Section 8: HIV clinical services

This section will show you how to complete section 8 of OCHART 2.0, Community Based HIV Clinical Services. Remember, you can fill in any OCHART section on your computer, tablet or smart phone.

Type "www.ochart.ca" into the address bar. Press "ENTER".

You will see the screen below. Click the "START" button on the right side.
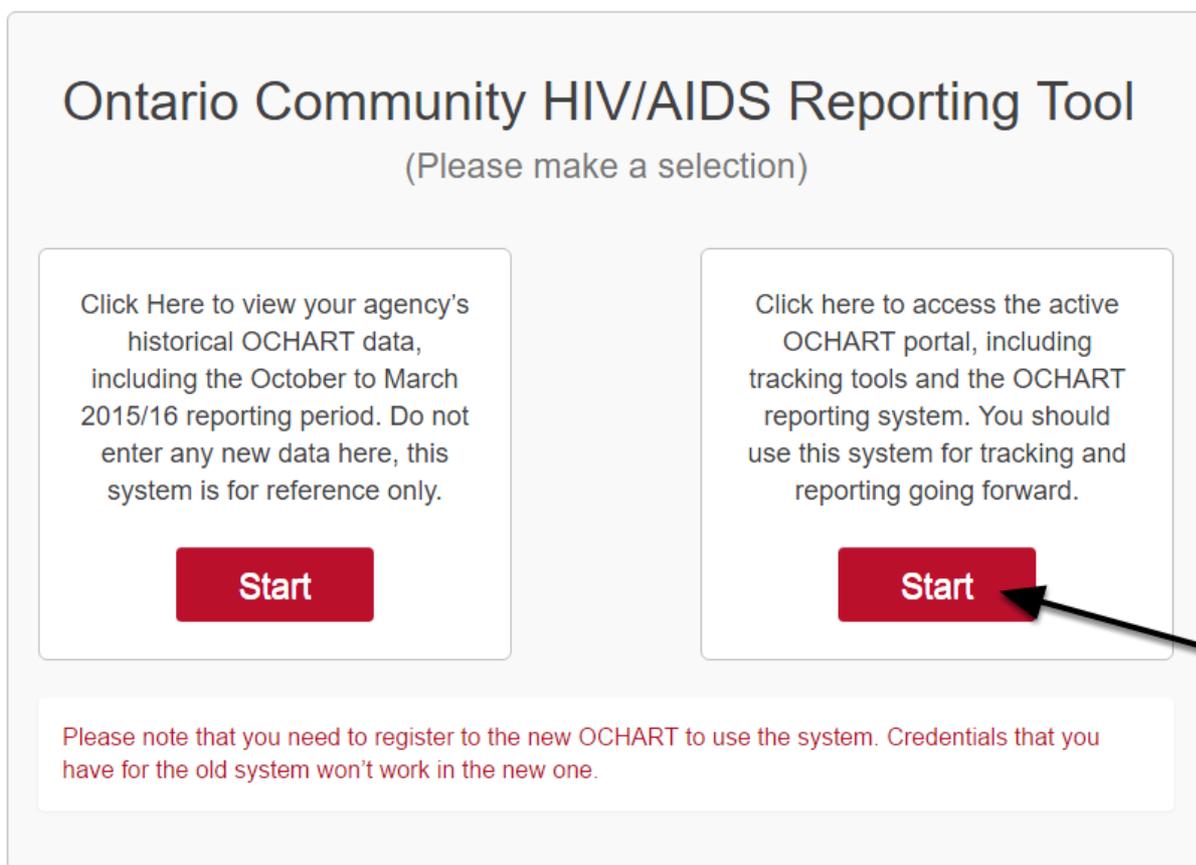
Ontario Community HIV/AIDS Reporting Tool
(Please make a selection)

Click Here to view your agency's historical OCHART data, including the October to March 2015/16 reporting period. Do not enter any new data here, this system is for reference only.

Start

Click here to access the active OCHART portal, including tracking tools and the OCHART reporting system. You should use this system for tracking and reporting going forward.

Start

Please note that you need to register to the new OCHART to use the system. Credentials that you have for the old system won't work in the new one.

Clicking the start button on the left side will take you to the old OCHART system. If you click this accidentally, please click the back button on your internet browser. Next, click the start button on the right.

Type in your "Username" (your work email address) and your "Password". Click "Login".

You must have an existing OCHART account in order to login. If you are a first time OCHART user and do not have an account, go to the section titled, "How to Register" for step-by-step registration instructions.

Click "Enter OCHART Data" (left side).

Click the "Start" button under "8 - HIV clinical services".

At any time you can click the "Save" button to save all data entered in the section and exit the section.

Q1a. Report the number of clients served by sex/gender and client group during the reporting period. The columns will total automatically after you click "Next". Check you answers carefully. Click "Next".

1a. Report the number of unique clients served by sex/gender and client group in the past 6 months.
Record the number of people by sex/gender in the following groups who received HIV clinical services during the reporting period.
Note: The numbers you enter in this table will be used to validate your answers to questions 1b through 3. Check your numbers before moving forward. Columns will total after you click Next.

Sex/gender	People living with HIV		People affected by HIV		People at-risk of acquiring HIV	
	New	Existing	New	Existing	New	Existing
Male						
Female						
Trans man						
Trans woman						
Total	0	0	0	0	0	0

Double check your answers before proceeding to the next question because the numbers you enter will be used to validate your answers to questions 1b-3.

All columns will automatically total once you move on to the next question.

Q1b. Record the number of unique clients by age and sex/gender in the following groups who received HIV clinical services in the past six months. Click "Next".

1b. Report the number of unique clients served by age and sex/gender in the past 6 months.
Record the number of people by age and sex/gender in the following groups who received HIV clinical services during the reporting period.

The total number of **NEW** clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman.

The total number of **EXISTING** clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman.

> The total number of new clients must equal the numbers in red found below the question.

> The total number of existing clients must equal the numbers in red found below the question.

Age group				Female		Trans man		Trans woman	
				Existing	New	Existing	New	Existing	
Less than									
15 - 17									
18 - 25									
26 - 35									
36 - 45									
46 - 55									
56 - 65									
66 - 75									
Over 75									
Unknown									

◀ Previous   Next ▶

Before going to the next question, ensure that the totals for your new client entries and the total for your existing clients entries match the red numbers found below the question.

Click "Previous" to go back to a previous question.

Q1c. Record the number of people by ethnicity and sex/gender in the following groups who received HIV clinical services during the past six months. Click "Next".

1c. Report the number of unique clients served by sex/gender and ethnicity in the past 6 months.
Record the number of people by ethnicity and sex/gender in the following groups who received HIV clinical services during the reporting period.

The total number of **NEW** clients you enter here should equal **0** male, **0** female, **0** trans man, **0** trans woman.

The total number of **EXISTING** clients you enter here should equal **0** male, **0** female, **0** trans man, **0** trans woman.

Ethnicity			Female		Trans man		Trans woman	
	Existing	New	Existing	New	Existing	New	Existing	
White								
Black								
Latin American								
South East Asian								
Arab/West Asian								
South Asian								
First Nations								
Metis								
Inuit								
Not listed								
Unknown								

The total number of new clients must equal the numbers in red found below the question.

The total number of existing clients must equal the numbers in red found below the question.

◄ Previous   Next ►

Before going to the next question, ensure that the totals for your new client entries and the total for your existing clients entries match the red numbers found below the question.

Click "Previous" to go back to a previous question.

Q1d. Report the number of unique clients served by sex/gender and language spoken at home in the past six months. Start by clicking on the triangle and then click the appropriate option from the drop-down menu.

1d. Report the number of unique clients served by sex/gender and language spoken at home in the past 6 months.

The total number of clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman.

	Language	Male	Female	Trans man	Trans woman
1					

+Add

English
French
Amharic
Arabic
ASL
Bengali
Cantonese
Cree
Creole
Gujarati
Haousa
Hindi
Italian
Kikongo
Korean
Lingala
Mandarin
Oji-Cree
Ojibway

Next ▶

Q1d. Fill in the number of unique clients by sex/gender. Click "+ Add Row". Repeat the previous steps for all language categories.

1d. Report the number of unique clients served by sex/gender and language spoken at home in the past 6 months.

The total number of clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman.

	Language	Male	Female	Trans man	Trans woman
1					

+Add Row

◀ Previous   Next ▶

Q1d. Double check that the total number of clients entered equals the numbers in red found below the question. Click "Next".

1d. Report the number of **unique clients** served by sex/gender and language spoken at home in the past 6 months.

The total number of clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman.

	Language	Male	Female	Trans man	Trans woman
1	▼				

+Add Row

◄ Previous   Next ►

The total number of clients entered must equal the numbers in red found below the question.

Click "Previous" to go back to a previous question.

Q1e. Indicate what proportion (approximately) of the people who accessed your services represents each priority population. Click "Next".

1e. Indicate approximately what proportion of the people who accessed your services in the past 6 months represent each priority population.
This is based on Ontario's priority populations. The assumption is that a large majority of the services are provided to people living with HIV/AIDS (PHAs).
Information is requested on the percentage of people accessing your services.
People can be included in more than one population listed below – for example, an individual can be a person living with HIV, gay and from the ACB community.
Note: This will likely add to more than 100% as a result of multiple demographic indicators.

Population	%
Gay/bisexual/MSM	
People who use drugs	
Indigenous peoples	
African, Caribbean and Black communities	
Women in the above groups &/or who engage in high-risk activities with them	

◄ Previous   Next ►

People can be included in more than one population for example an individual can be gay and someone who uses drugs. Clients cannot be included more than once per population.

The total may be more than 100% since individuals can be part of more than one priority population.

You must enter a numerical value in each category. If 0% of your clients were represented by the priority population in question please enter 0. You cannot leave any category blank.

Click "Previous" to go back to a previous question.

Q1f. Report approximately what proportion of the people who used your services faced the following challenges in the past six months. Click "Next".

1f. Indicate approximately what proportion of the people who used your services in the past 6 months faced the following challenges.
Note: Total may be greater than 100%, as clients are likely presenting with multiple challenges.

Challenges	%	Challenges	%
Developmental disability		Mental health issues	
Discrimination/stigma		Pediatric to adult transition	
Food insecurity		Other substance use/addiction	
HCV mono-infection		Parenting and child care issues	
HIV/HCV co-infection		Past or current sexual abuse	
HIV mono-infection		Past or current violence	
Incarceration		Physical disability	
Injection drug use		Poverty	
Involved in sex work		Racism/racial discrimination	
Lack of access to medical services/doctors		Recent immigrant	
Language barriers		Refugee/non-status	
Life/communication skills		Unemployment	
Lack of health insurance		Unstably housed/homeless	

◀ Previous   Next ▶

The total can be greater than 100% as individuals can have multiple challenges.

Click "Previous" to go back to a previous question.

Q2. Record the total number of clients by sex/gender that accessed each service during the reporting period. Start by clicking on the triangle and then click the appropriate option from the drop-down menu.

2. Report the total number of clients by sex/gender that accessed each service in the past 6 months.
Note the following:
- An individual may be counted in more than one category, but only once in each category.
- This is **NOT** about which staff position provides the service, but rather what service is provided. For example, blood work may be ordered by the physician, but carried out by the nurse. For this purpose, you would record blood work as one service provided.

In each row the number of clients cannot be greater than **0** for male, **0** for female, **0** for trans man, **0** for trans woman.

Click here for service definitions.

For definitions of each service, click here.

Service	Male	Female	Trans man	Trans woman
1				

+Add

Intake and assessment
Specialty care
Treatment information
Blood work/lab test
Adherence support
Application support
Primary care
Pharmacy services
Nutritional services
Health promotion
Mental health services
Addiction services
Social work/counselling/support
Pre/post test counselling (STIs)
Sexual health counselling
Reproductive health services

Click the blue underlined text for service definitions.

Q2. Record the number of clients by sex/gender. For additional services, click "+ Add Row" and then repeat the previous steps. When complete, ensure that the total number of clients in each row is not greater than the number in red below the question. Click "Next".

2. Report the total number of clients by sex/gender that accessed each service in the past 6 months.
Note the following:
- An individual may be counted in more than one category, but only once in each category.
- This is **NOT** about which staff position provides the service, but rather what service is provided. For example, blood work may be ordered by the physician, but carried out by the nurse. For this purpose, you would record blood work as one service provided.

In each row the number of clients cannot be greater than **0** for male, **0** for female, **0** for trans man, **0** for trans woman.

Click here for service definitions.

	Service	Male	Female	Trans man	Trans woman
1	▼				

+Add Row   Remove Row

The number of clients in each row cannot be greater than the numbers in red found below the question.

◄ Previous   Next ►

Before moving on to the next question, check your numbers to make sure that the total in each row is not greater than the red numbers shown below the question.

Click "Previous" to go back to a previous question.

Q3. Record the number of clients by sex/gender that you actively linked to the following services in the past six months. Start by clicking on the triangle and then clicking on the appropriate option from the drop-down menu.

3. Report the total number of clients by sex/gender you linked to the following services in the past 6 months.
This question is focused on active linkages (referrals) to other service providers in the past six months. Programs often advocate and intervene on behalf of their clients to make sure they get the services they need.

Care linkages – clinical services: actively linking individuals to appropriate clinical service providers within the hospital or within the community to manage clinical co-morbidities. For example, nephrologists, cardiologists, psychiatrists, etc. This does not include providing a client with a referral contact number.

Care linkages – social services: actively linking individuals to appropriate health, legal and/or social service agencies to ensure timely and seamless access to care that assists the individual in addressing social determinants of health. For example, housing, mental health and addictions, settlement services, etc. This does not include providing a client with a referral contact number.

In each row the number of clients cannot be greater than **0** for male, **0** for female, **0** for trans man, **0** for trans woman.

Service	Male	Female	Trans man	Trans woman
1			1	

+Add

HIV specialist
Medical specialists
Clinical mental health services
Primary care (GP)
Clinical addiction services (detox/rehab)
AIDS service organization
Housing services ← 2
Settlement services
Employment services
Mental health services (community)
Legal services
Community-based addiction services

Q3. Fill in the number of clients by sex/gender. For additional services, click "+Add Row" and repeat these steps. When complete, double check your entries to ensure that the number in reach row is not greater than the numbers listed in red below the question. Click "Next".

3. Report the total number of clients by sex/gender you linked to the following services in the past 6 months.
This question is focused on active linkages (referrals) to other service providers in the past six months. Programs often advocate and intervene on behalf of their clients to make sure they get the services they need.

Care linkages – clinical services: actively linking individuals to appropriate clinical service providers within the hospital or wit[...]ities. For example, nephrologists, cardiologists, psychiatrists, etc. This do[...]ontact number.

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In each row the number of clients cannot be greater than **0** for male, **0** for female, **0** for trans man, **0** for trans woman.

	Service	Male	Female	Trans man	Trans woman
1	▼				

[+Add Row] [Remove Row]

[◀ Previous] [Next ▶]

Click "Previous" to go back to a previous question.

Q4. Record the education, community development and/or professional development activities that have been completed during the reporting period. Click "Next".

4. Education and community development
Provide an overview of the education, community development and/or professional development activities that have been completed in the past reporting period.

4a. Education activities

Type of education activity	Number of events	Number of participants
HIV Rounds		
Community presentations		
Conference presentations		

4b. Community development activities

Type of meeting	Number of meetings
HIV Clinic Coordinator Network	
Local hospital/service network	
Local HIV planning network	
Opening Doors conference/event	

4c. Professional development activities

Type of professional development activity	Number attended
CME/CPD or post-secondary course (or other professional development course)	
Nursing update/RPNAO/RNAO course	
Conference	
Other official college requirement	

◄ Previous   Next ►

Click "Previous" to go back to a previous question.

Q5. - Q6. Complete the narrative questions about HIV clinical services. You can use point form. You cannot exceed 250 words. Click "Previous" to review or change answers to past questions. When you are finished, click "Save" to save your work and exit.

5. Describe any shifts or changes (emerging trends) in demand for HIV clinical services that you identified during this reporting period.
(Maximum 250 words, point form acceptable)

6. How are you responding to these emerging trends?
(Maximum 250 words, point form acceptable)