

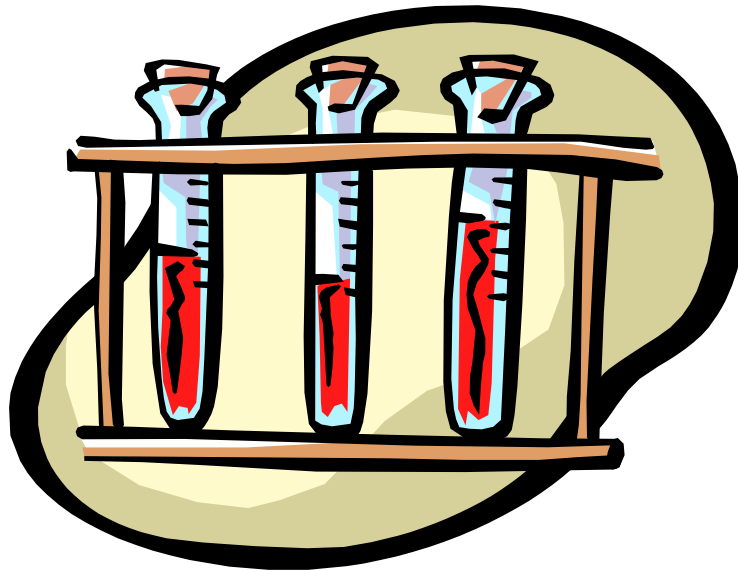


**Bureau of
HIV/AIDS**
Florida Department of Health

Early Intervention Section

HIV Counseling, Testing and Referral Services
Client Satisfaction Survey

2002 Statewide Report



Bureau of HIV/AIDS goal: Through voluntary counseling and testing, increase from the current estimated 70% to 95%, the proportion of HIV-infected people in Florida who know they are infected.

Background

In keeping with the goal of increasing the proportion of HIV-infected persons who know their HIV status, the Bureau of HIV/AIDS has implemented a comprehensive HIV counseling, testing and referral (CTR) program. High-quality prevention counseling and HIV testing are readily available and easily accessible at a wide variety of registered test sites. These sites include county health departments, community-based organizations, drug treatment centers, correctional facilities, community health centers, anonymous test sites, outreach programs and mobile testing units. Policies, procedures and guidelines are in place to ensure that every client receives science-based, culturally competent CTR services. Counselors and trainers are required to meet minimum standards and to receive training on an annual basis to ensure that information provided is accurate, complete and up-to-date.

The Client Satisfaction Survey (Appendix A) was conducted for the first time in 2002 as a means of assessing CTR services statewide. The survey was designed to determine how clients feel about services they have received, how comfortable they were with their counselor, what information was provided during the session, and barriers that may have prevented the receipt of HIV test results. CTR program staff and counselors can use the survey results to assess strengths, identify client concerns and determine opportunities for improvement of the services they provide. As part of our ongoing quality assurance efforts, this survey will be conducted on a biannual basis, with the next survey scheduled for March 2004. Data presented in this report will be used as the baseline to which subsequent years can be compared.

Survey Administration

The Client Satisfaction Survey (CSS) was offered to clients receiving CTR services at registered test sites in Florida during a two-week period in March 2002*. CTR services include risk assessment, pre-test counseling, informed consent and post-test counseling as required by Department of Health policies, protocols and guidelines.

Local Early Intervention Consultants (EIC) were responsible for disseminating the survey and Client Satisfaction Survey Guidelines in their assigned area. The twelve EICs are responsible for coordinating CTR services, providing training to counselors and providing technical assistance to test sites in their assigned counties.

In a memorandum from the Deputy Secretary for Health, all county health department test sites were strongly encouraged to participate in administering the survey. Participation by community-based test sites was completely voluntary. At those test sites that took part, clients were encouraged to complete a survey after receiving CTR services. The survey was self-administered. The HIV counselor was responsible for completing the top portion of the survey, which included the date, test site number, the counselor's number and/or initials, and other information about the CTR service offered. The survey was available in English, Spanish, and Creole. Surveys were collected by the EIC and data were either entered into a database by the EIC or sent to Tallahassee for data entry. Data were merged, cleaned and analyzed by bureau staff.

*One large county conducted the survey for a two-week period in mid-July.

Summary of Findings

A total of 3,159 clients participated in the survey. Respondents were very similar to the total population of persons tested at registered test sites during the same time period with respect to race/ethnicity, gender and age. Over half of the respondents reported being seen by a counselor in 15 minutes or less (1,719 or 54.4%), and almost all of the clients surveyed indicated that they understand how HIV is transmitted (3,094 or 97.9%).

Respondents were also asked if the counselor performed specific tasks as required by DOH policies and guidelines. Generally, responses showed that the majority of counselors performed the required procedures such as: discussing risk factors (2,800 or 88.6%), explaining methods for risk reduction (2,762 or 87.4%), offering anonymous and confidential testing (2,448 or 77.5%), and having resources and condoms available (2,609 or 82.6%).

Overall, findings show the majority of respondents were satisfied with the CTR services received (2,937 or 93%).

Demographics

A total of 3,159 clients completed the client satisfaction survey. Overall, respondents were representative of clients tested in Florida's registered testing sites (17,248*) during the survey implementation period (March 11-22) with respect to race/ethnicity, gender and age group.

Race/Ethnicity

During the survey implementation period, blacks represented 36.0% (6,216) of the total population tested and 31.1% (984) of the survey respondents. The proportion of whites reflected among those tested and surveyed was 42.5% (7,325) and 44.4% (1,403), respectively. Hispanics were slightly over-represented (18.0% vs. 16.9%) among those surveyed. The "other" category included Asian, Pacific Islander, American Indian, and those respondents who identified their race/ethnicity as other; participation by this group was minimal (less than 3% tested and surveyed).

Figure 1a. Total Tests by Race/Ethnicity, N=17,248

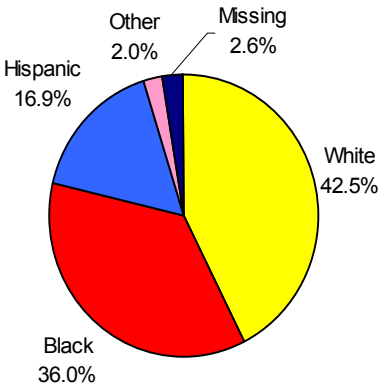
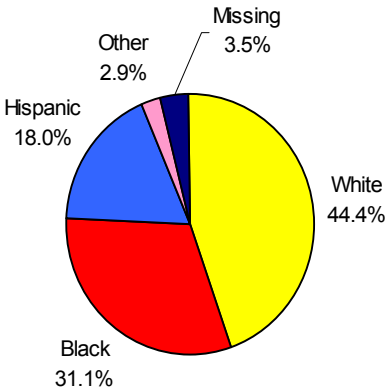


Figure 1b. Race/Ethnicity of Respondents N=3,159



* Preliminary data as of November 18, 2002

Gender

Figure 2 shows the distribution of respondents by gender. The proportion of female and male survey respondents are very similar to that reported for persons tested in Florida. The majority of respondents were female (60.8% or 1,920), while males accounted for 35.0% (1,105).

Figure 2a. Total HIV Tests by Gender,
N=17,248

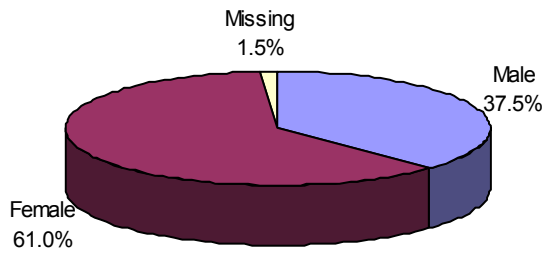
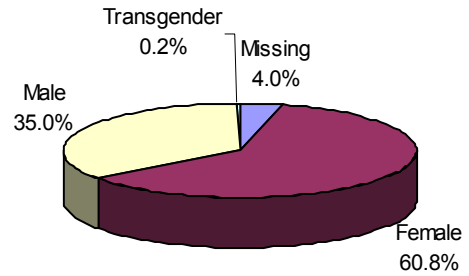


Figure 2b. Respondents by Gender
N=3,159



Age

The age distribution of survey respondents was very similar to that of persons tested during the same period. Persons aged 20-29 made up the largest proportion of both groups, followed by those aged 30-39 and those aged 13-19 (Figure 3).

Figure 3a. Total HIV tests by Age Group,
N=17,248

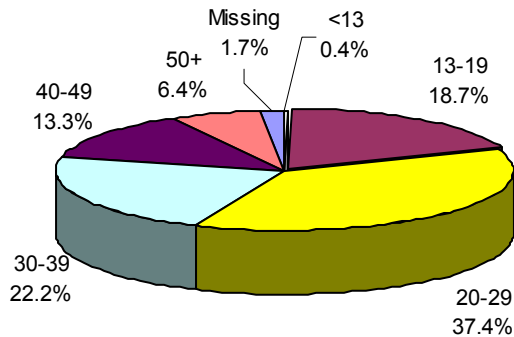
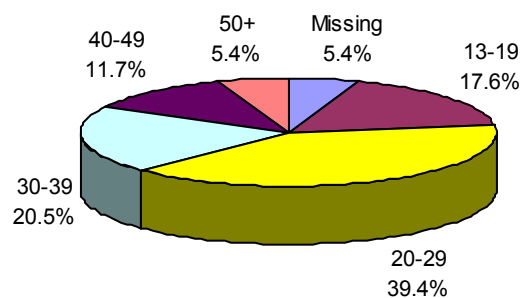
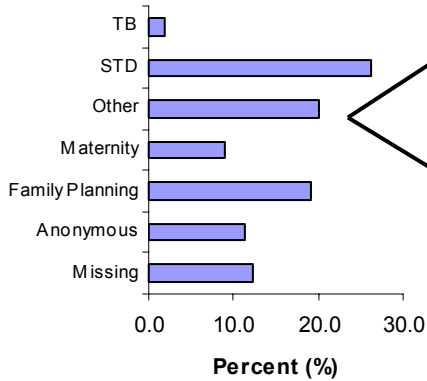


Figure 3b. Age of Respondents
N=3,159



Of those who responded, 26.3% (832) attended a STD clinic for HIV CTR services compared to 19.1% (604) surveyed at family planning clinics, 11.5% (363) at anonymous test sites, and 8.9% (280) at maternity clinics. Approximately 12.3% (387) of the surveys were missing clinic type information. Among the other clinic types specified, community-based organizations (CBO) represented the largest proportion (109 or 36.8%).

Figure4. Type of clinic used for HIV CTR service
N=3,159

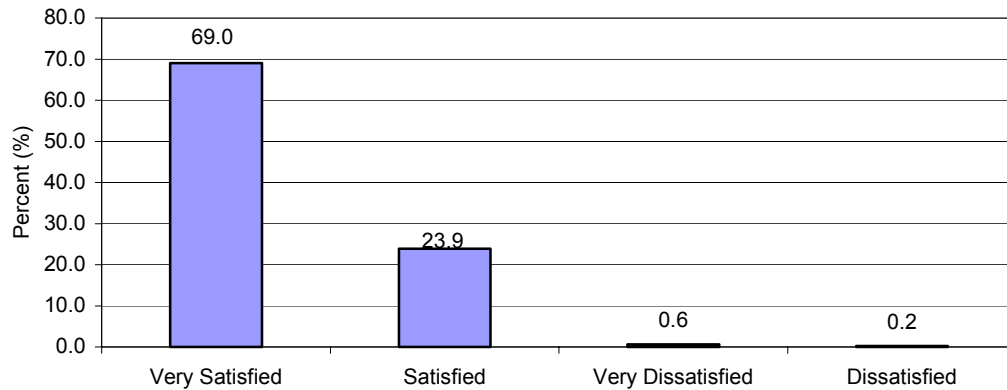


Other Clinic Types Specified		
	N	%
Adult Health	5	1.7
CBO	109	36.8
Confidential	10	3.4
Drug Treatment	43	14.5
Jail/Prison	13	4.4
Mental Health	14	4.7
Not Specified	93	31.4
Outreach	9	3.0
Total	296	99.9

Results

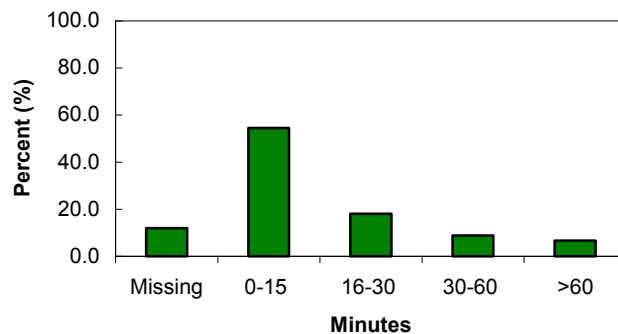
Overall, the 2002 Client Satisfaction Survey showed a very high level of satisfaction among clients receiving CTR. Generally, 93% (2,937) of the clients were “very satisfied” or “satisfied” with their counseling session. Only 0.8% (23) of the respondents were “very dissatisfied” or “dissatisfied” with their counseling session (Figure 5).

Figure 5. Overall satisfaction of counseling session
N=2,960



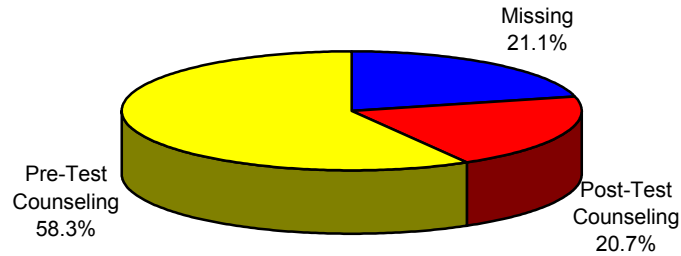
The majority of clients (72.4% or 2,288) began their counseling session within half an hour of their appointment time. Approximately 54.4% (1,719) of the clients responded that they were seen within 0-15 minutes, while 18.0% (569) saw a counselor within 16-30 minutes. Only 6.7% (211) of the respondents had to wait more than 60 minutes to be seen by a counselor (Figure 6).

Figure 6. Length of time waited to be seen by a counselor
N=3,159



Of those who were surveyed, the majority (58.3% or 1,841) received HIV pre-test counseling services (Figure 7).

Figure 7. Type of visit made for HIV CTR services
N=3,159



Although the majority of clients received their most recent HIV test result (57.5% or 1,817), 14% (441) of the respondents reported that they did not receive the results of their last HIV test. Of these clients, 225 indicated reasons for not receiving their last result; 16% (36) were scared, 14.7% (33) didn't know why, and 11.1% (25) forgot (Figure 8). The "Other" category included several unique responses. The largest proportion (28 or 0.9%) stated that results were pending (data not shown).

Figure 8. Received results of last HIV test
N=3,159

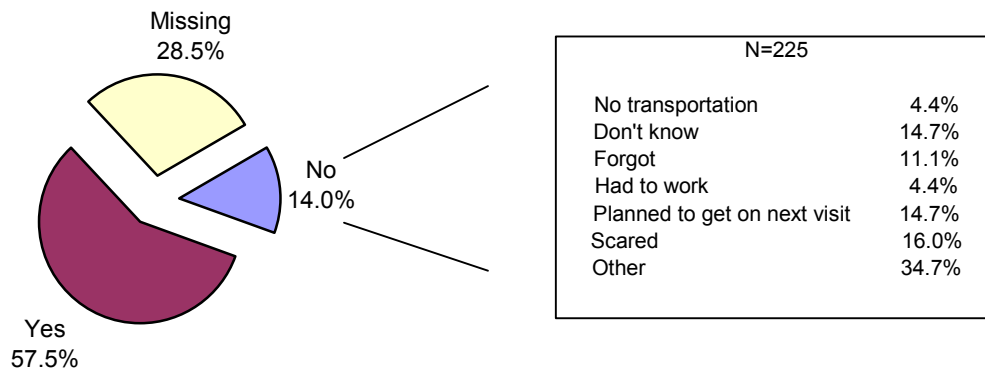
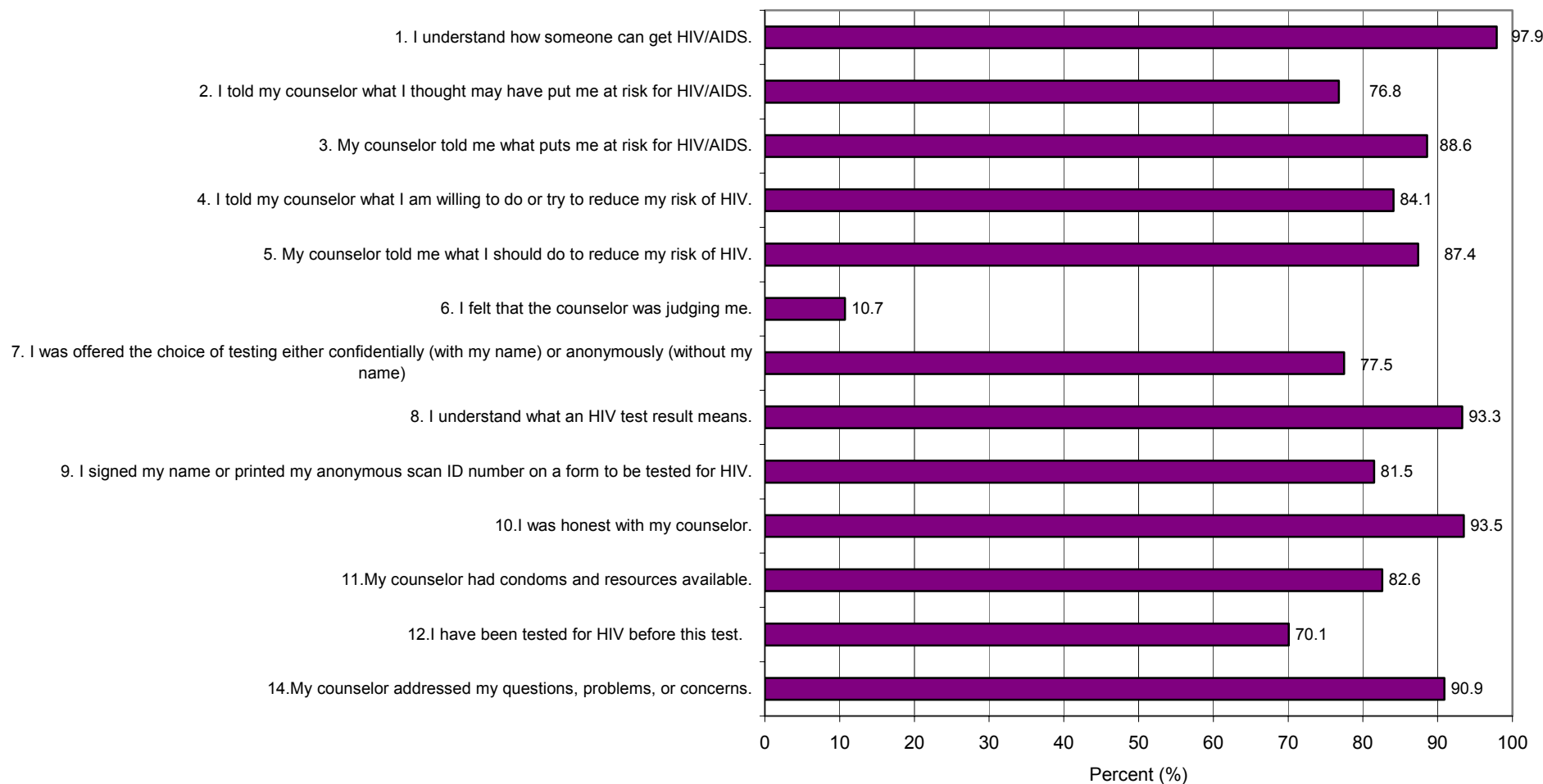


Figure 9 displays the percentage of clients who answered “yes” on questions related to the quality of CTR services received. The question numbers are also included to allow the survey instrument to be used as reference for the exact wording of the questions (Appendix A). Almost all (97.9% or 3,094) of the clients understand how someone can get HIV/AIDS (question 1). When asked if the counselor told them what should be done to reduce the risk of HIV, 87.4% (2,762) responded “yes” (question 5). The majority of respondents also understand what an HIV test means (93.3% or 2,948), and were honest with their counselor (93.5% or 2,955) (questions 8 and 10). Approximately 91% (2,871) indicated that their counselor addressed their questions, problems, or concerns (question 14). Only 10.7% (339) of the respondents felt that their counselor was being judgmental (question 6).

Figure 9. Statewide responses to the HIV Testing and Counseling Client Satisfaction Survey, Florida 2002



Client Feedback

Clients were asked to provide additional comments about the CTR services they received. A total of 517 responses were given. Most of the comments highlighted clients' feelings toward the HIV counselor or staff. There were also general comments made about the counseling session and the educational information provided. Below are some of the actual comments received in the 2002 survey.

Overall Perception of Counseling and Testing Session

- "All questions were answered, I felt very comfortable."
- "My concerns were addressed, handled efficiently."
- "Very supportive great listeners - overall fantastic."

Perception of Counselor

- "I feel very comfortable talking to her. I can tell her anything."
- "I felt that I could talk to her without being embarrassed."
- "My counselor was honest and non-judgmental. She made me feel free to ask and answer questions."
- "My session was excellent and counselor made me feel worry free about taking the test and I would recommend them to see if they are HIV positive or not."
- "She was very professional and made me feel relaxed. Thanks!"

Perception of Clinic staff

- "Everyone was very patient and helpful (this sort of thing is very stressful), everyone was wonderful."
- "They were truly understanding and they could not have been better support of information source."

Educational Information/Resources

- "I feel more educated about these things and I appreciate all the information I have received."
- "I liked talking with my counselor she was very informative about safer sex and risk reduction."
- "She was very helpful with information about other STD's and patient with all my questions."
- "The session was very educational and I appreciated the advice."

Respondents also commented on challenges experienced during the HIV counseling session. Below are suggestions and comments that reveal opportunities for improving CTR services.

- "Couldn't finish - too long had to go to work. Also, I did not like many of these questions."
- "Judgmental."
- "Speed up the time to get test results."

Conclusion

To assess the quality of HIV counseling, testing and referral services in publicly funded test sites, a Client Satisfaction Survey was implemented statewide in 2002. The survey found a high level of satisfaction with services received. Overall, counselors are doing a good job providing information, putting clients at ease and helping clients reduce their risk for HIV.

Since approximately 17,248 persons received CTR services, the sample size needed at a 95% confidence interval is 2,108, with a 2% margin of error. Although an adequate sample size was obtained, not every area of the state was well represented. Missing data on several questions may also lead to potential biases. While clients surveyed appeared to be representative of those tested in publicly funded sites during the same time period, data may not necessarily be generalizable to all clients receiving CTR services. Respondents are self-selected and may have been more satisfied or dissatisfied with the services received. Finally, since the survey was self-administered, it is difficult to assess the validity of data.

It is hoped that findings from this baseline survey and from future surveys will be used to improve the CTR services we provide to our clients. It is vital for our clients, particularly those at risk, to learn their HIV status. Those found to be infected with HIV could be linked with a variety of services that can help them lead long, productive lives and reduce the spread of their infection. Equally important is helping those who are not infected to remain that way.

Appendix A

Client Satisfaction Survey

In an effort to improve services provided to our clients, we would like to know your feelings about the HIV counseling session that you received. The information from this survey is **confidential** and will be used to improve the HIV counseling, testing, and referral services that we offer. Please complete all of the information below. Thank you very much for your time and cooperation.

Date of Visit:	County:
Visit Type: <input type="checkbox"/> Pre-Test Counseling	<input type="checkbox"/> Post-Test Counseling
Clinic Type: <input type="checkbox"/> STD <input type="checkbox"/> TB	<input type="checkbox"/> Family Planning
<input type="checkbox"/> Maternity <input type="checkbox"/> Anonymous	<input type="checkbox"/> Other Specify: _____

Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender
Age group: <input type="checkbox"/> 13-19 <input type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50+
Race: <input type="checkbox"/> White <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Other <input type="checkbox"/> Black <input type="checkbox"/> American Indian/Alaskan
Ethnicity: <input type="checkbox"/> Hispanic <input type="checkbox"/> Non-Hispanic <input type="checkbox"/> Unknown

How long did you wait to be seen for services? <input type="checkbox"/> 0-15 minutes <input type="checkbox"/> 16-30 minutes <input type="checkbox"/> 30-60 minutes <input type="checkbox"/> More than 60 minutes

Please read the following statements. Check “Yes” if the statement is correct or true. Check “No” if the statement is incorrect or false. The “counselor” is the nurse or other person who talked to you about HIV testing.

	YES	NO
1. I understand how someone can get HIV/AIDS.	<input type="checkbox"/>	<input type="checkbox"/>
2. I told my counselor what I thought may have put me at risk for HIV/AIDS.	<input type="checkbox"/>	<input type="checkbox"/>
3. My counselor told me what put me at risk for HIV/AIDS.	<input type="checkbox"/>	<input type="checkbox"/>
4. I told my counselor what I am willing to do or try to reduce my risk of HIV.	<input type="checkbox"/>	<input type="checkbox"/>
5. My counselor told me what I should do to reduce my risk of HIV.	<input type="checkbox"/>	<input type="checkbox"/>
6. I felt that the counselor was judging me.	<input type="checkbox"/>	<input type="checkbox"/>
7. I was offered the choice of testing either <i>confidentially</i> (with my name) or <i>anonymously</i> (without my name).	<input type="checkbox"/>	<input type="checkbox"/>
8. I understand what an HIV test result means.	<input type="checkbox"/>	<input type="checkbox"/>
9. I signed my name or printed my anonymous scan ID number on a form to be tested for HIV.	<input type="checkbox"/>	<input type="checkbox"/>
10. I was honest with my counselor.	<input type="checkbox"/>	<input type="checkbox"/>
11. My counselor had condoms and resources available.	<input type="checkbox"/>	<input type="checkbox"/>
12. I have been tested for HIV before this test. (If “No,” go to question #14)	<input type="checkbox"/>	<input type="checkbox"/>
13. I received my results from my last test. If “No,” why not?	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> I was scared <input type="checkbox"/> I planned to get them on my next visit <input type="checkbox"/> I don’t know		
<input type="checkbox"/> I had to work <input type="checkbox"/> I did not have transportation <input type="checkbox"/> I forgot		
<input type="checkbox"/> Other (please explain _____)		
14. My counselor addressed my questions, problems, or concerns.	<input type="checkbox"/>	<input type="checkbox"/>
15. My overall feeling about my counseling session is: <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied		
16. What else would you like to add about your counseling session? _____		