

# 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](mailto:shallens@etr.org) or (510) 725-5020.



November 20, 2013

# IT'S MORE THAN JUST COUNTING

Methodologies to Successfully  
Measure Retention in HIV Care



# 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* Cornelius 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!)

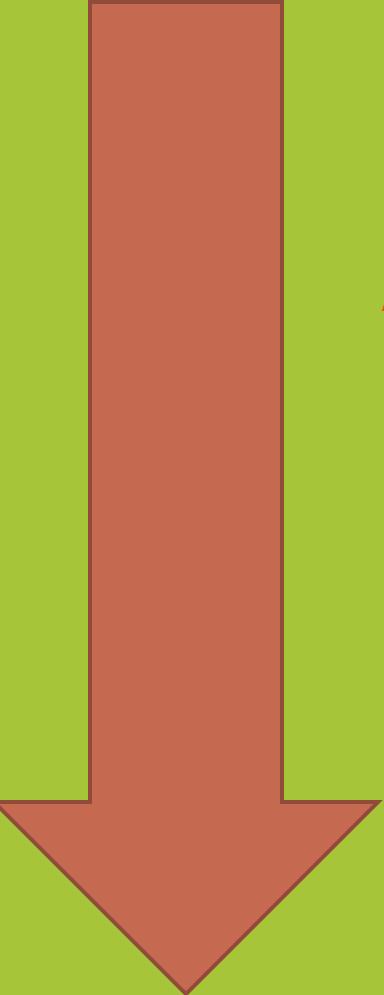
**Monitoring & Evaluation:**  
(Data Collection, Logic Models, Evaluation Planning and Execution)

**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!)



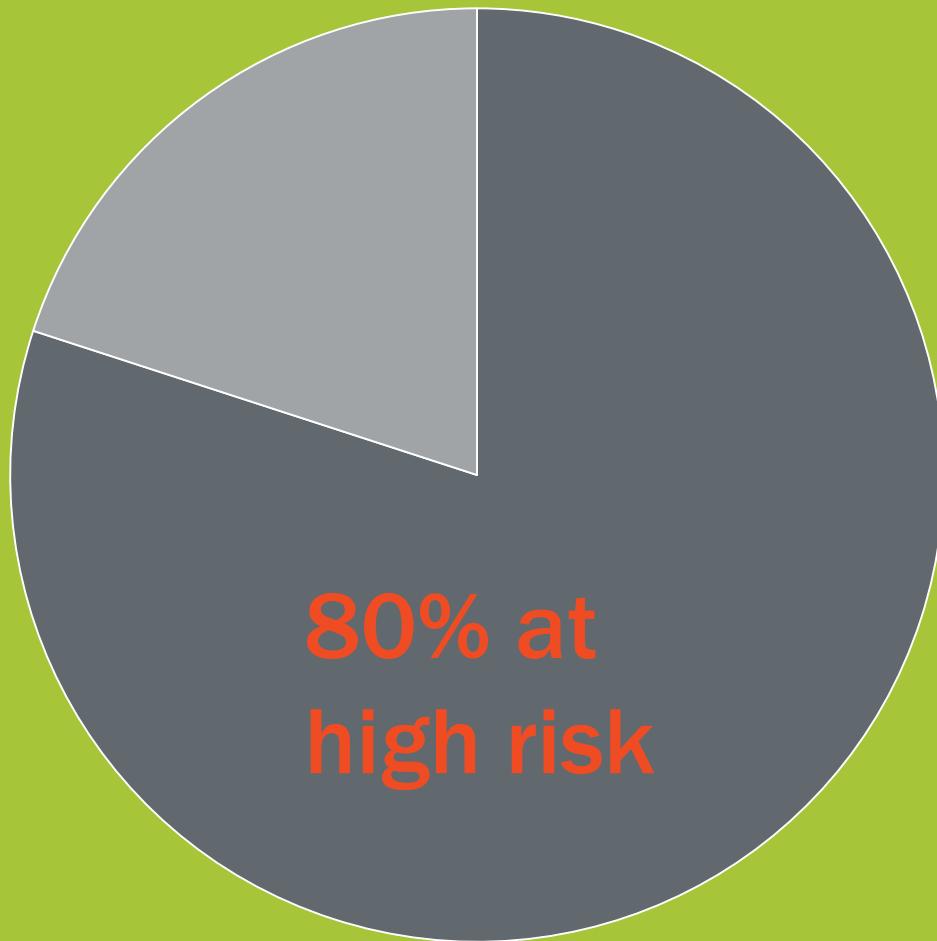
Tabono means "oar" or "paddle" in the Adinkra language. It symbolizes unity of purpose and hard work to reach a destination or goal.



**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

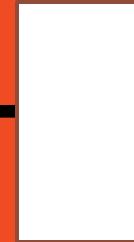
Cancelled visits  
Auto-rescheduling  
Lost to follow up

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

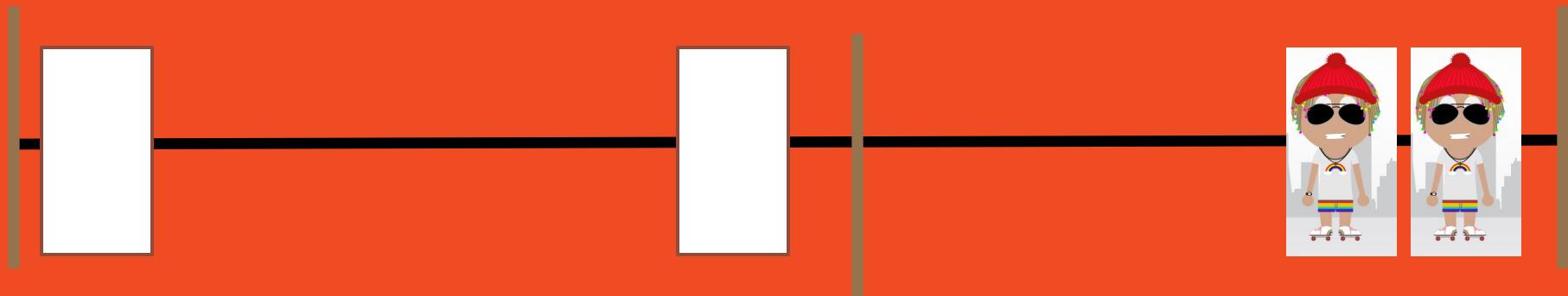
### Need to Consider

Appropriate length of time

Fairly crude measure

January-June

July-December.

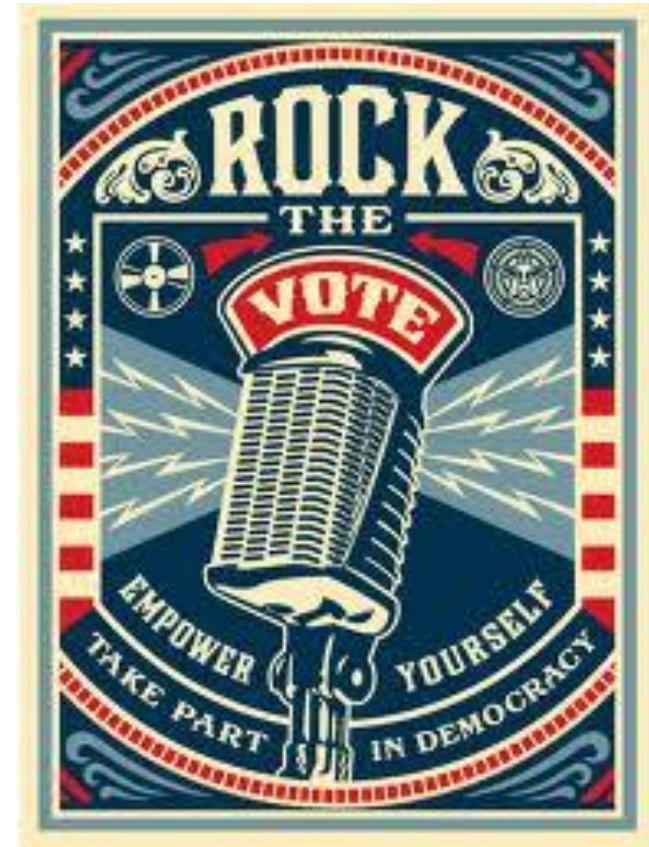


4 visits were scheduled over 12 months, and  
Gappy showed up for 2 visits in November.



# 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

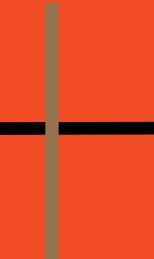
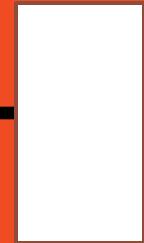
Impact of auto-re-scheduling

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

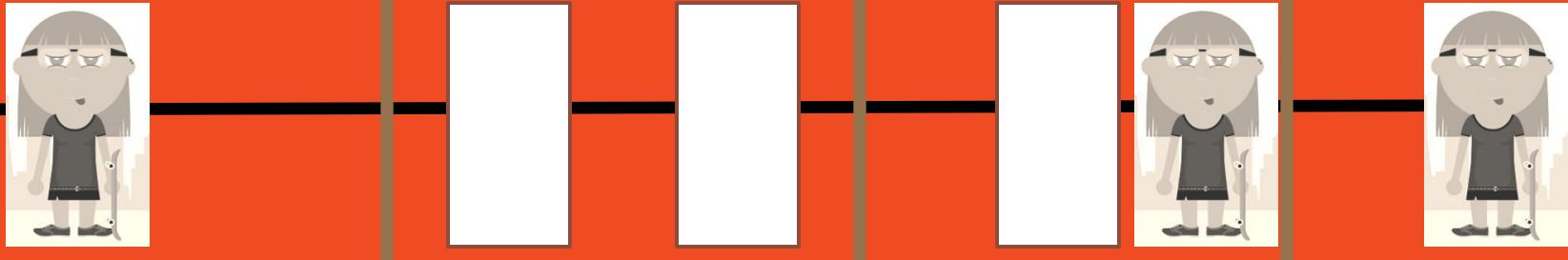
Does Her'Shaa meet the  
HRSA performance  
measure?



Design by: Department of Defense Graphic & Presentation Division • Slogan by: Andria K. Bristol, Civilian, USA, Rock Island, IL  
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# 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

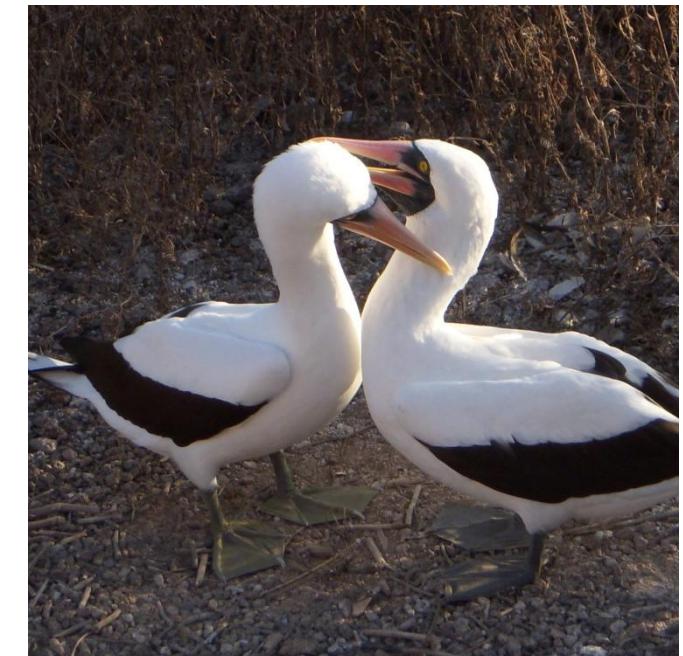
Administrative or program decisions

Treatment decisions

Ask  
yourself

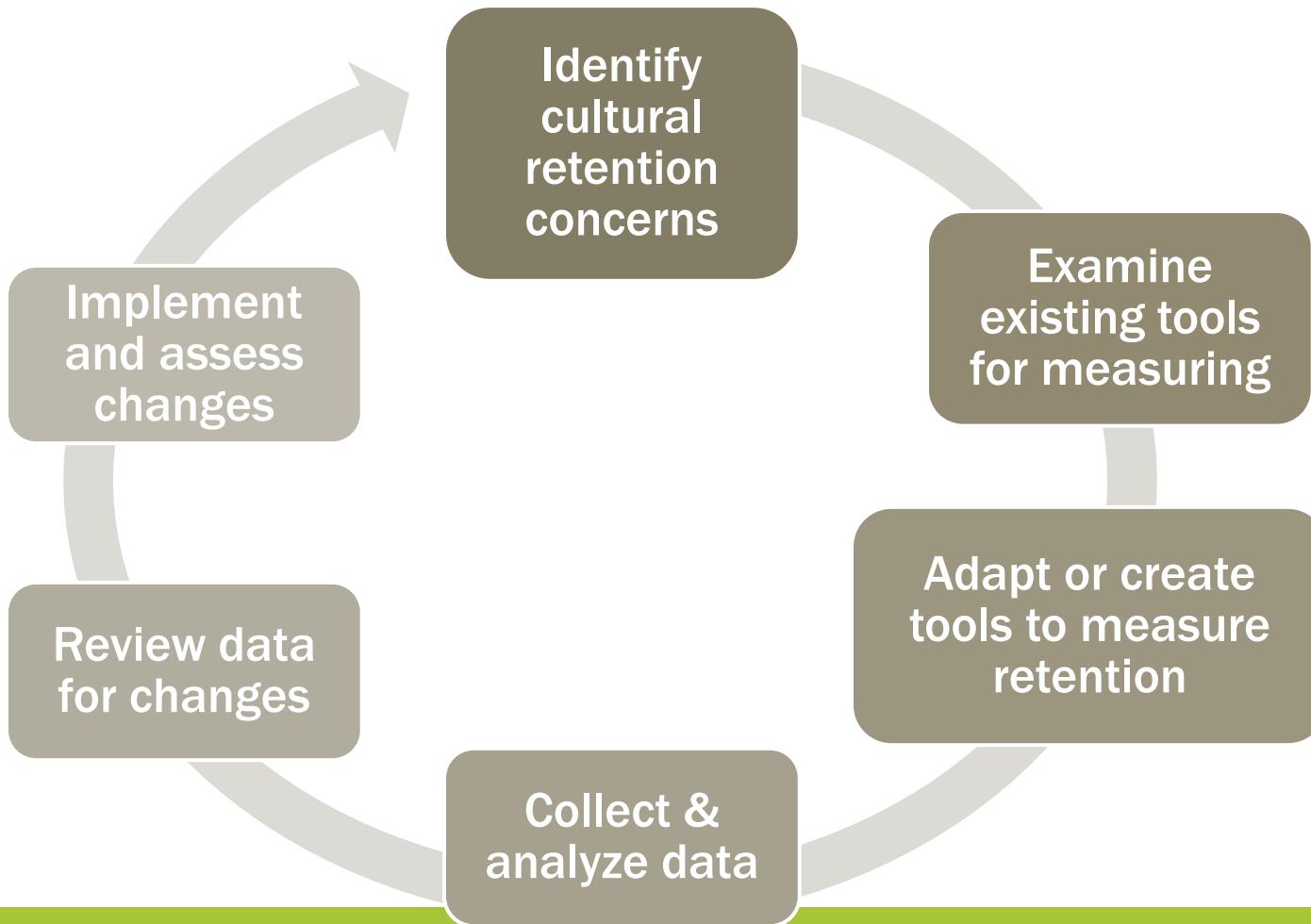
# MEASURING RETENTION

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](mailto:tabono@etr.org) / 1-866-CBA-2580 / [www.etr.org/tabono](http://www.etr.org/tabono)

# THANKS TO SF AIDS FOUNDATION

## HTTP://WWW.MANYSHADESOFGAY.ORG/

The image is a screenshot of the homepage for 'MANY SHADES OF GAY.ORG'. In the top left corner is a circular logo with the text 'MANY SHADES OF GAY.ORG' in white. The main headline in the center reads: 'There are many ways to be gay. No matter what you're into get an HIV test every 6 months.' Below the headline is a row of seven diverse cartoon avatars of gay men standing in front of a city skyline with the Golden Gate Bridge. A pink button at the bottom center says 'Create Your Avatar'. At the bottom, there are two blue buttons: 'GET TESTED' and 'FOR POZ GUYS'.

MANY  
SHADES  
OF  
GAY.ORG

There are many ways to be gay.  
No matter what you're into  
get an HIV test every 6 months.

Create Your Avatar

GET TESTED

FOR POZ GUYS

# 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](http://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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