

Escalation Plans

Type of clients Escalated

Newly Diagnosed HIV Positive

Clients on ART

On Diagnosis

- Individualized counseling (pre and posttest counseling)
 - o Benefits of early ART
 - o Counseling for linkage
 - o Enroll client on ELCM
- For clients delaying Provide Pre ART package
 - o Identify barriers
 - o Assist client to resolve barriers to ART
 - o Pretreatment VL
 - o Motivational Counseling
 - o Escalate client according to facility escalation plan

At every refill

- Conduct adherence assessment, counseling and encourage client to be adherent
- Explore challenges that might hinder adherence
- Reaffirm facility support to client
- If barriers identified escalate accordingly
- Continue providing E-LCM according to support needed

Sub-optimal pill count

- Conduct enhanced adherence counseling to uncover barriers to treatment early for prompt interventions
- Successful implementation of intervention will prevent client from regressing to HVL & IIT
- Motivational counseling and escalate clients based on facility escalation plan

Missed appt/ defaulters

- Conduct adherence counseling and promote appointment adherence.
- Discuss reason for missed appointment and explore convenience of appointment to clients' needs and encourage client to adhere to appointment
- Explore availability of drugs through pill count
- Defaulters**
 - Conduct enhanced adherence counseling to uncover barriers to adherence.
 - Escalate client based on facility escalation plan

Return to Treatment

- Avoid persecution/ judgmental attitude but congratulate client for coming back.
- Inform the client that facility staff are available to provide further support
- Enroll client on LCM
- Conduct enhanced adherence counseling to uncover barriers to adherence.
- If barriers above your scope refer according to facility escalation plan
- Emphasis is on making sure that barriers that made clients to disengage in treatment are resolved
- Explore challenges that might hinder treatment
- Escalate client accordingly

HVL Clients

- Ensure the client understands benefits of early ART initiation, concept of VL, Adherence, Resistance
- Discuss adherence and its importance
- Inform clients of next steps
- The main aim of this type of counselling is to identify and resolve adherence issues that made client to have HVL
- Develop goals to be evaluated on next sessions
- Benefits of being enrolled into ELCM

Client Escalation Process

HTS Counselor

- Identification of all positives delaying ART initiation, -provide motivational counseling
- Refer to EC as client role model to provide context.

Expert client

Newly diagnosed

- Motivates clients to start early using practical life experiences as examples

Clients already on ART

- EC identify clients struggling with adherence and barrier at refill, pill count, missed appointment /defaulter, IIT and HVL level. Provide counseling based on stage and escalate client.

Nurses and Doctors

- Confirm barrier identified by EC or counselor.
- Explore other barriers missed
- Provide further motivational counselling.
- Identify category of barrier and escalate client based on criterion
- Social barriers escalate to social worker
- Cognitive, Behavioral & emotions escalate to psychologist
- Community follow up and care escalate to APS Associate/ CEC

APS Associates & CEC

- Conduct home visit to clients not coming to facilities
- Identify barriers to ART and barriers to linkages
- Conduct motivational counseling and escalate client according to facility escalation plan
- Facilitate linkage to Treatment or back to care

Clinical Social workers

- Conduct one on one session with clients
- If need be, conduct home visit, home assessments etc.
- Assess clients' needs, situations, strengths, and support networks to determine their goals.
- Help clients adjust to changes and challenges in their lives
- Provide motivational counseling
- Escalate client to psychologist or any other HCW for further care

Psychologist/Advisors

- Participate in MDT-SUAC sessions and one on one sessions to identify cognitive, emotional & behavioral barriers.
- Understand clients' needs Assess the attitude, behaviour, and abilities
- Diagnosing psychological, emotional, or behavioural disorders
- Work with nurses, social workers, EC to help client resolve issues identified