

# 7.1 EVALUATING PEER PROGRAMS: CHOOSING THE OUTCOMES TO MEASURE

## The ABC Clinic's Peer Program

The ABC Clinic located in a metropolitan area provides HIV medical and case management services to approximately 1000 HIV-positive patients annually. A recent chart audit revealed that only 50% of its HIV-positive patients had at least 2 medical visits in a 12-month period, and focus groups with case managers and HIV-positive patients reported a greater need for addressing HIV treatment concerns. As part of its quality management plan, the clinic has identified the goal of improving retention in care and treatment for its HIV-positive patients. At a recent meeting with other community area providers, the clinic decided to implement a peer program to improve the engagement in care of newly diagnosed and out-of-care persons with HIV, and enhance retention of current clinic patients in HIV medical care. The clinic plans to hire 3 outreach peers and 3 adherence peers to work with its case managers and other community programs to achieve these goals. Below is a potential work plan and key measures for the clinic to monitor and evaluate the peer program within its existing services.

**Goal:** Design and implement a peer program to improve retention in HIV medical care and receipt of support services.

Objectives	Activities/Action Step	Person (s) responsible	Measures/Indicators	Evaluation Methods	Outcomes
1.1 Link at least 60% of those newly diagnosed with HIV by the Counseling & Testing sites (C &T) to HIV primary care at the clinic within 90 days of receiving test results	<ul style="list-style-type: none"> <li>• Outreach peers attend weekly Counseling &amp; Testing sessions with C &amp;T staff</li> <li>• Outreach peers make initial introduction and appt for case management services</li> <li>• Outreach peers inform C &amp; T sites that referrals are completed</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach peers</li> <li>• Counseling &amp; testing sites</li> </ul>	<ul style="list-style-type: none"> <li>• Number/demographics and time to entry to care at the clinic</li> <li>• Number of HIV-positive referrals to outreach peers from rapid HIV testing</li> <li>• Number of HIV newly diagnosed with at least 2 case management appts in 6 months time</li> </ul>	Process: <ul style="list-style-type: none"> <li>• Peer contact forms (See <a href="#">sample forms for documenting peer work.</a>)</li> <li>• Referrals logs</li> </ul>	Reduce unmet need for HIV care & services

READ MORE: IMPROVE RETENTION IN CARE

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<b>1.2</b> Link at least 60% of out-of-care clients from community partner sites to clinic services	<ul style="list-style-type: none"> <li>• Outreach peers respond to referrals from other partner sites</li> <li>• Outreach peers link out-of-care clients to case managers at clinic and CBO partners</li> </ul>	<ul style="list-style-type: none"> <li>• Outreach peers</li> <li>• Community partner sites</li> </ul>	<ul style="list-style-type: none"> <li>• Number /demographics and time to entry to care at the clinic</li> <li>• Number of HIV-positive referrals to outreach peers from community partner sites</li> <li>• Number of HIV-positive clients with 2 case management appts. in 6 months' time</li> </ul>	Process: <ul style="list-style-type: none"> <li>• Peer contact forms (See <a href="#">sample forms for documenting peer work.</a>)</li> <li>• Referrals logs</li> </ul>	Reduce unmet need for HIV care & services
<b>1.3</b> Provide HIV primary care and social support services to 30 newly diagnosed persons living with HIV, 100 out-of-care clients and 1000 currently enrolled HIV-positive clients	<ul style="list-style-type: none"> <li>• Adherence peers w/case managers develop care &amp; treatment plan for HIV-positive clients</li> <li>• Adherence peers make follow up phone calls for HIV medical visits, lab tests and case management appts</li> <li>• Adherence peers accompany HIV-positive clients to HIV social and medical visits as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence peers</li> <li>• Case managers at clinic and CBO partners</li> <li>• Clinic staff</li> </ul>	<ul style="list-style-type: none"> <li>• Number/demographics of HIV-positive clients with care &amp; treatment plan</li> <li>• Number/demographics of HIV-positive clients who achieve care &amp; treatment plan goals</li> <li>• Number/type of services referred and used by HIV-positive clients</li> <li>• Number/demographics of HIV-positive clients with at least 2 medical visits in measurement year (both on ART and those not on ART)</li> <li>• Number/demographics of HIV-positive clients (both on ART and those not on ART) with at least 2 CD4 and viral load lab tests in measurement year</li> </ul>	<ul style="list-style-type: none"> <li>• Chart audits</li> <li>• Client surveys- <a href="#">HIV Patient satisfaction survey</a></li> <li>• Peer contact forms (See <a href="#">sample forms for documenting peer work.</a>)</li> <li>• Case manager treatment plans completed</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce barriers to care</li> <li>• Increase in number of clients with undetectable viral loads</li> <li>• Increase in number of clients with 2 or more medical visits</li> </ul>

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Objectives	Activities/Action Step	Person (s) responsible	Measures/Indicators	Evaluation Methods	Outcomes
1.4 Provide adherence education to at least 600 HIV-positive clients in the clinic	<ul style="list-style-type: none"> <li>Adherence peers provide support to HIV-positive clients currently on ART</li> <li>Adherence peers assess HIV-positive clients readiness for ART</li> </ul>	<ul style="list-style-type: none"> <li>Adherence peers</li> <li>Medical staff at clinic</li> <li>Case managers</li> </ul>	<ul style="list-style-type: none"> <li>Number of HIV-positive clients receiving ART education adherence sessions</li> <li>Number of HIV-positive clients with ART assessments completed</li> <li>Knowledge, positive behavior and attitude regarding ART for HIV-positive clients receiving counseling sessions</li> </ul>	<ul style="list-style-type: none"> <li>Peer contact forms (See <a href="#">sample forms for documenting peer work.</a>)</li> <li><a href="#">Treatment adherence survey</a></li> <li>Focus groups</li> <li>Attendance lists</li> </ul>	Increase in number of clients with undetectable viral loads

This “Read More” section accompanies [Section 7 Evaluating Peer Programs](#), part of the online toolkit *Building Blocks to Peer Program Success*. For more information, visit [http://www.hdwg.org/peer\\_center/program\\_dev](http://www.hdwg.org/peer_center/program_dev).