

Framework for Person-Centered Care in HIV Treatment Facilities

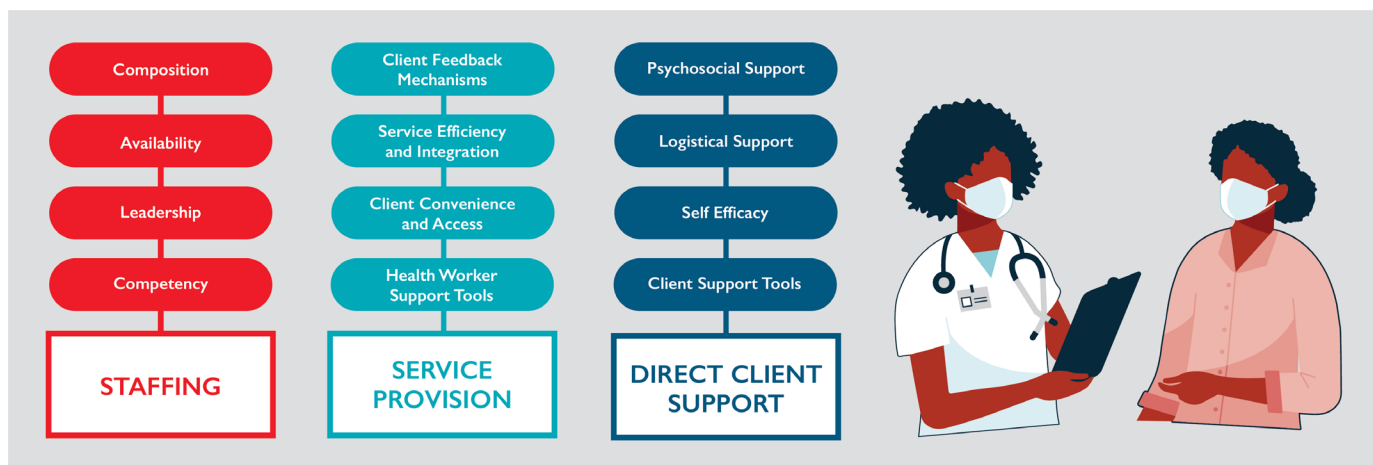
Time and again evidence demonstrates that person centered care (PCC) approaches lead to improvements across the HIV care continuum—people remain in care when offered tailored, convenient health and support services. That is why JSI brings a PCC lens to all our work. PCC is a component of quality of care that moves beyond clinical quality of care to include concepts such as support, respect, and autonomy.

Based on a JSI-led systematic review of PCC, as well as further input from HIV program practitioners, JSI developed a distinctive HIV PCC treatment facility framework to help implementers and service providers find practical solutions and identify next steps to offer increasingly person-centered services.

The Problem

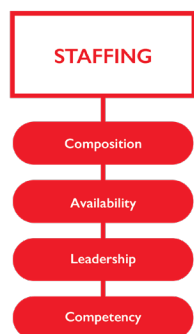
Despite widespread recognition that PCC underpins high quality HIV services, a consistent approach to operationalizing and measuring PCC remains elusive. The service package required for optimal PCC at HIV treatment facilities, and the metrics to effectively measure PCC, have not yet been fully articulated or standardized, reflecting the complexity of this endeavor.

Person-Centered Care in HIV Treatment: A framework for health facilities



The framework breaks down PCC into three key domains, outlined on the next page.

Domains



Staffing is key to ensure that we are collaborating with clients to gather medical, personal, and social histories; make shared decisions; and document clients' preferences to allow for transparency and to facilitate continuity of care. The subdomains examine the mix of qualified staff positions offering the required clinical, counseling, laboratory, pharmacy, and case management services required for optimal client care for target populations. They also examine if staff allocation meets national standards (per catchment area population) to maximize service delivery and reduce wait times, and if facility staff understand the unique needs of HIV-affected individuals and populations while offering culturally-appropriate, individualized tailored care based upon each person's needs.



Service provision focuses on attributes of integrated and coordinated care that include respect for a person's preferences. The subdomains examine if multiple mechanisms exist for individuals, families, and community organizations to provide input and feedback in a routine and systematic manner. They also examine if facilities arrange and sequence services for optimal flow – in terms of speed, efficiency and service integration—and if they provide differential and tailored care based on the person's needs, offering a range of options that meet frequency, intensity, location, and timing of service delivery to address access issues. The use of digital tools is additionally checked to ensure the exchange of information between health service providers, support clinical decision making for providers, and offer alternative person-provider communication platforms.



Direct client support focuses on building agency through client information and education, emotional and logistical support, and family and friend involvement. The subdomains include community-based psychosocial support services addressing the mental, emotional, and social needs of people and their families or other trusted social support networks. The domains also examine if health facilities consistently identify vulnerable individuals and provide logistical support for common barriers to care such as transportation, food supplementation, and child care. Further, if facilities build self-management and agency through offering tools for clients to both understand their health condition and exercise their rights to live a better life with HIV are included. Of course, tools that safeguard privacy and streamline access to information about health conditions, medical services, and appointments are also considered.

Moving Forward

The JSI HIV treatment facility framework can be used to inform future strategies and interventions to improve PCC for people living with HIV and seeking treatment, for those who are providing services, and for their families and communities. Feedback from an upcoming pilot that will include an accompanying HIV treatment facility tool will further inform and strengthen this framework for use in diverse settings and among people living with HIV for their health, benefit, and well being.