ARCW Pioneers New HIV Pharmacy Service

The slow recovery from the economic recession has challenged many nonprofit agencies to meet a growing demand for services without the necessary revenue. For ARCW the challenge is to serve an ever increasing number of HIV patients.

The uncertain economy has made securing private sector and government funding difficult. With 31% of ARCW patients uninsured and 94% living in poverty, reimbursement for care does not cover ARCW Medical Center costs.

A new paradigm of financial support was needed so ARCW would thrive despite difficult economic times.

With an entrepreneurial spirit ARCW developed a business plan that created the ARCW Pharmacy, a pioneering HIV-dedicated pharmacy guaranteeing medications for all patients and generating a unique source of revenue to sustain ARCW. Using best practices from the business world and pharmacy industry, the plan projected operating and capital costs, inventory requirements, cash flow needs, revenue and net income and helped generate $166,000 in private sector funding for start up costs.

On February 28, 2011 the ARCW Pharmacy opened with a business model prioritizing outstanding customer service, easy access to medications, and patient counseling to increase adherence.

It was immediately clear that the ARCW Pharmacy would succeed far beyond expectations. After just six months more than 900 patients were enrolled, twice as many as had been projected. The ARCW Pharmacy emerged as a successful entrepreneurial venture, achieving a new, long-term revenue source to help sustain HIV services in Wisconsin.

In order to meet the increasing patient demand for services, 100% of ARCW Pharmacy proceeds are invested to support and expand ARCW health and social services. With this business model, patients are motivated to fill their prescriptions at the ARCW Pharmacy because they know they are also helping other people living with HIV.

This investment of ARCW Pharmacy proceeds means important HIV services are sustained even when grant support ends. When a major federal grant supporting the ARCW Dental Clinic in Green Bay recently expired, pharmacy revenue allowed ARCW to sustain this essential dental service for HIV patients in northeastern Wisconsin.

ARCW Pharmacy proceeds have also enabled ARCW to expand mental health services statewide, add physician staffing to the ARCW Medical Center in Milwaukee, purchase the Epic electronic health record system, and successfully manage an annual 20% increase in health care patients.

The success of the ARCW Pharmacy is providing a robust and reliable new revenue stream that enables ARCW to sustain and expand vital HIV services.
Last year the AIDS Resource Center of Wisconsin cared for 3,267 people with HIV on their epic journey to health.

Whether newly diagnosed or a long-term survivor, our HIV Medical Home customizes care for each individual patient. Our high quality, expert care is provided by specially trained HIV professionals and fully integrates more than a dozen disciplines including medicine, dentistry, psychology and pharmacy with social services to achieve the best possible outcomes for our patients.

The ARCW Medical Center remains Wisconsin’s largest provider of HIV health care and continues to assure access to care for everyone with HIV regardless of their ability to pay. In addition to excellent health care our HIV Medical Home overcomes the serious social determinants of health, which can often be the difference between successful HIV treatment and further disease progression.

Our outcomes are clear. The ARCW Medical Center achieved an 86% reduction in the death rate of our patients since 2003. And, on the single best measure of the effectiveness of HIV care, 75% of our patients have an undetectable viral load, nearly three times the national average.

We are deeply grateful for the wise, targeted investment of public resources and the generosity of thousands of private donors that supports our HIV prevention, care and treatment services. Our 2011 Annual Report shares the stories of our patients and the results we achieve with your support in helping them on their epic journey to health.

Thank you for continuing to entrust us to lead the fight against AIDS in Wisconsin.

Sincerely,

Anthony W. Bartell
Chair of the Board of Directors

Dear Friends,

In addition to its successful role in sustaining and expanding HIV services, the ARCW Pharmacy is also enhancing the quality of care for patients at the ARCW Medical Center.

ARCW selected Wisconsin’s leading HIV Pharmacists – Rick Fons, RPh and Nick Olson, PharmD – to lead this new service and provide expert care.

Because of the ARCW Medication Assistance Program, all HIV patients are assured of the medications they need regardless of their ability to pay. Patients also receive expert counseling and medication adherence support to help them manage difficult medication regimens.

Located in the ARCW Medical Center in Milwaukee, patients can conveniently pick up their prescriptions and talk to the pharmacists at the ARCW Pharmacy following their health care appointments. Homebound patients and patients living in Greater Wisconsin can have their medications delivered to their homes and receive telephone counseling.

ARCW pharmacists are also located in the clinical setting of the ARCW Medical Center where they are easily accessible to patients and their health care providers during appointments. The pharmacists are available for in clinic adherence counseling and consultations on the most effective medication regimens for patients.

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Sincerely,

Michael J. Gifford
President & Chief Executive Officer

Anthony W. Bartell
Chair of the Board of Directors
HIV remains an incurable disease which is difficult to live with and requires specialized, expensive treatment. The ARCW Medical Center provides expert health care and social services to achieve successful treatment, one patient at a time.

Today successful HIV treatment is measured by viral load which is the amount of HIV in a patient’s blood. An undetectable viral load is the leading indicator of successful treatment, whereas an increase in a patient’s viral load is the primary marker of disease progression. At the ARCW Medical Center our most important goal is to achieve an undetectable viral load for all of our patients.

Expert HIV care at ARCW begins with our team of infectious disease physicians, hepatologists, and nurse practitioners who have extensive training and experience in HIV care. ARCW pharmacists, nurses and case managers have earned the highest professional HIV certifications. And, along with many years of experience, ARCW dentists and mental health counselors have undergone comprehensive HIV education. Together, the ARCW health care and social services providers are the best qualified HIV health care team in Wisconsin.

The expert care provided at the ARCW Medical Center is customized for each patient and includes comprehensive primary and HIV care along with management of medication side effects such as elevated cholesterol, osteoporosis and fatigue. Our care extends to the treatment of kidney, liver and cardiovascular disease that HIV patients are at very high risk for, as well as co-occurring conditions like mental illness, hepatitis and diabetes that hasten the progress of HIV.

The ARCW Medical Center is a unique HIV Medical Home that integrates medical, dental, mental health, pharmacy and social services in a single location to address the health care needs of patients and overcome the social determinants of health including poverty, hunger, discrimination and homelessness. In 2011, the National Committee on Quality Assurance recognized the ARCW Medical Center as a Level 3 Patient-Centered Medical Home, its highest level of recognition, for our adherence to best practice standards of care.

With 75% of our patients having an undetectable viral load, nearly three times the national average, the ARCW Medical Center is successful in providing high quality treatment.

At ARCW, our care results in better health, lower viral loads and a higher quality of life...

One patient at a time.
“When Ruthie told me I had HIV last year I wasn’t sure what I was going to do,” said Derrick Brister. “I never imagined I would have HIV, but she was right there to help me out.”

When people first learn they have HIV they often share the same reaction as Derrick. Newly diagnosed patients face serious health issues and have fear about their future. New patients also need immediate access to health care and social services to make sure they have the best chance for long-term survival.

Once ARCW prevention and testing staff identify someone newly diagnosed with HIV, expert care is immediately available. By integrating HIV prevention, care and treatment, new patients have same day access to physicians, nurses, mental health counselors and case managers to help with their new diagnosis.

“Quickly linking newly diagnosed HIV patients with knowledgeable and compassionate health care providers is the vital first step in maximizing successful health outcomes,” said ARCW Medical Clinic Director John Fangman, MD. “With the right medications and health care HIV patients have the opportunity to live long, healthy lives if they get treatment early and stay on their regimens.”

In order to help newly diagnosed patients initiate and remain in care and stay on their medication regimen, ARCW utilizes Linkage to Care Specialists. These professionals are a critical bridge providing intensive patient assistance in navigating health care and social service programs, harm reduction counseling to reduce risk behaviors, and support to ensure new patients who are at the highest risk for not initiating care get the help needed to remain in care.

In addition to providing vital services to newly diagnosed patients, ARCW Linkage to Care Specialists are part of a Special Project of National Significance grant funded by the federal Health Resources and Services Administration. Lessons learned by ARCW in providing linkage to care services will be shared across the United States to help develop best practices and standards of care for new patients.

“...If I work hard, and with the help of ARCW, I now know I can have a have a long, healthy life.”

Derrick Brister
“I always thought that HIV would be my biggest worry,” said Melody Rose. “Thankfully ARCW has treated my HIV well, and has helped me fight all of the other challenges of living with HIV.”

In 2003 when Melody was diagnosed with HIV she did not have insurance, a physician or even a safe place to live. ARCW reached out to her with a team of case managers, medical providers, and a housing specialist. “Everyone at ARCW pitched in to help me,” said Melody. Soon Melody’s care team grew to include an ARCW attorney.

As HIV was weakening her immune system, other health problems arose including the need for surgery. Melody’s acute gall bladder disease was so bad that she could not eat and it caused her such great pain that she would lie awake at night unable to sleep. At her appointment with a surgeon she was devastated to hear that he refused to perform surgery because Melody has HIV. It was the beginning of a 2 ½ year battle for her health, her legal rights, and the rights and dignity of people with HIV across Wisconsin.

“The simple truth is that people with HIV continue to be discriminated against. In Melody’s case it meant she had to suffer in poor health and incredible pain because her surgeon refused to care for her,” said ARCW Director of Legal Services, Rebekah Kopec-Farrell. “As an attorney I was honored to fight hard against the discrimination and to successfully resolve her case, but more importantly I was grateful to the rest of the care team at ARCW for helping Melody regain her health.”

Today, Melody is doing much better. She received her gall balder surgery and continues to work with providers at the ARCW Medical Center to achieve an undetectable viral load. With the help of ARCW she has found permanent housing and is working again with ARCW Legal Services to create important legal documents, like advanced health care directives and health care powers of attorney, to protect her and her family.

“My team at ARCW is helping me set goals that will support me in achieving an undetectable viral load. I’m even getting ready to go back to school. Most importantly, though, I know that I can rely on ARCW whenever I need to.”
Before James Kelley started coming to ARCW he would drive more than 70 miles round trip to see his health care providers and get his medications.

“I want the best health care, even though I don’t have private insurance,” James said. “I thought I had to drive a long way to get it.”

Like many HIV patients at ARCW, James has faced other complex health care problems that have diminished his health. He has had pneumonia, glaucoma and hypertension in addition to living with HIV. The close proximity and integrated health care delivery model of the ARCW Medical Center ensures that these complex problems are identified accurately and treated quickly.

Recently, James needed to have restorative dental work done but his blood pressure was 186/114, making the procedure unsafe.

“Prior to starting his dental work, James needed to get his blood pressure down to make sure it was safe to use anesthetics,” said ARCW Dental Director Nicole Martin, DDS. “Along with my colleagues in the ARCW Medical Center and ARCW Pharmacy, we started working on an aggressive approach to help James manage his blood pressure so I could repair several of his teeth.”

Dr. Martin, his nurse practitioner Sharon O’Dwyer, and ARCW Director of Clinical Pharmacy Services Nick Olson, PharmD, developed a plan to get his blood pressure into an acceptable range. After several months of weekly appointments with his multidisciplinary care team, eating better and taking his medications, James was able to lower his blood pressure and have his dental work completed.

Because ARCW has fully embraced the medical home model of care where multiple coordinated services are available in one location, HIV patients facing a wide range of health care issues have immediate access to the health care they need, with expert physicians, therapists, dentists, nurses, pharmacists and case managers in a single location.

“Since I started coming to ARCW my health has never been better. Because of ARCW I have an undetectable viral load and my blood pressure is under control.”

James Kelley
**ARCW HIV Prevention, Care and Treatment**

**Total ARCW Patients and Clients** 3,267

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<tr>
<th>ARCW Medical Center</th>
<th>Patients</th>
<th>Visits</th>
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<tbody>
<tr>
<td>Medical Care</td>
<td>1,213</td>
<td>9,498</td>
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<tr>
<td>Dental Care</td>
<td>1,229</td>
<td>3,323</td>
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<tr>
<td>Behavioral Health and Wellness Care</td>
<td>429</td>
<td>1,245</td>
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<tr>
<td>Unduplicated ARCW Medical Center</td>
<td>1,691</td>
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<tr>
<th>ARCW Pharmacy</th>
<th>Patients</th>
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<td>1,374</td>
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<tr>
<th>ARCW Social Services</th>
<th>Clients</th>
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<tr>
<td>Case Management</td>
<td>1,781</td>
<td>16,215 contacts</td>
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<tr>
<td>Legal Service</td>
<td>344</td>
<td>765 cases</td>
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<td>Food Pantry</td>
<td>1,416</td>
<td>400 tons of food</td>
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<tr>
<td>Housing</td>
<td>663</td>
<td>67,980 safe overnights</td>
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<th>ARCW Prevention Services</th>
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<tr>
<td>HIV Prevention Contacts</td>
<td>165,000</td>
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<tr>
<td>Needles Exchanged</td>
<td>1,504,181</td>
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<tr>
<td>Condoms Distributed</td>
<td>272,716</td>
</tr>
<tr>
<td>HIV Tests</td>
<td>2,255</td>
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</tbody>
</table>

**Quality**

At ARCW, quality begins with emphasizing the importance of every patient’s role as the central member of their health care team. Together, one patient at a time, we achieve great health outcomes.

- 97% of our patients with a suppressed immune system are prescribed HIV medication regimens.
- 86% decrease in the death rate of our patients since 2003.
- 75% of our patients have an undetectable viral load.
- 98% of our patients would recommend the ARCW Medical Center to a friend with HIV.

As many as 1 in 3 African American gay men and men who have sex with men (MSM) in Milwaukee are HIV positive. The ARCW Many Men, Many Voices (3MV) program is a new prevention strategy that targets this difficult to reach population. 3MV provides young African American MSM with access to education and materials that will help them reduce their risk for HIV.
STATEMENT OF ACTIVITIES
For Fiscal Year Ended August 31, 2011

Revenue
U.S. Department of Health & Human Services $1,767,570
U.S. Department of Housing & Urban Development 886,221
State of Wisconsin 5,936,322
City of Milwaukee 550,213
Milwaukee County 285,465
Racine County 55,000
Brown County 33,000
Eau Claire County 30,000
Dane County 16,999
Fund Development 1,652,200
Special Event Expenses (217,079)
Grants to Wisconsin AIDS Agencies (8,726)
United Way 302,787
Reimbursement for Services 7,699,366
Other Revenue 20,512
TOTAL REVENUE $19,009,850

Expenses
Program Services:
ARCW Medical Center $4,882,476
ARCW Pharmacy 6,070,739
Social Services 3,840,294
HIV Prevention Services 2,325,379
Public Policy 299,815
Supporting Activities:
Administration 756,267
Fund Development 515,457
TOTAL EXPENSES $18,690,427
CHANGE IN NET ASSETS $319,423

BALANCE SHEET
For Fiscal Year Ended August 31, 2011

Assets
Current Assets $5,779,596
Net Fixed Assets 3,738,179
Other Assets 299,238
TOTAL ASSETS $9,817,013

Liabilities & Net Assets
Current Liabilities $4,184,805
Long-Term Liabilities 694,514
Total Liabilities 4,879,319
Total Net Assets 4,937,694
TOTAL LIABILITIES & NET ASSETS $9,817,013

INVESTMENT OF RESOURCES

- HIV Services 93%
- Administration 4%
- Fund Development 3%
The AIDS Resource Center of Wisconsin is deeply grateful to the following donors for their generous contributions of $100 or more from September 1, 2010, and August 31, 2011. We especially thank our Red Ribbon Patrons, donors who have made cumulative donations of $10,000 or more and are recognized in this honor roll with a red ribbon. Finally, we thank the thousands of donors of gifts less than $100 as well. It is with the support of all ARCW donors that ARCW provides expert care one patient at a time.

$100,000+
United Way of Fox Cities
United Way of Greater Milwaukee

$50,000+
ARCW Pharmacy
Aurora Health Care
Greater Milwaukee Foundation—Walter and Olive SIemkem Fund
MillerCoors
Northwestern Mutual Foundation
William Reinner

$25,000+
Delta Dental of Wisconsin
Emory T. Clark Family Charitable Foundation
Greater Milwaukee Foundation—Wisconsin AIDS Fund
MAC AIDS Fund
Otto Bremer Foundation
Norma Reinner Reilly
Wisconsin Energy Foundation

$10,000+
Anonymous
Bartels Limited Partnership
Mary and Tim Bowers
Broadway Cares/EQity Fights AIDS
Catholic Community Foundation
Cornerstone Foundation of Northwestern Wisconsin, Inc.
Dynacare Laboratories
Forest County Potawatomi Community Foundation
Greater Milwaukee Foundation—Eldon E. Murray Foundation Fund
Jane Bradley Pettit Foundation
Joseph R. Pabst PremierOne Products
Racine Community Foundation
William Radler
Schröder Foods
Stackner Family Foundation
Richard Swenson
The Corner Foundation
United Way of Brown County
United Way of Greater Chippewa Valley
Wisconsin Housing and Economic Development Authority
Wisconsin Trust Account Foundation, Inc.

$5,000+
Jeffrey Anderson and Doug Church
Susan Bennett
EMM Holdings LLC
Emergency Food and Shelter Program
Michelle Falk
Anne and Dean Fitzgerald
Greater Milwaukee Foundation—John C. and Harriet Cleaver Fund
Hopeful Heart, Inc.
Hugh J. Anderson Foundation
Kenosha County Department of Health Services
Kent Richard Hofmann Foundation, Inc.
Racine Dominican Mission Fund
Rainbow Over Wisconsin
Ralph Evrindrude Foundation, Inc.
Sharon and Dick Resch
Elizabeth and Michael Riordan

$2,000+
Assurant Health
Astor Street Foundation
Sara and Anthony Bartell Clean Power, LLC
Derse Foundation
Epic Systems Corporation
Froedtert Health
Gamma Mu Foundation
Donna and Michael Gifford
Ileen Gilbert, MD and Michael Jones
Lee A. Biblo, MD
Greater Green Bay Community Foundation, Inc.
Greater Milwaukee Foundation—Kopmeier Family Fund
Father Michael Hammer
Roma and John Hanson
Jennifer and Robert Hillis Inbusch Foundation
Michael Jones
K. C. Stock Foundation
Jerome Kerkman
Jennifer and Ben Kiemz
Mark Kontos
Irene Kress
Douglas Krimmer
Autumn and David Kwasny
Marquette University Hunger Clean-Up
Mawicke and Goisman, SC
Paul Milukovich
Jose Milan and Richard Beckman
Lorraine and Morry Mitz
Philanthropic Fund
MM Insurance
Pam and Dan Mueller
Daiva Parakianikas
Gregory Porto
Nancy and Ray Retzlaff
Douglas Manders
Scott and Peggy Sampson
RitzHoman CPA’s
Roundy’s Foundation
Sean Rutter and Amy Stolarak, MD
SC Johnson, Inc.
Scott and Peggy Sampson
92nd Street Foundation
3rd Street 2nd Street Foundation
The Gardner Foundation
Tomasini Family Foundation
Glen Tucker
United Way of Dunn County

$1,000+
ARCW Junior Board
All Saints Cathedral
American College of Bankruptcy
Ammen Foundation, Inc.
John Ashley
Smith Brase
Debra and Michael Brophy
Martin Brown
Charles Brummitt, MD
Margarid and Keith Burns
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Jane and Dave Durment
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Greg Moyer
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American College of Bankruptcy Foundation
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Lenoya and Jeff DeMatthew
Margaret Dethloff and Terri Zeh
Shirley and Robert Downey
Ross Draeger and Robert Starshak, MD
Eileen and Howard Dubner
Warren Dugan and Steven Powell

$25,000+
John Laabs and Scott Kranzusch
Nancy and Arthur Laskin
Leon Lefeber
Utica and Randall Pasley
Theatre Owners of WI
Eileen and Howard Dubner
Warren Dugan and Steven Powell
Opening ceremonies of AIDS Walk Wisconsin

Dru Dunwoody
Jeanne and Andrew Etier
James Evans
Virginia R. Finn and Evan Lenhardt
First Presbyterian Church of Neenah
Katherine and Daniel Flaherty
James Flynt and Michael Bento
Mark Franke and Mason Sherwood
Judy and David French
Laura Goetz
Inez Gomoll
Shannon Goodman
Jennifer and Paul Kramer
Layton Dental Lab, Inc.
Jon Le Duc
Scott Lone and Joe Maddalena
Matthew Ludka
Michael and Nicole Martin, DDS
McKesson Corporation
Ann McLean
Medico Mart, Inc.
Patrick Mehigan
Adria and Neil Willenson
Barbara Armstrong and Paul Kraker
Linda Moltor
Milwaukee Group Insurance Specialists, Inc.
Milwaukee Health Services, Inc.

Margaret and Dwight Morgan
Bill Morley and Jim Schleif
Michael Murray and Kurt DePrey
Olympia Brown Unitarian Universalist Church
Tracy Park
Patterson Dental
Carol and Jorge Pellegrini, MD
Wendell Perkins and Mark O'Meara
Pick n Save - We Care Program
PrideFest, Inc.
Proteus Packaging
Paul Quinn
Resurrection Catholic Parish
Thomas Rich
Cheri and Charles Runge
Ronald Sachse
Kia Saeian, MD
St. Martin of Tours Parish
Saints Andrew and Mark Charitable Gift Trust
Ruth Ann Schulz and Camille Houle
Heather Schuster
Sellers Dorsey and Associates
Shorewest Realtors
Leonard Sobczak
Barbara Stein
Sterling Strouse
The Cream City Foundation’s Joseph R. Palst LGBT Infrastructure Fund
The Mathilde U. and Albert C. Elser Foundation
Tim and Jenny Vellinga
Katherine Venskus and William Keeton
Paul Whitson
Lana and Robert Wiese
Adria and Neil Willenson
Charles Wilson, DDS
Suzanne Wosoba

$250+
Miriam and County Executive Christopher Abele
Deborah Ambruso
Anonymous
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Patricia Bakke
Kurt Baldwin
Mike Ball
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Mary Jane Gralton
Frank Green
Dara and Timothy Greene
Robert Gruling and Richard Clark
Scott Gunkel and Jack Cramer
Steve Gunn and Gary Gasior
Sam Halpern
Thomas Hanley
The AIDS Resource Center of Wisconsin envisions a world without AIDS and strives to assure that everyone with HIV disease will live a long and healthy life.

The AIDS Resource Center of Wisconsin is at the forefront of HIV prevention, care and treatment and is dedicated to providing quality medical, dental, mental health and social services for all people with HIV disease.