

Health Care of

Southeastern Massachusetts, Inc

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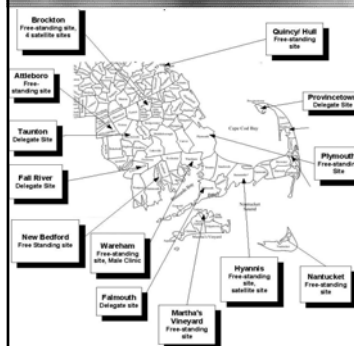
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Reproductive Health Services

A Division of Health Care of Southeastern Massachusetts, Inc.



- 9 free-standing Family Planning sites
- 3 federally-funded counseling and testing sites
- 4 DYS/DSS youth programs
- 3 delegate agencies overseeing 4 locations

Evaluation and Staff Development



Brockton * Hyannis * New Bedford

Evaluation Methods

Quantitative

- Practice management system
- MPEP

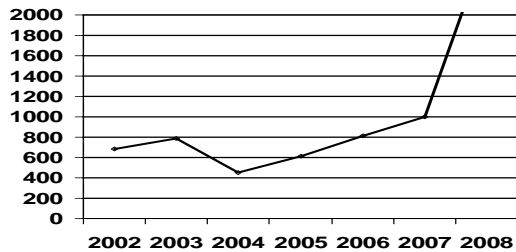
Qualitative

- Staff trainings and development
- HIV integration meetings
- Supervision
- Counselor observations
- ABCs
- Client feedback



MISYS: MEDIC

How many tests have we done:



MPEP Model Performance Evaluation Program

Designed "to evaluate the performance of laboratories conducting testing to detect human immunodeficiency virus type 1 (HIV-1) antibody (Ab)."

<http://www.cdc.gov/mpep>

Challenges, Barriers and Successes

- Staff training
- Understanding state regulations
- Establishing referral networks
- Clinic flow
- Site logistics
- Transitioning to rapid testing
- Implementing CDC guidelines



Staff Trainings and Development

- **DPH Trainings**
 - Fundamentals of HIV
 - HIV Supervisory Skills
 - HIV Counseling and Testing
 - Positive Prevention in Practice
 - Behavioral Risk Assessment and Risk Reduction
- **Rapid HIV Testing Certification Training**
- **Giving Positive Results**
- **Site-Specific Consultant Work**



HIV Integration Meetings

- Held quarterly
- Updates
- Support
- Trainings
- Trade secrets
- Staffing-related issues
- Discussion of process and policies
- Implementation of new procedures



Supervision

- Clinical
- Site meetings
- Individual meetings



Counselor Observations



- Counselors' idea-counselors implemented
- Training tool
- Learn from peers
- Keep staff involved

ABCs

- Developed a client survey
- 101 client evaluations in 2007
- Will do over 400 in 2008



Client Feedback



Client Evaluation:

- Open-ended: likes and dislikes
- Positive and negative feedback about services, counselors, the site, etc.

Waiting Room Journal:

- Free form writing, no questions
- Clients waiting can read it or write in it

“Good idea to offer HIV testing every time! I have been scared before to ask for the test and I think having it offered will help a lot of women face their fears”