

CQUIN Differentiated Service Delivery Across the HIV Cascade Workshop

August 15 – 19, 2022 | Kigali, Rwanda



Client Satisfaction- Insights from Community Advocacy Pre Meeting

Jeffrey Walimbwa- Ishtar

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Introduction Definitions

Community Engagement: Robust participation by recipients of care and Key populations in project design, delivery and evaluation

How do we define quality of care?

Firstly, it is important to stress that healthcare is a fundamental human right, hence a pursuit of quality healthcare is upholding human rights.

ROC Satisfaction is: The feeling you get after having received health services – are you feeling happy or discontent with the services?

Quality

X

Satisfaction

=

Increase
Utilization

- Person-centered care
- Timely
- Stigma and discrimination free
- Correct and Consistent Information
- Convenience
- Respect
- Privacy/confidentiality
- Consistent and effective, e.g. during a drug shortage
- Evidence-based services
- Integration of HIV and other services(Mental

- Devoid of stigma and discrimination
- Timely
- Accessible
- Person Centered Care- Fit my needs
- Health care providers attitude
- Self worth
- Confidential
- Consistent

- Mental health services
- Individual counseling
- HIV prevention services
- HIV testing services
- Linkage to prevention
- Linkage to treatment
- Retention

In summary, the basic pillars of ROC satisfaction

- Non-stigmatized, non-discriminatory service delivery
- Me/person-centered
- Timely
- Effective communication
- Convenient – as many services as needed, in one place o Safe – psychologically, physically
- Confidential
- Involves consent
- Top quality of services e.g. medical negligence o Accessible – short distance from services
- High level of ROC engagement
- Acceptability
- Responsiveness/appropriateness – treating the immediate needs of the person (whole person)
- Empathy - putting oneself in the shoes of the ROC

Thank you!

