

Visit Flow

Busisiwe Nkala

Perinatal HIV Research Unit



Feedback on overall visit

Visit flow & visit length assessment conducted December 6th – 8th 2010. The assessment was conducted **with** the site staff and not **for** the site staff

- Offered the site an opportunity to revise the visit flow through setting realistic and practical processes for conducting clinic visits
- These types of visits are necessary and should not be conducted only once during the life of protocol implementation
 - Beginning, as it happened now and later.



Major Findings

- Clinic flow
 - Space
 - Visit flow - Checklist
 - Task allocation
- Laboratory turn around time
- Efficiency

Changes to visit flow

Clinic flow:

- Dependent on allocation of duties
 - Visit checklist reorganized to minimize the participants movements between the different staff members (i.e. counselors and nurses)
 - Qualified staff once trained can complete specific tasks
 - ✓ Counselor can do demographics & behavioral assessment
 - ✓ Nurse can do pre- & post-test HIV counseling: **Site unable to send nurses for training due to enrolment targets**
 - ✓ Nurses can do all point-of-care testing (Urine & HIV rapids)

Changes to visit flow

□ Laboratory

- ❖ All specimens in lab by 3pm
 - ❖ Agreement reached between Barc and local laboratory to spin and keep specimen over night
- ❖ All participants booked for early morning
 - ❖ Congestion in clinic: All participants booked for early morning
 - ❖ ***Longer participant waiting hours***

□ Additional changes

- Customer service person
- Allocating specific visits to nurses at given point in time
- Allocated more space with additional 3 consulting rooms (8); 2 counseling rooms (6)
- Improved the tracking system

Impact on visit length

- There has been notable positive change on the visit

<i>Visit</i>	<i>Pre Visit</i>	<i>Post Visit</i>
Screening I	5 hours	45 – 1 hour
Screening II	5 hours	45 - 1 1/2 hrs
Enrolment	6 hours	4-5 hours
Follow Up		
Monthly	5 hours	3 hr 30min
Quarterly	5 hours	4 hours
Semi-Annual	6 hours	5 hours