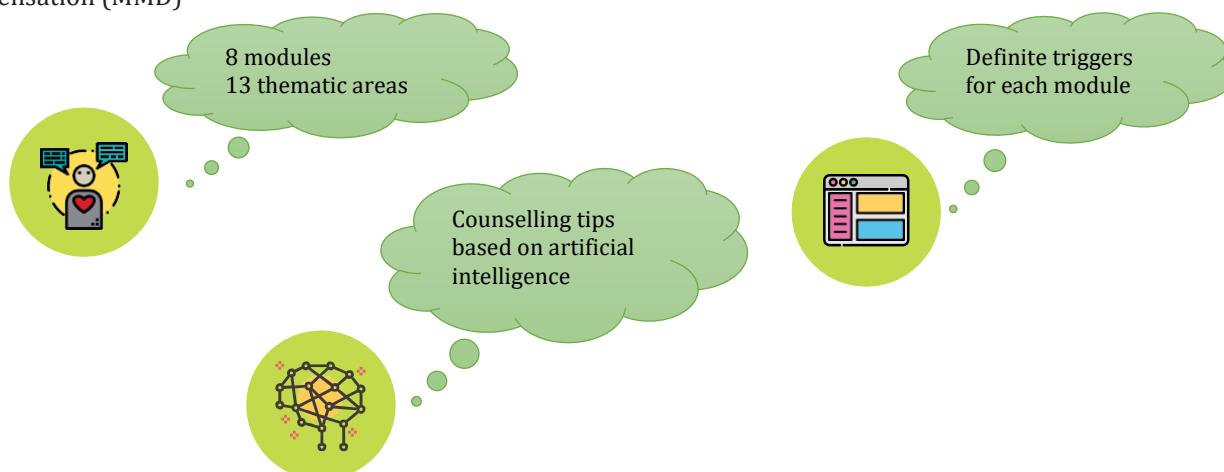


What is Samvaad: I-TECH India innovated an application named “SAMVAAD” for Mumbai Districts AIDS Control Society (MDACS) with an objective to enhance the quality of dialogue between counsellor and client (PLHIV) at the treatment site i.e., ART center. This application is used by the ART counselors.

Content: Based on 13 HIV thematic areas, the application has 8 modules – 1) ART preparedness & ART initiation, 2) Disclosure, 3) Adherence & Enhanced Adherence Counseling (EAC), 4) Sexual and Reproductive Health (SRH), 5) Missed appointment, 6) Alcohol, 7) Mental Health, and 8) Multi-month dispensation (MMD)



How it works: The application is used by ART Counselor (using tablets) by logging in with unique ID and password. List of clients is imported from the master line list. Once a client is selected for counseling session, a module gets triggered based on patients’ characteristics to initiate a dialogue between the counselor and the client. Using artificial intelligence, counselling tips have been incorporated in the application.

Benefits:

- ✘ Guidance tool for ART counsellors to identify issues and develop client centric plan for counselling
- ✘ Documentation of qualitative data for future follow ups
- ✘ Allotment of flexible timings to clients, thus improving duration and quality of counseling sessions
- ✘ Facilitates a holistic counselling approach
- ✘ Dashboard at ART centers and at MDACS for monitoring and supportive supervision

Outcomes:

(September 2020 to June 2021)

- ✘ Total 32752 sessions conducted
 - ✘ 41% SRH
 - ✘ 29% Mental Health
 - ✘ 11% Adherence and EAC
 - ✘ 7% Disclosure
 - ✘ 6% MMD
 - ✘ 6% Others

