

INTEGRATING PERSON-CENTERED CARE IN HIV TREATMENT

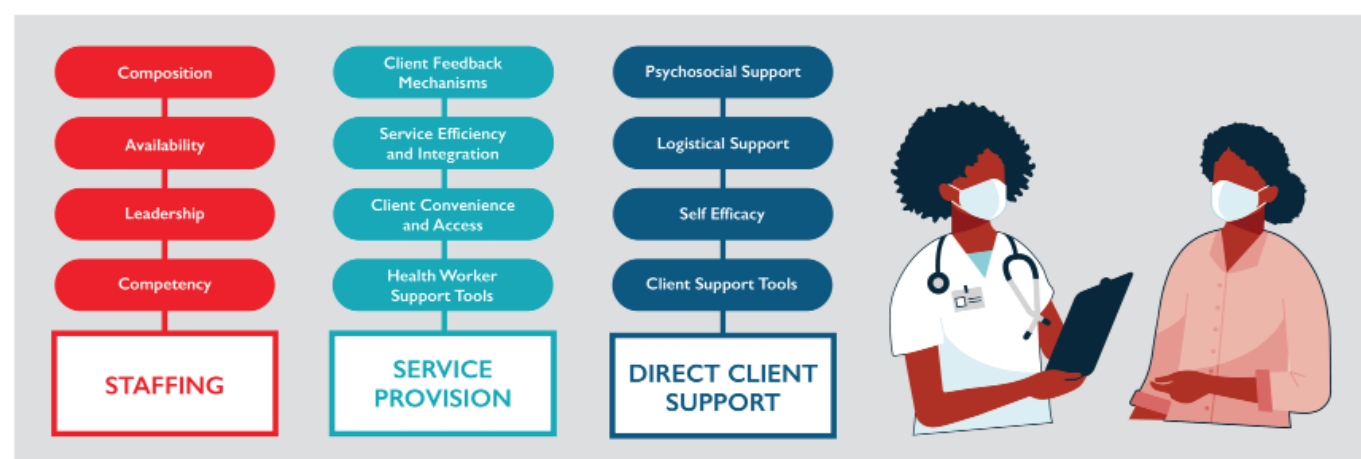
Finding practical solutions to the unique needs of individuals



JSI listens to client preferences and uses data to support tailored services. Our person-centered care approach optimizes outcomes for all.

PCC moves beyond clinical quality of care to include concepts such as support, respect, and autonomy. To ensure that the unique needs of people at risk of and living with HIV are addressed, we incorporate culturally responsive, client-centered care interventions into all of our HIV programs and across the structural, policy, facility, community, 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.

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



JSI developed a distinctive HIV PCC treatment facility framework to help implementers and service providers find practical solutions and identify the next steps to offer increasingly person-centered services

JSI SUPPORTS INCORPORATING DIFFERENT MECHANISMS TO ENSURE INDIVIDUALS, FAMILIES, AND COMMUNITY ORGANIZATIONS HAVE ACCESS TO INPUT AND FEEDBACK ON THE QUALITY OF THEIR CARE BY:

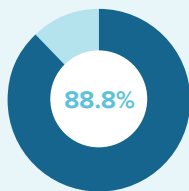
- Strengthening **effective provider-client communication and building provider capacity** to address individual needs and concerns and offer culturally appropriate, individualized care.
- Ensuring there is a **mix of qualified staff** positions offering the required clinical, counseling, laboratory, pharmacy, and case management services needed for optimal care.
- **Addressing the barriers** that clients face and providing tailored services through **differentiated models of care**, e.g., evening and weekend clinics, decentralized medication pick up points, community-based viral load testing, etc.
- **Integrating services** to increase clients' access and improve health outcomes. For example, integrating cervical cancer screening into ART services results in greater numbers of women screened and diagnosed early.
- Assigning clients **case managers and treatment buddies**, phoning people ahead of appointments, and other person-centered approaches keep individuals engaged in care.
- Incorporating **community-based psychosocial support services** addressing the mental, emotional, and social needs of people and their families or other trusted social support networks.
- **Promoting self-care and agency** by offering tools for people to both understand their health condition and exercise their right to live a better life with HIV.
- Using digital tools that **safeguard privacy and streamline access to information** about health conditions, medical services, and appointments.

OUR RESULTS*



488,838

People currently
on ART



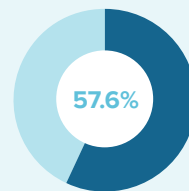
(433,848)

currently receiving
3 or more months
of medication



98,836

Women on ART screened
for cervical cancer



(281,792)

of people on ART are
currently receiving 6
months of medication

* Fiscal year 2021