



## HIV Care, Treatment and Retention Indicators

Indicator 30: Percent of HIV-positive clients that report staff at community organizations “know them as a person”	
Description	<ul style="list-style-type: none"> <li>Percent of HIV-positive clients that report staff at X organization “know them as a person”.</li> </ul>
Significance	<ul style="list-style-type: none"> <li>Studies have reported a positive association between quality of patient-provider relationships and self-reported adherence to HAART (Bakken, et al., 2000; Schneider, et al., 2004). A study conducted by Beach and colleagues (2006) demonstrated that patients who reported that their provider knows them “as a person” were more likely to receive HAART, be adherent to HAART and have undetectable serum HIV RNA.</li> </ul>
Measurement	<ul style="list-style-type: none"> <li>Beach et al. (2006) developed a single item to measure the quality of the patient-provider relationship. The item asked patients to respond, “yes”, “no”, or “don’t know” to the statement, “My HIV provider really knows me as a person.” Association between this measure and the following outcome measures was explored: (i) receipt of HAART measured by patient self-report and confirmed by chart review; (ii) adherence to HAART measured using a validated survey; (iii) serum HIV-1 RNA.</li> <li>The Dr. Peter Centre successfully employed this measure in a study exploring the effectiveness of their interventions on ART adherence and health outcomes (Turje, et al., 2012).</li> </ul>
Data source	<ul style="list-style-type: none"> <li>CBO client survey</li> </ul>
Possible disaggregation	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Limitations	<ul style="list-style-type: none"> <li>Need for survey to be conducted with clients</li> <li>Self-report</li> <li>Beach et al. study speaks to medical providers, rather than staff of CBOs</li> </ul>



## References

1. Bakken, S., Holzemer, W.L., & Brown, M.A. (2000). Relationships between perception of engagement with health care provider and demographic characteristics, health status and adherence to therapeutic regimen in persons with HIV/AIDS. *AIDS Patient Care STDs*, 14: 189-197.
2. Beach, M.C., Keruly, J., & Moore, R.D. (2006). Is the quality of patient-provider relationship associated with better adherence and health outcomes for patients with HIV? *J Gen Intern Med*, 21: 661-665.
3. Schneider, J., Kaplan, S.H., Greenfield, S., Li, W., & Wilson, I.B. (2004). Better physician-patient relationships are associated with higher reported adherence to antiretroviral therapy in patients with HIV infection. *J Gen Intern Med*, 47, 213-220.
4. Turje, R.B., Barrios, R., Clarke, C., Payne, M., Simpson, D., Jamal, R., McDougall, P., Dr. Peter AIDS Foundation, BC Centre for Excellence in HIV/AIDS. (2012). Results from a quality improvement initiative to improve antiretroviral therapy adherence at an HIV/AIDS health care facility that incorporates supervised injection services into an integrated HIV/AIDS health care program. Retrieved from: <http://stophivaids.ca/STOP/wp-content/uploads/files/Dr-Peter-Centre-Learning-Collaborative-CAHR-2012.pdf>

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