Tracking linkage to care and support of HIV positive clients tested on mobile testing units in South Africa

Hanlie Kapp B Cur, CAHM
Dawie Olivier BA(Hons), MA Psych
Ryan Martin
Company Background: Who are we?

Accredited Private Higher Education Institution

[Certificate Image]
Company Background: Clinical, management development has wide geographical coverage.

FPD has provided quality education in 16 African countries.
Company Background: FPD is committed to improved health outcomes in South Africa.

Serving a population of 11,113,178 people.

Total Active ART patients 2013: 390,333

Engaging technology to improve quality of care through the inPractice Africa App.

WE INITIATED A TOTAL OF 390,333 PATIENTS ON ART

Men & Women: 368,690
Children: 21,772
Company Background: Scope and attendance of courses has scaled significantly since 1998

Since 1998 we have enrolled 251 290 students on FPD courses (1998- end Sept 2013)

Educational grants to the value of R390 000 000 to FPD students
Company Background: Conferences inspired to organise, inspired to contribute
Background: Study

- TB an HIV burden of disease in South Africa is known to be amongst highest in the world.
- FPD’s response- mobile HIV Counseling and Testing(HCT) in various settings as an entry point into care and support.
- HIV positive clients are referred to public health facilities post testing.
- Lack of national patient management system in public health environment makes tracking of linkage to care impossible.
- FPD monitors self reported linkage to care through a call centre model in its PEPFAR funded mobile HCT program.
Method

- Aim of this descriptive study was to determine whether RR clients accessed health care services (ART/Wellness) within 4-5 weeks post HIV test.
- Data was collected via telephone over a three year period.
- The primary purpose of the calls were to support mobile unit HIV positive clients to access care and
- The secondary purpose of the calls was to collect data.
- A retrospective review was conducted of the self-reported data.
Method: Call Centre Process flow

Receive consent forms week 1 post test

- 1st call
- Confirmed linkage to care-document

Schedule call 2

Schedule call 3

- 2nd call (week 2)
- Confirmed linkage to care-document

Schedule call 4

- 3rd call (week 3)
- Confirmed linkage to care-document

Stop contact

- Week 4
- 4th and final call

- Document final outcome on database

Only progress to next call if client confirms no access to care and treatment
Results of Linkage to care of 60,439 clients tested

- Successfully Contacted: 4552 (72.5%)
- Not linked to care: 3313 (55.1%)
- Linked to care: 1239 (20.4%)

Number of RR clients:
- 6281 (10.4%)
Results

Results of Linkage to care of 60,439 clients tested

- 10.4% contacted
- 72.5% linkage to care
- 27.2% linkage to care

Number of RR clients

RR

# Contacted

1729

# Linkage to care

3313

2000

3000

4000

5000

6000

7000

0
Conclusion

• Structured call centre follow up of HIV positive clients is a reliable way to track loss to initiation in the SA public health environment.

• It provides insight on reasons why patients do not access healthcare, despite pre-and-post test counseling.

• Reasons for loss to initiation of HCS included *time constraints* and *discordant retesting* as the main factors accounting for 89.2% of all responses

• Lessons learned from this service have been used to create a mobile phone application, which further improves tracking of patient loss to initiation.
Acknowledgement

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Vision

- To build a **better society** through education and development

Mission

- To **catalyse social change** through developing people, strengthening systems and providing innovative solutions.

Focus Areas

1. Teaching and Learning
2. Community engagement
3. Research

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