

HIV Counseling, Testing and Referral Client Satisfaction Survey for DHMH

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Background

- Maryland was ranked fourth highest in HIV incidence in 2007 in the United States.
- Maryland Department of Health and Mental Hygiene directly or indirectly funds 65 agencies that offer HIV counseling, testing and referral services to the public.
- Maintaining a high standard of delivery of services is necessary. Agencies must be welcoming, nonjudgmental, and easily accessible.

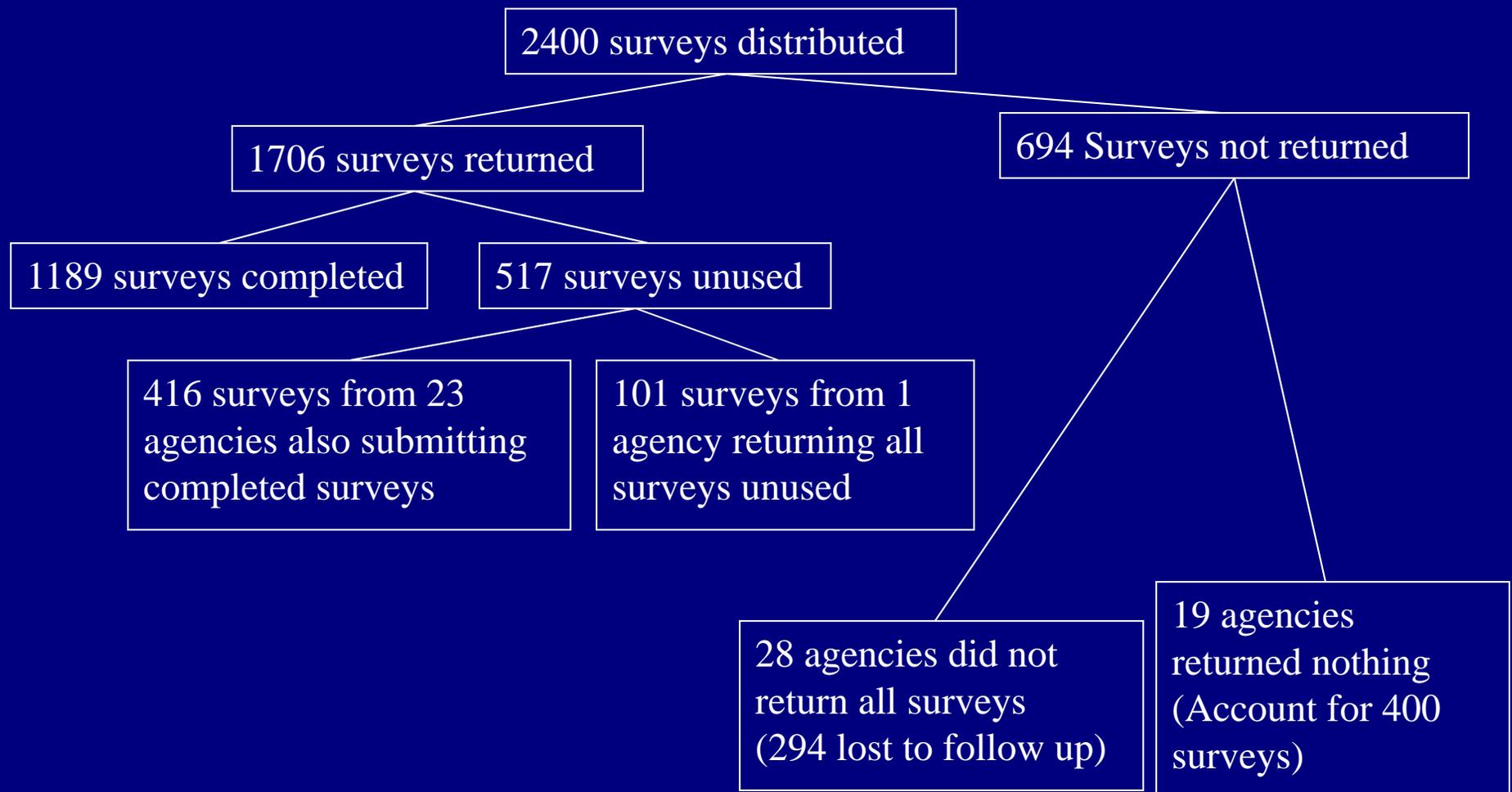
Data Collection

- The number of surveys each agency was designated depended on the number of clients seen between January 15 and March 18, 2010.
- Counselors at each of the sites requested each client to complete a survey.
- Surveys were collected between January 21, 2011 and March 18, 2011.
- Spanish surveys were available for Spanish-speaking clients.

Analysis

- Demographic statistics from the surveyed population was compared to demographic information from the tested population for comparability.
- Responses to each question were tabulated and compared across sex, age, race, and ethnicity by chi-square test.
- Responses to a free response question were analyzed to identify themes and constructive recommendations.

Data Collection Tree



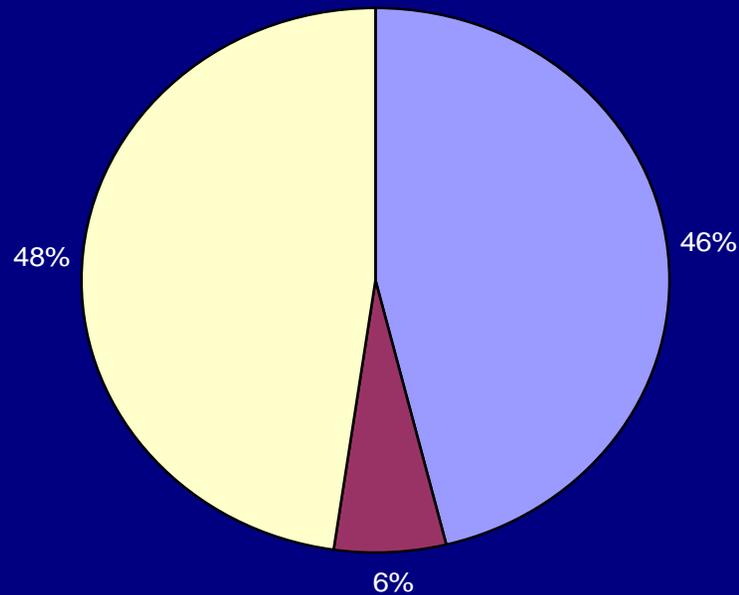
Demographics

	Surveyed Population		Tested Population	
	N	Percent	N	Percent
Sex (N = 1128)				
Male	602	53.37	1592	47.0
Female	526	46.63	1707	50.4
Age (N = 1155)				
Under 19	113	9.8	7	0.2
20-29	467	40.43	543	16.0
30-39	250	21.65	1545	45.6
40-49	218	18.87	646	19.1
50-59	94	8.14	416	12.3
60+	13	1.13	144	4.3

Demographics Continued

	Surveyed Population		Tested Population	
	N	Percent	N	Percent
Race (N = 1122)				
African-American/Black	622	55.44	1540	45.5
White	369	32.89	1393	41.1
American Indian/Alaska Native	31	2.76	22	0.6
Asian	21	1.87	50	1.5
Native Hawaiian/other Pacific Islander	3	0.27	8	0.2
Other	76	6.77	40	1.2
Hispanic or Latino Ethnicity (N = 1090)				
Yes	127	11.65	495	14.6
No	963	88.35	2626	77.6

Reason for Testing



- I'm here to be tested for HIV
- I'm here to get my HIV test results
- Both (I'm getting a rapid test)

- Although 602 clients indicated they were eligible to receive their result, 831 responded they left the clinic knowing their HIV status.

Perceived Amount of Talking

When you saw the counselor...	Me		The counselor		We talked the same amount	
	N	%	N	%	N	%
Who talked the most? (N = 1106)	95	8.59	384	34.72	623	56.33
Who listened the most? (N = 998)	342	34.27	182	18.24	471	47.19

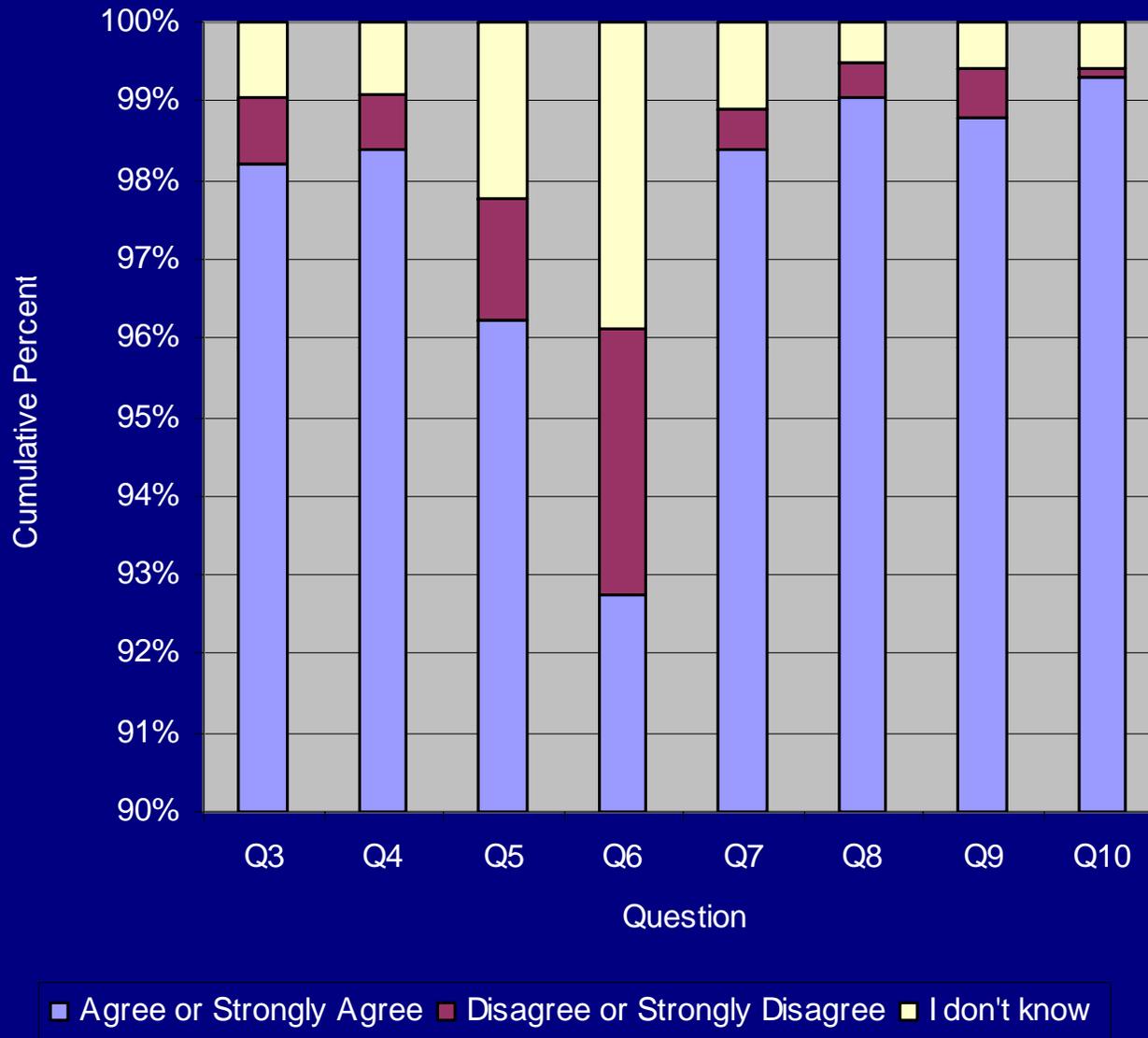
Perceived Talking by Ethnicity

	Hispanic	Non-Hispanic	P-value
Who talked the most? (N = 1013)			
Me	25 (21.93)	65 (7.23)	<0.0001
The counselor	29 (25.44)	322 (35.82)	
Same	60 (52.63)	512 (56.95)	
Who listened the most? (N = 925)			
Me	27 (28.13)	289 (34.86)	0.0016
The counselor	30 (31.25)	136 (16.41)	
Same	39 (40.63)	404 (48.73)	

Perceived Talking by Sex

	Male	Female	P-value
Who talked the most? (N = 1048)			
Me	45 (8.26)	39 (7.75)	0.0071
The counselor	215 (39.45)	154 (30.62)	
Same	285 (52.29)	310 (61.63)	
Who listened the most? (N = 943)			
Me	180 (36.59)	151 (33.48)	0.0468
The counselor	96 (19.51)	68 (15.08)	
Same	216 (43.90)	232 (51.44)	

Client Satisfaction Indicators



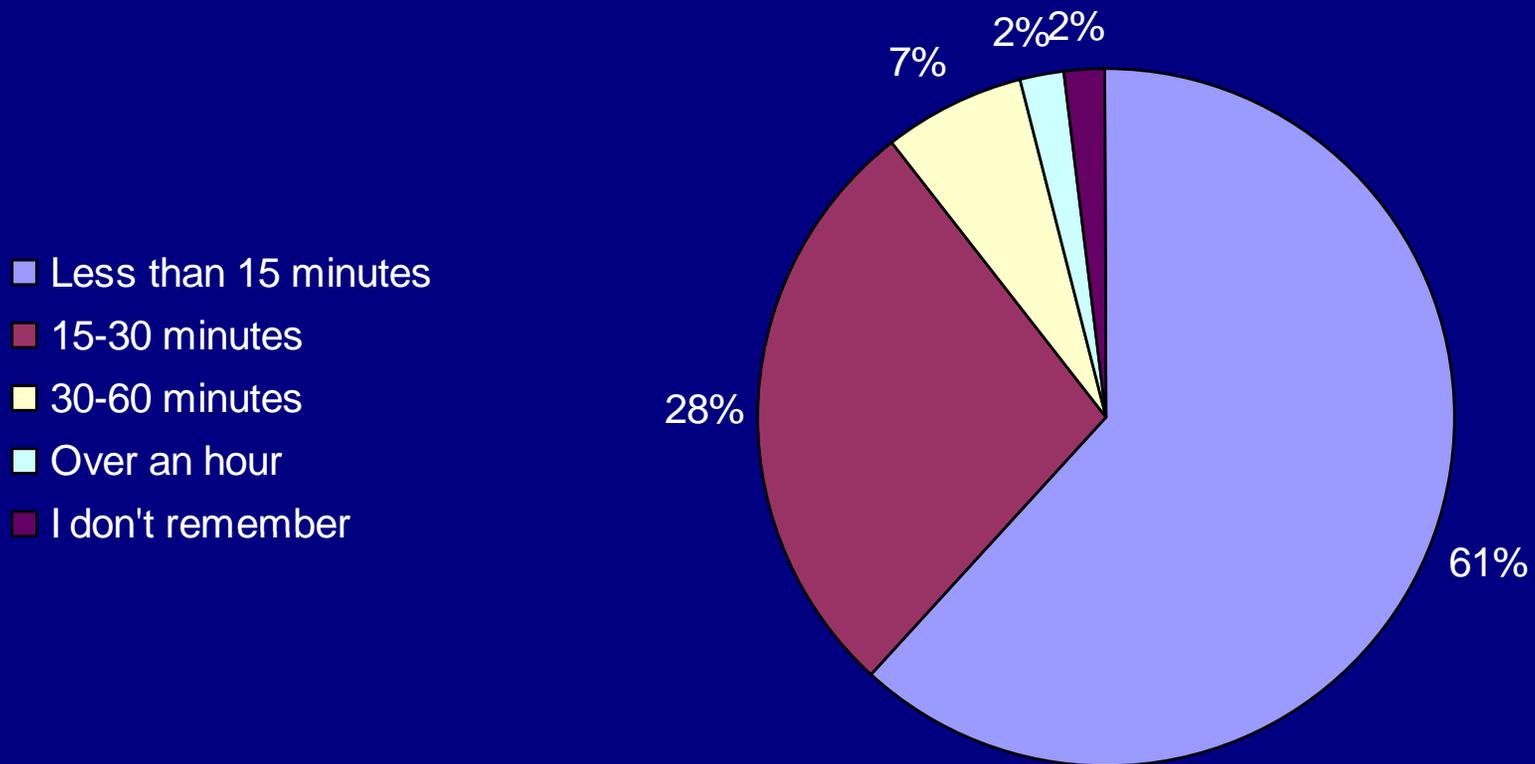
- Q3. I felt safe sharing my personal information with my counselor.
- Q4. My counselor gave me enough information regarding HIV/AIDS transmission to meet my needs.
- Q5. My counselor provided enough information about additional referral services to meet my needs.
- Q6. My counselor provided enough information about services for my partner(s) to meet my needs.
- Q7. The information my counselor gave me will be useful in my life.
- Q8. My counselor answered my questions in a way that I could understand.
- Q9. The staff was helpful.
- Q10. Overall, I am satisfied with the counseling session today.

Accessibility and Availability

	N	%	N	%	N	%
	Yes		No		N/A	
Are the days and hours of operation at this clinic good for you?	1075	95.30	54	4.70		
Is this site accessible by public transportation?	900	78.33	88	7.66	161	14.01

- Respondents at 26 agencies responded that the site was not accessible by public transportation.

How Long Did You Wait to Be Seen Today?



What Suggestions Do You Have to Improve the HIV Counseling and Testing at This Facility?

- Extra days or hours
 - “Weekend hours would be good”
 - “times outside normal working hours for those who can't get away”
- Better advertising
 - “Public Service Announcement in newspaper or radio”
 - “Advertise on Social Networking sites, ie Facebook”
- Rapid Testing and being able to get result in the same day as being tested
 - “It would be good to know the results when I leave the clinic”
- More information
 - “Didn't give much info on HIV. More info an how HIV is transmitted and how to prevent it”
 - “quiza mas información al llegar”, *maybe more information upon arrival*)
- Offer tests for other STD's
 - “Add more STD tests if possible”

Limitations

- Questions could be misinterpreted or subject to desirability bias.
- Efforts were taken to preserve confidentiality but this may not have been enforced at all clinics.
- Responses may be different depending on the respondents HIV test result.
- 20 agencies are not represented because no completed surveys were returned.

Conclusions

- Overall, clients were satisfied with the testing and counseling experience.
- Differences in perceived amount of talking and listening exist between Hispanic and non-Hispanic populations and also between men and women.
- Clients are expressing that not enough information is provided about partner services and referral services.

Recommendations

- Future questions regarding the client's reason for being tested need to be clarified to better distinguish between rapid and conventional testing.
- Future client satisfaction surveys should include a question about if the client had an appointment.