PROCESS EVALUATION OF THE HEALTHMAP PROGRAM: ONLINE HEALTH RECORDS AND SELF-MANAGEMENT SUPPORT FOR PEOPLE WITH HIV

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Background:
The HealthMap Study was a cluster-randomised trial of interactive shared health records and online and phone-based self-management support for people with HIV (PWHIV). The program was delivered across HIV clinical sites in Australia and aimed to prevent cardiovascular and other chronic disease outcomes. Describing intervention usage, engagement and satisfaction provides useful insight, particularly regarding retention and overall effectiveness.

Methods:
A mixed-methods process evaluation comprising participant surveys, interviews and website statistics was conducted alongside the HealthMap trial. Evaluation surveys and interviews explored engagement, experiences and satisfaction with intervention components. Interviews were analysed using interpretive phenomenology. Website statistics measured the number and frequency of logins and time spent in the website. Participants were PWHIV, over 30 years old and living in Australia; and doctors providing HIV care to more than five PWHIV.

Results:
At the completion of the study 365 PWHIV and 32 doctors remained enrolled in the HealthMap intervention group. The majority of participants (66%) logged into the HealthMap website at least once. A total of 257 participants and 21 doctors completed the evaluation surveys, and 27 patients and 10 doctors were interviewed. Survey results indicated high satisfaction with the program among participants who logged into the HM website with 75% (n=123) feeling it was worth their time and effort. Interviews and surveys revealed low satisfaction and engagement among doctors as they struggled to integrate the HealthMap program into their daily practice and generally felt they were already engaging in cardiovascular and chronic disease care for their patients with HIV. In contrast, interviews with PWHIV highlighted satisfaction with the health coaching and goal setting components and the value of accessing laboratory results at home.

Conclusion:
Our process evaluation has allowed a comprehensive understanding of use and preference for different program components and provides important insight for future programs targeting the health and well being of PWHIV.

Disclosure of Interest Statement:
Nothing to disclose.