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ARV Users Association

AUA

ANNUAL REPORT

January-December 2014

Proving PLHIV with universal rights and dignity

Background information

AUA is a non-profit organization comprising of a group of people living with HIV/AIDS (PLHIV) using ART. AUA was founded in January 2002 with the cooperation of Médecins Sans Frontières – France, and registered with the Cambodian Ministry of Interior in December 2003. This group provided a unique opportunity for mutual support, understanding, and advice between PLHIV in Phnom Penh and was facilitated on a voluntary basis. From these small beginnings AUA has grown to attract the support of International donors and partners, formalized its structure and status as an association and expanded its activities throughout Cambodia. As an association, AUA is able to retain its close link with patients and promote the involvement of people living with HIV in its planning and governance.

Within the changing landscape of HIV/AIDS treatment and care in Cambodia, AUA plays an important role in providing patient education and peer support. However, recent changes including the impending handover of OI/ARV centers to the Ministry of Health have made AUA increasingly aware of the importance of having a clear scope of our objectives and future strategies to provide PLHIV with universal rights, dignity and peace.

Vision

AUA would like to see Cambodian people, especially those People Living with HIV/AIDS have full access to Universal Rights Dignity and Peace.

Mission

AUA's mission is to empower people living with HIV/AIDS, particularly those receiving ART, to understand their illness, treatment and right to quality care; and to confront the challenges in their lives.

Goal

PLHIV will receive improved quality of health care and treatment, respect, recognition and have better standard of living

Objective

To create a more active community of people living with HIV/AIDS (PLHIV) who are able to advocate for quality treatment, respond to challenges in their lives and more effectively adhere to their treatment in order to improve and maintain their health and involvement in the community.

AUA target implementation

Phnom Penh city:

1. Khmer Soviet Friendship Hospital
2. Meanchey Referral Hospital
3. Samdach Ev Referral Hospital
4. Pochentong Referral Hospital
5. Chamkar Daung Health Center
6. Correction center 1 and Center 2 (CC1&CC2), Prey Sor prison

Kampong Cham province

7. Kampong Cham Referral Hospital
8. Srey Santhor Referral Hospital
9. Chamkarleu Referral Hospital

Kandal province

10. Kean Svay Referral Hospital

ACHIEVEMENTS

AUA currently operates in 10 OI/ART clinics including one national hospital, seven referral hospitals, one health center and two health posts in Phnom Penh prisons (Correction Center 1 and Correction Center 2).

Promoting access to care, treatment and psychosocial support on pre-ART/ART to PLHIV

Manage the reception/triage of PLHIV in all AUA OI/ART clinics:

AUA assist new patients to arrange appointments within the hospital and other supporting services, while also managing administration. These tasks include creating and maintaining patients' files, transferring information between departments, as well as providing information to doctors, counselors and other hospital staff. AUA also work with home based care organizations to keep a record of patients who have not attended appointments. From June to December 2014, **743 new patients registered for pre-ART/ART**. There are currently **9600 patients** registered from the beginning to the end of December 2014 and covered by AUA, **with 7277 active patients (pre-ART patients: 315 and ART: 6962)** managed and registered by AUA receptionists/ triage staff. The total number of sero-discordant couples referred to HIV testing 2014 was **191 (F: 87; M: 104), and 41** are positive.

Trace all missed appointments and lost to follow up patients:

There were 7906 cases (**pre-ART: 672, ART: 7234**) of missed appointments with the doctor and **370 patients (pre-ART: 143, ART: 227) who were lost to follow up** for this period. **2944 patients** were traced by phone to meet the doctors and **2639 (90%)** came for treatment after they were called by AUA staff.

Organize and conduct group discussions with PLHIV at pre-ART/ART centers in Phnom Penh and Kampong Cham:

Group discussions were held once or twice daily in the consultation area for new patients on ART (less than 24 months).. These sessions provided the opportunity for patients to discuss issues related to their treatment, quality of care, personal and social issues as well as Bomnong branded Positive Prevention promotion.. Sessions included participatory question and answer components and used Bomnong poster and videos. In 2014, **7262 patients participated in group discussions** including positive prevention.

Organize and conduct V0 and V1 counseling sessions for PLHIV at OI/ART center:

The AUA routinely organized and conducted different types of counseling sessions including Bomnong positive prevention as part of its pre-ART/ART centre activities. These include the so-called "V0" sessions which were designed as an introductory counseling session for all patients with HIV/AIDS, many newly diagnosed, who had just entered the cohort and who did not necessarily require ART until a later stage and other counseling sessions, called V1 sessions, was organized and designed for patients about to start ART in order to ensure patients know about how HIV/AIDS affects the body, how ART works and the importance of adherence to treatment. These counseling sessions were facilitated by the cooperation of reception and medical staff, which referred patients to appropriate sessions as part of their treatment program. V0 and V1 sessions as part of their treatment support. In 2014, **816 patients** participated in V0 and **743 patients** participated in V1 sessions.

Provide individual counseling sessions for OPD patients at KSFH:

Individual counseling sessions were provided to patients following their doctor's consultations as requested by the health worker or the patient. Counseling is always recommended for pregnant women and typically covers health management, positive prevention, adherence to treatment and also includes discussions regarding family and social problems. In 2014, **6666 cases** received individual counseling by two AUA counselors at OPD and **532 cases** received counseling at IPD at Khmer Soviet Friendship Hospital.

Provide Social support at OPD (KC, CL, SS, SO, MC, PcT, KS RH and CD HC) and IPD patients of the KC, CL, SS RH OI/ART centers:

AUA provided continuous social support at the OPD and IPD for informal discussions with patients and to link these patients with their social needs supported by other services including home based care, transportation assistance and other medical services. In 2014, **845 patients** received lab-test support, **389 patients** received hygiene packages, **379 patients** received OPD consultation fees and **4 PLHIV care givers** were hired to take care of disowned and lonely patients.

Health Equity Funds Cards in KSFH

AUA has negotiated with URC and FHD to interview new patients and re-interview previous patients with expired Health Equity Fund Cards. This activity started in March 2012 to present. A patient's eligibility for a Health Equity Fund Card is determined through an interview with an AUA staff. The patients can use this card to access OPD and IPD services free of charge. From January to December 2014 a total of **486 patients** attended the Health Equity Fund card interview and 25% patients received equity fund cards. This service is only available to PLHIV who are treated in the Khmer Soviet Friendship Hospital cohort. Health Equity Fund Cards have 2 years until the expiry date.

Provide social support and counseling to IPD patients at KSFH:

All patients with HIV who were hospitalized in Khmer Soviet Friendship Hospital (KSFH) were visited by AUA counselors and social workers. Many of these patients were previously unaware of their HIV status, and as a result, were provided with introductory information about HIV. The patient's family members were also encouraged to be tested and disease progression and treatment were discussed. In 2014, there were **998 patients hospitalized** in KSFH. This number were included patients outside a cohort KSFH.

Provide transportation assistance to patients at KSFH, KC, CL, SS, SE, MC, PcT, KS RH and CD HC pre-ART/ART centers

AUA provided financial assistance to cover transportation costs for patients requiring transport to and from their appointments at KSFH, KC, CL, SS, SO, MC, PcT, KS RH and CD HC. Patient's eligible for this service include; extreme poverty, orphans, patients beginning ART with frequent appointments, widows/widowers supporting many children and/or patients with minimal family support. **3,935 patients** were supported with transportation assistance to access OI/ART services.

(See other results in annex 1)

Build network of PLHIV and NGO partners in order to encourage mutual support, adherence and advocacy for quality of care and treatment

PLHIV bi-monthly meetings

The PLHIV monthly meetings took place only in Phnom Penh. **356 (Male: 171, Female: 185)** PLHIV patients who received treatment from different OI/ART clinics and from home base care's target group

were also invited to participate. The meetings aimed to provide the opportunity for patients to discuss and share their experiences and information on best practice (drug adherence and success stories.), issues encountered and raise issues AUA for assistance. AUA documents the key challenges raised by PLHIV during the meetings to assist patients with support networks. To respond to the needs of PLHIV's requested, AUA has invited key representative from Government including medical practitioners respond to PLHIV queries including medication side affected, prevention as well as treatment. AUA has invited the representatives from NGO partners to present or respond to the needs of PLHIV.

Organize regular meetings with OI/ART and health staff in Kampong Cham and Pre-ART/ART centers in Phnom Penh:

AUA conducted quarterly meeting with pre-ART/ART health staff in order to exchange information regarding patients, working systems and issues within the hospital, encouraging sustainable relationships between AUA and health staff in both hospitals, in order to work more cooperatively together to provide quality care to PLHIV. **This period was held meeting 8 times (Phnom Penh 4 times and Kampong Cham 4 times).**

Organize quarterly meetings with NGO Partners

AUA organized the quarterly meetings with NGOs and other partners working with PLHIV to discuss the current problems of the OI/ART cohorts and find ways to collaboratively bring solutions. This was an opportunity to discuss issues, gather ideas, share information and determine the key points for improving the functioning of HIV care and treatment services. **This period was held meeting 2 times.**

Organize special events celebration (World AIDS Day)

December 2014, AUA celebrated world AIDS day events were held at the prison (CC1 and CC2) in Phnom Penh. 33 HIV prisoners were received packages support (soap, shampoo, detergent, toothpaste, tooth brush, craft, Sarong, cake, orange juice, fruit juice and noodle). This year AUA changed to conduct the world AIDS day in prison because HIV prisoners lacks of food support, right support and care support from family and NGOs partners. Outside the prison, AUA referred 17 participants (staff and PLHIV) to attend the World AIDS day that it was organized by National AIDS Authority both Phnom Penh and Kampong Cham. This even was supported by Solidarite Sida- France.

AUA membership development activity

AUA has established the membership activity since 2006. The purpose of membership is to collect information, voice and respond to the need of people living with HIV/AIDS. From January-December 2014, there were **45 patients (Male: 17- Female: 28)** registered as a new member with Active member **41**, Support member **4** and honorable member **0**. So far there **are 2,261 persons** registered as an AUA member. The total income of membership fee for the year 2014 were **11,181,000 Riles (2,795.25\$)** and expanses for members died, disaster and hospitalization were **2,031,200 riels (507.80\$)**. Full accepted member has the same rights, duty and benefits:

- *Receive a membership book*
- *Receive a letter of appreciation from AUA*
- *Receive for 2,000R (fifty American cents) per day during hospitalization from the first day of the hospitalization (Government's hospital).*
- *Receive financial support of 2,000R (fifty American cents) funeral arrangements*
- *He/she can vote or can become a candidate to be a committee for AUA*
- *He/she can participate in activities of AUA*
- *He/she can give feedback or advise to improve AUA*
- *He/she can receive any information related to AUA*

HIV/AIDS prison project activity in Correction center 1 and 2 (CC1&CC2)

The Prison Project, which has been implemented successful since 2012, focuses on providing support to vulnerable people living with HIV and TB. From January to December 2014, AUA's prison project staffs have provided pre and post-tests to **over 1623 prisoners and VCCT** transporting tests in Health Centers and **48 trips** of CD4 to NCHADS. In coordination with the health post staff and prison staff, individual and group counseling sessions were conducted **5 times a week** at both CC1 and CC2 for PLHIV to discuss medical treatment, medicine education, and nutritional advice as well as ongoing support. Group discussion session was conducted monthly discussion to allow patients to discuss challenges relating to ARV and TB drug adherence, primary health care, treatment and services as well as stigma and discrimination.

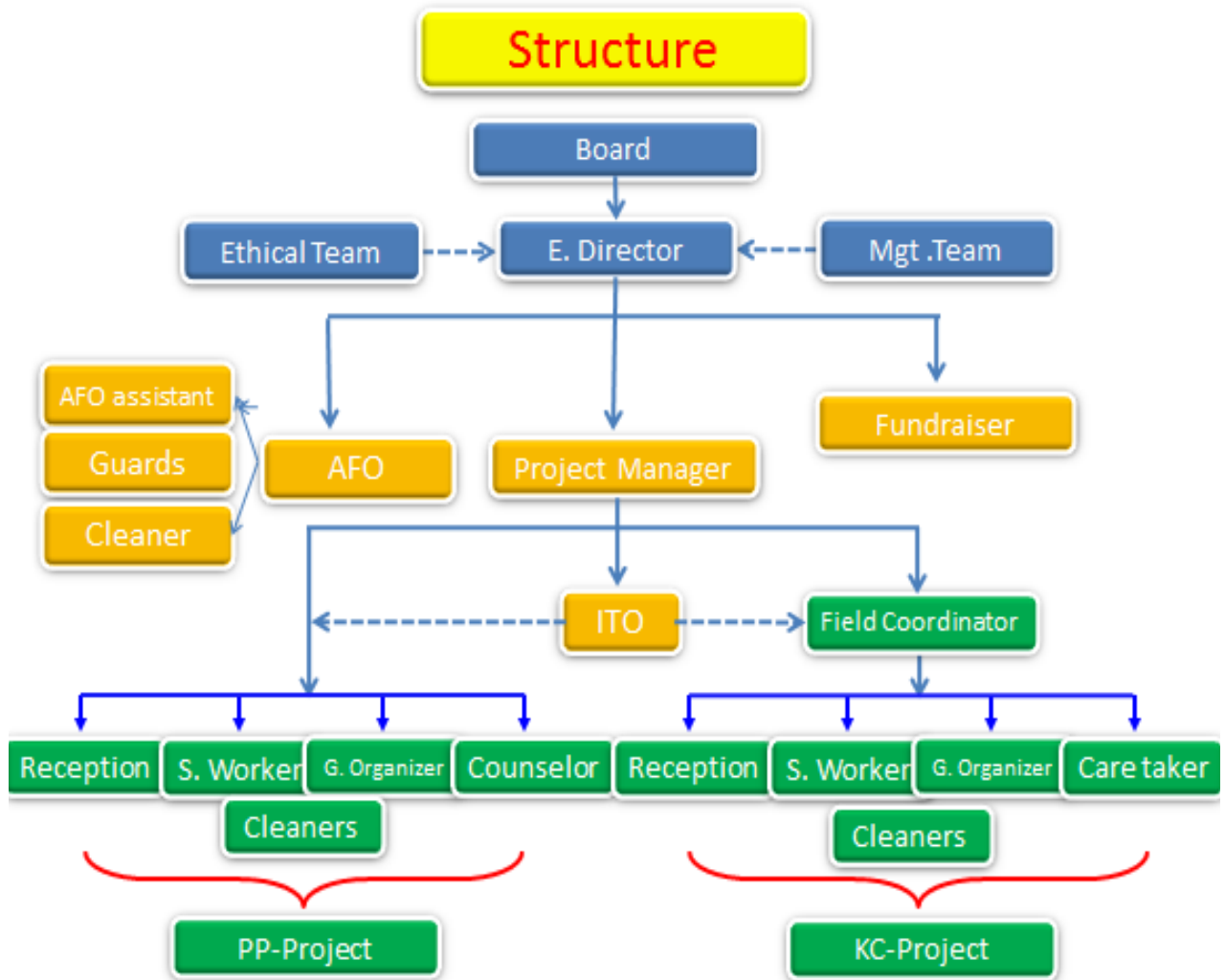
In 2014, the General Department of GDP of Ministry of Interior and NCHADS conducted field monitoring visits AUA prison activities 2 times. The total number of HIV prisoners assisted by AUA is 78 **with 63 ART and 15 are pre-ART**. From January-December 2014, 22 **cases** were found positive and 15 **cases** of existing HIV/AIDS before entering the prison from Chouk Sor clinic, Centre of Hope, Meanchey-RH and Khmer Soviet Friendship Hospital (Clinic pre-ART/ART). **18 HIV prisoners (100%)** were released and provided consultation to pre-ART/ART services where closely their community before leaving the prison.

Livelihood income generation project

AUA has received funds from SEAD to commence the Livelihood project to increase PLHIV and their family's livelihood by providing the opportunity to generation additional income through developing small business to enable these people to access OI/ART services, education, awareness, positive prevention, TB, STIs and family planning support. 2014, AUA continued to provide additional loan to PLHIV by using the revolving fund that collected reimbursement from PLHIV and remaining fund in 2013. January to December 2014, AUA field staffs worked directly with PLHIV requesting a loan to 40 patients in Phnom Penh and sub office in Kampong Cham.

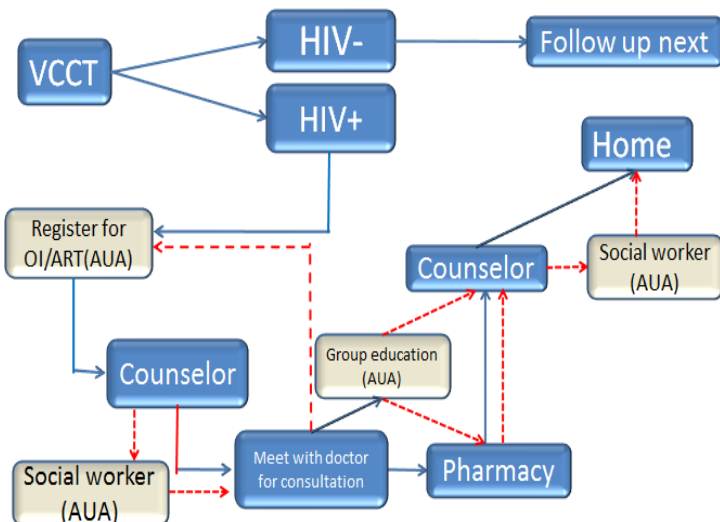
Income Generation Activity	AMOUNT
Number of new clients received loan from January-December 2014	4 client
Number of previous clients continue to received loan 2nd phase from January-December 2014	40 client
Number of clients paid loan back completed from January-December 2014	40 client
Number of new clients still pay back loan at from January-December 2013	40 client
Number of new clients still pay back loan at from January-December 2014	40 client
Total number of clients received loan from January-December 2014	44 client
Total amount in dollars of clients received loan from January-December 2014	4620 \$
Total amount in dollars clients are paying back loan completed from January-December 2014	818.32 \$

Management structure

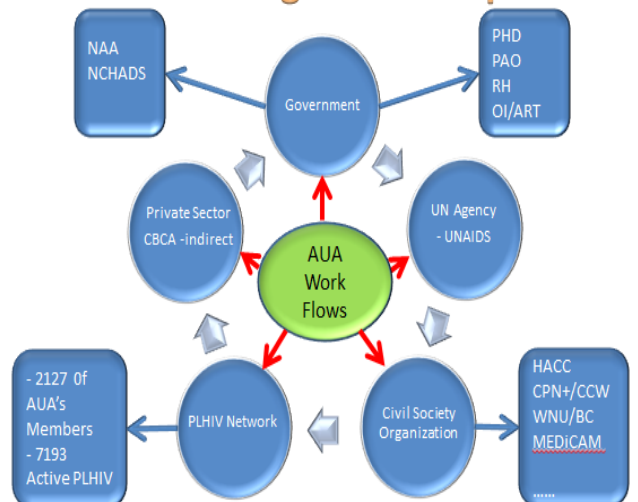


AUA working flow

AUA working flow in Pre-ART/ART center



AUA working flow with partner



AUA financial snapshot for 2014 fiscal year

No	Donor	Income	Expense	Balance
1	KHANA	\$181,030.00	\$160,273.29	\$20,756.71
2	S.SIDA	\$15,449.00	\$14,239.54	\$1,209.46
3	Membership	\$2,795.25	\$507.80	\$2,287.45
Total:		\$199,274.25	\$ 175,020.63	\$24,253.63



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We would like to thank our donors and partners for their support 2014



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List of acronyms

AIDS - Acquired Immune Deficiency Syndrome

ART - Anti-retroviral Therapy

ARV – Anti-retroviral

BC - Bandanh Chaktomuk (National MSM Network)

CC1 & CC2 - Correctional Center 1 & Correctional Center 2

CCW - Cambodian Community of Women living with HIV

CD HC– Chamkar Daung Health Center

CL RH – Chamkarleu Referral Hospital

CPN+ - Cambodian People Living with HIV/AIDS Network

DU – Drug Users

EW - Entertainment Workers

FHI 360 – Family Health International 360

FoNPAMs – Forum of Networks of PLHIV and MARPS

GDP – General Department of Prisons

HACC - HIV/AIDS Coordinating Committee

HBC - Home Based Care

HC – Health Center

HIV - Human Immunodeficiency Virus

IDU - Injection Drug Users

IPD – In Patient Department

KC – Kampong Cham

KHANA – Khmer HIV/AIDS NGO Alliance

KS – Kean Svay

KSFH - Khmer Soviet Friendship Hospital

MARP - Most At Risk Population

MC – Meanchey

MSF – Médecins Sans Frontières (France)

MSM - Men having Sex with Men

MoH - Ministry of Health

NAA - National AIDS Authority

NCHADS - National Center for HIV/AIDS Dermatology and STD (Sexually Transmitted Diseases)
NGO – Non-Governmental Organization
OI - Opportunistic Infection
OPD – Out Patient Department
PcT – Pochentong
ProTWGH - Provincial Technical Working Group On Health
PLHIV - People Living with HIV
PMTCT - Prevention Mother To Child Transmission
PW - Pregnant Woman
RH – Referral Hospital
SE – Samdach Ev
SEAD – Sharing Experience for Adapted Development
SS – Srey Santhor
STI – Sexually Transmitted Infection
TB – Tuberculosis
URC - University Research Co. Ltd
VCCT - Voluntary and Confidential Counseling and Testing
WNU - Women's Network for Unity

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