

Practice or Program Description

The Dr. Peter Centre (DPC) provides an Integrated Model of HIV/AIDS Health Care through:

1. A Day Health Program with over 350 registered PHAs

Population Profile:

- Adults diagnosed with HIV/AIDS most at risk for deteriorating health and requiring care, support and access to basic living amenities in order to maintain their independence in the community.
- Eligible participants are usually living with other challenges such as multiple health issues (mental health conditions, substance abuse, addiction, Hepatitis C, etc.) physical disabilities, limited or no family /social support, unstable housing situation and limited financial support.

Service Provision:

- Access to daily, uninterrupted HIV Treatment: Skilled nursing; HIV/AIDS medication management; nutrient-dense meals; counseling services; art and music therapy; recreational and complementary therapies; basic living amenities
- Wide range of harm reduction services including supervised injection services by registered nurses
- 7 day service

Practice or Program Description

The Dr. Peter Centre (DPC) provides an Integrated Model of HIV/AIDS Health Care through:

2. The Residence: A Licensed Complex Care Facility with skilled nursing care for 24 PHAs at any given time

Population Profile:

- Residents have complex health issues in addition to HIV that require 24-hour skilled nursing care. HIV health issues are complicated with, mental health issues, severe addiction, cognitive impairment and social and economic challenges.
- Residents are unable to manage independent daily living.

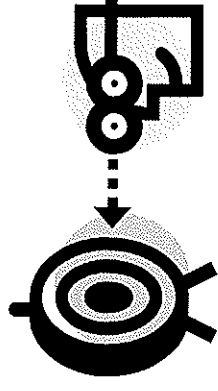
Service Provision:

- 22 extended long-term care units & 2 short stay units
- Access to uninterrupted HIV Treatment through 24-hour specialized nursing care and DPC Day Health Program: Specialized nursing; HIV/AIDS medication management; nutrient-dense meals; counseling services; art and music therapy; recreational and complementary therapies
- Wide range of harm reduction services including supervised injection services
- 24 hour, 7 day a week service

Team Description

- Rosalind Baltzer Turje: Director of Operations
- Martin Payne: Nurse Practitioner
- Dianne Simpson: Day Health Program Coordinator
- Rosa Jamal: Information Management Coordinator
- Patrick McDougall: Communications & Evaluation Officer

Aim Statement



Over the next 12 months, the Dr. Peter Centre will:

- i) Increase ARV adherence among our POF by 25% (as measured by client recall and ARV Medical Administration Record [MAR])
- ii) Increase client engagement among our POF by 25% (as measured by a customized client engagement score)

Description of your Population of Focus

- The Dr. Peter Centre's POF is made up of the Centre's Day Health Program clients who are currently receiving ARV support at the Dr. Peter Centre (n = 44)

Measures & Run Charts

ARV Adherence according to Medical Administration

Record (MAR):

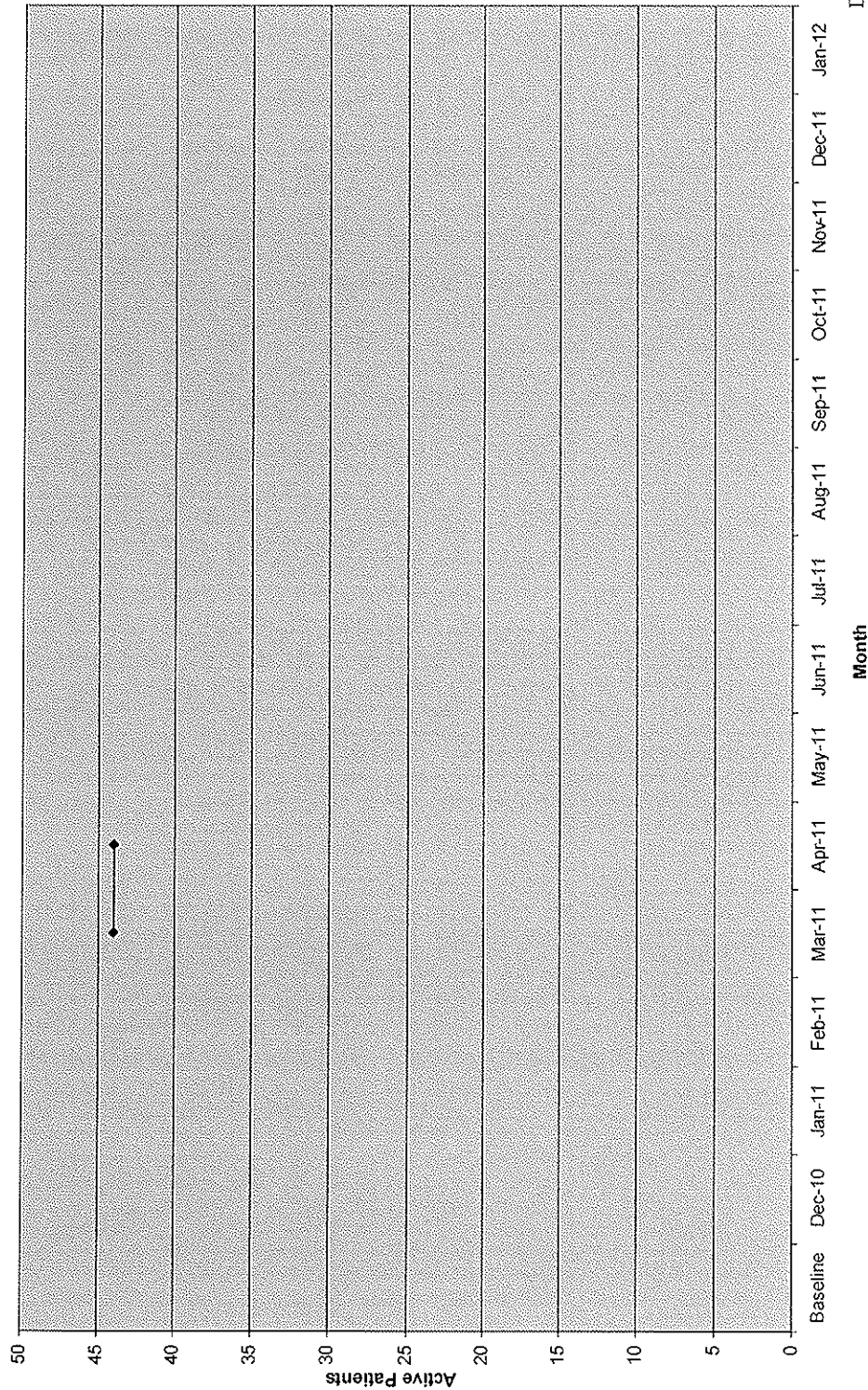
- March 2011: ARV Adherence is 78% (n= 39)
- April 2011: ARV Adherence is 73% (n= 38)

Definition:

- *Denominator:* Total number of clients in the POF who have completed MARs.
- *Numerator:* Total number of those in the denominator who have been administered ARVs according to the MAR.

Measures & Run Charts

HIV patients in the POF that have had at least two (2) visits (60 days apart) in the past 12 months



Description of progress, changes tested, changes implemented, partnerships so far...

- Developed a data collection process for ARV adherence (ongoing)
- Developed and now piloting a customized Patient Satisfaction Qualitative Survey (ongoing)
- Informing all parts of the organization about the objectives of the Learning Collaborative (ongoing)

Any tools and templates developed
so far...

- Customized Qualitative Survey (see attached)

DAY HEALTH PROGRAM PARTICIPANT SURVEY

Name: _____

1. How would you rate your satisfaction accessing the services you wanted to today?

Excellent Very Good Good Fair Poor

2. How would you rate your satisfaction with getting the help that you needed?

Excellent Very Good Good Fair Poor

3. Did you see the staff member that you wanted to see today?

Yes No Did not matter who I saw

4. How would you rate your satisfaction with the personal manner of the staff you saw today (courtesy, respect, sensitivity, friendliness)?

Excellent Very Good Good Fair Poor

5. How would you rate your satisfaction with the time spent with the staff you saw today?

Excellent Very Good Good Fair Poor

6. How do you feel about the quality of your visit overall?

Excellent Very Good Good Fair Poor

7. If you have a prescription for ARVs, how many doses have you missed...

N/A _____ in the last 3 days? _____ in the last 7 days? _____ in the last 30 days? _____

8. When did you last see your doctor (primary care physician)?

In the last month In the last 3 months In the last 6 months In the last 12 months