

MODEL OF CARE EVALUATION HANDOUT

Conceptual Approach to Evaluating Effectiveness of Interventions to Improve Access, Engagement, and Retention of People Living with HIV/AIDS (PLWHA) into HIV Care

Barriers to Access, Engagement, and Retention in HIV/AIDS Care	Interventions to Improve Access to and Retention in Care	Short-Run Outcomes
<p>Community/Cultural issues</p> <p>Stigma associated with HIV and sexual orientation</p> <p>Discrimination against marginalized populations: ethnic/racial minorities, immigrants, current/formerly incarcerated persons, non-English speaking persons, substance users, injection drug users, and sexual minorities</p> <p>Lack of knowledge of HIV prevention and treatment; local/national HIV incidence and prevalence rates</p> <p>System issues</p> <p>Limited care coordination and service linkages</p> <p>Limited eligibility for publicly funded programs</p> <p>Organizational issues</p> <p>Limited access, availability, acceptability, and affordability of HIV core medical and support services</p> <p>Limited organizational support for culturally and linguistically appropriate services (CLAS)</p> <p>Lack of race/ethnicity data, and limited program evaluation and quality management capacity</p> <p>Limited resources for translation and interpreter services</p>	<p>Community issues related to</p> <p>Social marketing campaigns to change social norms</p> <p>Partnerships with community organizations to address stigma issues</p> <p>Culturally relevant, gender-specific HIV education via local media</p> <p>HIV education in social networks through lay health advisors</p> <p>HIV testing initiatives</p> <p>System issues</p> <p>Network of client referrals creates multiple “doors” into the clinic’s spectrum of care and services. Requires multifaceted partnerships with partnering agencies, such as homeless shelters, substance use clinics, and local jails.</p> <p>Coordinated care between HIV testing personnel and health service navigators (HSNs), motivational interviewing (MI) counselors, case managers, and other clinic personnel</p> <p>Organizational issues</p> <p>Rapid HIV testing with same-day intake and initial clinical assessments</p> <p>Effective scheduling/reminders to reduce missed appointments</p> <p>In-reach to find clients lost to care</p> <p>Health service navigation/intensive medical case management to increase care coordination</p>	<p>Reduced HIV and health-care disparities; full engagement and retention of PLWHA in HIV/AIDS care</p> <p>Increased knowledge and awareness of HIV prevention and treatment</p> <p>Reduced HIV stigma</p> <p>Reduced barriers to HIV/AIDS health care</p> <p>Improved access to and use of HIV care</p> <p>Increased retention and engagement in HIV health care</p> <p>Increased HIV immune system and resistance monitoring</p> <p>Increased use of highly active antiretroviral therapy (HAART) and other HIV-related medications</p> <p>Reduced morbidity and mortality</p> <p>Enhanced quality of life</p>