October 11-13, 2022 | Barceló Sevilla Renacimiento
Quality of Care for PLHIV Across 7 Fast-Track Cities (FTCs): Assessing Interpersonal Communication in Health Facilities

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IAPAC

Coordinated through support from USAID/PEPFAR (UNAIDS-IAPAC 15-City Project).
Objective 6 of UNAIDS-IAPAC Fast-Track Cities Project:

- ‘Assess the quality of care provided to people living with HIV in Fast-Track Cities’...

Fielded by IAPAC among PLHIV in 15 Fast-Track Cities

- 25 health facilities per city
- 55%-100% PEPFAR-funded facilities

Survey focuses on 8 domains:

- HIV understanding
- HIV counseling
- Linkage to HIV care
- Retention in HIV care
- ART and ART adherence
- Secondary HIV prevention
- Whole person care
- Interpersonal communication
SURVEY RESPONDENT DEMOGRAPHICS

Number of Respondents

<table>
<thead>
<tr>
<th>City</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kigali</td>
<td>421</td>
</tr>
<tr>
<td>Lusaka</td>
<td>487</td>
</tr>
<tr>
<td>Maputo</td>
<td>422</td>
</tr>
<tr>
<td>Lagos</td>
<td>582</td>
</tr>
<tr>
<td>Yaoundé</td>
<td>408</td>
</tr>
<tr>
<td>Kinshasa</td>
<td>476</td>
</tr>
<tr>
<td>Jakarta</td>
<td>410</td>
</tr>
</tbody>
</table>

West and Central Africa: Age

<table>
<thead>
<tr>
<th>City</th>
<th>18-24</th>
<th>25-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lagos</td>
<td>10%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>Yaoundé</td>
<td>21%</td>
<td>24%</td>
<td>23%</td>
<td>27%</td>
<td>26%</td>
<td>22%</td>
</tr>
<tr>
<td>Kinshasa</td>
<td>24%</td>
<td>22%</td>
<td>22%</td>
<td>26%</td>
<td>15%</td>
<td>10%</td>
</tr>
</tbody>
</table>

East and Southern Africa: Age

<table>
<thead>
<tr>
<th>City</th>
<th>18-24</th>
<th>25-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kigali</td>
<td>19%</td>
<td>20%</td>
<td>22%</td>
<td>25%</td>
<td>18%</td>
<td>14%</td>
</tr>
<tr>
<td>Lusaka</td>
<td>20%</td>
<td>22%</td>
<td>24%</td>
<td>19%</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>Maputo</td>
<td>19%</td>
<td>14%</td>
<td>10%</td>
<td>10%</td>
<td>5%</td>
<td>2%</td>
</tr>
</tbody>
</table>
SURVEY RESPONDENT DEMOGRAPHICS

West and Central Africa: Gender

- Female: 61% Yaounde, 62% Kinshasa, 64% Lagos
- Male: 47% Yaounde, 33% Kinshasa, 36% Lagos
- Transgender female: 1% Yaounde, 1% Kinshasa, 2% Lagos
- Prefer not to answer: 0% Yaounde, 0% Kinshasa, 0% Lagos

East and Southern Africa: Gender

- Female: 69% Kigali, 64% Lusaka, 64% Maputo
- Male: 27% Kigali, 35% Lusaka, 35% Maputo
- Transgender female: 0% Kigali, 1% Lusaka, 1% Maputo
- Transgender male: 0% Kigali, 1% Lusaka, 1% Maputo
- Do not identify as female, male, or transgender: 1% Kigali, 0% Lusaka, 0% Maputo

Legend:
- Female
- Male
- Transgender female
- Prefer not to answer

Cities: Yaounde, Kinshasa, Lagos, Kigali, Lusaka, Maputo
SURVEY RESPONDENT DEMOGRAPHICS

Jakarta: Age

- 18-24: 7%
- 25-29: 19%
- 30-39: 45%
- 40-49: 27%
- 50-59: 3%
- 60+: 0%

Jakarta: Gender

- Female: 35%
- Male: 61%
- Transgender female: 1%
- Transgender male: 1%
- Do not identify as female, male, or transgender: 1%
RESULTS: INTERPERSONAL COMMUNICATION

Feeling Unwelcome at Health Facility, West and Central Africa
- Kinshasa: 72% Yes, 28% No
- Lagos: 87% Yes, 13% No
- Yaounde: 77% Yes, 23% No

Feeling Unwelcome at Health Facility, East and Southern Africa
- Kigali: 85% Yes, 15% No
- Luanda: 88% Yes, 12% No
- Maputo: 86% Yes, 14% No

Feeling Unwelcome at Health Facility, Jakarta
- 85% Yes, 15% No
RESULTS: INTERPERSONAL COMMUNICATION

Age vs feeling unwelcome at health facilities WCA

Age vs feeling unwelcome at health facilities ESA

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RESULTS: INTERPERSONAL COMMUNICATION

Age vs Feeling Unwelcome at Health Facility, Jakarta

<table>
<thead>
<tr>
<th>Age</th>
<th>Feeling Unwelcome %</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24</td>
<td>71%</td>
</tr>
<tr>
<td>25-29</td>
<td>87%</td>
</tr>
<tr>
<td>30-39</td>
<td>85%</td>
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<tr>
<td>40-49</td>
<td>81%</td>
</tr>
<tr>
<td>50-59</td>
<td>91%</td>
</tr>
<tr>
<td>60+</td>
<td>100%</td>
</tr>
</tbody>
</table>
RESULTS: INTERPERSONAL COMMUNICATION

Gender vs Feeling Unwelcome at Health facility, WCA
- Kinshasa: Female 28%, Male 24%
- Lagos: Female 13%, Male 14%
- Yaounde: Female 22%, Male 24%

Gender vs Feeling Unwelcome at Health facility, ESA
- Kigali: Female 16%, Male 13%
- Lusaka: Female 12%, Male 13%
- Maputo: Female 15%, Male 12%

Gender vs Feeling Unwelcome at Health facility, Jakarta
- Female: 16%
- Male: 17%
CONCLUSION

• The results emphasize the urgent need to improve healthcare providers’ verbal and non-verbal interactions in healthcare facilities.

• Ensuring a safe environment in health facilities that enables PLHIV, specifically key populations, to fully express themselves without prejudice and receive quality care tailored to specific needs.

• Establishment of platforms that encourage two-way dialogue between healthcare providers and PLHIV for collaborative efforts towards identifying effective/impactful interventions.

• Sensitization targeting community health workers on the various forms of communication and how they affect patient experience and in turn adherence to treatment.

• Mapping IPC approaches and practices and identifying gaps on each step of care continuum would benefit stigma and discrimination policies and interventions to improve the QoC in PLHIV healthcare settings.