

Quality care of voluntary counseling and testing for HIV

Client's experience, expectations and
satisfactions in Mbeya, Tanzania
A research protocol

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OVERVIEW

- Definition: voluntary counseling and testing (VCT) for HIV is the process whereby an individual or couple undergo counseling to enable them to make informed choice about being tested for HIV
- VCT services are known worldwide to be important and effective in HIV/AIDS prevention

Situation of VCT in Tanzania

- 1989 NACP responded to HIV epidemic
- 1995 NACP developed a VCT program
- 250 VCT sites national wide
- Less than 5% had access to VCT services
- Stigma remained to be a big barrier to seek VCT care

Effort done

- More VCT sites were opened
- Emphasis were on the regions with high HIV prevalence: Mbeya and Dar es Salaam
- Integration of VCT services in primary health care
- Training of more counselors
- Provision of supply for rapid test

The fact....

- Quality care can be defined in relation to its effectiveness with regard to improving patient's health status, and how well it meets professional and public's standard about how the care should be provided.
- Quality of VCT: a big challenge to evaluate
- Different studies based on provision of services.

Cont...

- Few studies on counselors and client's experience in developing countries
- In Tanzania no study has been published on client's satisfaction
- Due to good access to VCT and good quality of services reported in different studies, we need to ask ourselves:
 - Are clients satisfied with services provided?
 - What are their experience and expectations?

Study site

- The study will be conducted in Mbeya municipality (good access to VCT)
- Rationale of the study: Quality services delivery of which will be appreciated by clients to meet their satisfaction call for this study

Objectives

General: the aim is to assess quality of VCT services in terms of client's satisfactions

Specific:

- Client's motivation for seeking VCT care
- Client's expectations
- Client's satisfactions in terms of confidentiality, information given and time spent
- Client's suggestions to improve VCT services

Methodology

- Cross-sectional and descriptive
- Study population will be the clients attending VCT services
- Random selection of five centres will be done
- 30 clients will be included in the study: 15 male and 15 female
- Proportionate sampling for clients in each centre
- Systematic sampling for clients to be interviewed

Methodology cont...

- Ethical clearance will be obtained
- Pilot study will be done to evaluate the questionnaire
- Recruitment and training of interviewers
- Data collection will be done after pre test and post test counselling
- Semi structured in depth interview

Methodology cont...

- Results will be presented and discussed in relation to other findings from similar studies
- Outcome: the information obtained will be used to improve existing VCT services

THANK YOU