

Feeling safe and supported by healthcare providers is the most influential and central consideration in women's satisfaction with HIV care

EPD440

Factors and priorities influencing satisfaction with care among women living with HIV in Canada: A Fuzzy Cognitive Mapping study



Skerritt L.^{1,2}, Kaida A.³, Savoie É.⁴, Sánchez M.^{3,5}, Sarmiento I.¹, O'Brien N.⁶; Burchell A.N.⁷, Bartlett G.⁸, Boucoiran I.⁹; Kestler M.¹⁰, Rouleau D.⁶, Loutfy M.¹¹, de Pokomandy A.^{1,2,4}

1. Department of Family Medicine, McGill University, Montreal, Canada, 2. Research Institute of the McGill University Health Centre, Montreal, Canada, 3. Faculty of Health Sciences, Simon Fraser University, Burnaby, Canada, 4. Chronic Viral Illness Service, McGill University Health Centre, Montreal, Canada, 5. Viva Women, Vancouver, Canada, 6. Centre de recherche du Centre hospitalier de l'Université de Montréal, Montreal, Canada, 7. Department of Family and Community Medicine, University of Toronto, Toronto, Canada, 8. Department of Family and Community Medicine, University of Missouri, Columbia, USA, 9. Centre Hospitalier Universitaire Sainte-Justine, Université de Montréal, Montreal, Canada, 10. Oak Tree Clinic, Vancouver, Canada, 11. Women's College Hospital, University of Toronto, Toronto, Canada

Background

HIV programming in Canada has not adequately responded to women's unique and evolving social and health priorities [1].

Aim

This study aimed to identify **factors influencing satisfaction with HIV care**, their **causal pathways** and **relative importance** to satisfaction with care from the perspective of women living with HIV

Fuzzy Cognitive Mapping

- We used Fuzzy Cognitive Mapping [2] to integrate evidence from a systematic literature review [3] and experiential knowledge from 23 women living with HIV in Canada.
- We synthesized a map reflecting findings from the systematic literature review.
- Through individual interviews, facilitated by Peer Research Associates, participants adjusted the literature-based map to represent their personal experiences and perspectives and assigned weights representing the relative importance of causal relationships

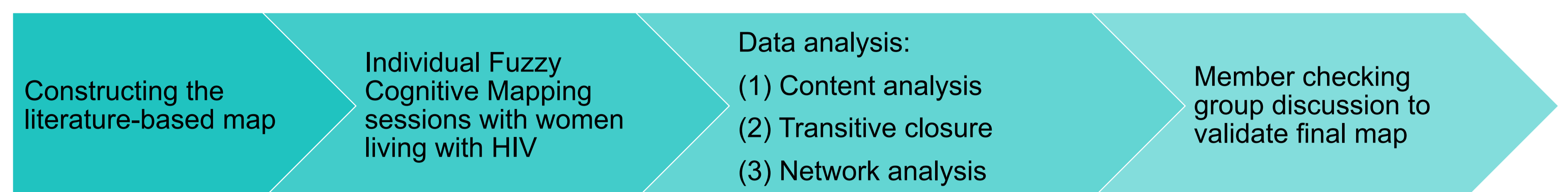


Figure 1. Study process overview

Results

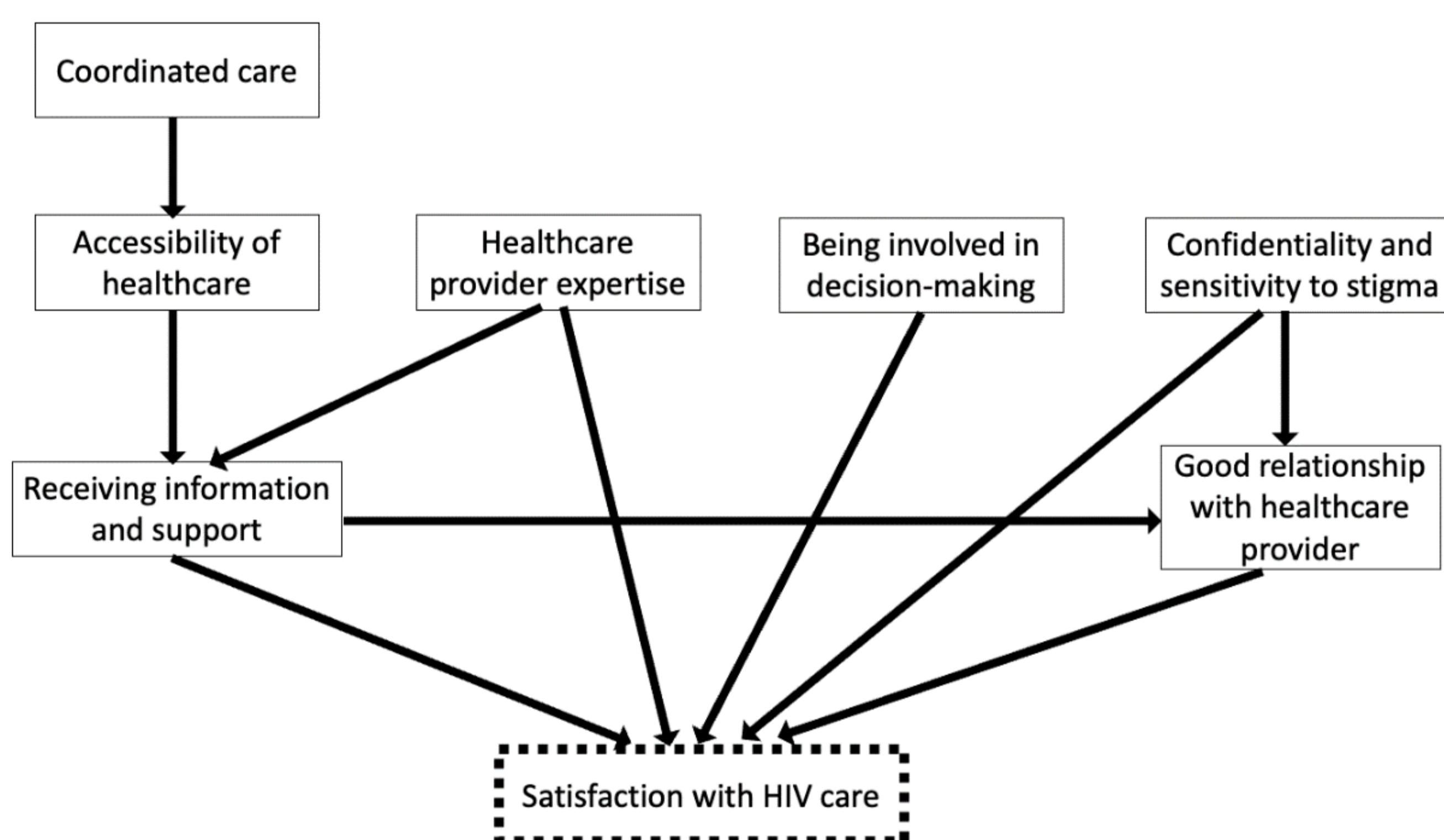


Figure 2. Literature-based map based on a systematic literature review by Cooper et al [3] synthesizing factors influencing satisfaction with HIV care among people living with HIV

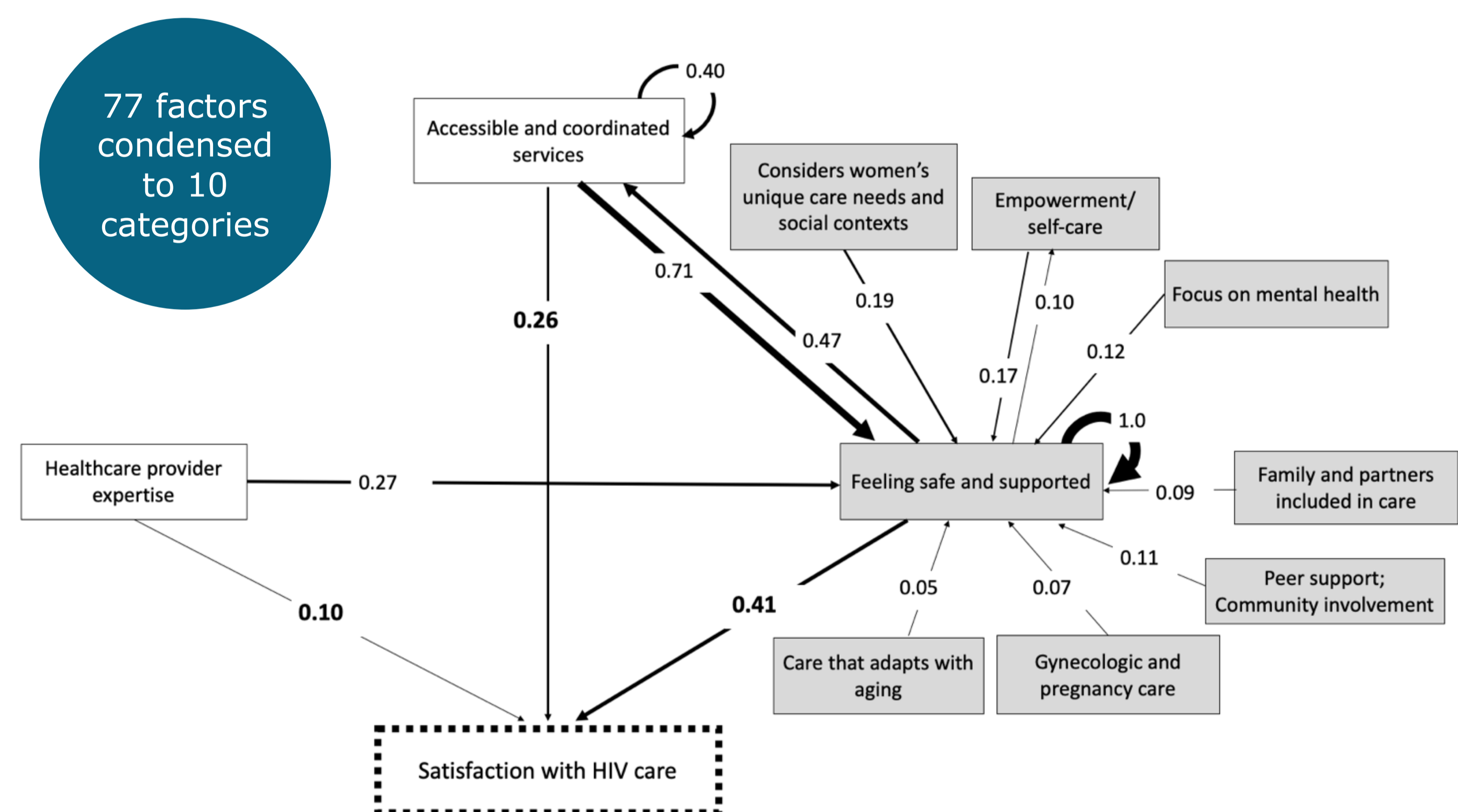


Figure 3. Final Fuzzy Cognitive Map of category-level relationships. Three categories that strongly influenced satisfaction with HIV care directly and seven categories that influenced satisfaction with HIV indirectly. Weights closer 1 indicate stronger influences. The highest weighted influences on satisfaction with HIV care are bolded. Grey boxes represent new constructs added to the literature-based map.

Key findings

- Participants identified and elaborated on social and health considerations beyond those previously described in the literature.
- Feeling safe and supported by healthcare providers was the most influential and central consideration in participants' satisfaction with HIV care

Conclusions

- Findings highlight the role of gender in shaping women's healthcare needs and satisfaction.
- This understanding is essential for designing services that response to the healthcare priorities of women living with HIV.

References: [1] O'Brien, N. et al. *Women's Health Issues* 2017,27,721-730. [2] Sarmiento, I. et al. *BMC Med. Res. Methodol.* 2020,20,1-16. [3] Cooper, V et al. *BMC Health Serv. Res.* 2016,16,677.

Acknowledgements: We are grateful to all the women living with HIV who participated in this study. We thank our funders the SPOR Evidence Alliance, Vanier Canada Graduate Scholarships, Fonds de recherche santé du Québec and the Canadian Institutes of Health Research.

Read the published paper here

Skerritt, L. et al. *J. of Personalized Medicine* 2022,12,1079.



lashanda.skerritt@mail.mcgill.ca

@TanaSkerr