Harm Reduction Case Management Model Of Care

Engaging clients to initiate Hepatitis C treatment

Every individual deserves quality care and support, regardless of their circumstances. QuIHN's TMP program is committed to providing a flexible and compassionate approach to treatment, empowering our clients to achieve their goals, instill hope and improve their quality of life.

QuIHN Case Managers will spend as much time as needed to support clients through treatment.



PRE TREATMENT ENGAGEMENT WORK

Some people may take some time to initiate treatment.

Issues Case Managers Face to begin treatment:

- No phone to communicate result
- Experiencing homelessness
- Health is secondary priority
- Legal Issues





POCT TEST

QuIHN's Hepatitis C Point of Care testing model offers free walk-in tests at our office, as well as outreach in collaboration with other services. People receive \$20 incentive vouchers as part of the program.

Since 2016, our case managers have supported 3210 people to be tested.



SCRIPTING

Our scripting process for Hepatitis C involves collaboration with QuIHN Nurse Practitioners and General Practitioners. We assist individuals with payment arrangements and pharmacy coordination for medication pick-ups, and offer \$40 incentive vouchers.



START TREATMENT

Since 2016, 850 people have successfully started treatment. 71% of people case-managed self-identified at intake as requiring moderate additional support such as daily reminders, phone check-ins as support to commence and complete treatment.





END TREATMENT

Sometimes people have had delays or disruptions through their treatment regime, we support people to stay connected to our treatment providers while on medications, including if people enter the custodial system.



SVR TEST

We offer POCT for SVR anywhere from 4 weeks posttreatment. A \$20 incentive is provided. Any further consultations with our Nurse Practitioner or General Practitioner is organised here. We have an open door, people can come back for testing at any time





Jenna Hughes, Jade Bundhoo & Nikki May Queensland Injector's Health Network



□ quihn@quihn.org

(07) 3620 8111



Publication Date: 30/06/2023