FROM INTERVIEWS TO ACTION:
HOW QUALITATIVE DATA HAS CHANGED CLINIC PROCESSES

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QUALITATIVE INTERVIEWS

What we have learned

How we have used the info
WHAT WE HAVE LEARNED DURING QUALITATIVE INTERVIEWS

- Interviews conducted: 6 Serial IDI (IDI1) & 2 Single IDI
- Information learned includes the following

**Participant worries about the ring**
- Placebo ring - may result in vaginal infections – no product
- Ring might infect participant with HIV
- Ring may cause injury – fainting due to dizziness/ headaches
- Ring may affect fertility or cause cervical cancer

**Misunderstanding of rings mechanism of action:**
- Medication in ring enters womb to clean infections
- Medication in ring blocks semen & infections from entering womb
- Ring with medication scans infections inside the body

**Reasons for Ring Removal (Overheard in waiting room):**
- Rings removed during menses: with use of tampons & ring there is a fear that the ring may come out when removing tampon
- Rings removed before leaving the clinic: partners pressure

**Confusion between placebo and active ring**

**Association of vaginal discharge with type of ring (odour vs normal)**

**Misunderstanding of the term “Adherence”**

**Occurrence of vaginal practices despite counseling**

**Religious issues – “Bad” for Christian to insert the ring**
HOW WE HAVE USED THE INFORMATION

- Info is shared with study team at team meetings
- Community staff use the information to structure the group discussions in the clinic waiting area:
  - Terminology is explained – adherence, placebo, active etc
  - Review of aims of the study, types of rings, rings mechanism of action and the importance of adherence
- Clinical staff use the information to tailor participant counselling messages
- SC & IoR use the information to guide
  - pre-randomisation discussions with individual participants
  - one on one adherence discussions with participants
- Information is also used to structure participant discussions during retention events (Movie day etc)
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MTN-020 QUALITATIVE COMPONENT

From Interviews to Action: How qualitative data has changed clinic processes

ISIPINGO CRS
MRC CTU
HIV PREVENTION RESEARCH UNIT
SOUTH AFRICAN MEDICAL RESEARCH COUNCIL
DURBAN, SOUTH AFRICA
UPDATE

- 3 Interviews completed as of 18 Oct 13
  - Serial IDI: 01
  - Single IDI (Seroconvertors): 02

- First interview (Serial IDI):
  - 03 Oct 2013 – Participant consented and interview began.
  - Participant became emotional after being asked about personal reasons/motivations for joining the study and asked for interview to be stopped
  - Preferred to complete on alternate date. Interview recommenced on 15 Oct 13.
  - Team informed to be more sensitive to participants as they have deeper social issues that we may not be aware of
SUMMARY OF INTERVIEWS

- Motivations for participation:
  - Worried about being infected with HIV
  - Wanted children to be protected from HIV in the future
  - Death of family members due to HIV infection

- Disclosure:
  - 2 participants disclosed ring use and study participation to partners – partners were supportive
  - 1 participant did not disclose due to fear of partner’s reaction

- Acceptability/Adherence
  - Participants spoke openly about non-adherence.
  - They found adherence workshops to be encouraging
  - They reported that staff treated participants well and provided good counselling
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Spilihaus CRS, Zimbabwe
What have we learnt?

Some participants:

- feel uncomfortable using the ring during menses
- reported they removed the ring during menses to wash it and it fell into the toilet
- feel embarrassed to remove the ring during menses in the presence of staff
- expressed concern that she couldn’t go to work because of study participation
How the information has been used?

- Renovations done to clinic rooms to afford the privacy needed by participants
- Participants reassured it is ok to use ring during menses
- Issue of flexibility on the part of staff to conduct visits for working participants emphasized during study overviews
- Variety in efforts to entertain participants in the waiting area
- Variety in lunches provided to participants
FROM INTERVIEWS TO ACTION

How qualitative data has changed clinic processes

KAMPALA SITE.

ASPIRE Team Meeting
28 OCT 2013
What we have learned from Interviews

How the information from interviews has impacted clinic operations

How information from interviews has impacted adherence workshops

How the adherence workshops have impacted In-depth interviews
Participants are more likely not to use the ring during the first few months due to:

- Rumors, myths & misconceptions in the community like VR causes cancer, infertility etc.
- Anxiety including issues like; Will the ring disappear? Will it fall out? Will my partner feel it?

Participants give feedback about the way staff handle them during their clinic visits

Participants have given important feedback about duration of the study visits.

Participants encouraged more adherence workshops as a strategy to allay their fears thus improve adherence
HOW THE INFORMATION FROM INTERVIEWS HAS IMPACTED CLINIC OPERATIONS

- Assignment of clinic flow nurse to ensure that participants are attended to in a timely manner

- Binders of participants who come from distant areas (e.g. Islands) flagged so that they are given priority to enable them return to the islands

- One-on-one & group staff customer care sessions to ensure that participants are receiving the best care

- Weekly discussions of either interesting or difficult cases during staff meeting
Re-packaging of community sensitization messages to address the myths & misconceptions

Re-packaging of adherence counseling messages to focus fears expressed participants
Information from the Interviews guided the development of the agenda for the workshops

Helped determine number of workshops to be held with participants

Helped to identify suspected ‘non-adherent’ participants thus targeting them for workshops
Feedback from the workshop has helped the interviewers probe around certain areas like myths, misconceptions and fears.

Participants have been identified from the workshop as interesting cases and 1 has been interviewed so far.