

Planning Award for Patient-Oriented Research and Knowledge Translation

"How's the care out there? Exploring the home and community care needs of older adults living with HIV in the Fraser Health Authority."

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The Thrive team met with the staff members and peer navigators of the Positive Health Services clinic at Surrey over the course of 10 months to discuss the issues surrounding the needs of people who live and age with HIV in the Fraser Health Authority (FHA) region and how the provision of home and community care (HCC) services can meet some of these needs.



Findings

Our findings about the unique needs of the older adults living with HIV in the FHA area:

- large immigrant population for whom the idea of home and community (HCC) services is alien because many are coming from traditional cultures
- promotional materials about HCC services are mainly in English and are not accessible to OALHIV whose first language is not English
- language barrier – when using interpreter services trying to access HCC or other health care services, translation is often very literal without cultural nuances
- patients from some backgrounds are hesitant about using interpreters – perhaps due to stigma surrounding HIV
- peer navigators try avoiding face-to-face translation services to improve confidentiality and try communicating in ways to protect client's privacy, which takes more time and effort
- the issue of cross-catchment between FHA and VCHA – many OALHIV live in the Fraser region but receive HIV-related and other health care services in Downtown Vancouver



Recommendations

How to improve access to home and community care (HCC) services for older adults living with HIV in the Fraser Health Authority (FHA) region:

- streamlined referral, application and assessment process for HCC services
- culturally-sensitive information materials about HCC services for ethnic communities translated into main languages spoken in the FHA region
- HCC services promotion/education among communities where care for the older and/or unwell relatives is done traditionally within the family
- peer navigator or social worker involvement with OALHIV during the process of application and assessment for HCC services
- some hospitality/recreational services in other languages at the assisted living (AL) and long-term care (LTC) facilities to make it more comfortable for those patients whose English is not their first language
- information support for family doctors who care for patients in need of the HCC services but requiring assistance in the application process
- information about HCC services provided to community-based organizations serving people living with HIV and/or immigrant communities in the FHA region
- culturally safe HCC services for Indigenous older adults living with HIV
- improved collaboration between peer navigators, social workers and health authority case managers who are completing the assessment of a client applying for HCC services.