engage with people with HIV who are out of care, never in care, or at risk of falling out of care. IAM and DOHMH triangulate data from Epic, pharmacy, Healthix, surveillance data, and other government databases to develop rosters of eligible patients. Patient lists are provided to Linkage Specialists, who perform linkage and engagement activities to successfully return patients to care at IAM. Patients are provided with incentives and seamlessly transitioned to appropriate services and programs for ongoing case management and primary care. The program operates at IAM's Comprehensive Health Program-Downtown and at the Jack Martin Fund Center, and enrolls patients throughout the Mount Sinai Health System.

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 were reinstated in 2022, after a continued reduction in 2021 due to COVID-19. We began providing community-based outreach again, in addition to the innovative social media mechanisms and messages developed during COVID, to continue to successfully help thousands of diverse individuals with access to affordable prevention and sexual health services.
- **In 2023, we provided 4,554 rapid HIV tests.**

Diagnosed with HIV and Living with HIV:

- For those newly diagnosed with HIV, we provide immediate linkage to antiretroviral 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 8,876 PWH in 2023.**
- IAM patients with HIV maintained an average viral load suppression rate of 93 percent. 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 provided at IAM. We have developed policies and procedures to efficiently and optimally integrate this service into our clinic flow.

HIV Prevention for Those Who Are HIV-Negative:

- We helped **3,173** 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 has developed procedures and policies, and instituted this service in 2023.

For Those Who Were Exposed to HIV:

- We linked **222** 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)

Clinical Services: In 2023, over 4,000 transgender and gender-diverse (TGD) patients were actively receiving gender-affirming medical care with Mount Sinai Health System providers.

In addition, nearly 1,100 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 8,000 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.

During 2023, the CTMS primary care network of champion providers in the Mount Sinai Health System rose to 15 across multiple sites. Approximately 10 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 program. A New York State supported CTMS transgender medicine fellowship is slated to matriculate its first fellow in July 2024. The Mount Sinai free online course for primary care providers in transgender health care (www.coursera.org/learn/transgender-medicine) was used by approximately 5,000 students worldwide in 2023. CTMS also had 12 presentations at the annual World Professional Association for Transgender Health (WPATH) conference that was held in Colorado, in addition to disseminating more than 23 publications.

We provide clinical education to NYS medical providers on HIV primary care, HIV prevention, hepatitis C, and drug user health.

During 2023, IAM's Clinical Education Initiative (CEI) trained 6,584 clinicians (MD/DO, NP, PA, RN, PharmD, etc.) through 135 clinical education activities. Funded by the NYS Department of Health AIDS Institute, the Initiative aims to improve statewide health outcomes through the Initiative'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; podcast episodes; and clinical tools.

IAM operates two of the Initiative'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 is a statewide clinical education program addressing HIV screening, PEP and PrEP, and HIV diagnosis and treatment. The Center reaches primary care providers and other disciplines working in clinical settings such as local health departments, community health, family practice, and emergency medicine. The Center staffs the Clinical Education Initiative 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), the Center delivers trainings to health care professionals on providing LGBTQ-affirming care.

One highlight was the 2023 HIV Primary Care and Prevention Annual Conference, themed "Innovative Strategies in HIV Care and Prevention," which took place virtually on June 23, 2023. We had 358 participants attend. Presentation highlights included our keynote, "Health Equity: Giving Everyone the Opportunity for Good Health," by Stella Safo, MD, MPH, AAHIVS; "HIV Treatment Update: An Expert Update on the Emerging Issues in HIV Care," by Antonio Urbina, MD; "HIV Prevention Update: Strategies to Prevent HIV and Promote Sexual Health," by Rona Vail, MD; "Making Long-Acting Injectables Accessible for Marginalized Populations," co-presented by Monica Gandhi, MD, MPH, and Robert Pitts, MD; and "Where Are We With an HIV Vaccine and Cure?" co-presented by Marina Caskey, MD, and Mitchell Warren.

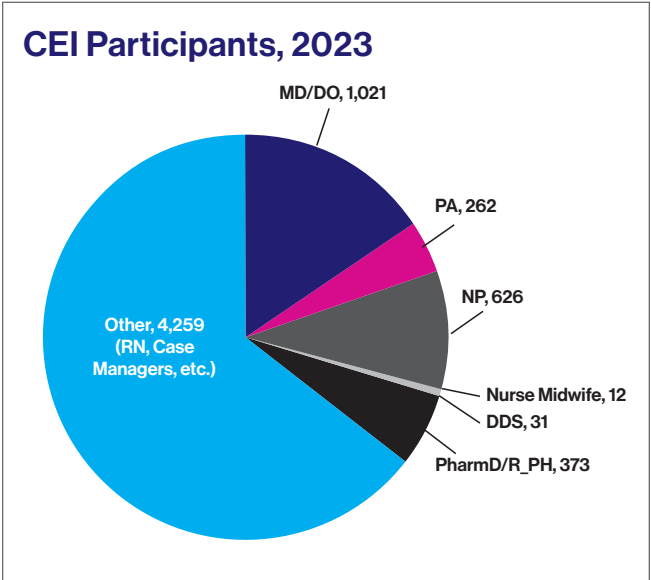
Participant feedback included:

"This was the best program I have attended in a long time. All the speakers were excellent. Thank you for putting such a great program together."

"I appreciated both the macro/population health perspectives and information on how to implement expansion strategies in an individual office/clinic."

"Loved the equity framing, and the discussion of [long acting injectable] use in marginalized populations."

"From the beginning to the end of the program, all of the speakers were just great and very knowledgeable of their own topic and field of expertise."





The Hepatitis C and Drug User Health Center of Excellence serves as a statewide clinical education program to address both Hepatitis C and drug user health. The Center establishes relationships and collaborates with primary care and other frontline providers, as well as substance use, addiction, and mental health clinicians. The Center prioritizes reaching upstate New York providers through collaborations with local Departments of Health, Area Health Education Centers, opioid treatment programs, clinics, and hospitals. The Center also staffs the Clinical Education Initiative warm-line for case-based educational consultation on Hepatitis C clinical care and drug user health. In addition, the Center 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.

Publications and Presentations

- **Title:** “Sharing the Details: Implementing and Evaluating the Integration of New York State AIDS Institute Health Equity Competencies for Health Care Providers into Clinical Training Activities”
 - **Authors:** Brooke A. Levandowski; Hannah R. Murphy; Jessica Silk; Cabiria M. Barbosu; Marguerite Urban; Lauren Walker; Beatrice Aladin; and Timothy Dye.
 - **Publication:** Health Equity, Volume 7, Number 1
 - **Date:** September 13, 2023
- **Title:** “Applying the ‘Model for Improvement’ Methods to Increase Drug User Health ECHOTM Attendance Among Clinical Providers”
 - **Authors:** Lauren Walker, Charlotte Miller, Linda Wang, Jeffrey Weiss
 - **Publication:** Abstract presented at the 2023 MetaECHO Conference
 - **Date:** September 19, 2023
- **Title:** “Expanding Access to Hepatitis C Virus Care Among People Who Use Drugs: HCV Telehealth Toolkit”
 - **Authors:** Lauren Walker, Charlotte Miller, Linda Wang, Jeffrey Weiss
 - **Publication:** Abstract presented at the American Association for the Study of Liver Diseases (AASLD) 2023 Liver Meeting
 - **Date:** November 13, 2023

IAM's Work to Improve JUST CULTURE

Just Culture is a fair and just system of accountability that supports an organization's values and reflects what we know about:

- System Design > *systems aren't perfect*
- Free Will > *people make choices*
- Our Inescapable Human Fallibility > *people make mistakes*



It moves our paradigm from one of blame and punishment to one of understanding and accountability.

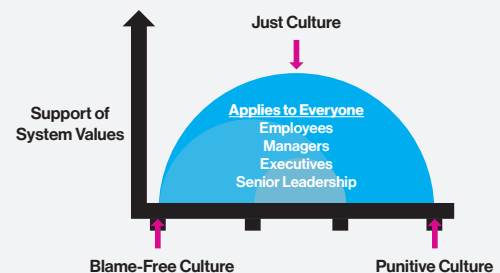
“The single greatest impediment to error prevention in the medical industry is that we punish people for making mistakes.”

— **Lucian Leape, MD, Professor, Harvard School of Public Health**

Source: Testimony before Congress on Health Care Quality Improvement

As leaders, we are accountable for:

- Continuously working to design systems that are safe from error
- Responding to employees after a safety event in a fair and just manner



As frontline providers, we are accountable for:

- The quality of our choices
- The reporting of errors (including our own) and potential system vulnerabilities that could lead to harm

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 remotely for each of the four 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

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

Patient at the Jack Martin Fund

Clinic states, "I like the doctor. She listens to me and helps me find solutions to my medical issues. I really appreciate that because it is hard to find doctors who listen to you and help you in these current times."

Patient from the Comprehensive

Health Program at 275 7th Avenue states, "Very good staff work in this Clinic. And thanks a lot for social workers; her name is Anna, she is so helpful to me. Big thanks to this team."

Peter Krueger Clinic patient states,

"Friendly environment; easy to schedule any appointments. Provider calls on time and answers all my questions. I enjoy Project SHaRE/Dale's group (harm reduction and OG groups). I like having access to escorts if needed for my appointments."

Jack Martin Fund Center patient

states, "Jack Martin is where you will experience great quality care!!! The staff is polite, caring, and professional."

Patient at the Samuels Clinic

states, "All my experience has been great. I thank my doctors at Samuels for keeping me alive—love them all."

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 more than 60 agencies help connect patients with supplementary services that include housing, vocational training, food pantries, meals 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

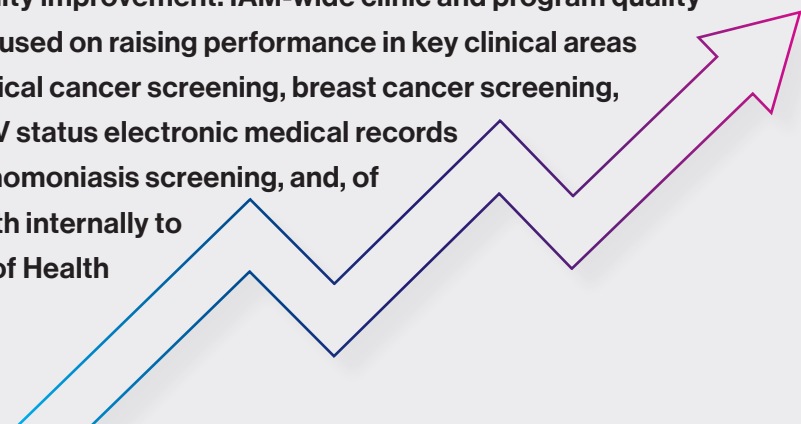
services throughout NYC and NYS, and addressing the needs of priority populations. These include the New York State LGBT Health & Human Services Network (The Network), HIV Health and Human Services Planning Council of New York, NYC HIV Planning Group, NYS HIV Advisory Body, Public Health Solution Community Advisory Group, NY Knows, and NY Links. IAM continues to be heavily involved with the NYS HIV Medicaid Coalition to identify opportunities, educate and advocate, and generate best practices and lessons learned.

Continuous Quality Improvement

IAM's Continuous Quality Improvement Program was established 10 years ago to ensure that IAM achieves our vision to provide the highest quality of care to every patient, at every visit.

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 Continuous Quality Improvement 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.

In 2023, the IAM team was able to continue, and expand upon, our high-quality service provision and commitment to quality improvement. IAM-wide clinic and program quality improvement projects in 2023 focused on raising performance in key clinical areas including tobacco cessation, cervical cancer screening, breast cancer screening, geriatric care and assessment, HIV status electronic medical records confirmation and correction, Trichomoniasis screening, and, of course, viral load suppression, both internally to IAM and for our NYS Department of Health AIDS Institute State Reporting.





Notable achievements include:

- IAM's Comprehensive Health Program raised its breast cancer screening rate by 21 percent;
- Mount Sinai Morningside increased its Trichomoniasis screening rate by 49.9 percent;
- Peter Krueger Clinic improved its viral load suppression rates by over 50 percent;
- Samuels Clinic retained 71.4 percent of a high needs patient group in care;
- 51.7 percent reduction in incorrect HIV diagnosis recordings in the electronic health record;
- Being recognized by the NYS Department of Health for our high scoring HIV outcomes with our work featured on New York State's Ending the Epidemic dashboard;
- Each clinic's team has made marked progress towards their quality improvement goals, no doubt impacting the lives, health, and longevity of the patients we serve.

We also recognize the importance of our patients and their involvement in our continuous quality improvement efforts. During 2024 and beyond, we will continue to expand our partnerships with each clinic's Consumer Advisory Boards to engage them further in our program efforts, and to ensure that our clinical focuses align with the priorities of our patients. IAM's Continuous Quality Improvement (CQI) Program was established nine 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 (QI) 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.

With a return to more normal operations post-COVID, the IAM team was able to continue, and expand upon, our high-quality service provision and commitment to quality improvement. IAM-wide clinic and program QI projects in 2022 focused on raising performance in key clinical areas, including tobacco cessation, cervical cancer screening, colorectal cancer screening, hypertension reduction, care coordination efforts, STI screening, and, of course, viral load suppression (VLS).

Our current IAM-wide VLS rate remains at 90 percent; outperforming the NYS Ending the Epidemic (ETE) goal of 85 percent. Each clinic's team has made marked progress towards their QI goals, no doubt impacting the lives, health, and longevity of the patients we serve.

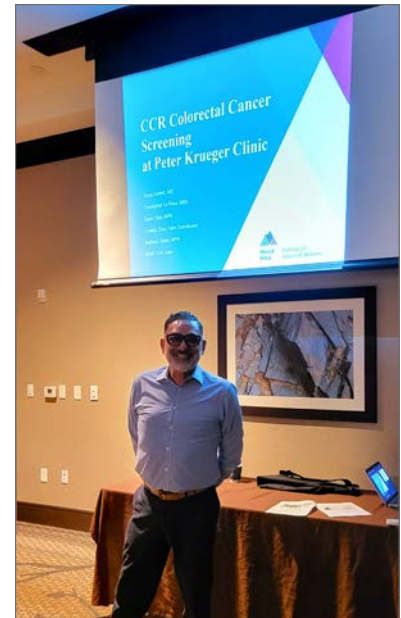
We also recognize the importance of our patients and their involvement in our CQI efforts. During 2023 and beyond, we continue to expand our partnerships with each clinic's Consumer Advisory Boards to further engage them in our CQI efforts, and to ensure that our clinical focuses align with the priorities of our patients.

Awards, Presentations, and Publications

In 2023, IAM staff disseminated more than 20 publications, and provided more than 20 presentations at conferences, webinars, trainings, and media events throughout the world. In addition, our staff is involved in addressing HIV long-acting therapies, including long-acting injectables, functional cures, anal precancer in women, anal cancer and dysplasia, opioid prescribing, chronic pain, autonomic neuropathy, HIV-associated cognitive impairment, Mpox, 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
- 2023 Conference on Retroviruses and Opportunistic Infections (CROI)
- International AIDS Society Conference 2023
- NYS DOH 2023 Ending the Epidemic Summit
- Mount Sinai Health System Medical Student Presentations
- NY Knows



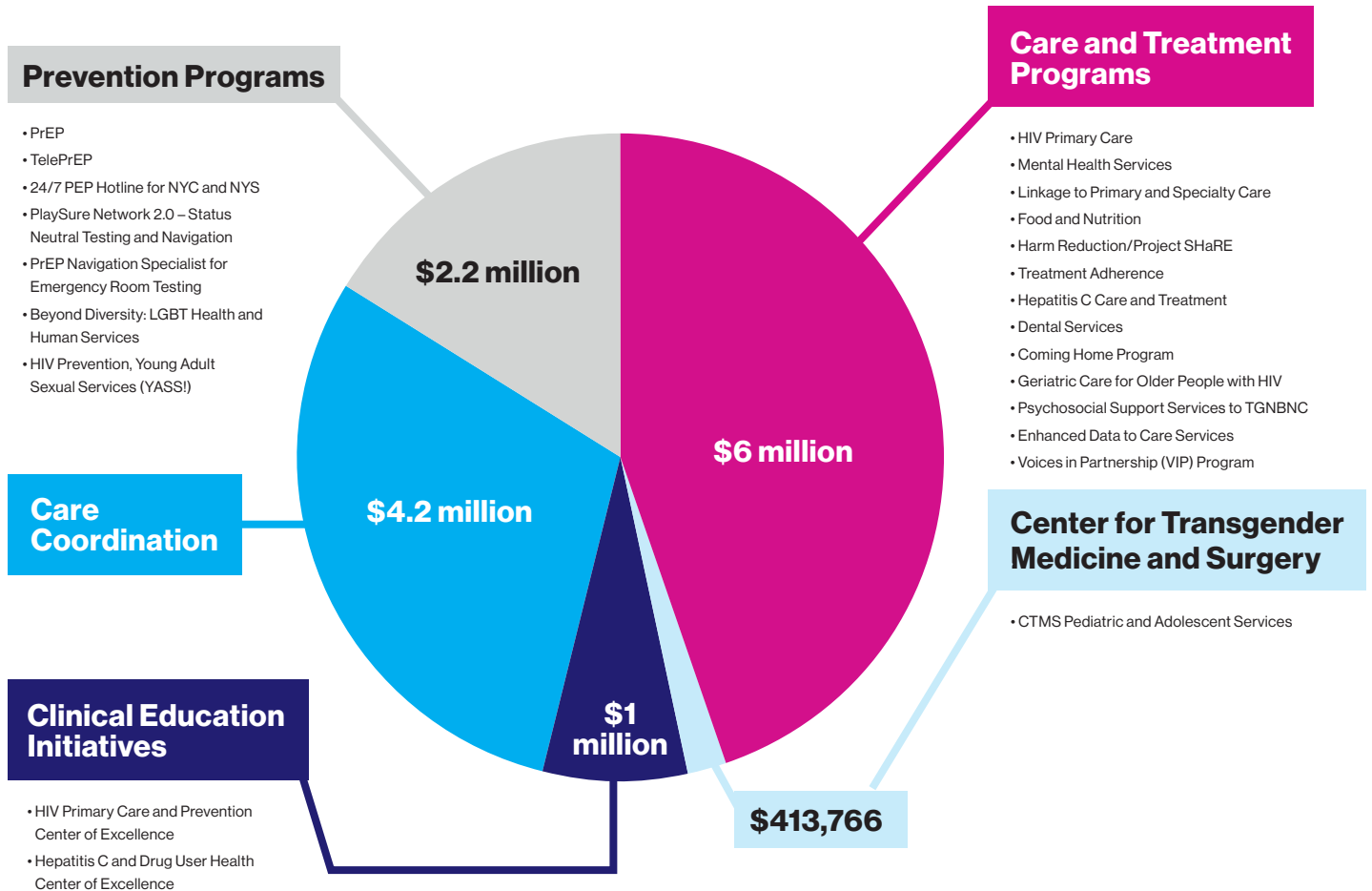
Awards

The Center for Transgender Medicine and Surgery received support from the Keith Haring Foundation to establish **The Keith Haring Youth Gender Center**. The plaques, recognizing our commitment to transgender youth health, were installed in the Comprehensive Health Program-Downtown Clinic at 275 Seventh Avenue, 12th Floor.

Anita Venkatesan MD, MPH, LGBTQ Health Fellow at Mount Sinai, was awarded the Excellence in LGBTQ Health Award (Resident/Fellow). Through the Excellence in Medicine Awards, the AMA Foundation recognizes physicians and medical advocates who exemplify the highest values of volunteerism, community engagement, leadership, and dedication to the care of underserved populations. As a recipient, Dr. Venkatesan was honored at an awards ceremony during the AMA Annual Meeting in Chicago. Dr. Venkatesan earned a BS in Biomedical Engineering from the University of California, Irvine, an MD from St. George's University School of Medicine in Grenada, and a MPH with a specialization in epidemiology from New York University. She completed a Family Medicine residency at The Institute of Family Health in Mid-Hudson Valley, NY, where she served as the Resident Education Leader in her final year.

Grant Portfolio

In 2023, IAM received more than **\$13.8 million** in grants to support new and existing programs and approximately **60 percent** 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.

- 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

1

Jack Martin Fund Clinic

Mount Sinai Harlem Health Center
158 West 124th Street, 3rd Floor
New York, NY 10027
332-243-0100

Medical Director:

Xequiel Hernandez, MD

2

Samuels Clinic

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

Medical Director:

Luz Amarilis Lugo, MD

3

Comprehensive Health Program

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

Medical Director:

Antonio Urbina, MD

4

Center for Transgender Medicine and Surgery

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

Medical Director:

Joshua Safer, MD

5

Peter Krueger Clinic

Mount Sinai Beth Israel
275 8th Avenue
New York, NY 10011
212-420-2620

Medical Director:

Tessa Gomez, MD



Connect with IAM

To learn more about IAM, please visit our website:



Mount
Sinai

www.mountsinai.org/patient-care/iam

Or our Instagram account:



www.instagram.com/instadvancedmed/