



Linkage Officer Model

28 March 2019

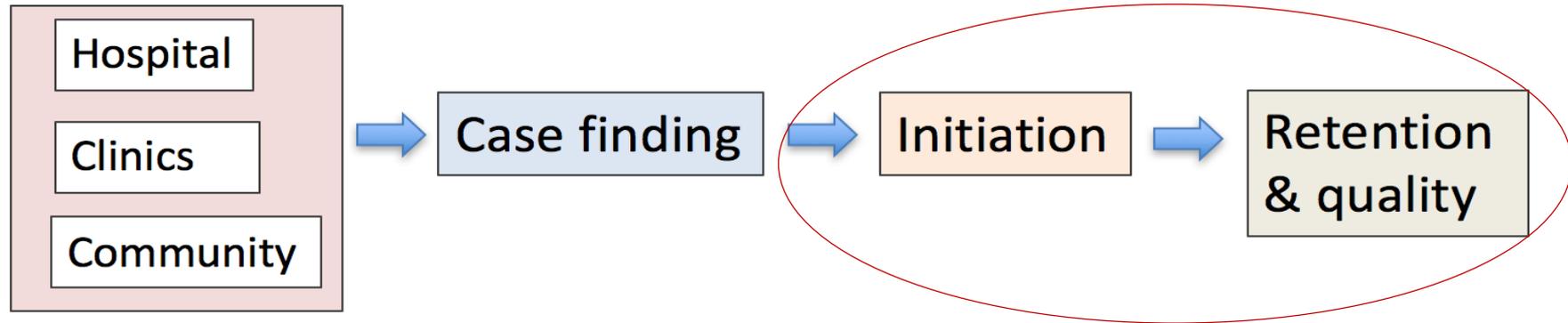
Care and Treatment
Programme

Outline

- The Linkage Officer Model - Context
- Linkage Officer Recall Sheet
- Monthly Linkage Officer Report
- NDOH Tracing Report
- Amathole Linkage Rates
- Improved Linkage with Linkage Officers: Amathole
- Amathole 10x10 Same Day Initiation Rates
- OR Tambo Linkage Rates
- Chris Hani Linkage Rates

Linkage Officer Model - Context

- TB HIV Care deployed 55 linkage officers across 41 highest burden facilities in Amathole District, Eastern Cape
- The intervention *aimed* at improving linkage to care (*initiation*), *retention* in care and *quality* of care



Linkage Officer Model - Methodology

- LO reviews all the HTS and PHC Registers as well as the TIER.net 'Waiting for ART' report
- These are checked against TIER.net and the folders to see who has not been initiated
- List of clients not yet initiated is recorded on a HIV recall sheet with relevant contact details
- LO calls clients a maximum of 3 times after which the client is referred to the ward based outreach teams (WBOTs) at the weekly linkage meeting held at the facility and home visit is requested

Linkage Officer Recall Sheet

Monthly Linkage Officer Report

LO Name:

Facility:

	Safety Bloods	Missed Appointments	Lost to Follow up	To start ART (previously tested HIV positive)	Viral Load	VL not suppressed	Other	Total HIV Recall	Missed appointment	Sputum	Sputum results missing	NOT converted & Rx not extended	HIV Testing	ART initiation	Start TB Rx	Total TB Recall
LINKAGE OFFICER																
To be recalled																
# Traced telephonically week 1																
# Traced telephonically week 2																
# Traced telephonically week 3																
# Traced telephonically week 4																
# Traced telephonically week 5																
Successfully recalled telephonically week 1																
Successfully recalled telephonically week 2																
Successfully recalled telephonically week 3																
Successfully recalled telephonically week 4																
Successfully recalled telephonically week 5																
# Traced by home visit week 1																
# Traced by home visit week 2																
# Traced by home visit week 3																
# Traced by home visit week 4																
# Traced by home visit week 5																
Successfully recalled by home visit week 1																
Successfully recalled by home visit week 2																
Successfully recalled by home visit week 3																
Successfully recalled by home visit week 4																
Successfully recalled by home visit week 5																
# clients not reached by phone or visit																
Number to carry over to next month																



Monthly Linkage Officer Report

Monthly Linkage Officer Report Consolidation

Linkage Officer	Indicator																
		Safety Bloods	Missed Appointments	Lost to Follow up	To start ART (previously tested HIV positive)	Viral Load	VL not suppressed	Other	Total HIV Recall	Missed appointment	Sputum	Sputum results missing	NOT converted & Rx not extended	HIV Testing	ART initiation	Start TB Rx	Total TB Recall
	Total number to be recalled																
	Total number traced telephonically																
	Total number successfully recalled telephonically																
	Total number traced by home visit																
	Total number successfully recalled by home visit																
	Total clients not reached by phone																

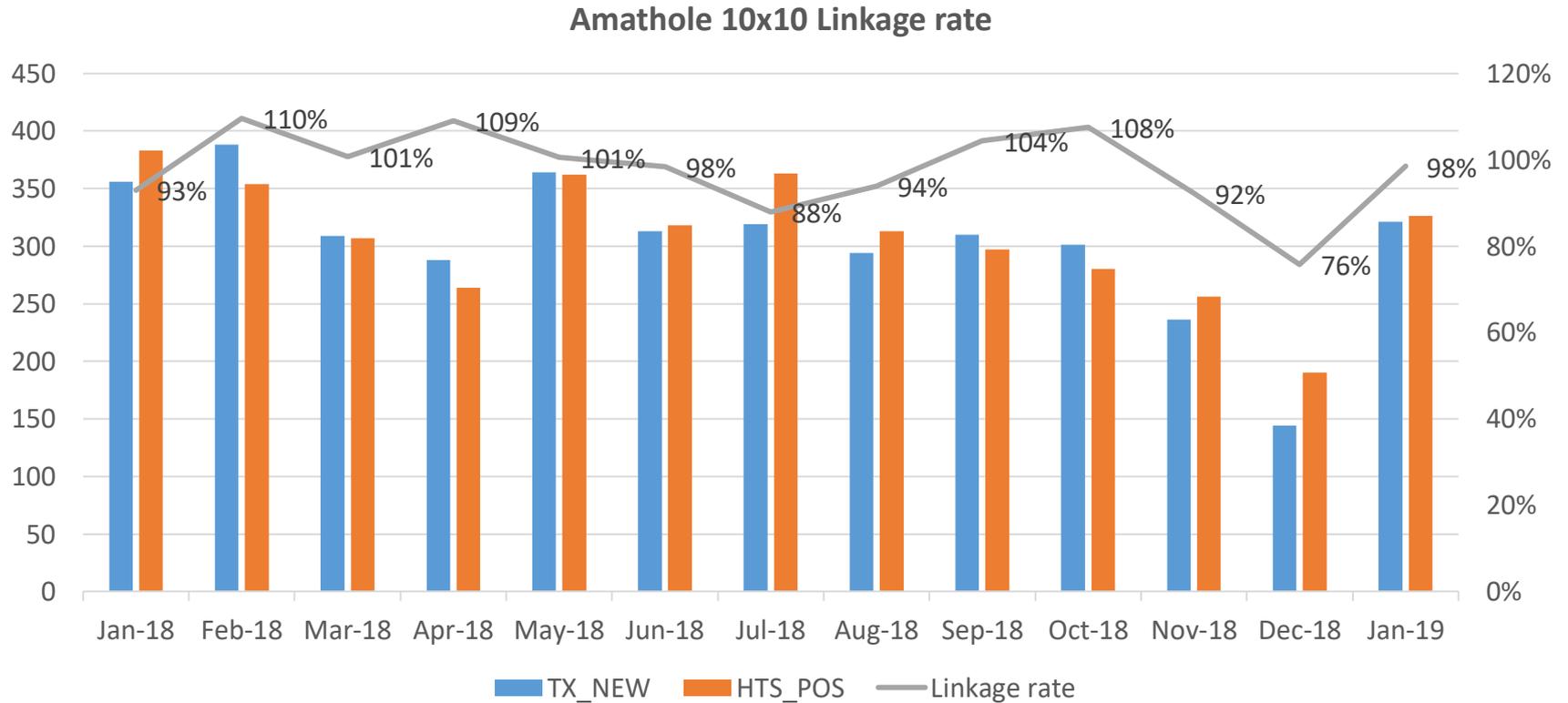
NDOH Tracing Report - Telephonic

Data	Description	April-June 2018		July-Sep 2018		Sept-Dec 2018	
		HIV	TB	HIV	TB	HIV	TB
Number of clients identified for Tracing	Refers to all defaulters that have been identified for tracing. It includes Early and Late missed appointments as well as unconfirmed loss to follow up. Excludes pre-ART clients.	3541	136	3778	108	7323	321
Number of clients traced through Telephonic tracing	Refers to clients who were traced telephonically. The outcome of this tracing activity might be: 1. Successful (Client reached and appointment made) 2. RIP (Client has died) 3. Transfer (Client reached, receiving treatment at another facility) 4. Message (Client unavailable, left a message) 5. Unsuccessful (Client reached but unwilling to return) 6. Lost (Client cannot be reached, incorrect number or no answer)	3128	89	3372	88	6853	299
Number of clients who were contacted telephonically and referred back to the facility	Refers to clients who were contacted telephonically referred back to the facility (Outcome = Successful).	2769	88	2617	58	4289	299
Number of clients who returned to care after Telephonic tracing	These are clients that have returned to the facility to access ART services.	2565	72	2487	39	4132	296
		72%	53%	66%	36%	56%	92%
Cadre that performs telephonic tracing	Who is actually making the phone calls?	Linkage Officer					
Is this cadre DOH or PEPFAR-funded	Are the people who are making the calls DOH or PEPFAR funded?	PEPFAR	PEPFAR	PEPFAR	PEPFAR	PEPFAR	PEPFAR

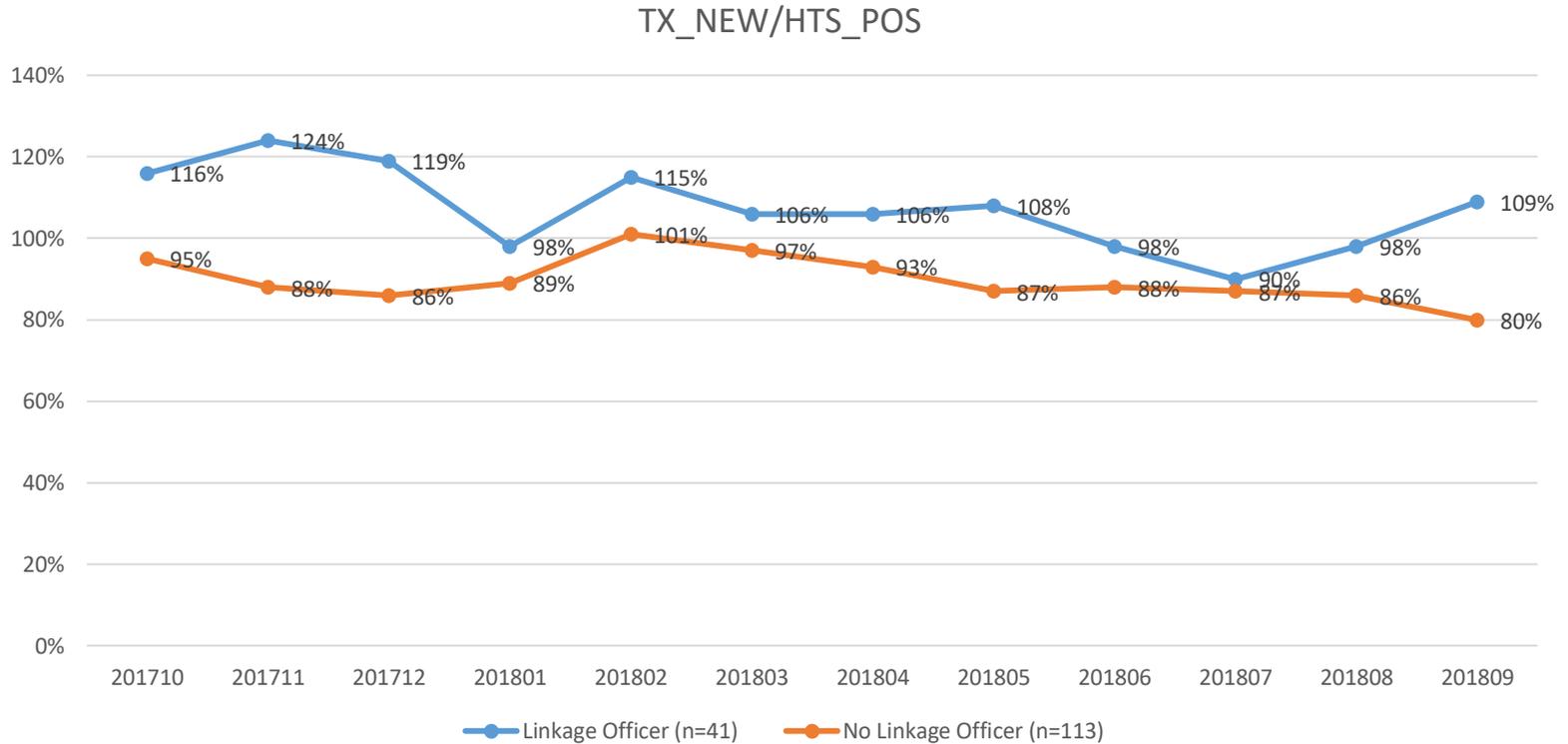
NDOH Tracing Report – Physical tracing

Number of clients identified for physical Tracing	Refers to all defaulters that have been identified for physical tracing. It includes Early and Late missed appointments as well as unconfirmed loss to follow up. Excludes pre-ART clients. Generally, this list should include clients who have not returned to care after telephonic tracing, or could not be contacted telephonically.	489	33	373	27	2507	186
Number of clients traced	Refers to the number of clients who were traced. The outcome of this tracing activity might be: 1. Successful (Client reached and appointment made) 2. RIP (Client has died) 3. Transfer (Client reached, receiving treatment at another facility) 4. Message (Client unavailable, left a message) 5. Unsuccessful (Client reached but unwilling to return) 6. Lost (Client cannot be reached, incorrect number or no answer)	451	28	273	25	2226	150
Number of clients who were found and referred back to the facility	Refers to clients who were physically traced and referred back to the facility.	328	25	243	20	1104	211
Number of clients who returned to care after physical tracing	These are clients that have returned to the facility to access ART services.	255	23	215	20	693	45
		52%	70%	58%	74%	28%	24%
Cadre that performs physical tracing	Who is actually doing the physical tracing?	Linkage Officer					
Is this cadre DOH or PEPFAR-funded	Are the people who are doing physical tracing DOH or PEPFAR funded?	PEPFAR	PEPFAR	PEPFAR	PEPFAR	PEPFAR	PEPFAR

Amathole Linkage Rates

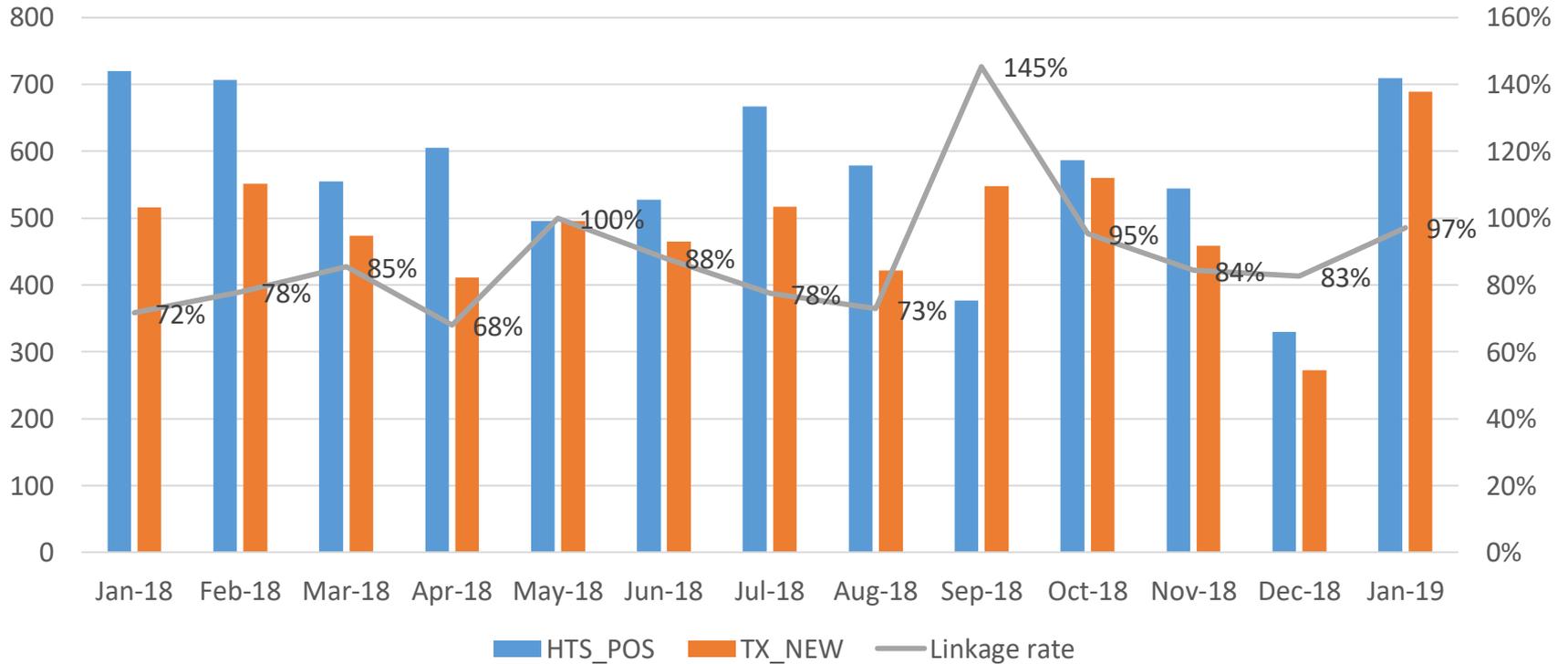


Improved Linkage with Linkage Officers: Amathole

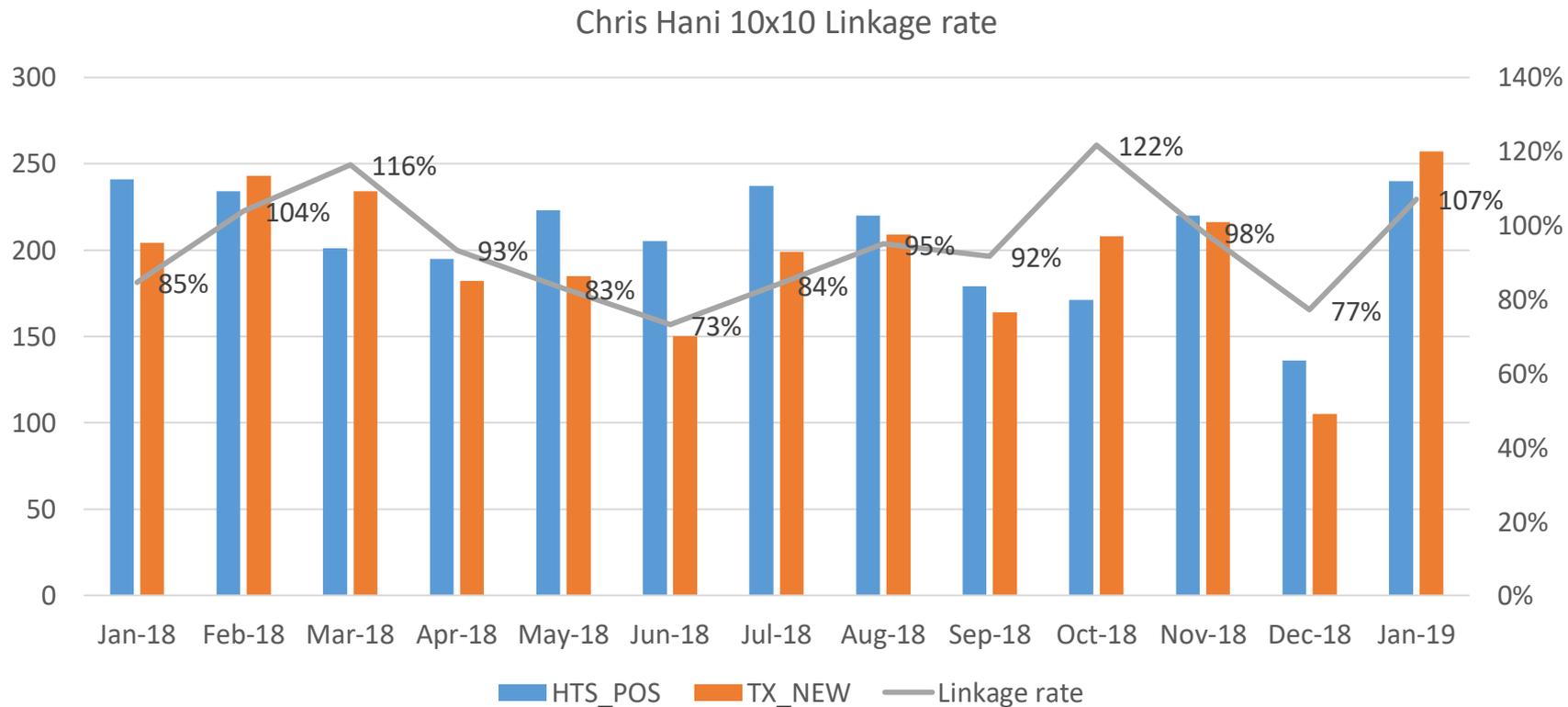


OR Tambo Linkage Rates

OR Tambo 10x10 Linkage rate

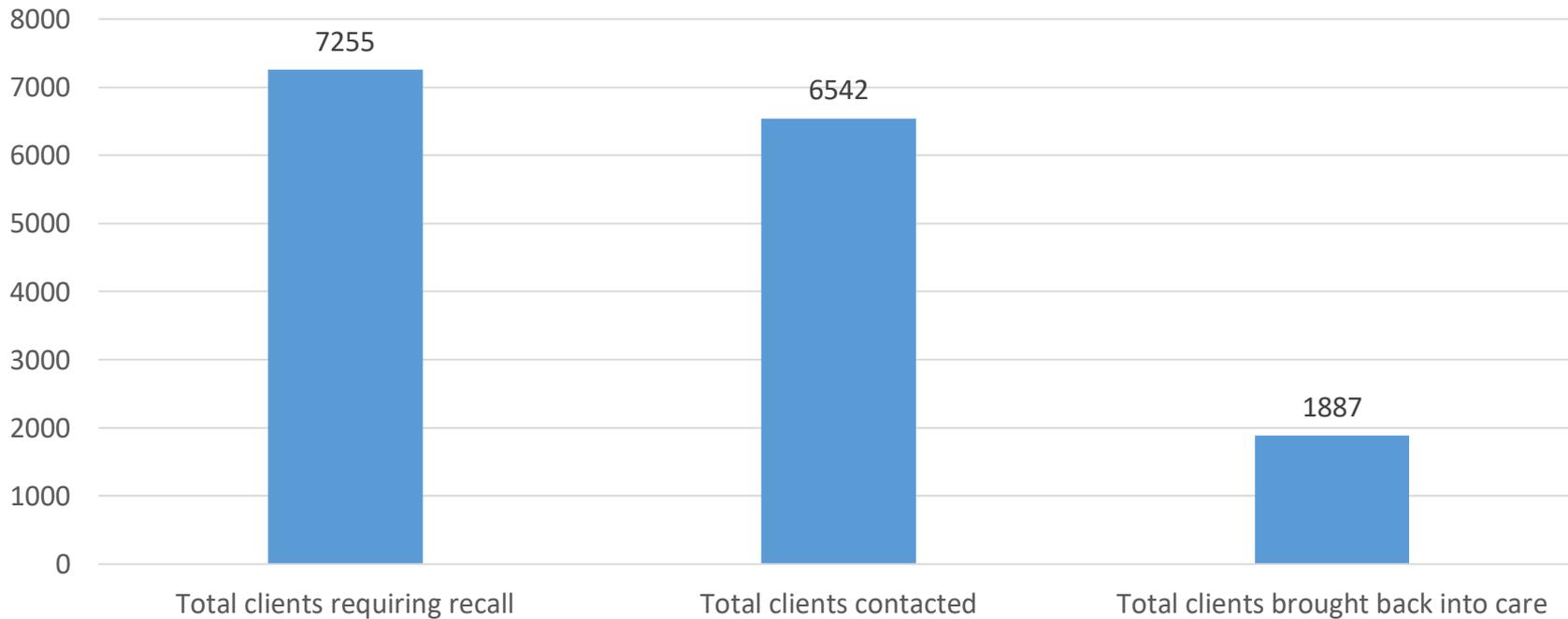


Chris Hani Linkage Rates



February Frenzy recall

February Frenzy recall data



Summary

- Linkage Officers improve linkage to ART
- The Linkage Officer recall sheet allows measurement of successful recall for each step of the HIV and TB cascades
- The Linkage Officer model has been successful in Amathole and is now being implemented in OR Tambo and Chris Hani districts
- Tracing and Tracking Tool will elucidate reasons for missed appointments, to inform future retention strategies and disaggregate EM/LM/uLTFU demographic data

Thank you!

