

# BACK TO BASICS

## Friendly health providers are the key to retaining adolescents living with HIV

Daniella Mark<sup>1,2</sup>, Agnes Ronan<sup>1</sup>, Heleen Soeters<sup>1</sup>, Cédric Nininahazwe<sup>3</sup>, Luann Hatane<sup>1</sup>

<sup>1</sup> Paediatric-Adolescent Treatment Africa (PATA) <sup>2</sup> Department of Psychology, University of Cape Town <sup>3</sup> Global Network of Young People Living with HIV



### BACKGROUND

- Almost one-third of adolescents on treatment are lost to follow-up.
- To improve retention, services must be tailored to meet their unique needs.
- Differentiated approaches tend to focus on structural modifications to the health system – multi-month prescriptions, extended clinic hours, fast-track visits and decentralisation.
- Health provider attitudes may impact adolescent service engagement, but they receive less attention.

#### Hypothetical clinic options

Clinic A	Clinic B
<input type="checkbox"/> Friendly and kind health providers One-hour wait	<input type="checkbox"/> Rude and unfriendly health providers No wait
<input type="checkbox"/> Friendly and kind health providers Three-hour wait	<input type="checkbox"/> Rude and unfriendly health providers No wait
<input type="checkbox"/> Friendly and kind health providers Five-hour wait	<input type="checkbox"/> Rude and unfriendly health providers No wait
<input type="checkbox"/> Friendly and kind health providers 10 km from your home	<input type="checkbox"/> Rude and unfriendly health providers Less than 1 km from your home
<input type="checkbox"/> Friendly and kind health providers 20 km from your home	<input type="checkbox"/> Rude and unfriendly health providers Less than 1 km from your home
<input type="checkbox"/> Friendly and kind health providers Open until 4pm on weekdays	<input type="checkbox"/> Rude and unfriendly health providers Open until 6pm on weekdays plus Saturdays
<input type="checkbox"/> Friendly and kind health providers Medication dispensed for one month	<input type="checkbox"/> Rude and unfriendly health providers Medication dispensed for three months
<input type="checkbox"/> Friendly and kind health providers Medication dispensed for one month	<input type="checkbox"/> Rude and unfriendly health providers Medication dispensed for six months

### METHODS

In 2018, Paediatric-Adolescent Treatment Africa (PATA), in collaboration with the Global Network of Young People Living with HIV (Y+) conducted a cross-sectional survey with 63 young people living with HIV engaged as peer supporters at **49 health facilities** in 11 sub-Saharan African countries. Countries included Cameroon, DRC, eSwatini, Ethiopia, Malawi, Mozambique, South Africa, Tanzania, Uganda, Zambia, Zimbabwe. Together, these health facilities support 55,059 adolescents and young people living with HIV.

Surveys set out to quantify and compare the strength of young people's preferences for specific HIV service features.

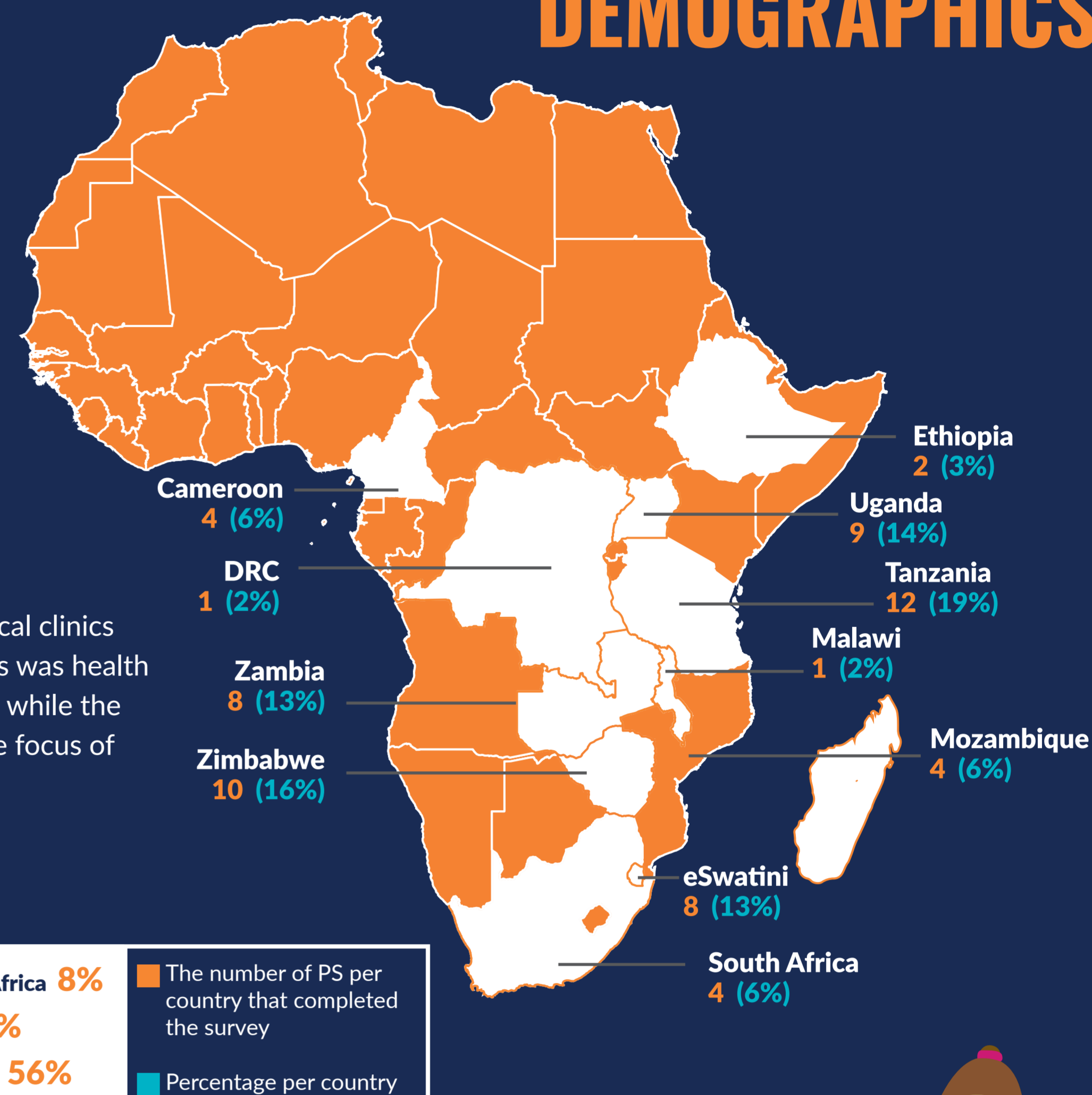
Respondents were given a series of choices between hypothetical clinics within which five attributes were varied. One of these attributes was health provider attitudes ("friendly and kind" or "rude and unfriendly"), while the other four referred to the structural features that tend to be the focus of differentiated care approaches.

1. Wait time: No wait, 1 hour, 3 hours or 5 hours
2. Distance from home: 1, 10 or 20km
3. Visit frequency: Monthly, 3-monthly or 6-monthly
4. Clinic hours: Weekdays until 16h00, or weekdays until 18h00 plus weekends

Central/ West Africa 8%  
East Africa 37%  
Southern Africa 56%

The number of PS per country that completed the survey  
Percentage per country

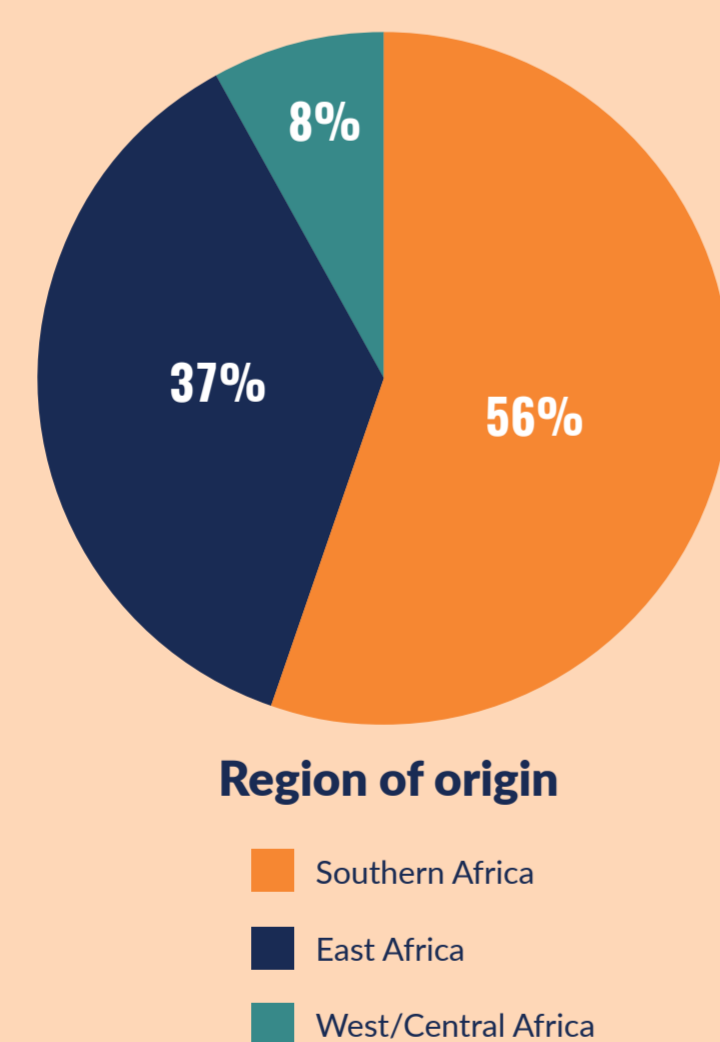
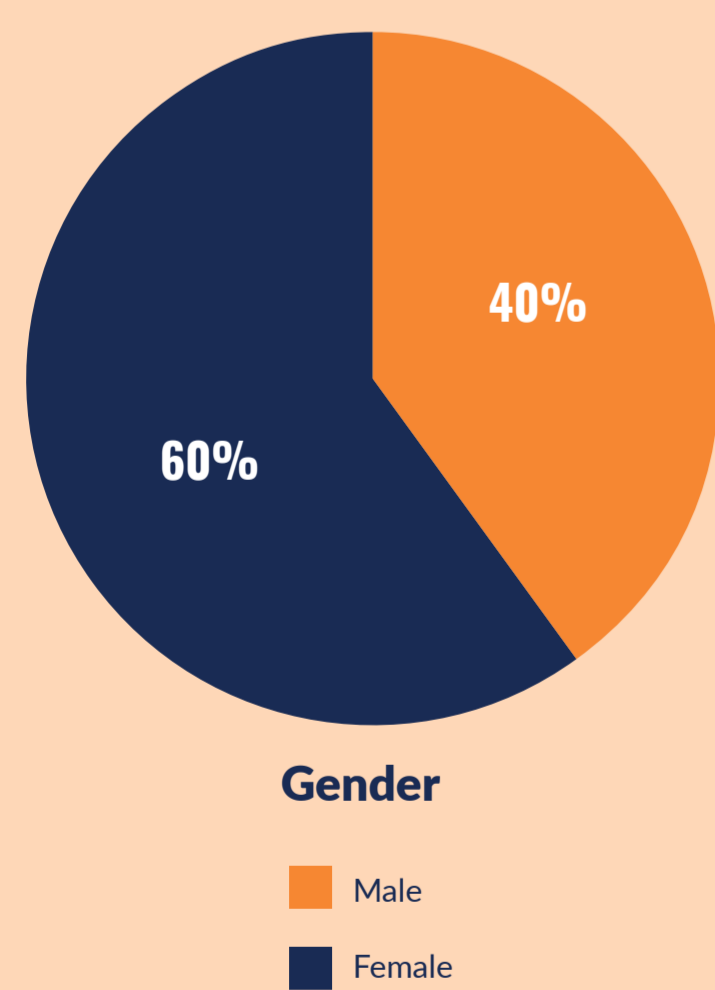
### DEMOGRAPHICS



### RESULTS

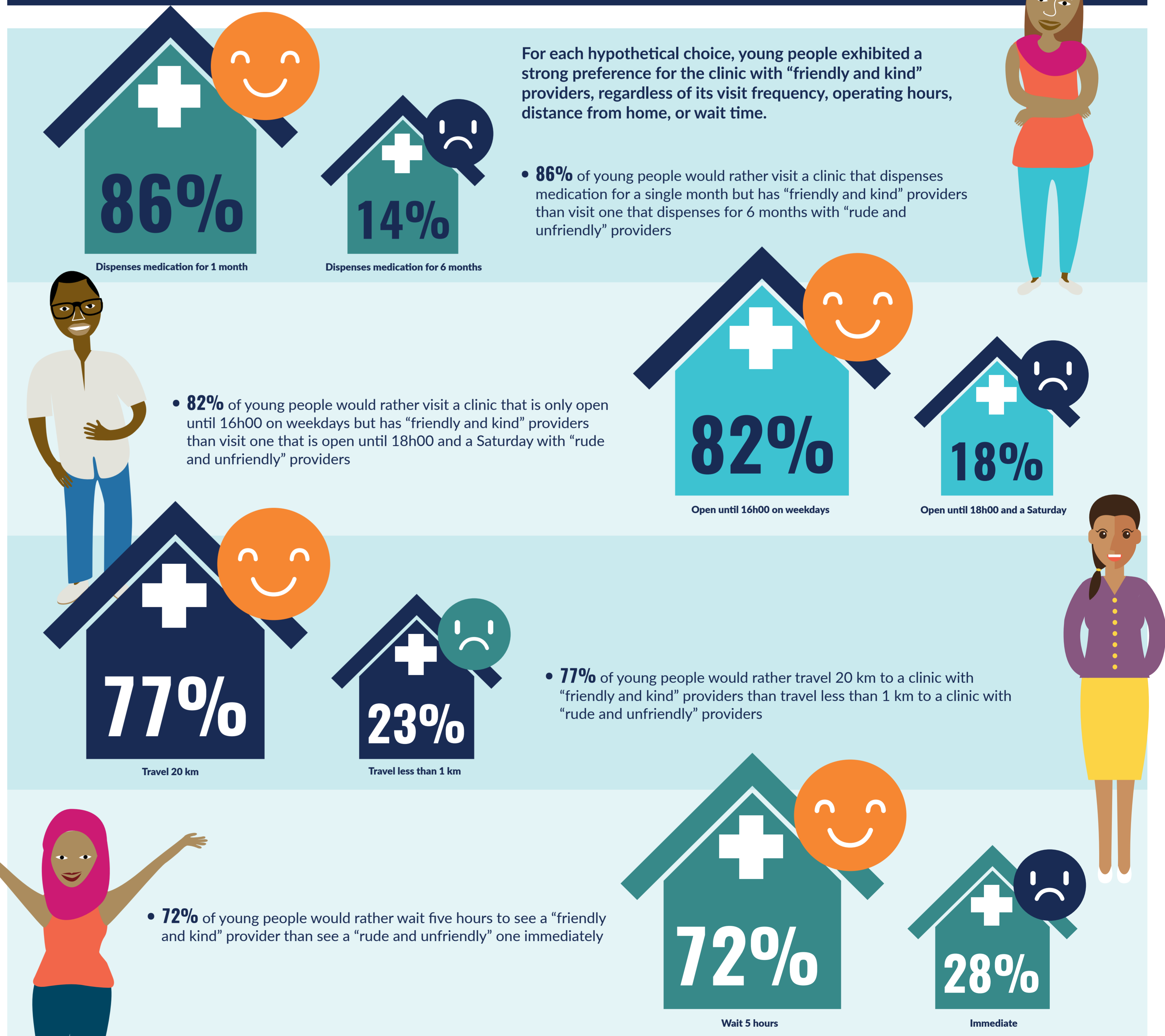
Data were analysed using univariate statistics to describe central tendencies. Respondents had a mean age of 22 years.

#### Sample



### CONCLUSIONS AND RECOMMENDATIONS

- Young people were willing to accept a longer wait time, greater distance from home, more frequent visits, and shorter operating hours in order to access "friendly and kind" providers.
- For young people, positive provider attitudes are the most desired feature of care.
- Young people are willing to relinquish convenience to access client-centred providers.
- To satisfy young people's preferences and enhance the quality of the client experience, programmes should invest in health provider training and sensitisation.



GLOBAL NETWORK OF YOUNG PEOPLE LIVING WITH HIV



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