

Patient experiences with HIV/AIDS care in Ontario: Findings from the OHTN Cohort Study (OCS)

Nahid Qureshi¹, Kristen O'Brien¹, Claire Kendall², Beth Rachlis^{3,7}, Mark McCallum⁴, Gordon Arbess⁵, Robert Alsberry⁶, Sharon Johnston^{2,8}, Abigail Kroch^{1,7,9}

CAHR Virtual, April 27-29 2022

1 The Ontario HIV Treatment Network; 2 Bruyère Research Institute; 3 Institute for Clinical Evaluative Sciences; 4 OCS Governance Committee; 5 Unity Health Toronto; 6 MAX Ottawa, CATIE, and/or Black Gay Men's Network of Ontario, Ottawa Ontario; 7 Dalla Lana School of Public Health, University of Toronto; 8 University of Ottawa; 9 Public Health Ontario;





Background/Methods

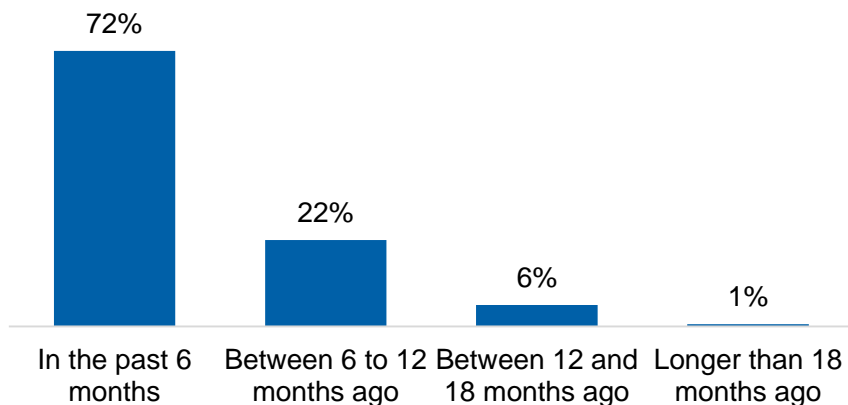
- The OHTN Cohort Study (OCS) is a longitudinal study representing >8,000 participants who are living with HIV and receive care in 15 HIV clinics in Ontario.
- The relationship between higher patient satisfaction and retention in HIV care have been well documented in literature.
- Patients' evaluation of various aspects of the HIV care experiences can help identify potential unmet needs.
- We examined 2019-2020 patient survey data from OCS participants evaluating services provided during their most recent clinic visit by:
 - HIV care providers: excellent/very good/good/fair/poor
 - non-HIV providers: always/often/sometimes/rarely/never
 - clinic staff : excellent/very good/good/fair/poor
- 2691 participants were included in the analysis.
- Participant characteristics:
 - 77% male, 23% female.
 - Median age was 54.
 - White (60%) , Black (22%), Asian /Latin American/Arab (12%), multi-race (4%), Indigenous (2%).





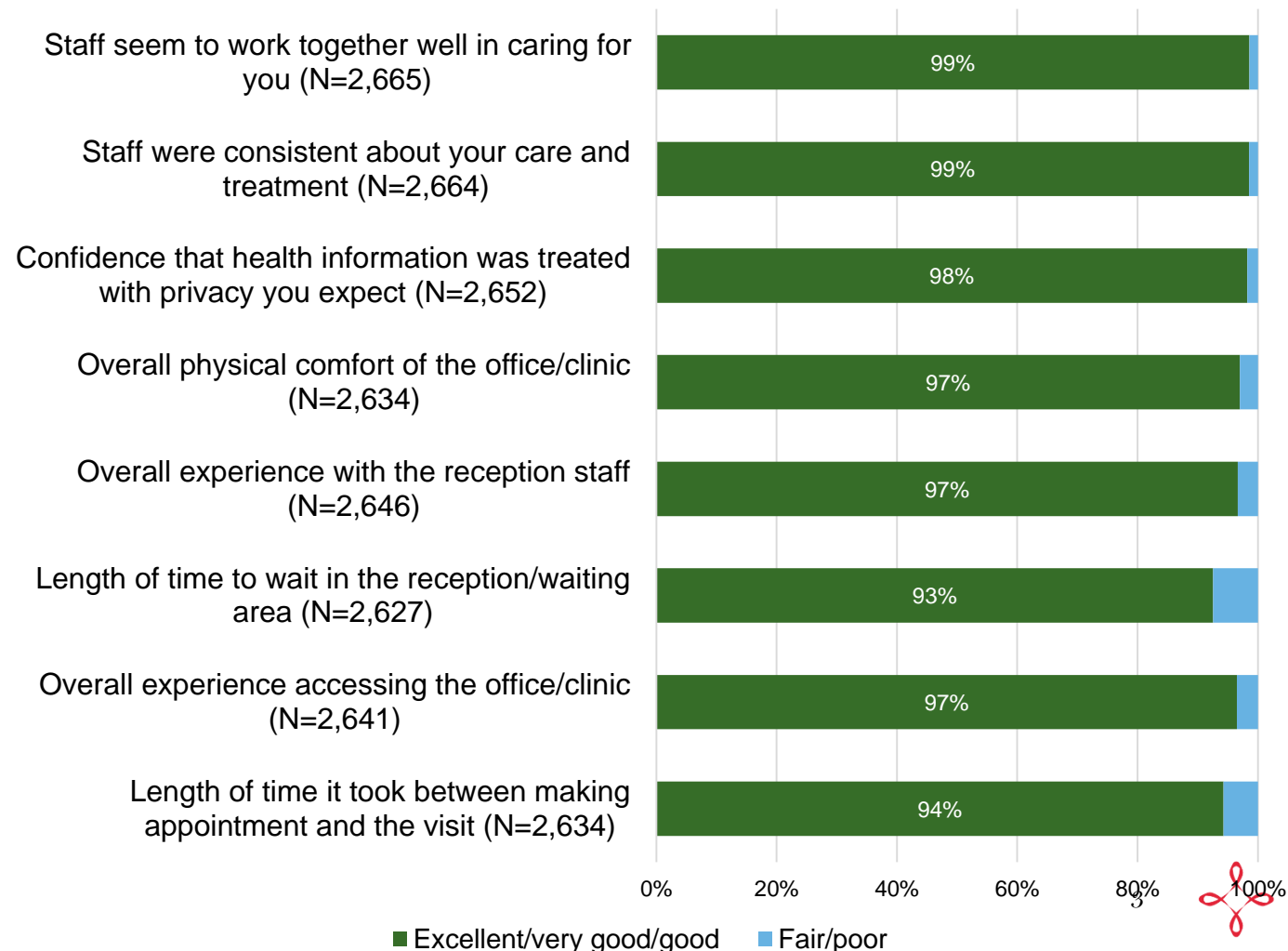
Results: Most participants have recently seen their HIV care provider and indicate high levels of satisfaction with clinic and staff

Last time visited primary HIV care provider



- 94% visited their primary HIV provider in the past year.
- 97% evaluated their recent visit as 'excellent/very good/good'.
- 98% rated how clinic staff worked together (providing care and maintaining privacy) 'excellent/very good/good'.

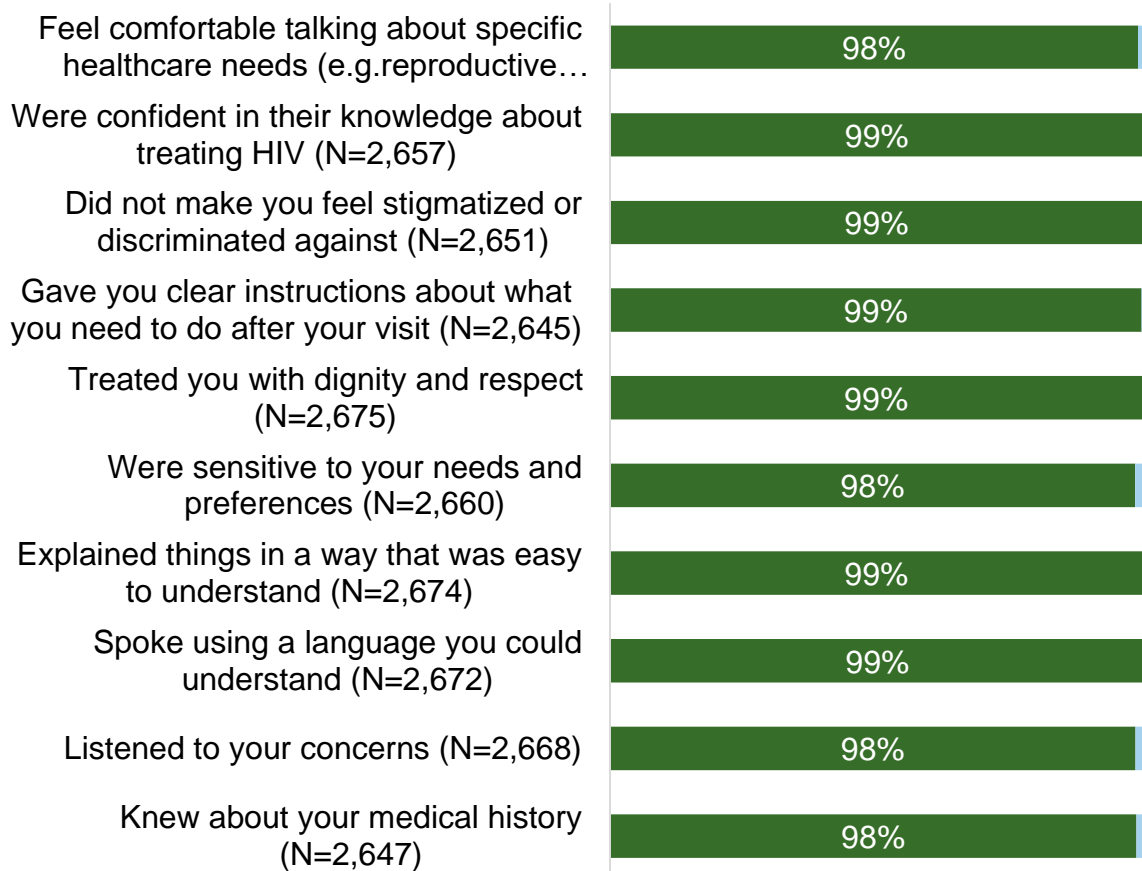
Care experiences in HIV Clinic





Results: Participants have high satisfaction with HIV care provider and overall positive experiences with non-HIV providers

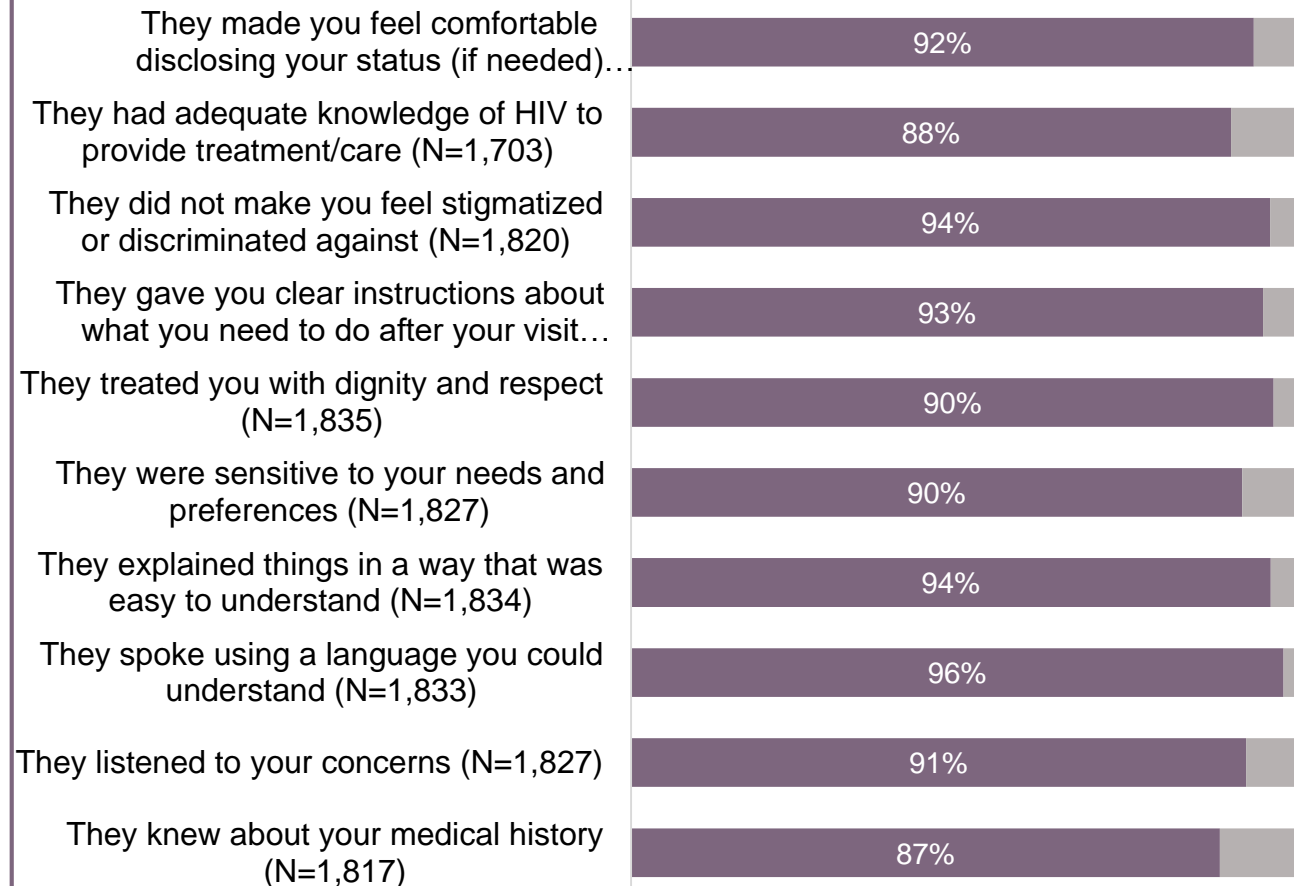
Care experiences with Primary HIV healthcare providers



■ Excellent/very good/good ■ Fair/poor

- Almost all participants (99%) reported that they were confident in their primary HIV provider’s knowledge treating HIV

Care experiences with other healthcare providers



■ Often/Always ■ Never/Rarely/Sometimes

- 87% reported that their non-HIV providers were often/always aware of their medical history and 88% reported that their non-HIV providers often/always had adequate knowledge of HIV to provide treatment/care.

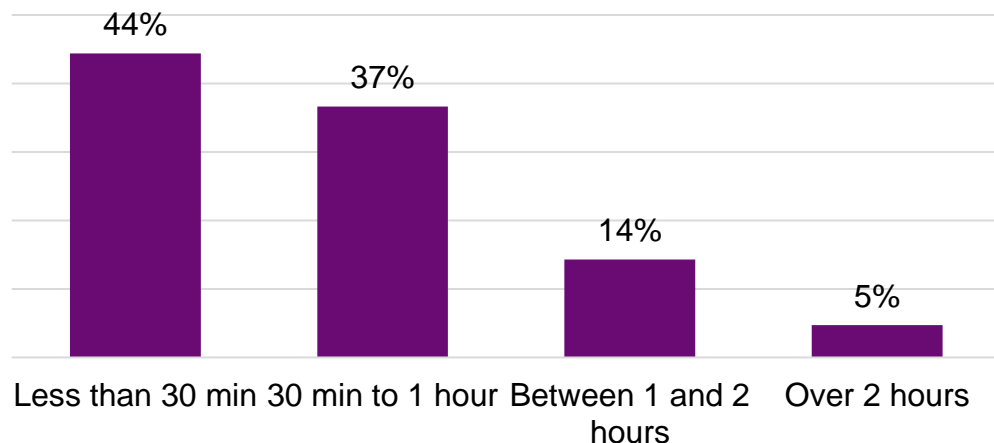




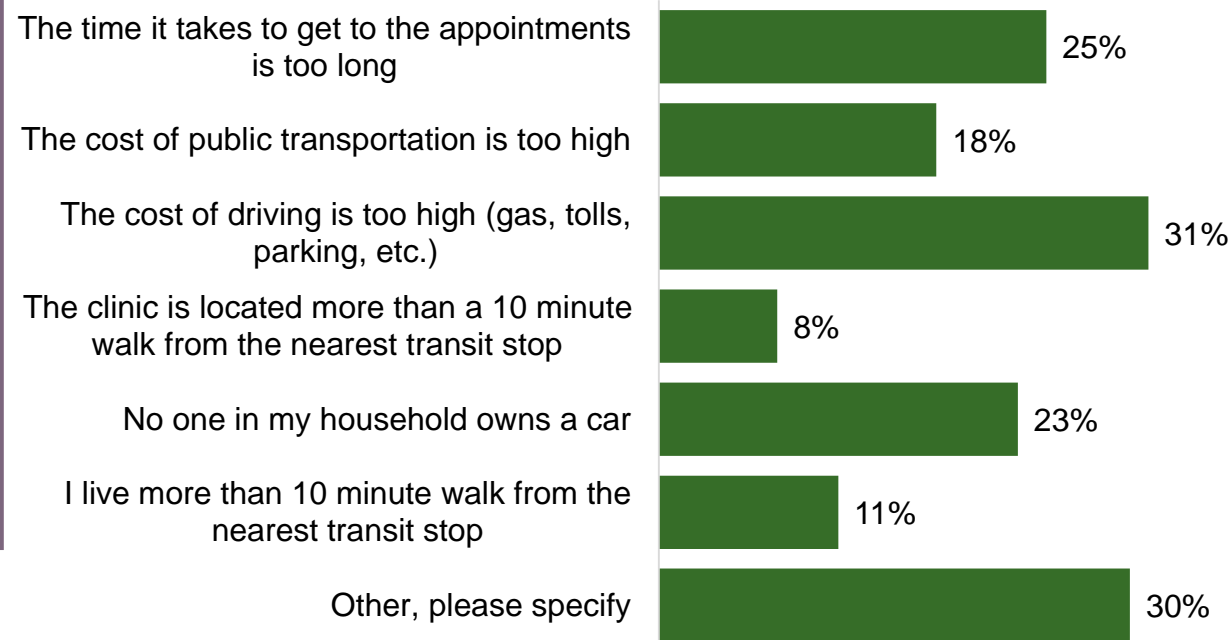
While satisfaction is high, participants have challenges accessing the clinic, largely due to transportation.

- 29% of respondents experience some challenge in accessing HIV care.
- The top challenges were related to transportation expenses, delays in getting appointments and health-related accessibility
- 19% travelled an hour or more to their HIV clinic.

Time takes to travel (one-way) to current primary HIV care provider



Challenges in accessing primary HIV care provider



Implications: While participants were satisfied with their care, they indicated less satisfaction for non-HIV providers due to gaps in communication. While participants indicate high quality HIV care, their care is largely in HIV specialty clinics. With challenges in travel, the expansion of virtual care and e-consult could improve access to high quality care for people living with HIV in Ontario.

Acknowledgements: The authors gratefully acknowledge the OHTN Cohort Study team, people living with HIV who volunteer to participate in the OHTN Cohort Study, OCS Governance Committee, OCS Indigenous Data Governance Circle and Scientific Steering Committee members, interviewers, data collectors, research associates and coordinators, nurses and physicians who provide support for data collection, OCS staff for data management, IT support, and study coordination. We also acknowledge the Public Health Ontario, for supporting linkage with the HIV viral load database. The OHTN Cohort Study is supported by the Ontario Ministry of Health. <http://ohtncohortstudy.ca/acknowledgements/>

