QUALITY OF CARE SURVEY AMONG PLHIV IN MAPUTO:
POOR UNDERSTANDING OF UNDETECTABLE VIRAL LOAD AS A CHALLENGE TO ACTIONING THE “UNDETECTABLE = UNTRANSMISSIBLE” MESSAGE

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FAST-TRACK CITIES QUALITY OF CARE SURVEY

- 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: **422 PLHIV**

### Age

- 18-24: 5%
- 25-29: 10%
- 30-39: 40%
- 40-49: 27%
- 50-59: 12%
- 60+: 6%

### Gender

- Female: 64%
- Male: 35%
- Transgender female: 1%
- Transgender male: 0%

### Time Since Diagnosis

- Less than 1 year: 7%
- 1-4 years: 36%
- 5-9 years: 30%
- 10+ years: 27%

### Currently on ARVs

- Yes, Everyday: 99%
- Yes, but sometimes I miss doses: 1%
RESULTS: HIV UNDERSTANDING

Definition of Viral Load

- Tells me if my HIV (antiretroviral, ARV) medications are working: 13%
- Tells my health care provider that my HIV (antiretroviral, ARV) medications are working: 14%
- Measures the amount of HIV in my blood: 32%
- All of the above: 5%
- None of the above: 37%

Definition of "Undetectable" Viral Load

- The HIV virus cannot be detected in the blood, and the person is no longer HIV positive: 0%
- The HIV virus cannot be detected in the blood and the virus CANNOT be passed on to... The HIV virus CANNOT be detected in the blood but is still present in some parts of my body: 3%
- The HIV virus cannot be detected in the blood, and the person is no longer HIV positive: 23%
- I do not know: 73%

In a cross-analysis with age, of those respondents who answered correctly, 63% of the respondents were between the ages of 30-50.

Among those not understanding undetectable viral load, 64% had known their status for 1 to 9 years, with, 65% of respondents having been on ART for less than 10 years.
## RESULTS: HIV UNDERSTANDING

<table>
<thead>
<tr>
<th>Statement</th>
<th>Disagree Completely</th>
<th>Somewhat Disagree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat Agree</th>
<th>Agree Completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want to know more about HIV and HIV treatment</td>
<td>3%</td>
<td>0%</td>
<td>4%</td>
<td>20%</td>
<td>73%</td>
</tr>
<tr>
<td>The benefits of HIV treatment outweigh the side effects</td>
<td>7%</td>
<td>2%</td>
<td>5%</td>
<td>17%</td>
<td>69%</td>
</tr>
<tr>
<td>The number of pills that I take for HIV makes my life difficult</td>
<td>92%</td>
<td>2%</td>
<td>1%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>I understand the importance of taking my HIV medications every day</td>
<td>4%</td>
<td>1%</td>
<td>4%</td>
<td>16%</td>
<td>75%</td>
</tr>
<tr>
<td>I will live a long and healthy life if I take my HIV medications every day</td>
<td>0%</td>
<td>1%</td>
<td>4%</td>
<td>16%</td>
<td>78%</td>
</tr>
</tbody>
</table>
RESULTS: COUNSELING ON U=U

**HIV Transmission**
- Yes: 89%
- No: 11%

**Importance of Adherence**
- Yes: 96%
- No: 4%

**Undetectable = Untransmissible (U=U)**
- Yes: 60%
- No: 32%
- Not sure: 8%
CONCLUSION

• The results emphasize the urgent need to collaborate with healthcare providers to ensure that they are equipped to explain the U=U message effectively during counseling sessions.

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

• Continuously assess the impact of educational programs and counseling services through feedback from PLHIV and healthcare providers.

• Advocate for the inclusion of U=U messaging in national HIV care and prevention guidelines. Collaborate with relevant stakeholders to ensure that PLHIV receive consistent and accurate information about U=U.

• Empower PLHIV to become ambassadors for U=U messaging within their communities
THANK YOU!