

ADHERENCE TO VISIT SCHEDULES

BLANTYRE SITE EXPERIENCE

Bonus Makanani

SITE'S GOAL

- Fulfill overall protocol/study aims
- Achieve retention target for HPTN 035
- Ensure HPTN 035 study integrity
- Ensure and maintain integrity, trustworthiness and credibility of the site

SITE'S STRATEGIES

Critical Areas to Achieve Set Goals:

- Study staff ► Prior to study implementation
► During study implementation
- Participants
- Adequate resources

STUDY STAFF

- *Ensure study staff understand the study*
 - ▶ Objectives, rationale, expected benefits, relevance to our community/country
 - ▶ Study procedures training
 - ▶ Discuss, formulate and develop retention strategies and SOP
 - ▶ Consider and discuss potential problems that we may face and solutions

STUDY PARTICIPANTS

- *This is critical to the success of the study!!*
- ▶ must understand the study -use of checklist, must trust and believe in you-develop a bond with the participant
- ▶ Informed consent process-cover importance of adherence to visit schedule
- ▶ counseling-at the outset of the study, and ongoing, re-enforcing messages, building more trust
- ▶ Obtain adequate “locator” information

RESOURCE PROVISION

- *It is important there is an adequate budget!!*
 - ▶ human resources, make time, materials
 - ▶ therefore know your activities and plan for the activities-have you got adequate staff?
will you need vehicles, when will you consider tracing a participant? What to do/discuss with the participant, how to deal with hostile situations

SITE'S APPROACH

- Informed consent process-explain planned retention procedures-is she agreeable to this
- Collect detailed locator information
- Schedule visits according to protocol window schedules-*visits may be purposefully scheduled to accommodate participants situations*
- Information entered in participant's tracking database
- Retention team/staff established

SPECIFIC ACTIVITIES

- Identify missed visits-at end of each day
- Arrangements are made to trace participant the following day
- Once traced, establish reasons for missed visits, encourage participant to attend her visit
- Problem cases, for example, those not reporting after being contacted, retention team/clinic discuss the cases and make plans on what course of action to be taken

FEEDBACK DURING STUDY IMPLEMENTATION (I)

Feedback discussion with participants

▶ Facilitated by non-clinic staff, participants aired their concerns/observations, and suggested solutions.

-courtesy issues-greet participants, smile, attention to apparent insensitivity by staff

-pointed out which clinic staff were particularly helpful, and suggested that the site “recognize” them somehow!

Feedback (II)

Feedback discussion with staff

- discussed participants' observations and suggestions
- explored staff observations about participants
- positive acceptance and commitment to do better
- ▶ Provided “gift” to “best/most helpful” member of the clinic staff

MISCELLANEOUS

- Reduce/alleviate boredom in the clinic
 - provide some kind of entertainment
 - good customer care-timely completion of visit activities, provide explanations at all times if there are delays, provision of snacks, tea, soft drinks
- Provision of primary health care to participants and their immediate family members

THOUGHTS FOR VOICE?

- Most of the current 035 activities will be adopted for use in VOICE
- Particular attention to who is enrolled-difficult to tease out
- Regular participant/staff feedback sessions
- Learn more, share more information with other sites' experiences
- How do we enhance more male involvement?



