



# Person-Centered Differentiated HIV Testing - Use of an Online App to Engage Clients into Care in Liberia

## Digital Platforms to Enhance HIV Testing and Linkage Coverage

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CQUIN dHTS Meeting | July 9 - 12, 2024 – Durban, South Africa

# Outline

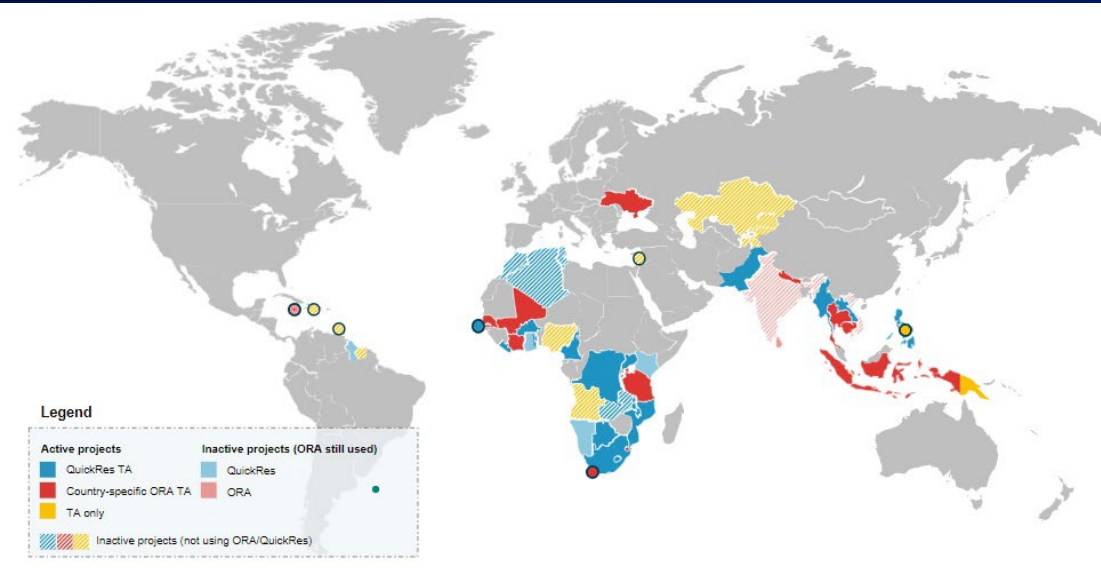
- Background
- What is QuickRes?
- Liberia's experience with QuickRes
- Introductory engagements and coverage
- Results
- Lessons learned

# Background

- Globally, ~15% of people living with HIV (PLHIV) do not know their status and in Liberia this gap is at **20% (UNAIDS)?**
- Availability of differentiated HIV testing services through person centered approaches are critical to bridge the gap and gain epidemic control.
- Maintaining Epidemic Control (EpiC) project in Liberia in collaboration with National AIDS and STI Control Program supports innovations to optimize differentiated HIV testing.
- The project used an **online app, QuickRes**, to support individuals at a substantial risk of HIV acquisition but hard-to-reach or busy such as key population groups, to book HIV testing (and other) services online, and access these “offline” at health facilities of their choice with friendly providers.

# What is QuickRes?

- Developed by FHI 360, with funding from USAID and PEPFAR, **QuickRes** is an online application that allows any person or recipient of care to make reservations for health services using a smartphone, tablet, or laptop. It is available at [www.quickres.org](http://www.quickres.org)
- Available in over **23 countries** and in multiple languages such as English, Arabic, French, Lao, Burmese, Portuguese, Vietnamese, Ukrainian, Urdu, Kirundi.
- FHI 360 is the global administrator. EpiC project or program partners are controllers/custodians of the client information in respective countries.
- **QuickRes** supports real time case management in terms of bookings and follow up. It is not a data reporting system.



# Liberia's Experience Implementing QuickRes

- To generate demand, peer outreach workers share the link with people they meet in the community and online avenues such as Facebook , facebook messenger and, whatsApp.
- Clients visit [www.quickres.org](http://www.quickres.org) and take a risk assessment to get service recommendations or book a service directly.
- Peers who are not literate or do not have access to smartphones are assisted with the bookings by peer outreach workers (provided they give consent).
- Clients can use nicknames, but **QuickRes** requires their phone numbers to send booking confirmations, booking reminders, and a client satisfaction survey. Clients can opt out of receiving any of these.
- Phone numbers also allow case managers to follow up with their clients. If data are exported, phone numbers are encrypted to protect privacy.
- **QuickRes** also allows clients to refer their partners, friends, and family.

# Introductory Engagements and Coverage

- Given ethical concerns around HIV stigma and discrimination in Liberia, an electronic-based client satisfaction assessment called LINK (Developed by FHI 360 and IntraHealth in 2017) that routinely monitored patients' feedback with HIV services was used in Liberia between 2020 and 2021.
- Following the success of this system, FHI 360 engaged leadership of NACP, HFs and CSOs on the introduction of QuickRes for:
  - RoC appointment management
  - Conduction of client satisfaction survey
- High burden districts for this implementation e.g. Common Wealth, Central Monrovia and Bushrod Island.

# QuickRes Client Interface: The Service Booking Process

A client can book the service(s) they want if they are aware of their service needs.

The screenshot shows the QuickRes.org website interface. At the top, there is a navigation bar with 'Home', 'About', and 'Services' links. Below the navigation bar is a hero section with a dark blue background and white text that reads 'Simple access to confidential health services near you, quick!'. To the right of the text is an illustration of a hand holding a smartphone, surrounded by icons for a location pin, a blood drop with a plus sign, and a question mark. Below the hero section is a light blue section with two main options: 'Find and book appointments for health services' with a calendar icon and a 'BOOK SERVICES' button, and 'Answer a few questions to find services for you' with a clipboard icon and a 'SELF-ASSESSMENT' button. A note below these options states: 'Note: By selecting START, you understand and accept our Terms of Use policy described on the [about us page](#). First time users of QuickRes should read this policy and contact us for any questions before proceeding. This site uses cookies to understand our site traffic.' At the bottom of the page, there are logos for 'fhi360' (managing globally) and 'USAID PEPFAR' and 'EpiC' (managing in Liberia).

Clients can take a self-assessment to help decide service needs. The system uses the assessment results and recommends the service(s) to book.



# Clients are offered services that are available in participating facilities



By clicking on the button, clients receive detailed information on each service.



# Based on self-assessment results, QuickRes recommends prevention information and recommends services to book



## Time to act!

You might have been exposed to HIV and other STIs! To stay healthy, it is important to get tested. Make an appointment for HIV testing below.

**Other things to do:**

1. Use a condom each time you have sex to avoid STIs and prevent HIV.
2. If you test HIV negative, learn more about PrEP - a daily HIV prevention pill.
3. If you are diagnosed with HIV, you can live a healthy long life with daily HIV medicine (ART).

Questions? Start a chat with us, we're here to help.

### SERVICES FOR YOU



HIV testing



STI testing



Refer someone for services


# Once the reservation is complete the client receives a confirmation, this is also sent to them by SMS

**Complete** ✓


See your appointment confirmation details below. Screenshot this page or make a written copy. Mention "QuickRes" when you arrive at the clinic to complete your referral.

Client details:	Bobby Tester   0123456789
Appointment number:	20240605910285
Your appointment details:	<b>Wednesday, 05 June 09:00am</b> Clara Town Health Center in Clara Town, Monrovia Modality: In-person Services reserved: HIV testing
Service provider phone:	+231776638043
Address:	Clara Town Health Center Bushrod Health District, Clara Town, Bushrod Island Monrovia, Liberia <a href="#">See Map</a>
How to get there:	From Clara Town Store, you walk to the next junction and turn left ask for the health center.
Note:	KP friendly and fast lane for booking!
Estimated cost:	LRD. 0

**SERVICES FOR YOU**

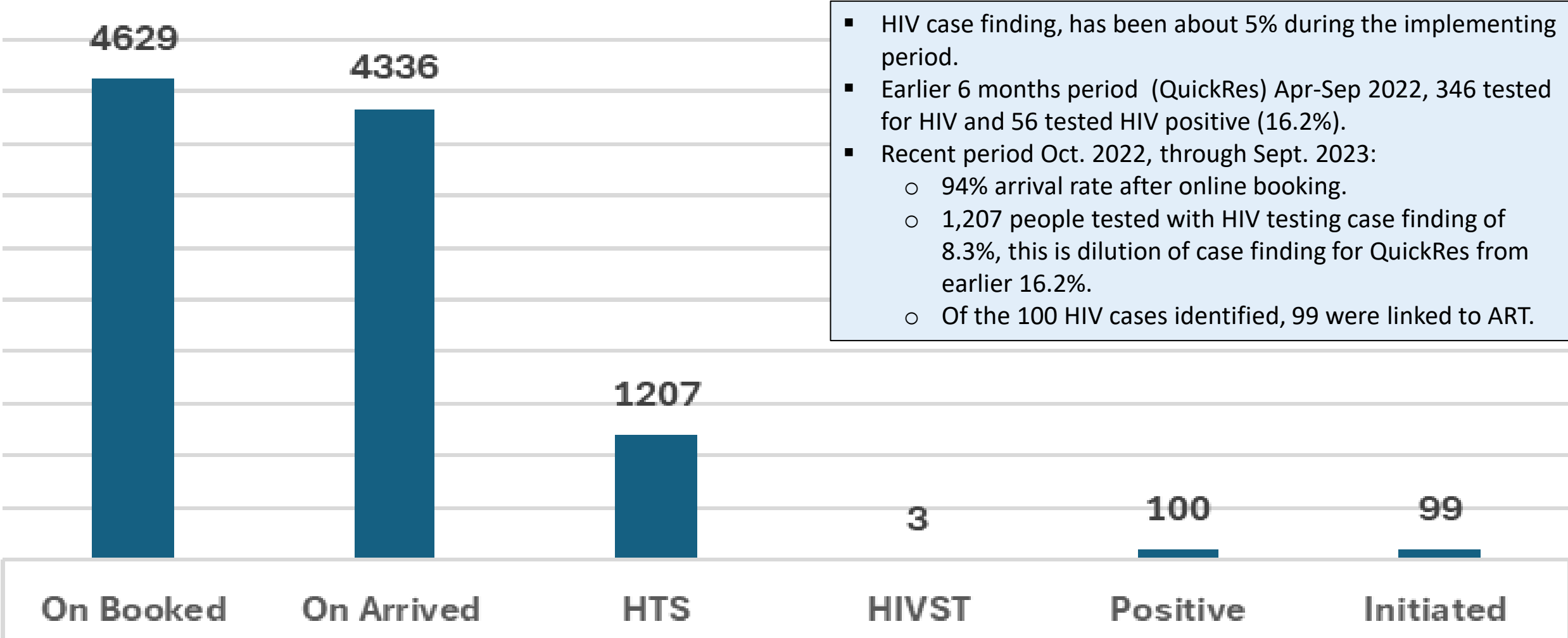


Refer someone for services



Book any services

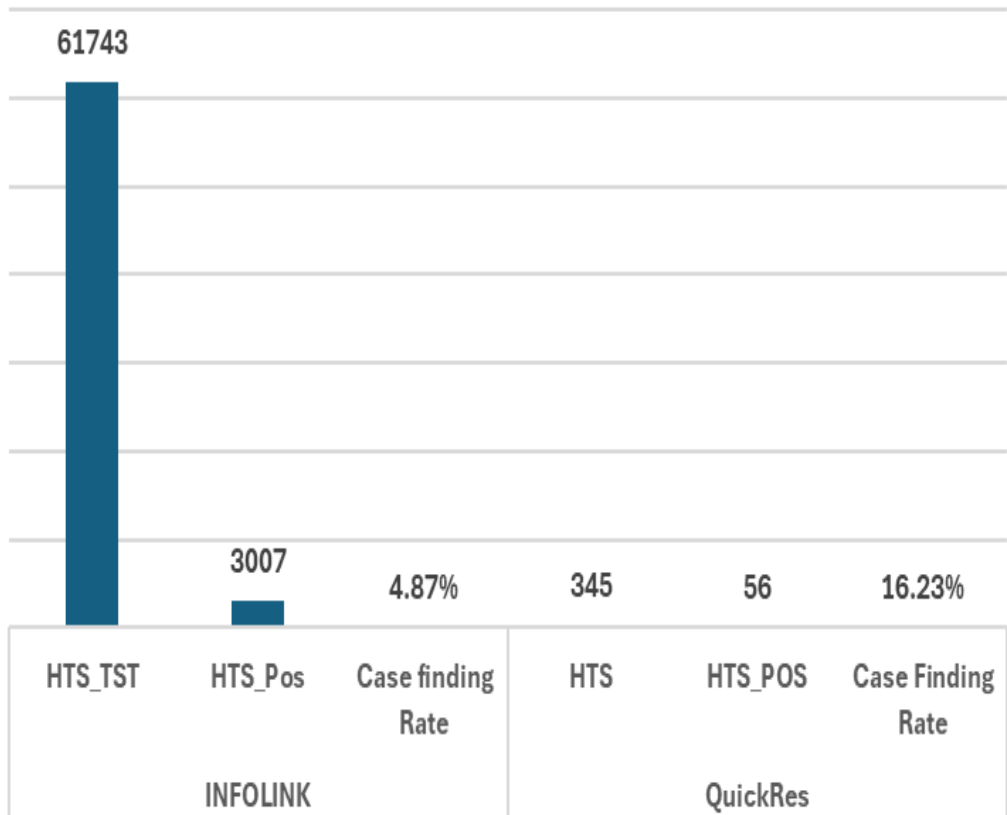
# QuickRes Results \_FY23 (Oct. 2022 – Sept. 2023)



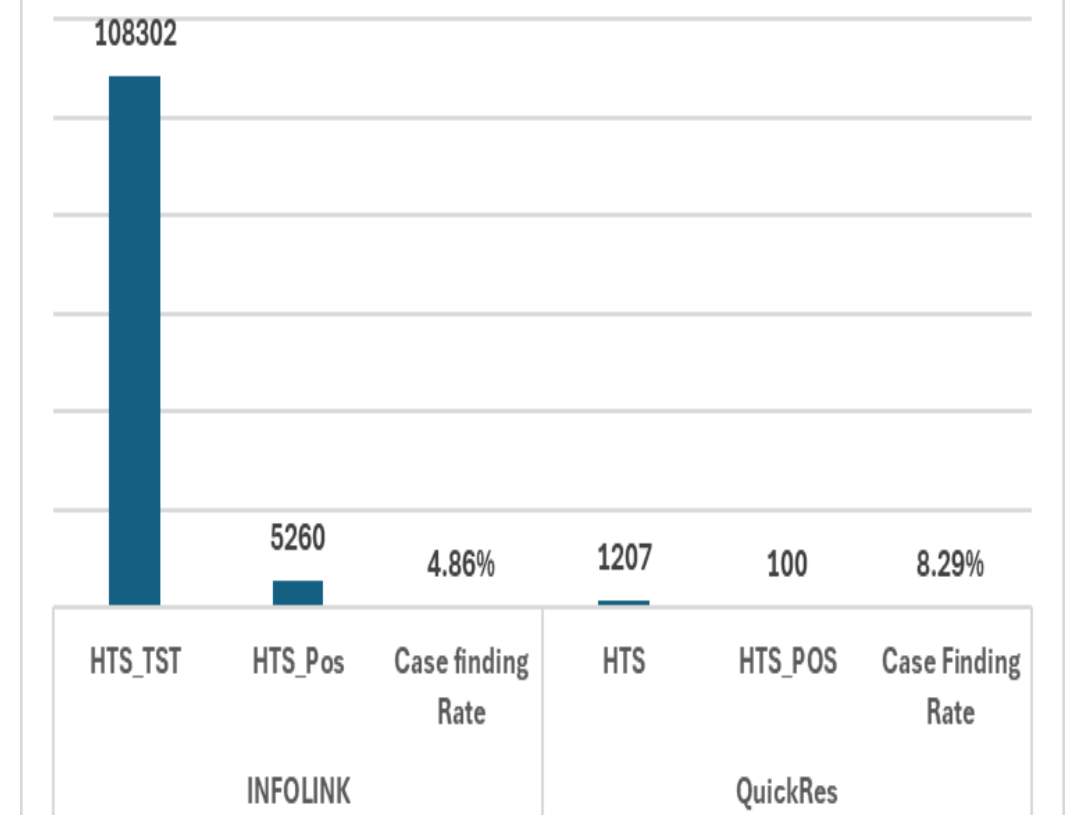
- HIV case finding, has been about 5% during the implementing period.
- Earlier 6 months period (QuickRes) Apr-Sep 2022, 346 tested for HIV and 56 tested HIV positive (16.2%).
- Recent period Oct. 2022, through Sept. 2023:
  - 94% arrival rate after online booking.
  - 1,207 people tested with HIV testing case finding of 8.3%, this is dilution of case finding for QuickRes from earlier 16.2%.
  - Of the 100 HIV cases identified, 99 were linked to ART.

# HIV Case Finding Going Online (QuickRes) vs Regular Strategies

April -September 2022



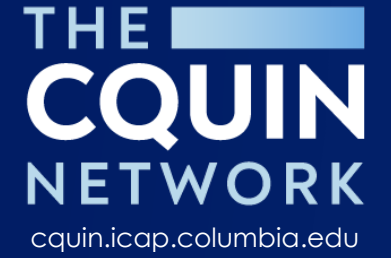
October 2022- September 2023



# Lessons Learned

- **QuickRes** provides an opportunity to engage and reach individuals at a substantial risk of HIV acquisition
  - In Liberia, HIV case finding among those using **QuickRes** is higher than the overall program case finding
- Because online outreach is important to engage clients, conducting periodic social media mapping exercises helps identify the different online places to find and engage clients. This is because social media sites change over time, and you want to avoid saturation

To learn more: [www.FHI360.org/GoingOnline](http://www.FHI360.org/GoingOnline)



# Thank You!

