Client perception on quality of Antiretroviral therapy (ART) services and retention in care among Key populations receiving care in Edo state, Nigeria.

Grace Jimbo Esther Essien Okezie Onyedinachi Cynthia Adu Christiana Laniyan Hadiza Khamofu Chukwunonye Aneke Felicia Mairiga Philip Imohi Joseph Ashivor

URL: https://tghncollections.pubpub.org/pub/aows4mre
License: Creative Commons Attribution 4.0 International License (CC-BY 4.0)
Background; Retention among key populations (KPs) living with HIV in Nigeria has been less than optimal. HIV-related services provided at the One-stop shops (OSS) should be acceptable to the KP community with a high level of client satisfaction, facilitating retention in care. The study assessed the retention and perception of clients with the ART services provided by the Family Health International/ Excellence Community Education of Welfare Scheme (FHI360/ECHEWS) supported OSS funded by the Global Fund (GF).

Methods: A cross-sectional design was used to obtain responses through a survey of 136 KPs on the perception of the service delivery at the OSS. Retention was assessed via a retrospective cohort review of 84 KP Clients who were started on ART between Jan-June, 2021 and the determination of their retention status by June 2022. Retention was defined as the number of clients who remained active on ART, 1 year after starting ART. Adherence to clinic appointments was also reviewed by assessing the refill status of all 1626 KP clients currently in care at the OSS.

Result; From the retrospective cohort analysis, we observed that all 84 (100%) KP clients were retained in care by June, 2022. Also, all 1626 clients currently in care at the OSS were found to be active between with no losses to follow-up, deaths, or transfer out. From the cross-sectional study, 77.9% of the clients reported services accessed as being very satisfactory. About 30.9% of the participants reported spending minimal time at service delivery points between 5-10 minutes, 21.3% spent more than 30 minutes. About 86.1% of the clients said they will continue to access service at the OSS. P values of 0.00 (P<0.05) and P = .044 (P<0.05) were obtained from the regression analysis, indicating a significant relationship between the variables and the retention of the clients.

Conclusion; KPs receiving care at the OSS in Edo state have a favorable disposition to the staff attitude, time spent at the OSS and disposition to continue care at the OSS. This is significantly related to their retention in care, which was found to be 100%.

Keywords; Retention, perception, Antiretroviral.