

# PERSON-CENTERED CARE AT JSI

JSI addresses the unique needs of individuals



JSI uses data to target services to the right person, at the right place, at the right time, with the right intervention to optimize outcomes for all.

JSI incorporates culturally responsive, person-centered care interventions that are tailored based on age, gender and sexual orientation into all of its HIV programs. Person-centered care sees clients in their own social context, listening to them, respecting them, involving them in care delivery while honoring their wishes, building their skills and providing the tools to improve their ability to manage their care.

We prioritize person-centered care by:

- Strengthening **effective provider-client communication** throughout the care continuum, **building the capacity of providers** to address individual needs and concerns.
- **Identifying the barriers** preventing clients from accessing the services they need through needs assessments, community evaluations of services, human centered design, and other approaches in order to address them effectively.
- **Addressing the barriers** that clients face and better serving their needs through **differentiated models of care** — service delivery tailored to unique needs of client segments. Offering evening and weekend clinics, options for where to pick up medications, community access for HIV and viral load testing, contribute to better health outcomes.
- **Integrating services** to increase clients' access and improve health outcomes (integrating cervical cancer screening into ART services, for example, results in greater numbers of women screened and diagnosed early).
- **Engaging with clients** to understand what will work best for them to keep them retained in care, and then integrating those approaches into delivery of services. Assigning clients case managers and treatment buddies, phoning them ahead of appointments, and other client-centered approaches keep individuals engaged in care.

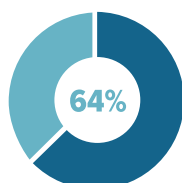
## OUR RESULTS\*

652

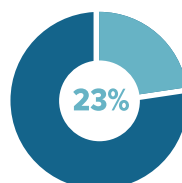
sites currently supported to provide ART

450,860

currently on ART



(288,253)  
are currently on  
3 month multi-month  
dispensing



(104,281)  
are currently on 6  
month multi-month  
dispensing

29,467

Women living with HIV screened for cervical cancer this year through integrated cervical cancer and HIV services

\* As of quarter two, fiscal year 2020"

# JSI'S APPROACH TO PERSON-CENTERED CARE

People are at the center of JSI's HIV programming across the prevention and care continuum. To ensure that the unique needs of people at risk and living with HIV are addressed, we incorporate culturally responsive, client-centered care interventions into all of our HIV programs and across the policy, structural, community, facility, and individual levels. Gender and age-sensitive human rights-based approaches form the core of our programs, driven by data to reach the right population at the right time and place with the right intervention.

