



# WELCOME SERVICE

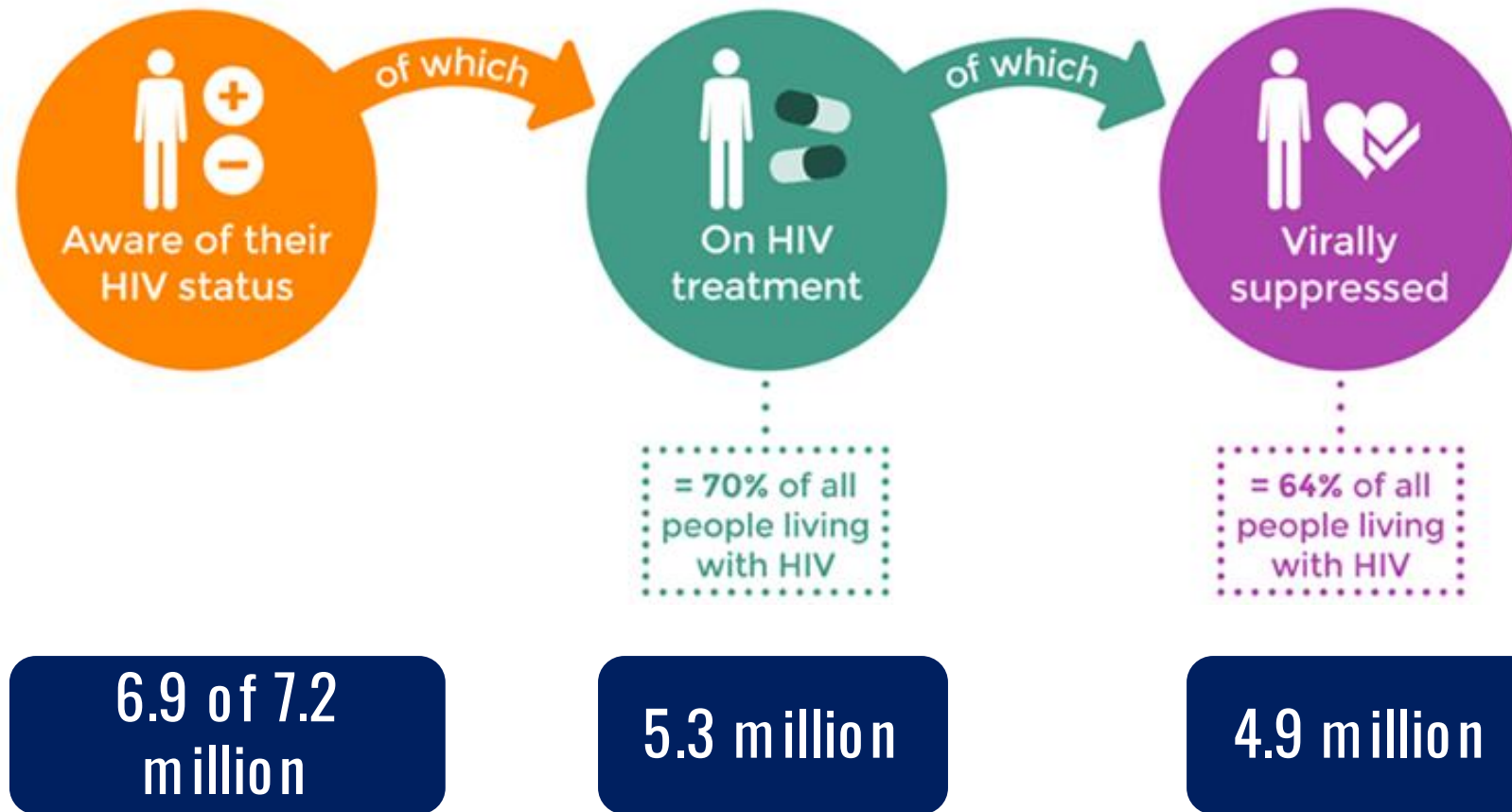


# WHAT IS THE WELCOME SERVICE?

A **differentiated service delivery** model to support patients who have **difficulty with engaging with ART** treatment and services, aiming to support long term **retention and VL suppression**



# SOUTH AFRICA - PROGRESS TOWARDS 90 90 90 TARGET (ALL AGES)



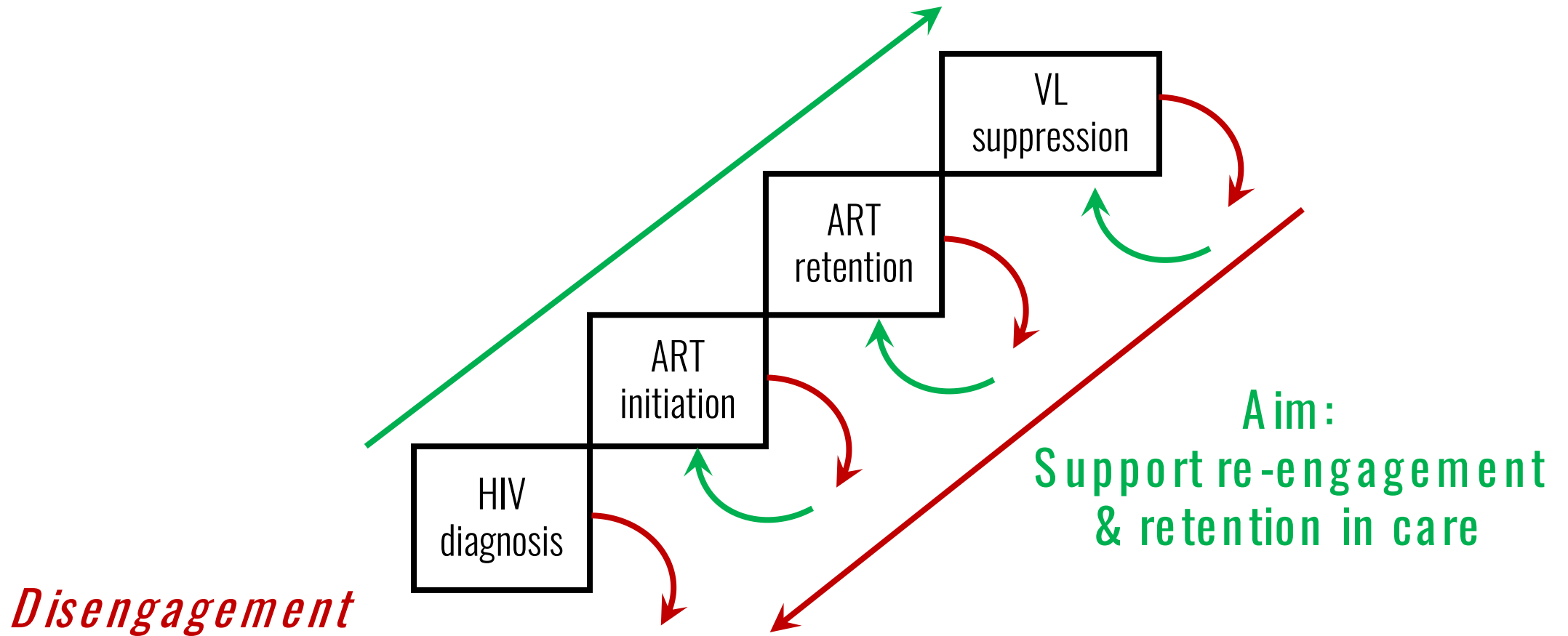
# WHO 95-95-95 TARGET



**TARGETS ARE TOO LINEAR**

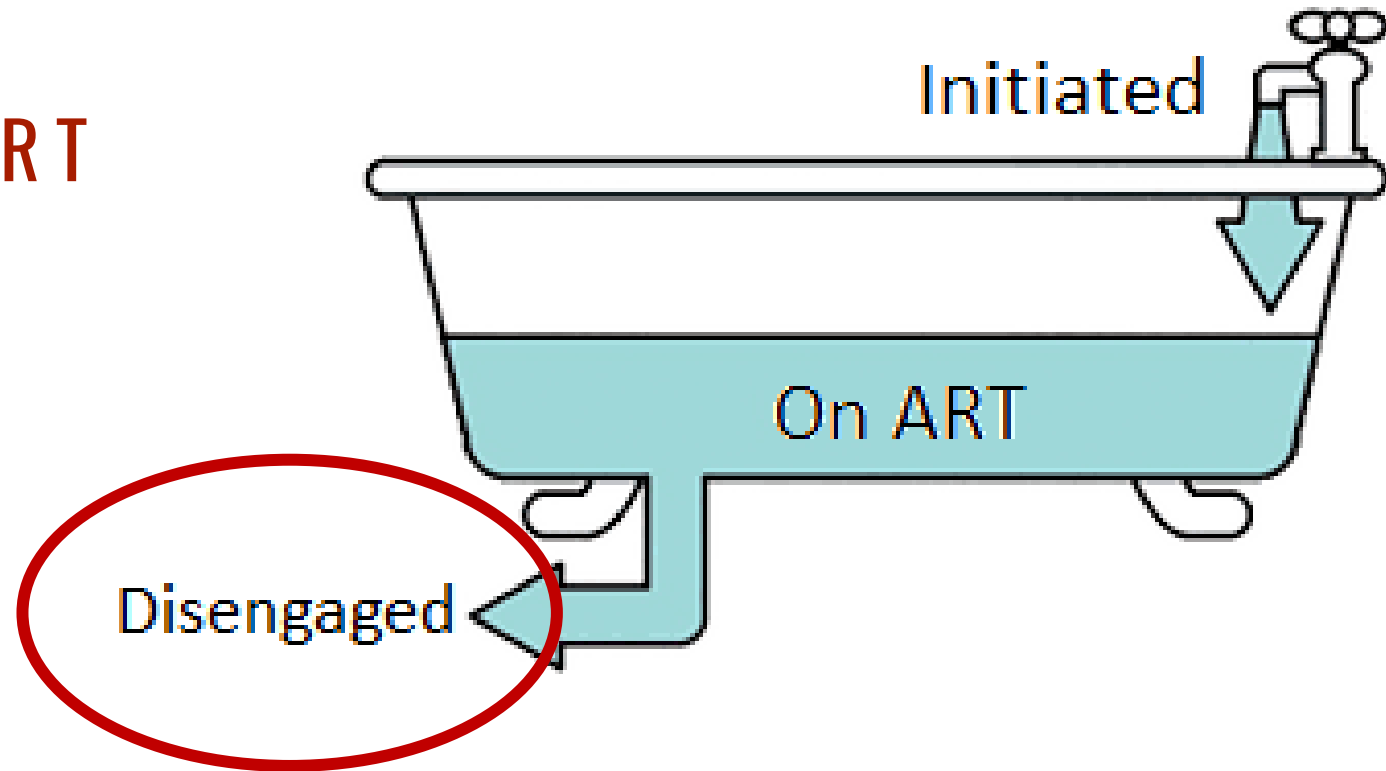


# WHERE IS THE PROBLEM?

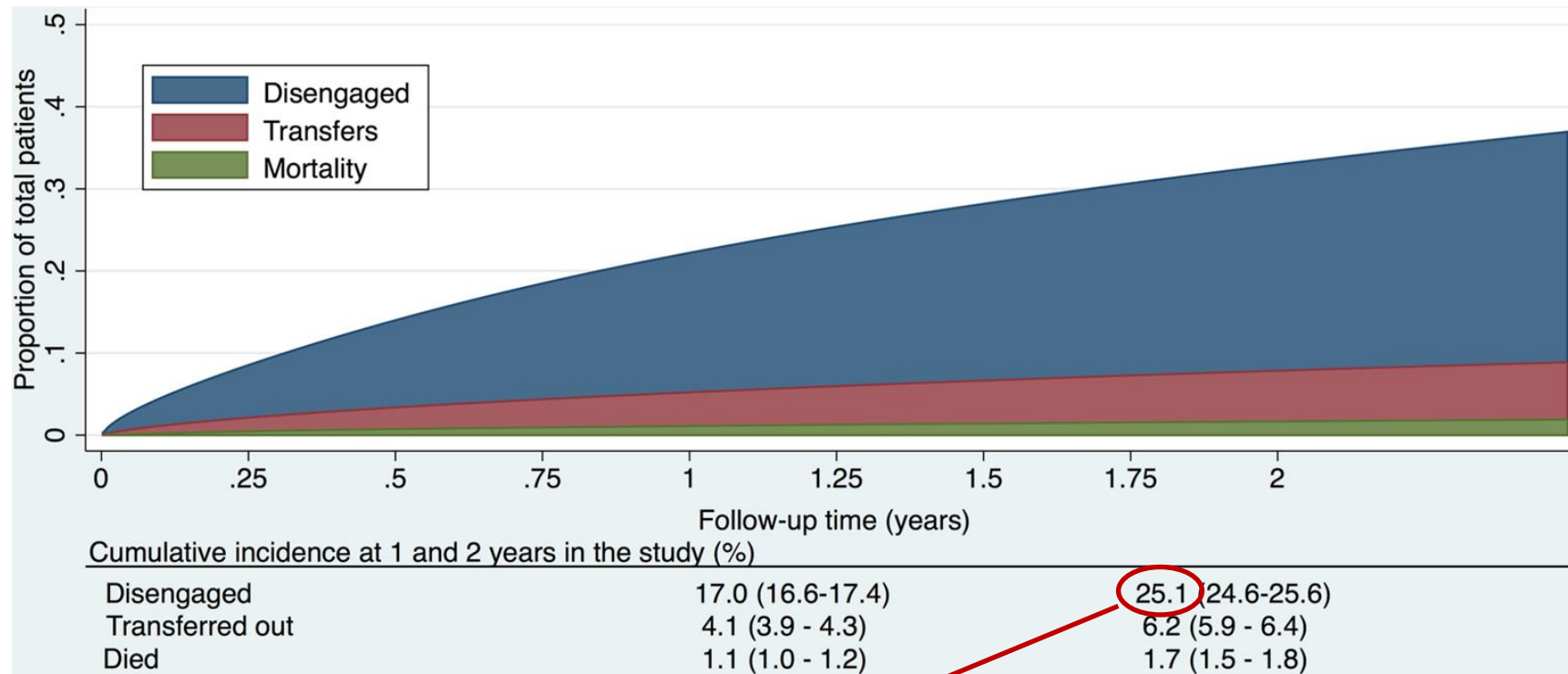


# WHO ARE WE MISSING?

- Never initiated on ART
- Interruption in treatment
- Adherence issues
- Resistance



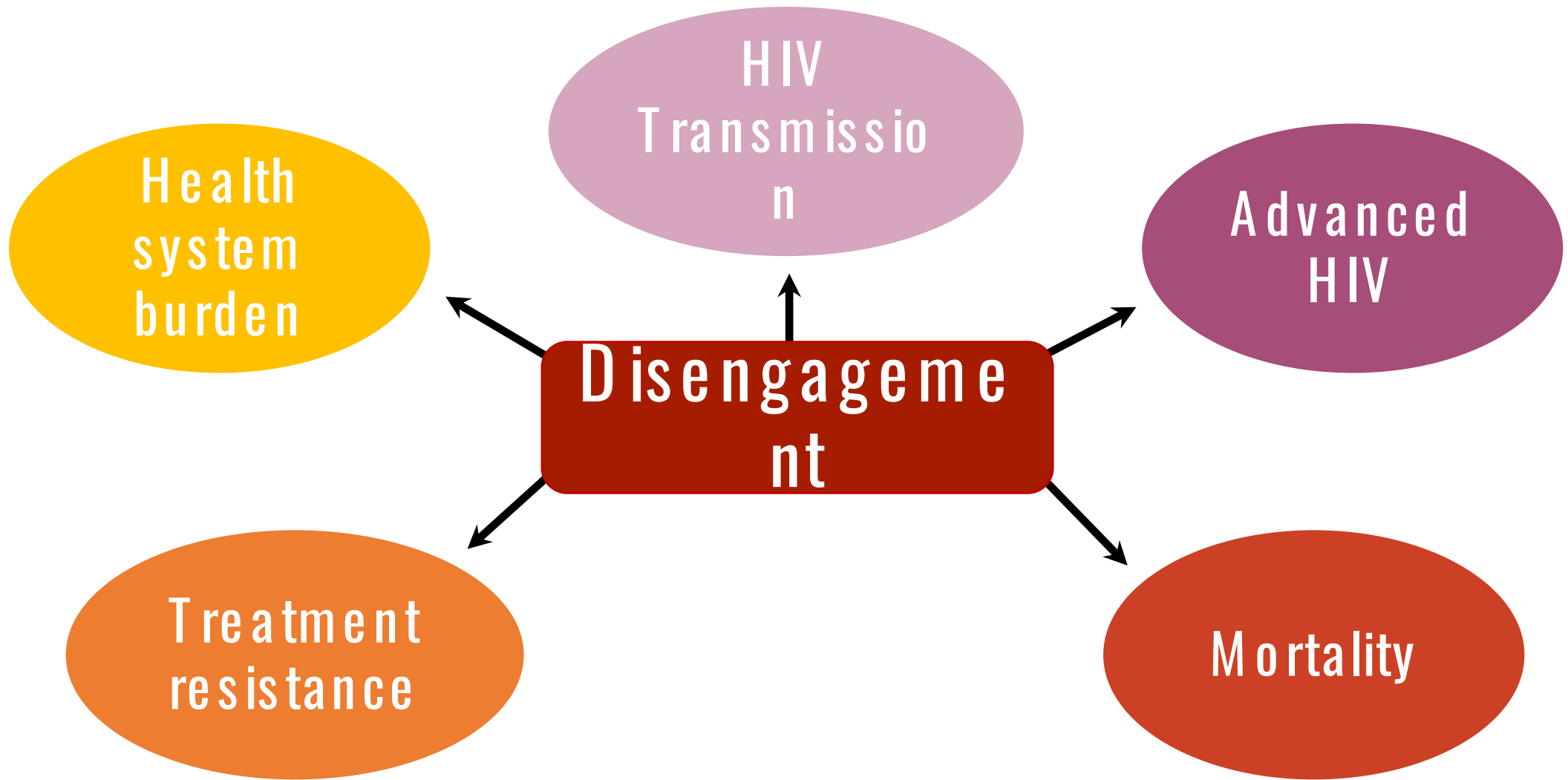
# DISENGAGEMENT IN KHAYELITSHA



Kaplan *et al*, 2017.

**25% of patients on ART disengaged at least once in 2 years, and 60% disengaged at least once in 10 years**







# WHO IS THE WELCOME SERVICE FOR?

## “Defaulters”

- Interrupted ART
- Missed appointments
- Lost to follow up

Disengaged

High viral load

## “ROTF”

- VL  $\geq$ 50
- Adherence issues
- Treatment resistance

LONG TERM RETENTION & VL  
suppression



# WHAT CAUSES PATIENTS TO DISENGAGE?



# THE “TIPPING POINT”



# WHAT ARE WE TRYING TO ACHIEVE?

Support effective **engagement** and **long-term retention in care**

Get patients the treatment and support they need

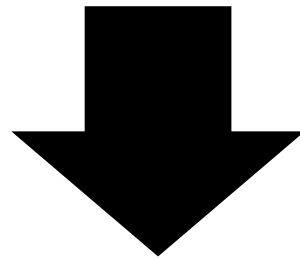
Prevent them from falling out of care in future



Address  
patient needs

+

Address staff  
needs



Improved outcomes for patients & staff



# WELCOME SERVICE COMPONENTS

Triage & Flow

Patient support

Optimize clinical  
management

Staff support

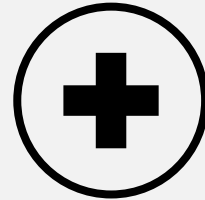


# Triage & Flow

## Restructure clinic services



Reduce delays &  
streamline services



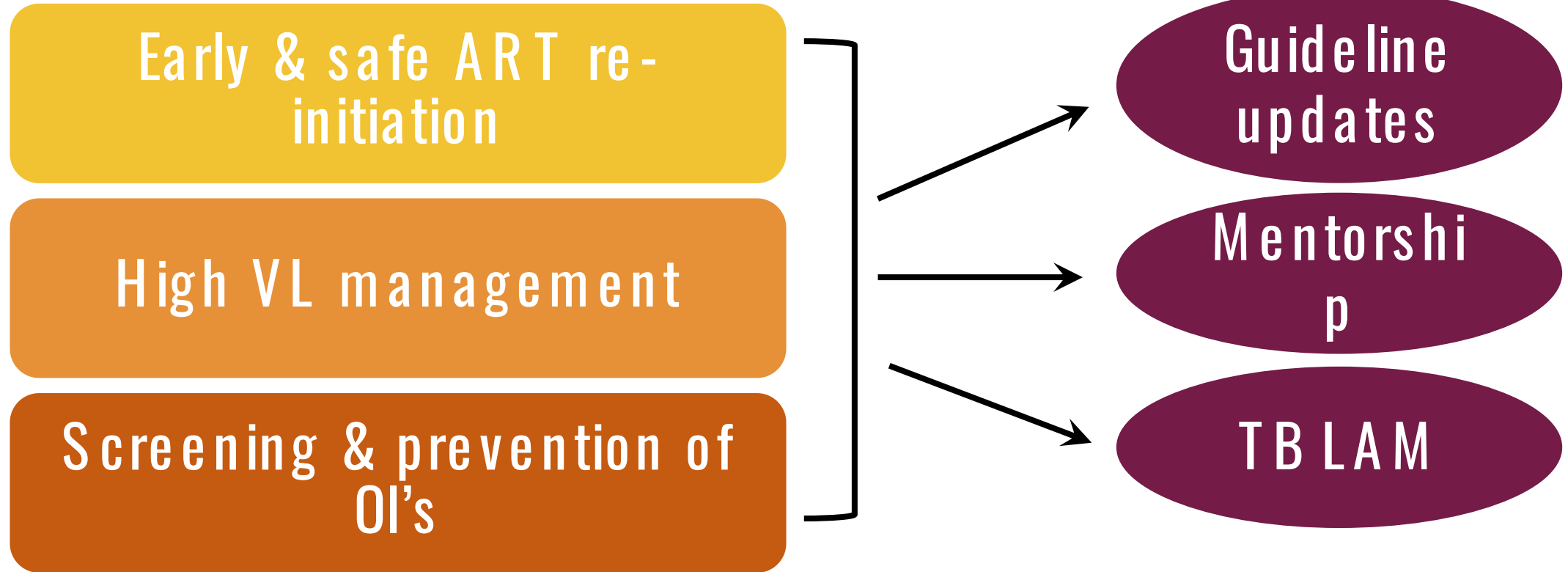
Flag & prioritize sick patients  
through effective triage



Improve M&E through  
electronic recording



# OPTIMIZE CLINICAL MANAGEMENT OF HIV





# PSYCHOSOCIAL SUPPORT

## CONT ENT

- Return to care counselling (NEW)
- Treatment interruption (NEW)
- Advanced HIV (refresher/update)
- ROTF (refresher/update)

## COUNSELLING TOOLS

- Addressing barriers to engagement
- Prompts using stationery



# PSYCHOSOCIAL SUPPORT - COUNSELLING

## Content of training & mentorship

- ART interruption
  - 1<sup>st</sup> visit – “WELCOME TO CARE” counselling
  - 2<sup>nd</sup> visit – “TREATMENT INTERRUPTION” counselling
- ROTF
  - Refresher of existing content adopted by the WCDOH
  - Support with group counselling skills

## Tools used

- Continue to use WC and DOH stationery
- Additional tool for “Treatment Interruption”



## Counselling Summary Stationery



### Patient Details:

First name \_\_\_\_\_  
 Surname \_\_\_\_\_  
 DOB \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Sex: \_\_\_\_\_ M / F  
 ID Number \_\_\_\_\_

Note: Please check address at each visit, if there is a change, please alert clerical staff in order to update PHCIS/Clinicom.

HCT  Enter date when patient tested positive: \_\_\_\_/\_\_\_\_/\_\_\_\_

Counselling (Document the date in each box for each counselling session conducted. Provide detailed information on page 3 & 4)

Type of Session	S1	S2	S3	S4	S5	S6	S7	S8	S9	Infant Feeding	EAC
ART											
TB											
DRTB											
ROTF											
Other											

**Patient Disclosure (circle responses)**

Has patient disclosed? Y N	To whom:	Does patient have partner? Y N Has patient disclosed to partner? Y N	Current partner status? POS NEG UNK
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Partner Update:

**Community Care Worker Information (circle responses)**

Patient consents to home visit? Y N	Preferred days: Mon Tues Wed Thurs Friday	Location of home visit:
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Counselling Sessions Wellness, ART and/or TB initiation sessions		
Date: DD/MM/YYYY	Notes	Follow-up/Next Steps
Initials:		
Type of Counselling: (Circle One)		
ARV / ROTF		
TB / DR TB		
EAC		
Infant Feeding		
Other		
Date: DD/MM/YYYY	Notes	Follow-up/Next Steps
Initials:		
Type of Counselling: (Circle One)		
ARV / ROTF		
TB / DR TB		
EAC		
Infant Feeding		
Other		
Date: DD/MM/YYYY	Notes	Follow-up/Next Steps





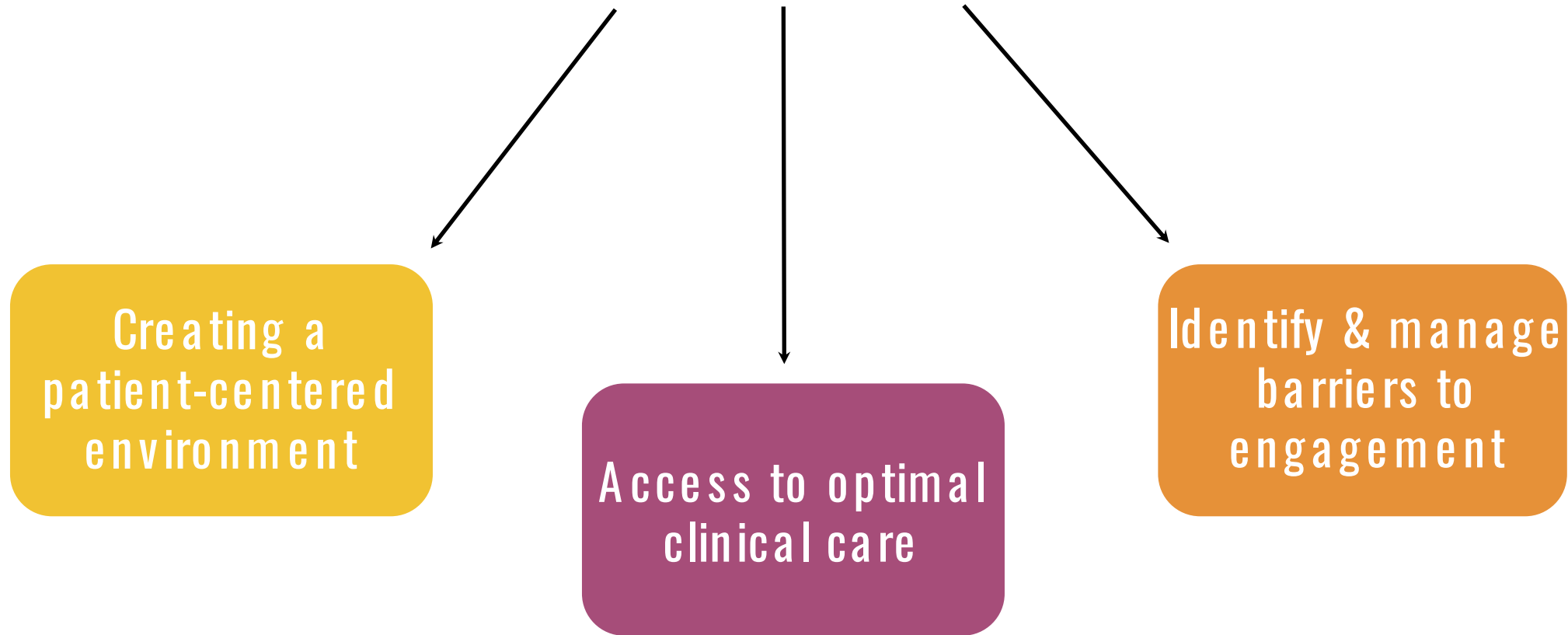
# HEALTH CARE WORKER ENGAGEMENT

Identifying & addressing negative attitudes & behaviours portrayed by HCWs towards patients

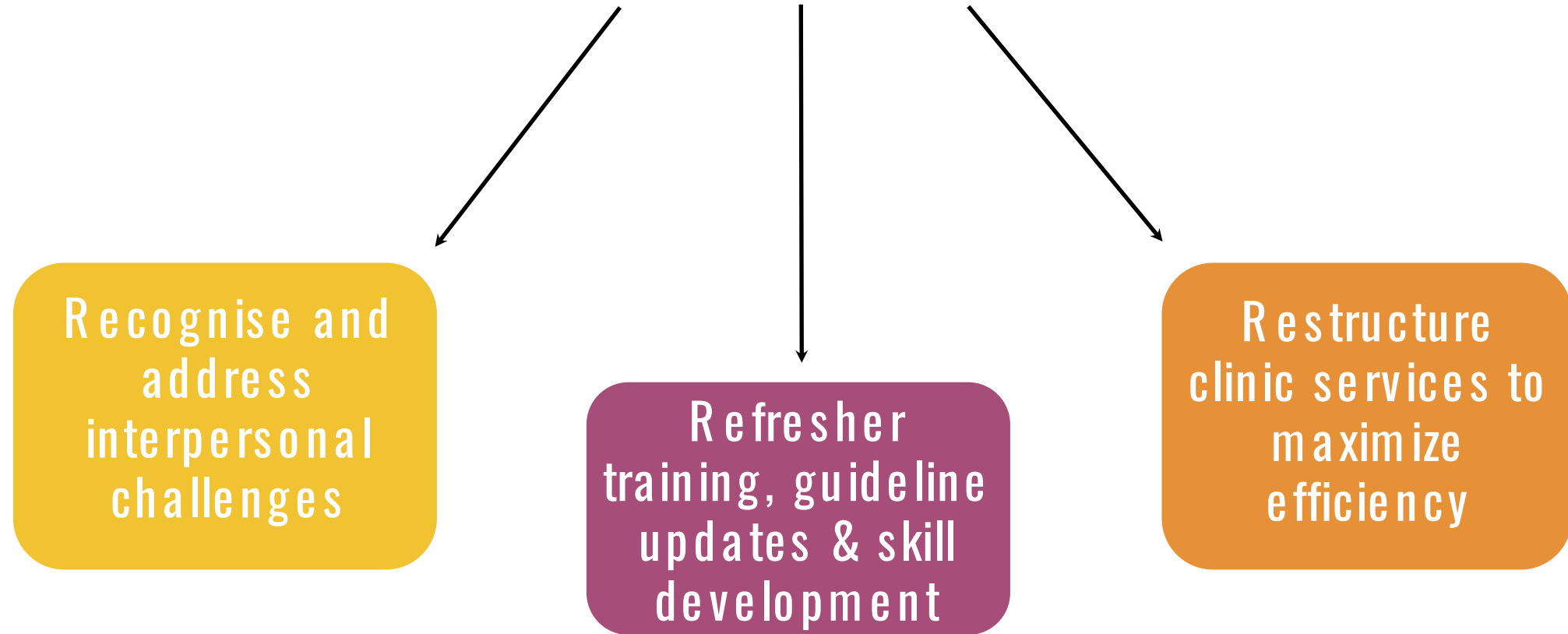
Promoting the “Welcoming Approach”



# Responding to patient needs



# Responding to staff needs





# THANK YOU

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