

Enhancing Patient-Centered Care through a Continuous Quality Improvement Program A Step Towards **Reducing Stigma & Discrimination in Healthcare Settings** in Taiwan

HS Toh^{1, 2, 3}, CT Liao^{3, 4}, HC Ku⁵, HC Wang⁵, TH Cheng⁵, GY Chen⁵, HJ Tang^{5, 6}, IL Chen⁵, BD Agins⁷

¹Department of Intensive Care Medicine, ²Center for Quality Management, ³Evidence-Based Medicine and Health Policy Center, ⁴Division of Cardiology, Department of Internal Medicine, ⁵Infection Control Center, ⁶Division of Infectious Diseases, Department of Internal Medicine, Chi Mei Medical Center, Tainan City, Taiwan, ⁷HEALTHQUAL, Institute for Global Health Sciences, University of California San Francisco, San Francisco, United States

INTRODUCTION

HIV-related stigma and discrimination significantly hinder effective HIV prevention, treatment, and care within healthcare settings. Addressing these challenges is vital for improving **patient-centred care** and ensuring **health equity**. Aiming to reduce healthcare stigma and enhance care quality, we applied a continuous quality improvement program to identify and mitigate barriers to compassionate and comprehensive HIV care in a medical center in Taiwan.

METHODS

The study was performed in an HIV-designated medical center in southern Taiwan. A quality improvement program was planned, and the **Mandarin version of the HEALTHQUAL stigma questionnaires** was utilized as quality control indicators. Surveys were administered quarterly to all healthcare personnel (HCPs) as well as people living with HIV (PLWH) follow-up at the outpatient department to assess and monitor perceptions and experiences of HIV-related stigma and discrimination. Subsequent improvement strategies were performed according to the feedback from the survey.

友善醫療門診問卷調查

為了推廣友善醫療，我們希望未來可以定期利用問卷方式了解醫療對門診就醫者的感受。本問卷由UCSF加州大學舊金山分校發展，已在多國使用做為相關指標。我們提供中文版本，未來在台灣的友善醫療之現況，讓我們可以為了沒有醫療歧視的社會環境而繼續努力。本問卷採匿名方式填寫，您的回答也會做為大數據之統計使用以了解目前的現況，請依據您最真實的想法填寫。謝謝您的協助！

若有相關疑問，歡迎致電詢問 06-2812811 #53734 杜漢祥醫師
此問卷版本 1.1, 2023/03/09

kampungths@gmail.com 切換帳戶

在幫HIV個案抽血時，您會有多擔心呢？*

☐ 不擔心
☐ 有點擔心
☐ 擔心
☐ 非常擔心
☐ 不適用(我的工作不需要幫病人抽血)

如果HIV感染的女性有意懷孕生小孩，這樣的情形是可以的。*

☐ 非常同意
☐ 同意
☐ 不同意
☐ 非常不同意

在過去的三個月內，您曾經觀察到院內有醫療相關人員「不願意」照護HIV感染，或者疑似感染之個案？

Mandarin version of the HEALTHQUAL HIV stigma questionnaires

RESULTS

During the study period, campaigns were conducted, including propagating the concept of U=U, offering free coffee to the HCPs, hosting educational lectures, and organizing poster exhibitions. Continuous surveys using the questionnaires demonstrated improvement in the knowledge, attitudes, and practices of HCPs regarding the care of PLWH.

Do

When: 2019
Hospital-wide surveillance

- Build up HIV Cross-Disciplinary Care Team
- Slogan for Equitable Care
- Set up Emergency Post-exposure Prophylaxis prescription system
- Case-Based Discussion on HIV

Do

When: 2020
Hospital-wide program

- Friendly Calendar by the ambassadors
- Let's talk about HIV interviews
- Attending meetings of clinical departments
- HIV Friendly Care Exhibition on World's AIDS day

Do

When: 2023
Enhancing cross-disciplinary care

- Admission to wards according to client's needs
- Case managers participate in ward care
- Quarterly discussion of client & staff feedback
- Free coffee for HCW to promote U = U concept
- Host an international conference of HIV

Plan

When: 2018
Who: all healthcare staff
How: know your status

Check

- Doctors are always absent
- Lack of client survey

Plan

When: 2020
Who: all healthcare staff
How: Build-up Friendly Hospital

Check

- Improving in acceptability
- Lack of client survey

Plan

When: 2023
Who: all healthcare staff
How: Revisit of HIV survey after COVID-19

Check

- More positive feedback from the clients
- Willing to learn from the staff

Act

- Knowledge, Attitude & Practice approach
- Aggressive propagation of equitable care
- Invite leaders & KOL as "ambassador"
- Promote client-HCW communication
- Universal precaution to target fear for HIV

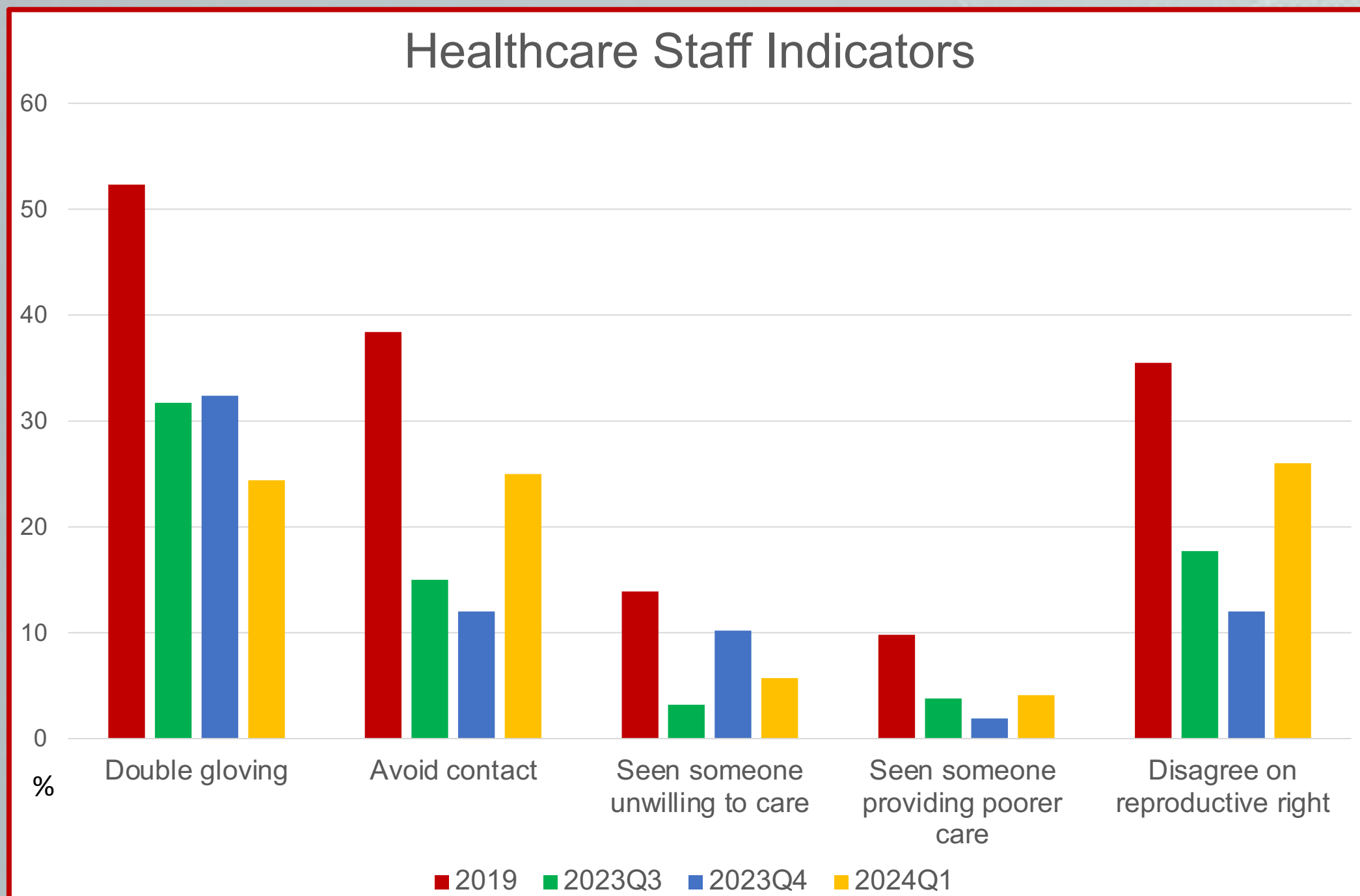
Act

- Desegregation of infection control policy
- The application of QIS+D indicators

Act

- Equitable care lessons regarding key population
- Visualization of indicators

Healthcare Staff Indicators



Client Indicators



CONCLUSION

Using quality improvement programs targeting HIV stigma is a crucial step towards achieving zero HIV-related stigma and discrimination in healthcare settings. As **the first pilot hospital** using these indicators in Taiwan, our findings underscore the need for targeted interventions to improve the quality of patient-centred care, promoting an inclusive, respectful, and supportive environment for PLWH. This study also lays the groundwork for future efforts aimed at bridging the gap towards a sustainable and equitable healthcare future, emphasizing the importance of eliminating stigma and discrimination to achieve health for all.

References:

1. Ikeda DJ, Nyblade L, Srithanaviboonchai K, Agins BD. A quality improvement approach to the reduction of HIV-related stigma and discrimination in healthcare settings. *BMJ Glob Health*. 2019 Jun 21;4(3):e001587
2. Toh HS, Liao CT, Ku HC, Chen WP, et al. Validation of the HEALTHQUAL Questionnaire in Taiwan: A Pilot Study on Reducing HIV-Related Stigma and Discrimination in A Healthcare Settings. *EACS*, 2023: eP.C3.030.
3. Toh HS, Ku HC, Chen WP, Wang HC, Liao CT, Tang HJ. Targeting HIV stigma among healthcare providers in a medical center of southern Taiwan: towards zero discrimination. *AIDS 2020*, 23rd International AIDS Conference, virtual.

Presented by Dr. Han Siong Toh
(kampungths@gmail.com) and Dr.
Chia-Te Liao(drctliao@gmail.com)

