BEST PRACTICES : RETENTION

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Who we are

Where we are

What we need to achieve

Best practices:

- Collecting & Verifying Locator Information
- Cohort Allocation Process
- Use of Atlas and PTD reports
- Retention check-in
WHO WE ARE...

KEY:
- **MTN 020 Staff**
- **Community Staff**
- **Clinical Staff**
  - Staff reporting out of the project
  - Direct reports

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Xolewa Matikinca
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**Regulatory Compliance Manager**
Pranitha Ramchurun

**Pharmacist of Record**
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**Clinicians**
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Back-up: Dr Altaf Sharif
Pending: Dr Saadiyya Sheik

**Community Health Workers**
Amukelani Vuma
Nosipho Duba
Lizzy Gama
Sylvia Sibeko
Vuyani Sizane
Nombulelo Maseko

**MTN 020 Staff**

**Community Staff**

**Clinical Staff**

- Staff reporting out of the project
- Direct reports
WHERE WE ARE...
WHAT WE NEED TO ACHIEVE

Accrual target ➔ ± 200 HIV negative enrolled ppts
Accrual period ➔ ~ 12 months from activation of first study site
Retention ➔ ≥ 95%

Accrual ➔ 55 enrolled / 97 screened
Accrual period ➔ 14 weeks
Retention ➔ 100%

Declined Enrolment | 5
---|---
Plans for travel/relocation (4b) | 3
HIV +ve (4i) | 9
Grade 2 or higher pelvic exam finding (4k) | 3
Other (4n) | 13
**BEST PRACTICES**

**Collection & Verification of Locator Information**

<table>
<thead>
<tr>
<th>Pre-Screening</th>
<th>Screening</th>
<th>Pre-Enrolment</th>
<th>Enrolment</th>
</tr>
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<tbody>
<tr>
<td><strong>Community education Recruitment</strong></td>
<td><strong>Collection &amp; verification of locator info</strong></td>
<td><strong>Confirmation of contact numbers</strong></td>
<td><strong>Verification of home address &amp; collection of GPS info (Home visit) (If clinically eligible)</strong></td>
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Ppts are reminded to bring:
- ID/Valid Permit/passport
- FP Card
- Physical address & contact no.
- 2-3 contacts addresses & contact nos.

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- Permission to collect position of the home
- Det. employment status & ability to attend study visits

**PPT NOT ELIGIBLE FOR ENROLMENT IF CONTACT INFO CANNOT BE VERIFIED**

As a result participants can easily be tracked to remind them of their visits and are able to attend visits around their work schedules if employed.
Usual

- Person details
- Contact number
- Residential Details, ≥2 contacts details

Additionally

- Alternate residence outside Joburg
- Employment details
- GPS info
Cohort Allocation Process (CHW Buddy System)

Once enrolled each ppt is assigned to a CHW by the CLO

At month 1 & follow ups, the ppt’s CHW is there to welcome them

CHWS openly communicate with ppt & visa versa via the use of telephonic contact & IM. This is inclusive of visit reminders as well as a general check-in

Allows personalised attention & build up of a rapport between CHW & ppt. No double scheduling of ppts by CHWs – less irritable ppt

Participants are receptive and come in for their visits timeously
Use of Atlas and PTD reports

ATLAS Screen out, Enrolment & Retention reports are discussed with entire team monthly so team is aware of the recruitment & retention rates of the site as well as the other sites.

If any unexplained missed visits, allocated CHW will be retrained.

PTD reports (Scheduled visits & Missed visits) are provided to the community team weekly by the data manager.

CLO ensures CHWs call each ppt to remind them of their visit (2 weeks, 1 week and 1 day before the visit)

CHWS provide feedback on all contact with participants to CLO and SC.

Where there is difficulty in contacting participants, home visits are conducted.

Ensures participants are contacted timeously to remind them of their visits or reschedule if needed – better retention.
Nurses gather info regarding ppt satisfaction and visit attendance.

Feedback is provided to the team at the team monthly meetings & whenever necessary via email.

General report ➔ Ppts seem happy, they do not wait long and feel welcome in the clinic.
Participant Suggestion Box

Site Service Quality Questionnaires

- Weekly check in and monitoring of participants comments and suggestions
- Improve service quality
- Improve retention
ACKNOWLEDGMENTS

- MTN 020 Participants
- Community & CAB Members
- MTN CORE
- FHI 360
- SCHARP
- WRHI MTN 020 Team

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