

STI Services Needs Assessment: Engaging Health Care Providers Through Collaboration and Strategic Partnerships



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Why do a Needs Assessment?

Access to Care	21% of people in the Colorado reported using urgent care and retail care clinics in 2017. Indicating the use of alternative care sites is on the rise. ¹
STI Rates	The rates of Sexually Transmitted Infections (STI's) and HIV have been increasing in Colorado. In 2019, the number of Syphilis cases increased by 33% and HIV increased by 12%
Culturally Competent Care	People of Color and members of the LGBTQ community experience poor health outcomes due to providers lack of cultural humility and awareness. 54% of LGBTQ Coloradoans report they do not have a LGBTQ – competent health care provider ²

Multi Level Collaboration

This project involved local, state and federal partners



What did we Learn?

Engaging Stakeholders

- **Multilevel collaboration** which involved local, state and federal agencies.
- Formation of an STI Provider Coalition to **advise and collaborate** on the development and dissemination of needs assessment survey tool.
- Utilization of dashboards for real-time sharing of results, creating a **feedback loop** between the Health Department and Community.
- **Challenges** included competing interests, limited resources and modification of existing instruments.

Engaging Participants

- **Social Exchange Theory**³ was used to increase response rate.
 - **Phone calls** to providers to let them know how important their input is.
 - **Recognition** of the time and effort of completing a survey
 - Frequent presentations to provider coalition to **share** the data and results of assessment
- **54% response rate** among providers – high considering that health care providers are typically hard to survey.⁴

Results and Utilization of Findings

- **Shining light on resources available** in the community for STI screening and treatment.
- Presented findings to coalition for further **feedback and discussion** around capacity building needs among medical care providers.
- Key areas for capacity building identified include:
 - **Repository** for waiting room materials that discuss to health issues affecting people who are LGBTQ and communities of color
 - **Integration of PrEP** into clinical settings
- Development of an **Interactive Directory of Services** to direct clients to the providers who meet their needs such as: no-fee services, weekend hours and PrEP services

References:
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