

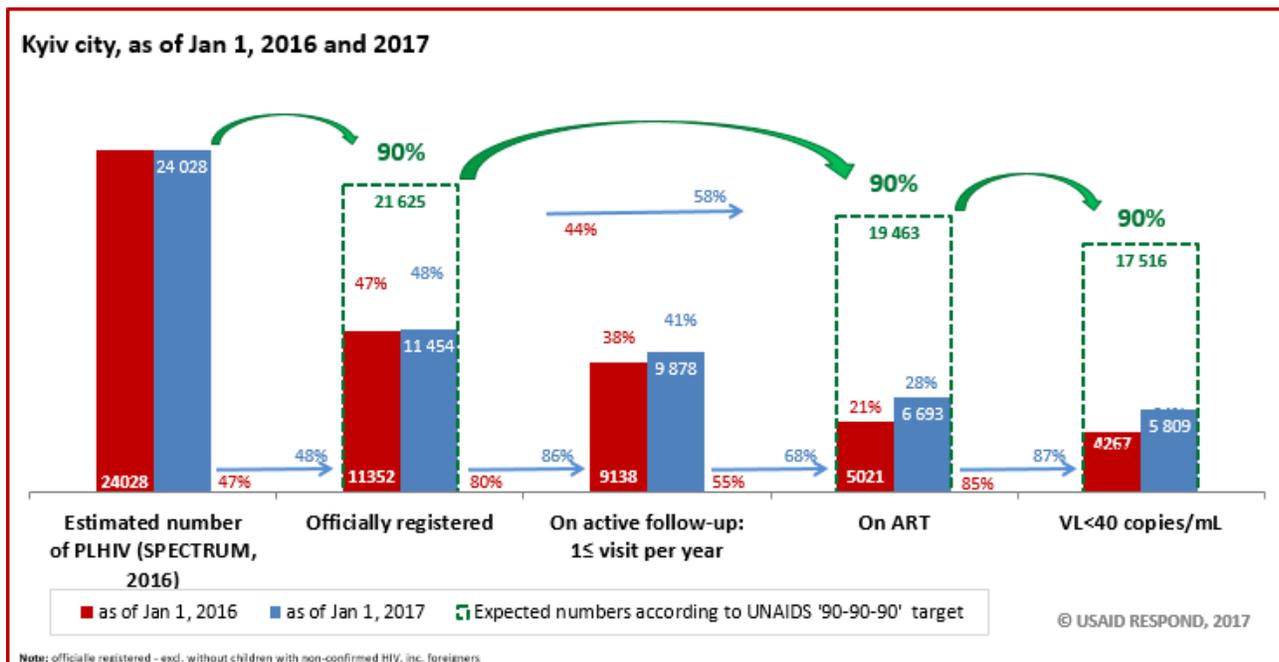
## Successful QI Change, Kyiv City, March 2017

Change: **Providing the required lab tests (2 rapid tests + ELISA, CD4 and biochemical screening) over one patient visit to the Trust Office/ART site**

Gap: **Testing and referral/linkage gap**

### Problem Statement & Improvement Objectives

In Kyiv city, as of January 01, 2016, the gap between the estimated number of PLHIV and the number of PLHIV registered with AIDS service was close to 13,000 people, or 53%. The objective of the regional QI team is to reach the target of at least 60% of PLHIV being registered by April, 2017.



### System issues and changes tested

To be registered with the AIDS service, patients need to receive the results of confirmatory ELISA, CD4, and blood chemistry lab tests. Once registered, the patient gets access to ART. The main reasons for low registration rates identified by the regional QI team are as follows: (1) Long waiting period for the results of confirmatory ELISA (3-7 days); (2) Appointment for lab tests is made only after the result of confirmatory ELISA is available; (3) Multiple visits are required for the patients to be registered with the AIDS service; (4) Office hours for patients to provide blood samples are very limited; and (5) Patients have to pay for some lab tests.

To improve the registration rate, local QI teams implemented the following changes:

- Confirmatory ELISA, CD4, and blood chemistry lab tests required for registration are taken over one patient visit to the AIDS service;

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- Office hours for blood sampling were extended by 3 hours, from 8 AM – 1 PM, instead of 8 AM – 10 AM;
- All the required lab tests are provided free of charge.

To implement the changes within each facility, executive orders of chief physicians and a new clinical pathway were approved.

### Scale of the improvement effort

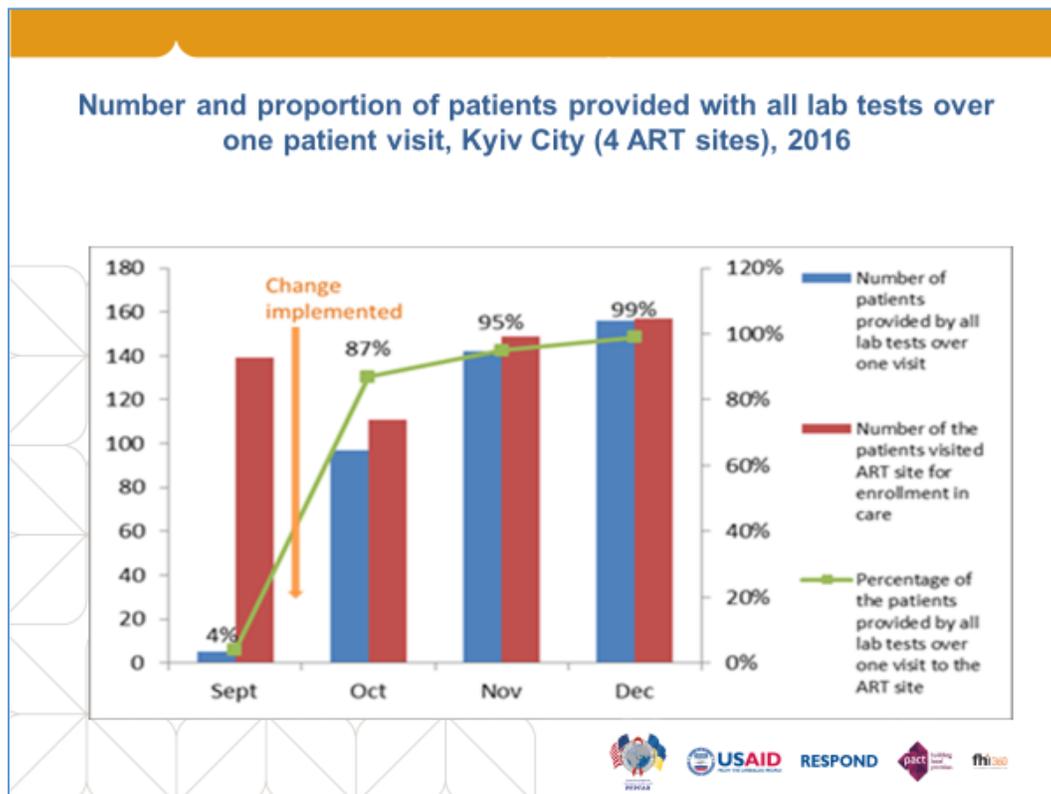
Four ART sites, which make up the whole AIDS service in Kyiv City, started implementing the changes in October 2016.

### Improvement measures, results and interpretation

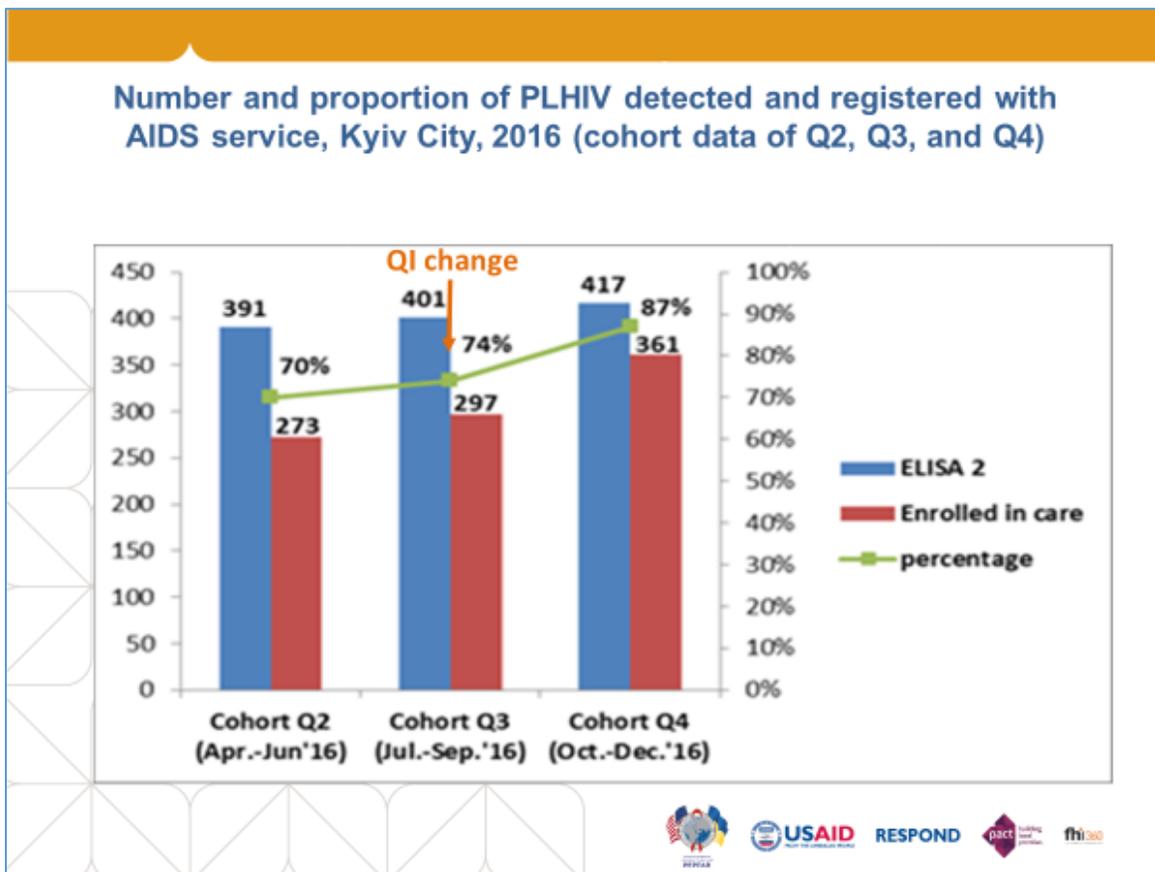
QI teams tracked the following improvement indicators:

- Number and proportion of patients receiving all the required lab test over one visit;
- Number and proportion of new patients registered.

The run chart shows that an average of 94% of patients received all lab tests over one visit to the AIDS service in October – December, 2016. It demonstrates the feasibility of performing all tests at the same time.



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The cohort analysis demonstrates a 13% increase in enrollment, from 74% to 87%, in Kyiv City over three months.

On the regional level, this QI change contributed to progress towards closing the gap between the estimated number of PLHIV and the number of PLHIV registered with AIDS service from 53% on Jan 1, 2016 to 52% on Jan 1, 2017 (see the cross-sectional cascades).

### Learning & Next Steps

The implemented changes contributed to increasing the enrollment rate of the newly identified PLHIV by reducing the number of visits needed to complete all required lab tests. The high proportion of patient receiving all tests for free over one visit demonstrates its feasibility and acceptance by the patients.

This practice will be implemented as a standard at the two new ART sites planned for opening in Kyiv city in 2017.