

**IMPULSE PROJECT****◀◀ IMPULSE : Empowering Healthcare Systems by Involving Users ▶▶****Strengthening interpersonal skills between caregivers and patients and respecting rights for quality HIV care in Guinea**

In Guinea, the prevalence of HIV/AIDS is 1.5% (around 110,000 PLWHA). Despite major efforts over the last few years, the 3x95 targets in the fight against AIDS are still far from being achieved, with only 67% of PLWHA knowing their status, 62% of PLWHA knowing their status on ARV treatment, and 34% of PLWHA on ARV treatment having an undetectable viral load<sup>1</sup>. These results call into question the quality of care and the experience of this care by patients and carers; this relational aspect is an essential dimension of the quality of care and implies a carer-cared interaction in which the patient is at the center of care, where his or her unique experience, wishes and priorities are taken into account in the same way as strictly medical information, and where he or she participates in decisions concerning him or her.

The quality of the relationship appears to be essential for good patient adherence to care. Against this backdrop, Solthis has launched the IMPULSE project, which aims to strengthen the capacity of the country's public and community health services and systems, making them more user-centered.

**KEY DATA**

**Project duration:** 2 years (09/2023-07/2025)



**Beneficiaries:** people living with HIV, users, healthcare teams, associations and civil society, health authority representatives



**Source of funding :** AFD



**Partners :** Ministry of Health and Public Hygiene (DNEHPP, SNPS, Programme National de Lutte contre le VIH/Sida et les Hépatites [PNLSH]), Fondation Espoir Guinée (FEG) and CSO members of the inter-associative collective for the promotion of patients' rights (REGAP+, REFIG, FEG, FMG, ASFEGMASSI, Afrique Arc en Ciel Guinée, GSP, AGV+, VIE+, GEPC, AGFA, AGUIP+) and the Gamal Abdel Nasser University of Conakry (UGANC).



**Country:** Guinea

## OBJECTIVES

**Contribute to improving the health of populations in West Africa through the deployment of Solthis' new 2022-2025 strategy.**

Following on from the PACTES and RUCHE projects, IMPULSE aims to put the user at the heart of the fight against HIV. To this end, it will promote the implementation of quality health services centered on and in partnership with patients.

This will involve:

- the introduction of user-inclusive governance to take account of the patient experience, with the organization of user relations committees, workshops devoted to patient rights, and a collective participative process.
- setting up or strengthening patient support services through PSAs and PHEs. Based on feedback, their tools will be improved, tutorials will be organized, exchanges of experience will be encouraged and the experience of PLWHA will be evaluated.
- the development of professional relational practices, through training in care relationships, the organization of GAPPs and the implementation of a user-centered reception protocol.

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**IMPULSE**



## EXPECTED RESULTS

- **Governance integrating users to take into account the patient experience is improved:**
  - setting up user committees at partner sites, taking gender into account from an intersectional perspective;
  - regular meetings between users and caregivers to implement the participatory diagnosis and collective follow-up, taking gender into account;
  - finalization and dissemination of the National Charter of Users' Rights;
  - collective workshops on the promotion of patients' rights at project partner sites;
  - supporting CSOs in implementing advocacy actions;
  - development of user rights awareness tools based on the charter.
- **Patient support services are strengthened:**
  - co-development of PSA tools to address new themes;
  - exchanges of experience on PSA practices;
  - organization of PSA tutoring sessions.
- **Professional relational practices are improved:**
  - setting up a university degree on the dimensions of care relationships ;
  - development of a continuous training module for healthcare professionals on care relationships;
  - monitoring and analysis of the professional practices of those involved in the care-giver-patient relationship;
  - professional practice analysis workshops;
  - development of a customer-focused reception improvement protocol.