Effectiveness of Mobile Health Technology in Improving HIV Care Continuity and Service Delivery Among Sex Workers In Sex Workers Outreach Project (SWOP) Clinics Nairobi Kenya

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Background

The delivery and results of health care can be enhanced by using mobile health technology, or m-health, which is the provision of health services and information via mobile phones through phone calls or messaging by addressing problems like accessibility to medical facilities, particularly in remote locations.

This m-health innovation not only increases access to healthcare but also eases traffic and improves overall system performance.

This study's primary goal was to evaluate the utilization of mobile health interventions in enhancing HIV continuity.

Study objectives

1. To understand client barriers towards accessibility of health services
2. To come up with better interventions for patient centered care
3. To increase HIV retention using mobile health technology

Methodology

Weekly appointments were conducted using a longitudinal data gathering strategy by Making pre-visit calls, such as those for the seven, three, one, and actual dates of the anticipated visit, tracking forms, and putting in place a case management team to supervise the appointment scheduling process were how this was accomplished.

Results

Before the introduction of m-health appointment keeping was around 54% and a VL coverage of 75%, but after the implementation of m-health, appointment keeping improved by more than 86% and VL coverage at 89%, enhancing health efficiency.

Care clients were also free to disclose to the health provider any health issues that might have prevented them from visiting the facility, such as being preoccupied at work, and receive assistance with medication at their convenience without having to visit the facility. These clients were also able to disclose obstacles to keeping appointments, and they would reschedule the appointment visit dates appropriately with the health providers improving HIV retention.

Reminders about viral load sample collection led to a rise in viral load uptake and an increased appointment-keeping rate, and the use of mobile health technology in conjunction with other retention strategies such as community refills produced a noticeable improvement in HIV/care continuity and treatment outcomes in all swop clinics in Kenya.

Conclusion And recommendation

The adoption of mobile health technology greatly increased HIV retention.

Therefore, to increase quality of HIV care there is a need to emphasize on:

❖ Capacity building of health workers through patient provider relationship to improve service delivery
❖ Client awareness on the need to provide accurate information such as phone numbers for effective service delivery
❖ Access to clinic services through appointment keeping
❖ Supportive Mental health counselling to provide timely interventions and personalized care