

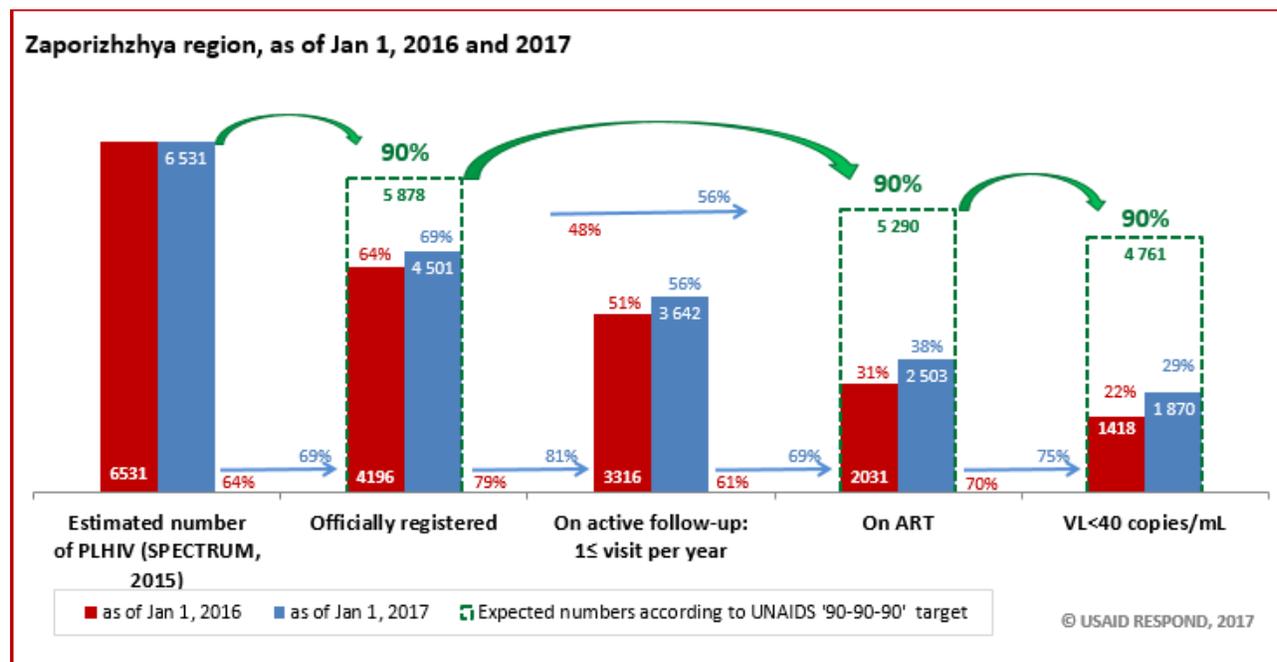
Successful QI Change, Zaporizhzhya region, March 2017

Change: **Cooperation with NGOs (case management by social workers) for linkage to care for PLHIV from key populations**

Gap: **Linkage and retention gap**

Problem Statement & Improvement Objectives

In Zaporizhzhya region, as of January 1, 2016, the gap between the number of PLHIV registered with the AIDS service and the number of PLHIV actively followed-up was 880 people, or 21%. The objective of the regional QI team is to reach the target of 95% of registered PLHIV retained in care by 2020.



System issues and changes tested

The QI team at the Melitopol AIDS Center found communication between PLHIV registered and the AIDS Center inefficient, which resulted in patients being lost to follow-up.

To address this challenge, the local QI team expanded the scope of work and working hours of a home visiting nurse at the AIDS Center starting from June, 2016. This nurse receives information from the AIDS Center on patients missing their appointment, or uses data from the Simplified Treatment Management Application (STMA) on lost to follow-up patients to visit them at home at return them back to active care.

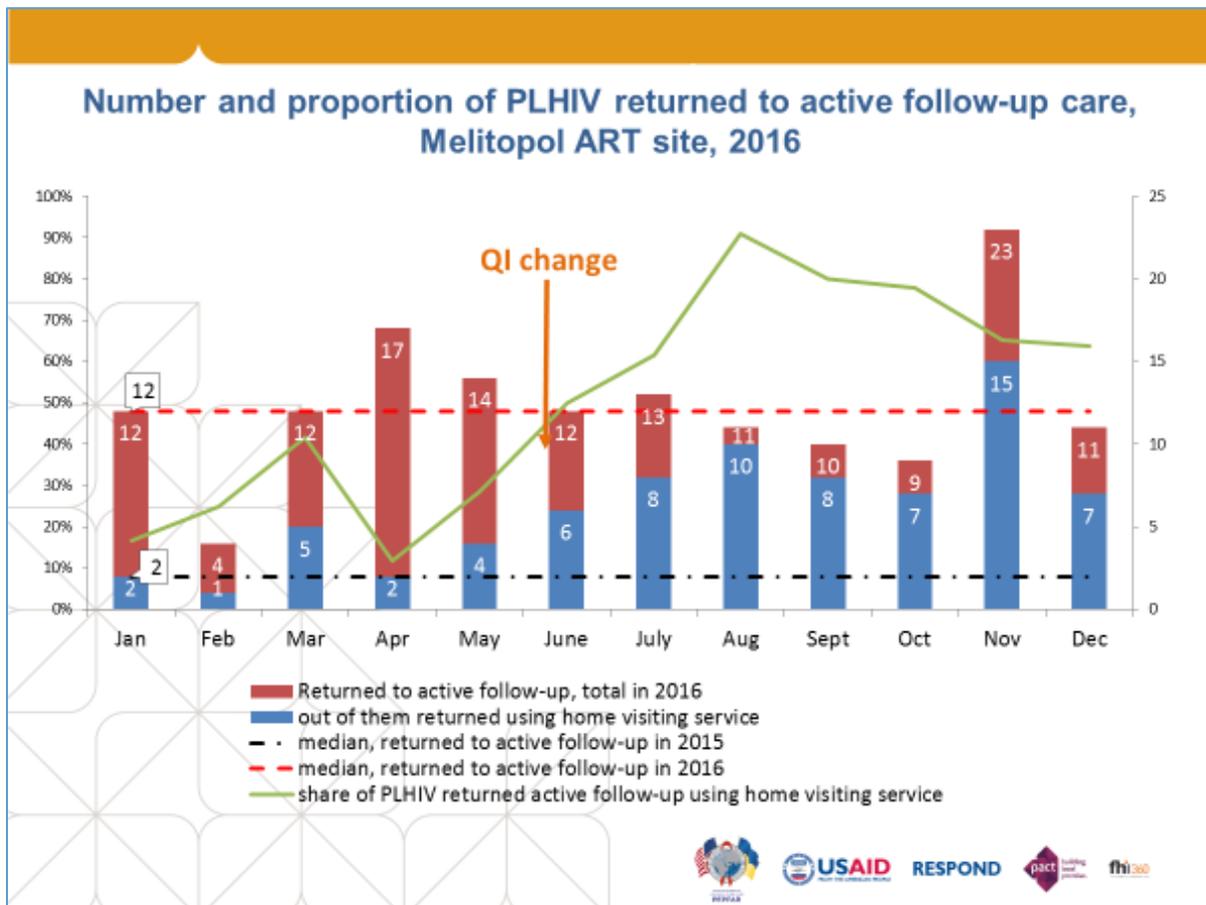
Scale of the improvement effort

One QI site at the Melitopol AIDS Center was implementing this change.

Successful QI Change, Zaporizhzhya region, March 2017

Improvement measures, results and interpretation

The change was tracked monthly with run charts on the contribution of the home visiting nurse to returning PLHIV to active follow-up care through a visit or a phone call. The graph below demonstrates the effectiveness of the patient-oriented approach over the period of June-December 2016. Before the change, the home visiting nurse contributed 24% to the numbers of PLHIV returned to follow-up; after the change this contribution became 69%.



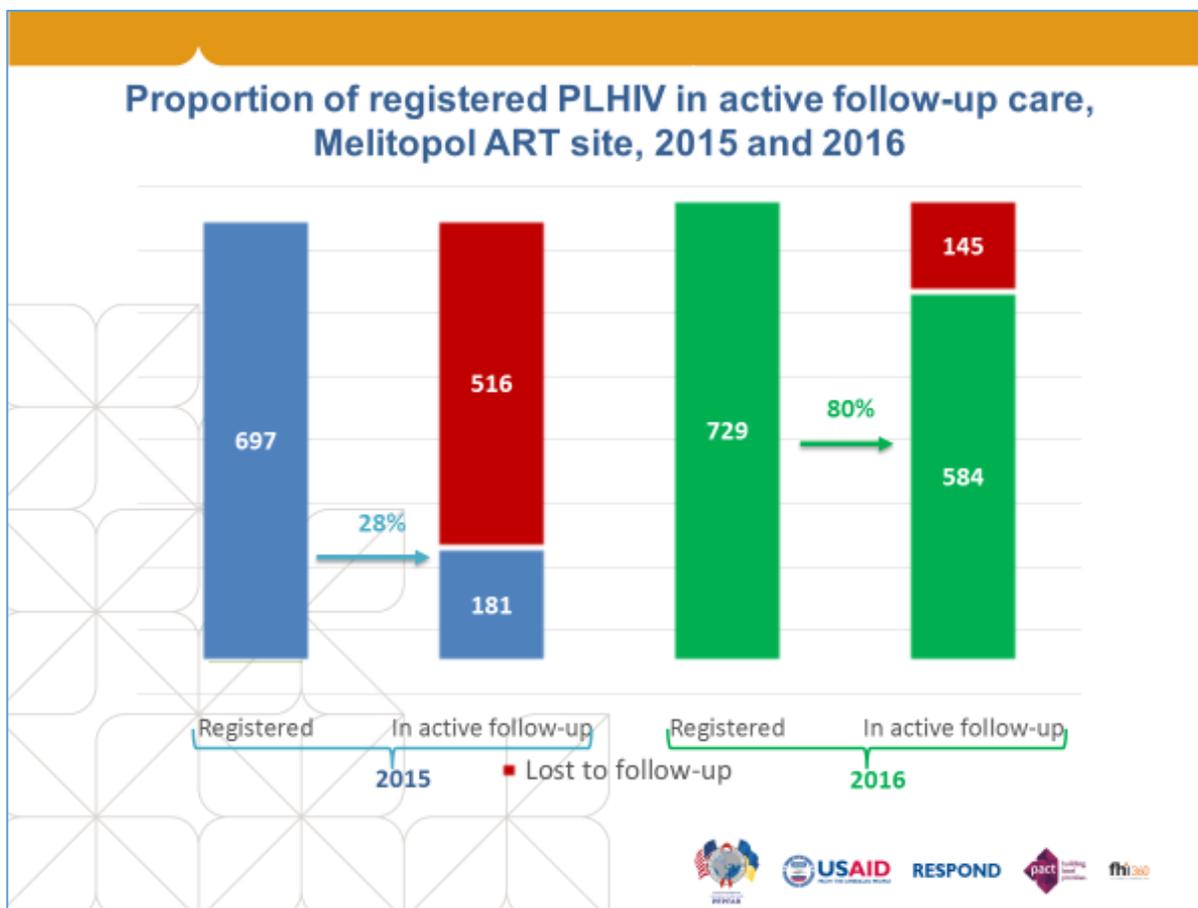
On the regional level, this QI change contributed to closing the gap between the number of PLHIV registered with the AIDS service and the number of PLHIV actively followed-up from 21% on Jan 1, 2016 to 19% on Jan 1, 2017 (see the cross-sectional cascades).

Learning & Next Steps

As a result of the improvement changes, the proportion of PLHIV receiving active follow-up care increased to 81% of all PLHIV registered with AIDS Center.

The changes implemented in Melitopol city and district contributed to closing the gaps in the number of people linked to HIV/AIDS services by bringing patients back for at least annual follow-up visits. The graph below shows the increase in the number and share of PLHIV actively followed-up from 2015 to 2016.

Successful QI Change, Zaporizhzhya region, March 2017



Engagement of a home visiting nurse proved to be an effective response to regional challenges. As a next step in addressing the retention gap in the Zaporizhzhya region, case managers of the local branch of the PLHIV Network will assist in returning to care patients lost to follow-up. This is part of the NGO intervention on *Strengthening the HIV Service Continuum at ART Sites* funded by the RESPOND project.