

# **NORTH FLORIDA HEALTH CORPS**

## ***Member Service Description***

### ***I. Site Information***

#### **Site Name and Location:**

**The University of Florida Center for HIV/AIDS Research, Education & Service (UF CARES/Rainbow Center)  
655 West 8<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Jacksonville, FL 32209**

#### **Organization Description and Mission:**

***UF CARES, established in 1997, is a University of Florida Center of excellence that provide services to over 1300 persons from newborns to 65+, men, women, children and families in Northeast Florida and Southeast Georgia who are affected or infected with HIV.***

***Located in the heart of the city's epidemic at Shands Jacksonville, the program delivers comprehensive outpatient services to people living with HIV/AIDS. UF CARES offers the only family centered medical care system for HIV exposed and infected infants, children, adolescents, women and men. We are dedicated to providing the latest in clinical, educational, and support services.***

***Our multi-disciplinary team consists of Pediatric Infectious Disease Specialists, Pediatricians, Adult Infectious Disease Specialist, Nurse Case Managers, Dietician, Psychologist, Research Coordinators, Social Workers and Patient Advocates.***

***The mission of UF CARES is to enhance the quality of life by providing compassionate, comprehensive care for adults, adolescents, children and families affected by HIV, to increase the awareness and understanding of HIV through education and through our leadership and services, and to decrease the transmission of HIV.***

#### **Site Mentor assigned to support member:**

**Carol Fulton, Advanced Pediatric Nurse Practitioner**

### **II. Service Description**

### Service Goals:

**First quarter goals:** *Initially, the member will be oriented to the UF CARES program, teams, and services, including the patient medical charts and electronic medical record system. The member will be oriented on HIV basics, including medications, and adherence strategies and participate in available HIV training sessions. The member will begin program development to increase patient education, adherence and support access. Introduced to effective support group management techniques. Initiate survey of adolescent and adult support group needs and parameters for group participation.*

**Second quarter goals:** *By the end of the second quarter, the member will have made contact with all of the adolescent patients in our program, either through telephone contact or during clinic visits, established an adolescent support group for those interested; have established a monthly “Lunch & Learn” educational workshop; have initiated an adult support group based upon needs assessment; and will have begun facilitating meetings, identifying education topics and activities, and identifying possible community project participation activities. The member should also demonstrate competency on basic HIV education, medication and adherence strategies and have developed a comprehensive plan for adherence assessment and improvement for adolescent and adult patients who are referred for follow-up.*

**Third quarter goals:** *Goals for this third quarter include maintaining the adolescent support group meetings and monthly Lunch & Learns, development of adult support group, continuing to meet with referred patients for adherence improvement, and functioning independently in these roles. The member should also begin to evaluate project outcomes in accordance with established goals and performance objectives, i.e. developing new or different educational topics or methods of learning.*

**Fourth quarter goals:** *During this final period, the member should focus on project sustainability, and review and evaluation of project outcome measures.*

### Outcome Measures:

**First quarter:** *The Member will identify the HIV positive adolescents (approximately 150) within the program and begin to establish a support group program. Additionally, the member will develop and conduct an educational needs assessment to identify educational topics to be conducted on a monthly basis for both adolescent and adult patients.*

**Second quarter:** *The member will facilitate at least 3 educational Lunch & Learn workshops and at least 2 adolescent support group meetings. The member will assess and provide service to at least 20-25 patients referred for adherence support.*

**Third quarter:** *The member will continue workshops and support groups, facilitating monthly meetings every month, conducting at least 2-3 meetings. Continue to meet with adherence patients, at least 20-25 patients during this quarter.*

**Fourth quarter:** *Document project evaluation and plan for sustainability.*

- a. Describe the skills the Corps members will learn as a result of the stated service.

**At the end of the service, the member will have a basic understanding of HIV care and treatment, including a strong knowledge of adherence strategies and educational program development and evaluation. Member will understand the experiences of special populations as a result of stigma as they relate to service delivery and uptake. He/she will be able to discuss issues, challenges, and potential approaches for sustainable access to treatment and quality care. Member will be an informed advocate for HIV awareness and encourage family, friends, co-workers and other contacts to get informed and get tested.**

- a. List any additional service responsibilities:

### **III. Logistical Information**

#### ***Expected Schedule for Providing Service Hours to Site:***

**Our clinic operates Monday through Friday, from approximately 8:00 am to 5:00 pm, with our main clinic days on Mondays, Tuesdays & Wednesdays. We can be flexible with the schedule depending on patient scheduling and other meeting commitments.**

#### ***Service Location(s) if different from site address:***