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TITLE

Process mapping to support delivery of long-acting injectable cabotegravir for HIV pre-exposure prophylaxis within systems: the ImPrEP CAB Brasil study

PRESENTER

Thiago Silva Torres

AUTHORS

M. Cohen¹, G. O'Malley², D. Castanheira¹, M. Benedetti¹, B. Hoagland¹, C. Pimenta³, R. Trefiglio¹, V.G. Veloso¹, B. Grinsztejn
the ImPrEP CAB Brasil Study Group

INSTITUTIONS

¹Instituto Nacional de Infectologia Evandro Chagas, Fundação Oswaldo Cruz, Rio de Janeiro, Brazil, ²University of Washington Schools of Medicine and Public Health, Department of Global Health, Seattle, United States, ³Ministério da Saúde, Br

BACKGROUND: Although long-acting injectable cabotegravir (CAB-LA) PrEP has proven efficacious for HIV prevention in additional research is needed to evaluate effective implementation in real world settings. The ImPrEP CAB-Brasil study feasibility, acceptability, and effectiveness of delivering same-day CAB-LA for HIV prevention in six PrEP public health clinics are a diagrammatic representation of organizational processes and are widely used in healthcare quality management improvement; however, literature is sparse in describing their use to incorporate clinical innovations into routine practice. Process mapping to operationalize plans for integrating injectable PrEP with existing oral PrEP services.

DESCRIPTION: We used a four-step approach to process mapping: preparation, mapping and analyzing, customization and validation. We first conducted individual interviews with study sites health professionals. Based on these interviews initial process maps, customized for each site. Then, we held online meetings with health professionals and peer educators who were encouraged to provide honest and constructive opinions during the discussions, especially about possible planned models of service delivery. Finally, we asked the same personnel to validate revised process maps and to ensure missing steps. We applied Business Process Management discipline using Bigazi Modeler Software, version 4.0.

LESSONS LEARNED: We created three process maps for each site to describe the initial CAB-LA PrEP user visit, follow-up laboratory flow (18 maps total). Main challenge identified during the process was the duration of visits due to great number of laboratory and HIV counseling steps for the same-day PrEP delivery. Solutions proposed included (1) use of point-of-care instead of laboratory tests, which sites expressed the need for additional training to perform it; (2) more staff performing. Two sites identified the need to expanding clinic hours for the project to better serve the study population, also contribute to scale-up.

CONCLUSIONS: Process modeling was a powerful tool for planning an injectable PrEP implementation study within Brazil's health system. Continuous monitoring of the implementation of mapped processes will help identify further barriers and solutions for PrEP delivery.