

Patients' perspectives on HIV care and support services in selected State and Regional Hospitals of Upper Myanmar

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Abstract

A cross-sectional descriptive study using quantitative and qualitative data collection methods was conducted in Mandalay General Hospital of Mandalay Region and Larshio General Hospital of Northern Shan State from January to August, 2013 to determine the patients' perspectives on services delivering from medico-social unit, Sexually Transmitted Infections Treatment unit and Anti-retroviral Treatment (ART) unit of HIV care and support corners. A total of 100 patients involved in face-to-face interview and 64 patients involved in Focus Group Discussions (FGDs). According to patients, HIV care and support services were received sufficiently with free of charge for all registered patients irrespective of socio-demographic background. The majority (89%) of patients was convenient with clinic opening time, 42% reported the waiting time was less than one hour and 33% commented waiting time as acceptable, 65% reported duration of counseling session was adequate, all patients received patients' records books and 90% reported that, they did not used extra-money to receive ART. In FGDs, the majority reported that they satisfied with services. However, patients expressed that counseling services in terms of space, manpower and duration were needed to be improved. The roles of volunteers should be considered, however, they need close supervision to prevent misconducts and to ensure quality. Collaboration between National HIV/AIDS Program and Non-Government Organizations have been achieved already, however, further coordination is needed to booster the momentum as well as to avoid the duplication of efforts.