Visit Flow

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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

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