

# Patient Satisfaction in Comprehensive Program for HIV/AIDS (La Romana, Dominican Republic)

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Research Question: How satisfied are patients with HIV who use *Servicio de Atención Integral (SAI)*.

## BACKGROUND

- *Servicio de Atención Integral (SAI)* is a multidisciplinary (i.e., social workers, doctors, psychologists) resource for patients with HIV
- SAI offered to ~2500 patients; a subset of 400 also receive case management and home-visits
- SAI patients had not yet had their satisfaction with the program surveyed

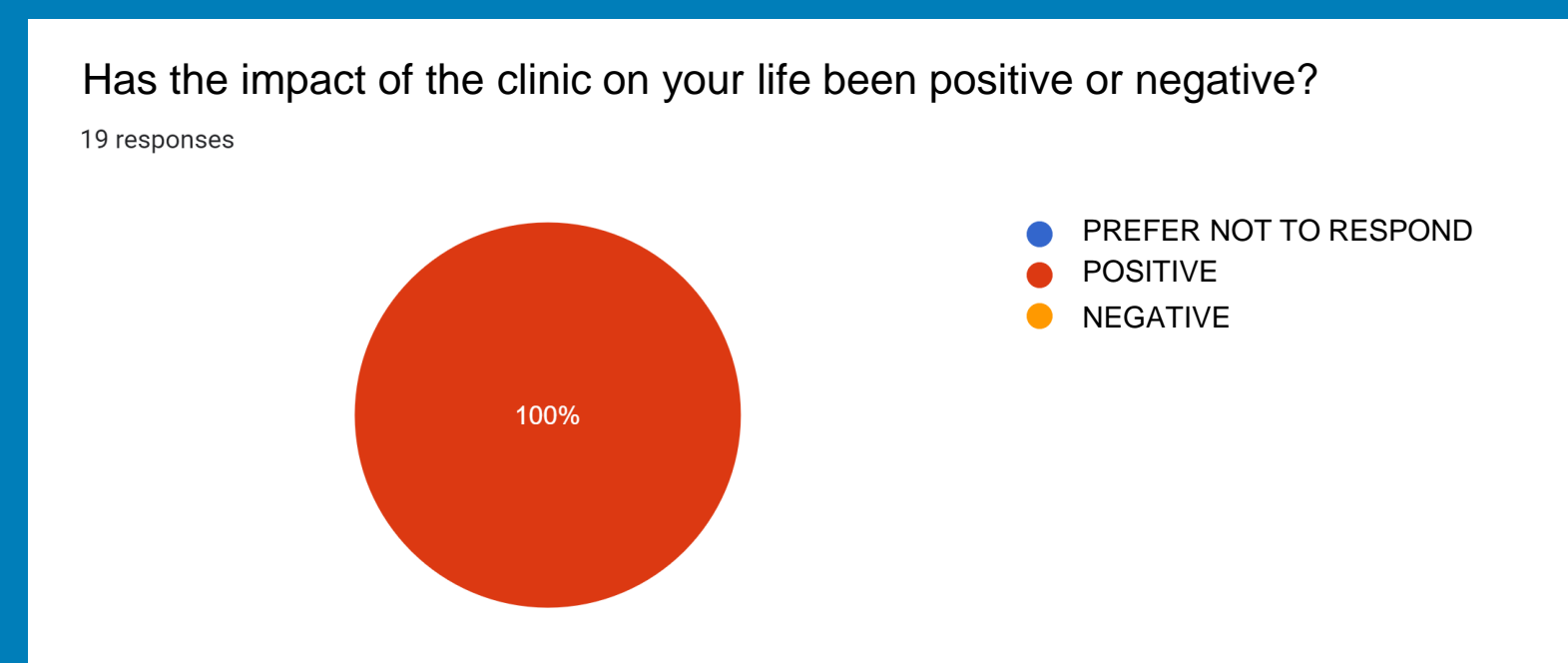
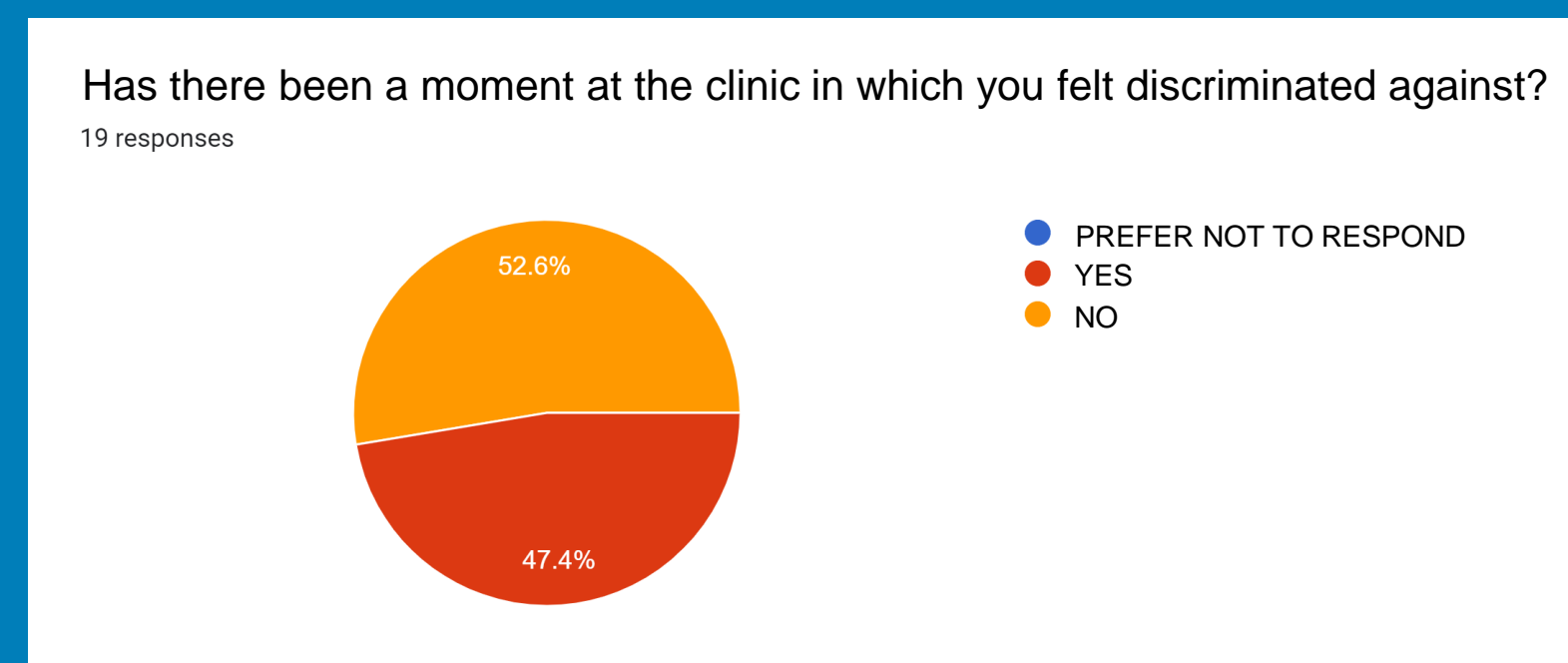
## ABOUT THE ORGANIZATION

- La Clínica de Familia La Romana is a non-profit clinic in the Dominican Republic
- Offers medical/nonmedical services to the community at reduced prices and many free services to patients with HIV/AIDS
- Services include psychology, HIV-tests, social work, family planning services, case management, health education, home visits
- The clinic raised \$2,029,803 in 2021, 69% of which came from international sources

## RESULTS

### Demographics of Respondents

Age	$\bar{x}$ = 47 yrs.	Range: 31 - 72 yrs.
Time since joining clinic	$\bar{x}$ = 10.5 yrs.	Range: 9 mo. - 20 yrs.
Sex Distribution	74% women	26% men



## METHODS

- 35-question survey: incl. demographics, Likert questions, yes/no questions, and open-ended satisfaction questions
- Surveys administered to patient (to account for literacy) in Spanish and answers were transcribed for the patient
- Convenience sampling of 19 patients (~5%) of the 400 who were receiving SAI care with additional services at the clinic

Respondents reported being satisfied with most areas of SAI, but some reported unsatisfactory wait times (10.5%), feeling discriminated against (47.4%), and not having found solutions alongside social workers (7.7%)

## DISCUSSION

- Repeat surveys are needed, especially with non-Spanish-speakers
- The potential sources (survey error, other patients, clinicians) for feelings of discrimination need to be quickly elucidated/addressed
- Pointed, open-ended, follow-up questions are needed to better understand the sources of patient satisfaction/dissatisfaction