

EXPRESS STI CLINIC

GUILFORD COUNTY
DEPARTMENT OF PUBLIC HEALTH
GREENSBORO----HIGH POINT



WHY AN EXPRESS STI CLINIC?

- Asymptomatic clients like it
- Turning away average 20 STI clients a day
- Staffing shortages
- Rise in Syphilis cases-need more
- Research recommended it
- Availability of Urine DNA testing
- Improves regular clinic flow

ESTABLISHED LATE DECEMBER 2010

- Discussed with Diane Mathewson at NC STD Branch
- Policy and Procedure developed
- Lab involvement
- Trained Staff-schedulers, registration, interviewers, lab
- Additional Training-HIV CTR
- Limited Appointments initially

POLICY AND PROCEDURES

MOST IMPORTANT

Only asymptomatic clients are eligible for Express STI Clinic

SELECT STAFF FOR EXPRESS STI CLINIC

- Public Health Nurses
- DIS or Public Health Investigators
- Health Educators, Interpreters
- HIV Counselors or Social Workers
- *All trained in HIV Counseling/Testing/Referral

OTHER CONSIDERATIONS

- Capability to do Urine DNA tests for GC and Chlamydia either in-house or outsourced
- Consider self-collected vaginal swabs for females

PROVIDE

- Safe, non-judgmental encounter
- Education regarding prevention of HIV/STIs
- Referral to Family Planning if needed
- Condoms if desired
- Brief, comprehensive service
- Ability to leave after lab services

DOCUMENTATION

- Developed template for the Electronic Medical Record which included risk factor questions
- STI Self-Assessment Tool

CONSENT FOR SERVICES SIGNED COMPLETE HIV FORM

Order lab tests:

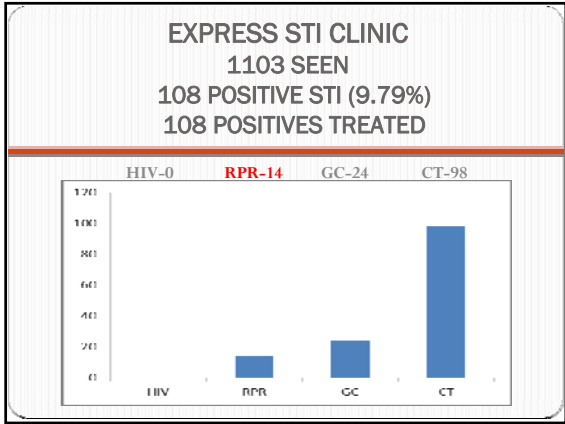
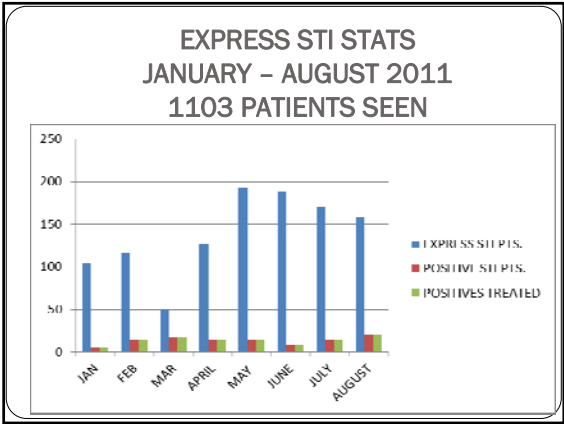
- Blood for HIV and Syphilis
- Urine for GC and Chlamydia
- Oral swab for pharyngeal GC (if indicated)

PLAN FOR FOLLOWUP OF POSITIVES

- Notify clients of positive results only
- Full exam for those that are positive
- Provide treatment within 14-30 days
- Give Expedited Partner Treatment if indicated

KEEP EVALUATION DATA FOR STATE STD BRANCH

- Number of asymptomatic clients seen
- Number of asymptomatic clients with positive tests
- Number of asymptomatic clients treated within 14-30 day window



CUSTOMER SATISFACTION FEEDBACK FROM EXPRESS STI CLINIC

100% Satisfaction with:

- Appointment process
 - Registration
 - Wait time
- Respectful treatment
- Helpfulness of Staff

CUSTOMER SATISFACTION FEEDBACK cont...

93% Satisfaction with:

- Amount of time spent with provider
- Likelihood would recommend to a friend
 - Satisfaction with today's service

CUSTOMER SATISFACTION FEEDBACK cont....

85% Satisfaction with:

- Amount of time in lab

BARRIERS TO SUCCESS

- Resistance to change
- Lack of willingness to try new approaches
- Lack of additional employees to staff clinic

Forsyth County barriers:

- Lab is imbedded in regular clinic
- Walk-in clinic for Regular STI Clinic

ADVANTAGES

- Increases capacity of Regular STI Clinic
- Less turn aways
- Usually seen within 24 hours
- More clients are screened and treated
- Increase in clients educated
- Reduction in STI rates (Eventually)



CREATE A CULTURE OF QUALITY IMPROVEMENT

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