

## ACS1. ACCESS TO AND USE OF SUPPORTIVE AND ANCILLARY HEALTH SERVICES INTERVIEW CHECKLIST

### USE WHEN YOU WANT TO EVALUATE:

#### Outcomes :

- ✓ Capacity to access care and support
- ✓ Collaboration and networking

#### Intervention types:

- ✓ Interventions to promote retention in care and treatment
- ✓ Activities to help people living with HIV/AIDS, hepatitis C or related communicable diseases access resources and services
- ✓ Activities to improve collaboration, coordination and networking

#### Priority populations:

- ✓ People living with HIV or hepatitis C

#### Interventions for:

- ✓ HIV
- ✓ hepatitis C

### DESCRIPTION

This is an interview checklist of the types of services that people living with HIV and/or hepatitis C could access (to be completed by program staff, coordinators, peer workers or volunteers). Note that it should be adapted to refer to the services as they are known locally by the priority population. It is filled out by a worker when speaking with a client.

**WHY THIS TOOL MIGHT BE USEFUL FOR COMMUNITY-BASED PROGRAMS.** Use of supportive and ancillary services has been shown in BC to relate to better outcomes for people living with HIV, including lower viral loads, higher CD4 count, and better treatment adherence, all associated with declining mortality. Supportive service use has impact beyond the service itself, by connecting users to a greater network of organizations, agencies, and health care professionals as well as peers. Use of these services is linked to a variety of social factors that are addressed in community-based programming, and community organizations often act as connectors and navigators for people living with HIV and hepatitis C.

- ✓ Suitable for before and after testing of a program's effects.
- ✓ Easily completed and analysed.
- ✓ Could be adapted to a self-completed questionnaire if appropriate for the priority group.
- ✓ Could easily be given electronically.

#### Developed in:

- ✓ English

### ADMINISTRATION, DESIGN, SCORING and ANALYSIS CONSIDERATIONS

#### ADAPTATION

- Put the local names of the services in the form. (Use workers' names if that will help respondents recall them.)
- Add any other ancillary or support services available to participants in your setting.
- Add prompt in notes regarding whether client had need for particular services. If no need for service, then no change response would be expected and should not be a reflection of the effect of the intervention.

#### ADMINISTRATION

- This interview should take about 15 minutes to complete.
- Tell participants why you are conducting the interview, being clear that it is to evaluate the intervention

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to help make it better, and not to evaluation or judge them.

- Participation should be voluntary, so tell participants that it is ok if they do not want to participate in the interview, and assure participants that there are no negative consequences if they don't want to complete it. Give them a way to do something else at the same so that the confidentiality of this decision is protected. (For further information on ethical considerations in carrying out evaluations, see [Ethics Resources](#))
- Ensure that people feel safe and that the space is confidential: that no one can hear their answers, and that completed questionnaires are put into a sealed envelope.

### DESIGN OPTIONS

**Measuring before and after intervention**(this is the best option because it measures real change)

1. **WHEN TO USE:** Conduct the interview before the intervention or at the very beginning of it, and again after, as close to the end as possible (often the very last session is not suitable because it may be a celebration, or have low attendance).
2. **LINKING RESULTS:** Include a way to match the same person's interviews while protecting confidentiality, for example using a [password](#) or unique identifier that respondents generate and remember.
3. **SCORING:** Create each person's total Services Use score by adding up the "yes" answers to questions 1-14 (count "don't know" answers as "no"). Scores can range from 0 to 14.
4. **ANALYSIS:** Compare the pre and post scores for each individual, noting how many people improve, how many stay the same, and how many get worse.
5. **FOLLOW-UP:** If the respondent is not aware of some services he or she could benefit from, provide information and accompaniment as necessary, and note this on the form, to be taken into consideration on the post-test measure.

**Measuring change only after the end of an intervention:** (this is the second best option, because people often think the intervention has had more effect than it really did)

1. Adapt the questions so that the interview asks people what their answer is now and what it was before the intervention  
For example, for question 1 ask: *"In the last month, did you use [case management services]?"* AND *"Before you started coming here, did you use [case management services]?"* (see an [example](#))
2. **SCORING:** Create each person's total before and after Services Use score by score by adding up the "yes" answers to questions 1-14 (count "don't know" answers as "no"). Scores can range from 0 to 14.
3. **ANALYSIS:** Compare the pre and post scores for each individual, noting how many people say they improve, how many stay the same, and how many get worse.

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In the last month, have you used any of the following services? [NB: replace with local name]		If no:	INTERVIEWER NOTES: REFERRALS, INFORMATION, ACCOMPANIMENT MADE, WITH DATE
1. Case management (social worker)	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	15. Do you know where you could get case management services? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Drop-in centre	<input type="checkbox"/> Yes <input type="checkbox"/> No → <input type="checkbox"/> Don't know	16. Do you know where there is a drop-in centre you could use? <input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Food banks or meal services	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	17. Do you know where you could go to get food? <input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Health promotion or education programs	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	18. Do you know where you could get information about your health and living a healthy way? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Housing referrals or advocacy	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	19. Do you know where you could get help finding housing? <input type="checkbox"/> Yes <input type="checkbox"/> No	
6. Mental health services	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	20. Do you know where you could get mental health services? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Needle exchange programs	<input type="checkbox"/> Yes <input type="checkbox"/> No → <input type="checkbox"/> Don't know	21. Do you know where you could get clean needles? <input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Outreach or street worker services	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	22. Do you know where you could get in touch with a street worker? <input type="checkbox"/> Yes <input type="checkbox"/> No	
9. Sexual assault assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	23. Do you know where you could get help because of sexual assault? <input type="checkbox"/> Yes <input type="checkbox"/> No	

10. Social support group	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	24. Do you know where you could go to a support group? <input type="checkbox"/> Yes <input type="checkbox"/> No	
11. Substance abuse counseling or rehabilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	25. Do you know where you could get help with addictions to drugs or alcohol? <input type="checkbox"/> Yes <input type="checkbox"/> No	
12. Supervised injection site (if in Vancouver)	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	26. Do you know where you could go to shoot up in a safe place? <input type="checkbox"/> Yes <input type="checkbox"/> No	
13. Treatment adherence assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No→ <input type="checkbox"/> Don't know	27. Do you know where you could get help to take your treatments all the time? <input type="checkbox"/> Yes <input type="checkbox"/> No	
14. Youth centre	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	28. Do you know where there is a youth centre you could go to? <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Sources:** adapted from: O'Brien, N., **Social-structural factors associated with supportive service use among a cohort of HIV-positive individuals on antiretroviral therapy.** AIDS Care. 2013 Aug;25(8);  
Duncan, K. C., Salters, K., Forrest, J. I., Palmer, A. K., Hong, W., O'Brien, N., . . . Hogg, R. S. (2013). **Longitudinal investigations into supportive and ancillary health services.** International Journal of Epidemiology,42(4), 947-955;  
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