

WELCOME! PLEASE REVIEW THESE TIPS WHILE YOU WAIT...

Audio Connection:

This webinar will be recorded. If you are listening from your computer, please use a headset so that surrounding noise from your location isn't disruptive.

Questions for the Speakers:

There will be time for Q&A. However, feel free to type questions into the Question/Chat panel on the right of your screen during the presentation.

Technical Support:

Shallen So'Brien is available should you have trouble accessing webinar features. You can reach her at shallens@etr.org or (510) 725-5020.



November 20, 2013

IT'S MORE THAN JUST COUNTING

Methodologies to Successfully
Measure Retention in HIV Care



TABONO CBA
PARTNERING TO BUILD EXCELLENCE IN HIV SERVICES

ETR
Associates

WHY ARE WE HERE?

By the end of this webinar, you will be able to:

- **Describe 5 methodologies** to measure patient retention in HIV care
- **Identify 1 benefit** of each measurement approach
- **Explore opportunities** to use retention data for evidence-based decision making
- **Identify FREE CBA** opportunities available to measure retention in clinical settings



MEET YOUR PRESENTERS



A *few* B.A Highlights:

- ETR since 1999
- CDC – DHAP Tabono CBA
- CDC - DASH evaluations on nutrition and PA
- GLBTQ support for districts
- OAH teen pregnancy prevention (LA and Texas)
- TA and Evaluation in West Africa
- Avid Triathlete, Pilates Instructor and Mom



A *few* Carnelius Highlights:

- ETR since 2010
- CDC – DHAP Tabono CBA
- Trainer: ARTAS, SNS, d-up!
- Adaptation TA
- LGBTQ/MSM inclusivity in clinical settings
- Youth Development in correctional and residential settings
- Loves writing, dancing and being an uncle!

What Is Tabono CBA?

CBA for CBOs:

❑ **Public Health Strategies:**
(ARTAS, SNS, HTC, CRCS)

❑ **Evidence Based Interventions:**
(WILLOW, d-up!)

❑ **Monitoring & Evaluation:**
(Data Collection, Logic Models, Evaluation Planning and Execution)

❑ **Cultural Competency:**
(Working with Multiple Populations, Integrating Diversity, Team Building and Evaluating Cultural Proficiency)

❑ **Tailored Trainings:**
(Group Facilitation Skills, Effective Communication, Boundaries and Ethics in Counseling, and More!)



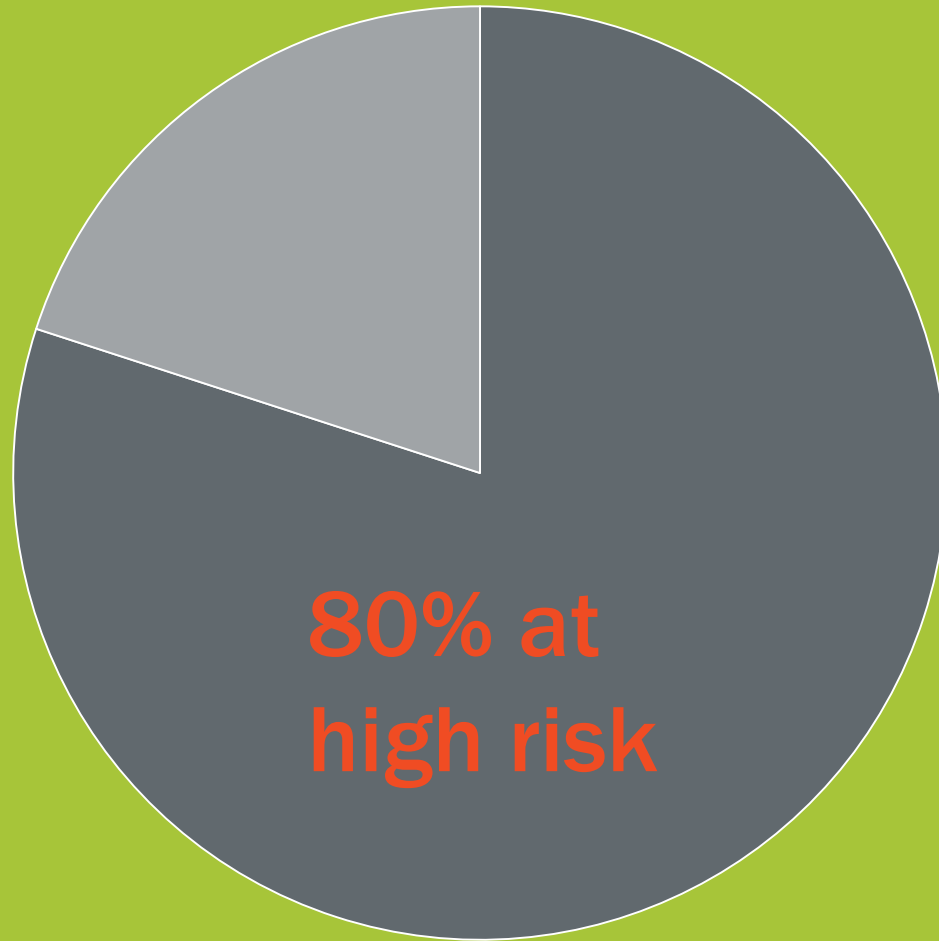
Tabono means "oar" or "paddle" in the Adinkra language. It symbolizes unity of purpose and hard work to reach a destination or goal.



**Reduce the risk of
AIDS Progression**

**Reduce the risk of
HIV Transmission**

Do the math...



INTRODUCING THE 5



Ms. V

**Missed
Visits**



V-Con

**Visit
Constancy**



Gappy

**Gaps
in Care**



Ad Man

**Appointment
Adherence**



Her'Shaa

**HRSA
performance
measure**



#1: MISSED VISITS

- Counts the number of missed visits
- Does not take into account the number of visits that were scheduled
- Can be dichotomous or a count measure

Advantages

Easy to measure
Widely used

Need to Consider

Cancelled visits
Auto-rescheduling
Lost to follow up

Jan-March

April-June

July-September

Oct-Dec.



6 visits were scheduled, Ms. V showed up
for 3...

Yes - 3 missed visits in 12 months



#2: VISIT CONSTANCY

- The proportion of time periods with at least 1 completed visit (e.g. 3 months or 6 months)
- **Can be more challenging to compute for each individual patient**

Advantages

Only need to capture completed visits
Monitors loss to follow up
Auto scheduling has no impact

Need to Consider

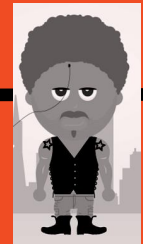
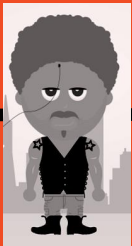
Appropriate length of time
New patients
ART Use

Jan-March

April-June

July-September

Oct-Dec.



3 visits were scheduled, V-Con showed up for a visit in January, June, and November.

75% Visit constancy (no visit during July-Sept)



#3: GAPS IN CARE

- Establishes a set period of time between visits
- The length of time between visits may vary depending on individual disease stage (e.g. every 4 months or 6 months or 12 months)
- Can be more challenging to compute for each patient

Advantages

Easy to measure
Only need completed visits
Proxy for loss to follow up
Auto scheduling has no impact

Need to Consider

Appropriate length of time
Fairly crude measure

January-June

July-December.

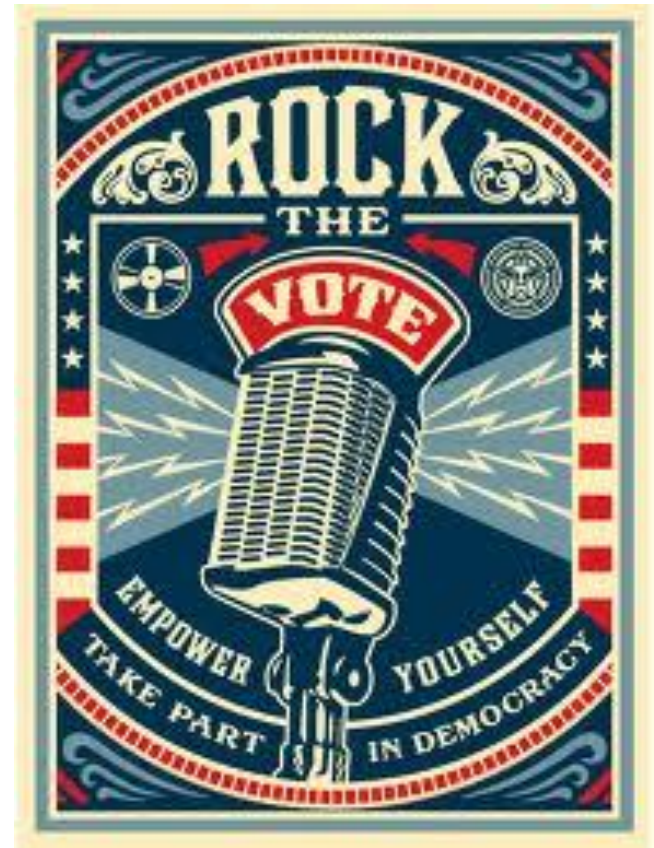


**4 visits were scheduled over 12 months, and
Gappy showed up for 2 visits in November.**



POLL

Did Gappy experience a gap in care?





#4: APPOINTMENT ADHERENCE

- Counts the number of completed visits based on number scheduled of visits
- **Number of scheduled visits is critical factor**

Advantages

Easy to measure

Similar ART adherence measures

Need to Consider

Cancelled visits

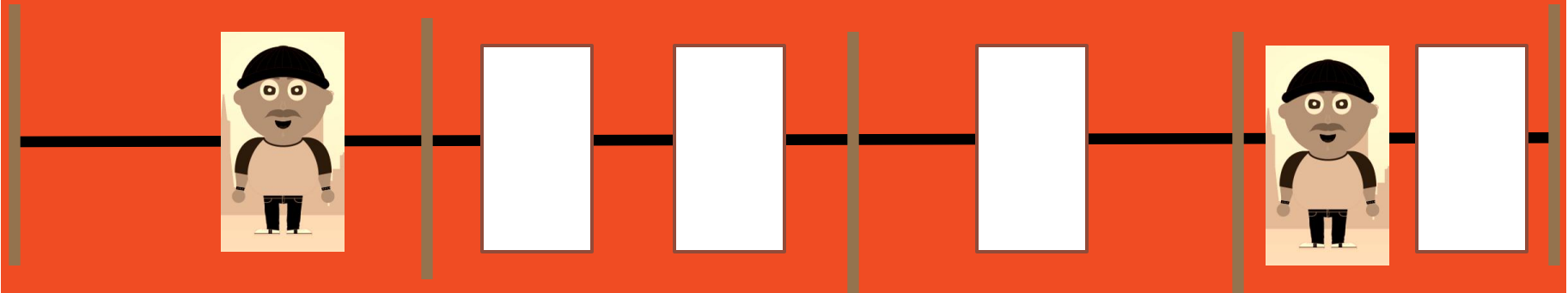
Impact of auto-re-scheduling

Jan-March

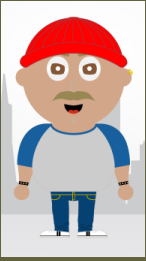
April-June

July-September

Oct-Dec.



6 visits were scheduled, and Ad Man showed up for 2 visits.



POLL



What is the appointment adherence percentage for Ad Man?



#5: HRSA PERFORMANCE MEASURE

- Requires 2 or more visits during a 12 month period
- **Each visit must be separated by 3 or more months**
- Required by many funders

Advantages

Overcomes limitation of time intervals
Only need completed visits
No impact of auto-re-scheduling

Need to Consider

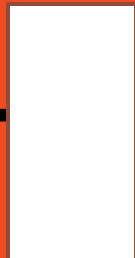
More challenging to compute
Less detailed information

Jan-March

April-June

July-September

Oct-Dec.





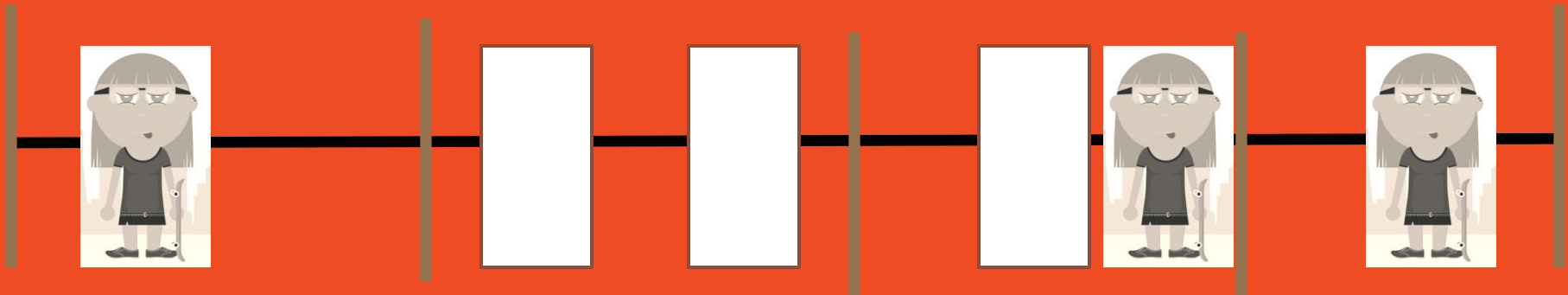
POLL

Does Her'Shaa meet the
HRSA performance
measure?



Putting it all together....

Visit completed in January, September and November,
missed visits in April, June, and August



Retention Measure Outcomes for Her'Shaa

Yes – Missed visits (3)

75% Visit Constancy

Gaps in Care (for 4 or 6 month interval)

50% Appointment Adherence

Yes - Meets HRSA performance measure

POLL

Which retention measure
appeals most to you?



How do you decide which one?

Who

Clinician

Administrative staff

What

Level of detail

Why

Administrative or program decisions

Treatment decisions

Ask yourself

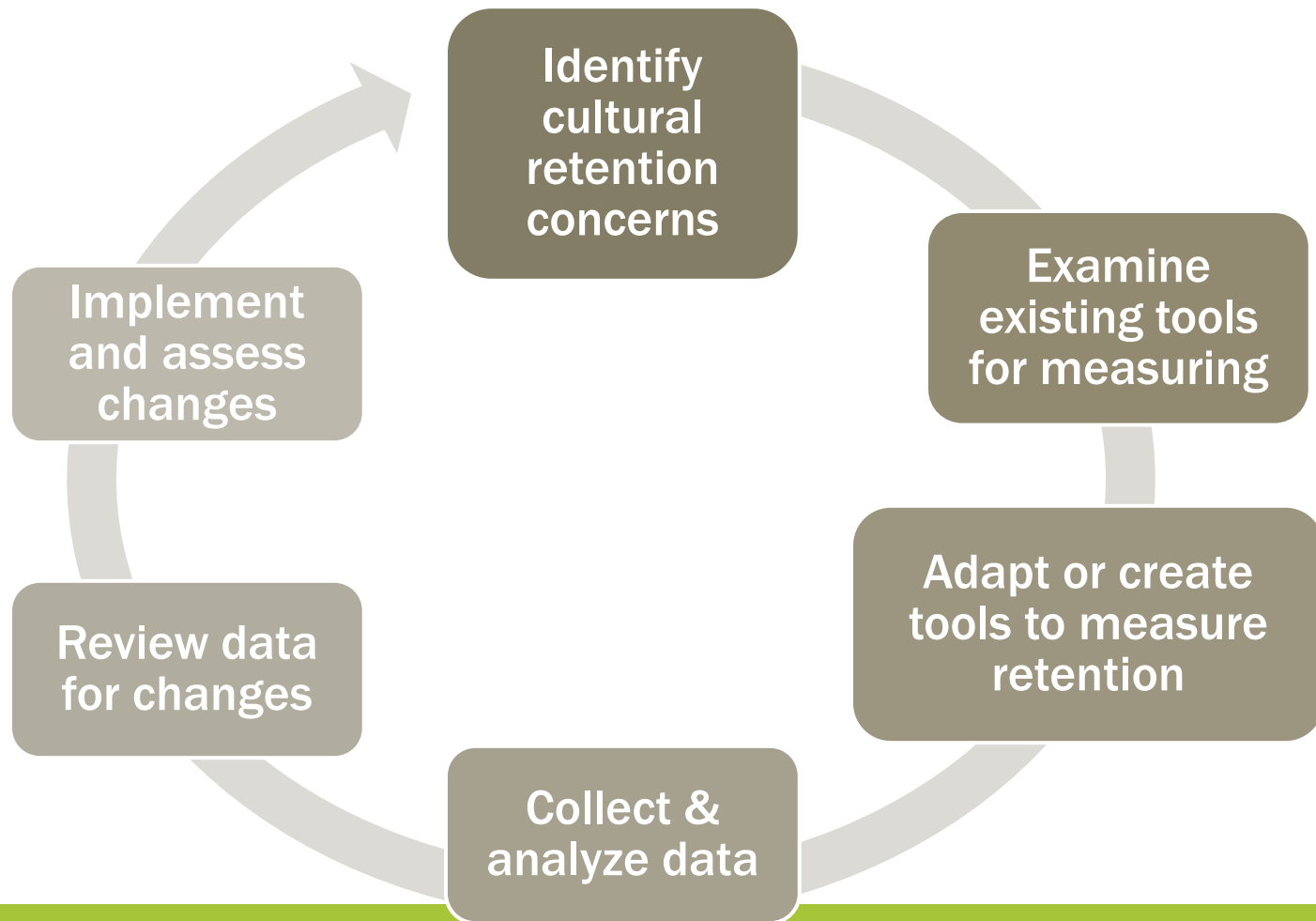
MEASURING RETENTION

What feels most important to you?

(type into the chat!)



MAKING EVIDENCE BASED DECISIONS:



WHAT TABONO CBA CAN DO FOR YOU:

- Design or refine your evaluation plan to include retention measures
- Innovate evaluation tools specific to retention needs
- Provide resources and support to use the Retention Readiness Indicator Tool
- Work with your Community Advisory Board on evaluation support
- Put metrics to your magic: Tell us more about the work you're doing, and we'll build your capacity to evaluate and promote it!
- For more information – get in touch: tabono@etr.org / 1-866-CBA-2580 / www.etr.org/tabono

THANKS TO SF AIDS FOUNDATION
[HTTP://WWW.MANYSHADESOFGAY.ORG/](http://www.manyshadesofgay.org/)



QUESTIONS

- Type into the chat
- Raise your hand



YOUR FEEDBACK MATTERS!

Please take a moment and complete a **BRIEF** evaluation of this webinar at:

<https://www.surveymonkey.com/s/RetentionWebinar4>

The link is available in the chat to click on...

Check Out Other FREE

Tabono CBA Webinars:

- Mapping Your Program Ideas to a Useful Logic Model
- Asking the Right Questions for your Data Collection
- Putting the Pieces Together for your Evaluation Plan
- Understanding Situational Analysis
- The Realities of Becoming a FQHC
- Supporting Clinicians to Create H.I.P Client Outcomes
- Evaluating the Impact of Facebook and other Social Media on your HIV Programming

Download any of the above webinars, and others, for FREE on Tabono CBA's website: www.etr.org/tabono



THANK YOU!

If you have any questions about the information presented in this webinar, or other Capacity Building Assistance questions, give us a call!

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