

# The CARE Client Experience

1. Login, Welcome, and Rapid Test consent (CARE-Rapid only)
2. Risk Assessment
3. Personalized risk feedback, synthesis, and counseling (w/ relevant skills-building videos)
4. Create personal risk reduction plan
5. Print Report (option to share); follow-up



1

**Login, Welcome, and Rapid Test consent:** After secure, anonymous login, consent for rapid HIV testing is obtained (if testing is offered), and an optional guide accompanies the client through the product, with audio narration of all questions, options, and feedback.



2

**Risk Assessment:** The Risk Assessment gauges recent sexual risk by branching to ask appropriate questions based on each client's responses.



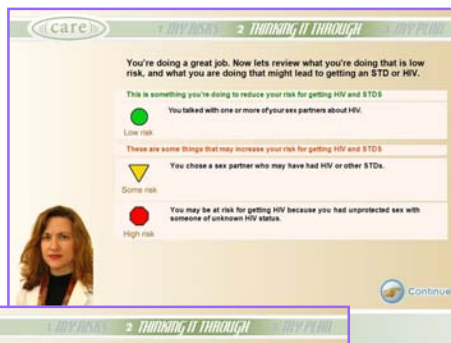
3

**Feedback, synthesis, and counseling:** CARE provides personalized feedback based on the answers the client provides in the Risk Assessment. Feedback is synthesized and presented to the client, and personalized counseling messages are presented, as well as appropriate skills-building videos.



4

**Risk Reduction Plan:** The client creates his or her own risk reduction plan based on risk areas identified in the Risk Assessment.



5

**Print Report:** The client can print a report to take home, or optionally to discuss with a provider. Reports also contain appropriate local and national referrals.



## CARE Highlights

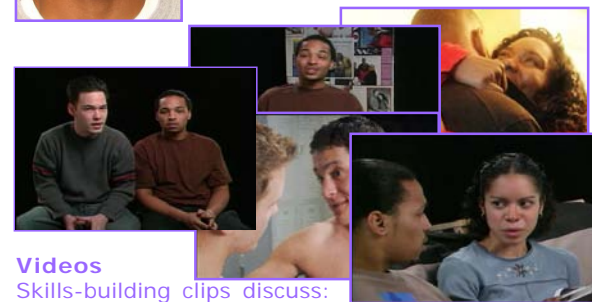
### Fits clinic workflow

CARE is designed to run locally in disconnected environments such as clinics or field sites, minimizing support requirements while providing updates if network access is available. Tablet PC means clients need no keyboarding skills. CARE includes consenting and workflow for clinics offering rapid testing—everything clinics need for rapid HIV testing.



### Guides

The CARE product emulates human counseling through the use of guides (peers and counselors) who accompany a client through risk assessment, feedback/synthesis/counseling, and risk reduction planning.



### Videos

Skills-building clips discuss:

- Abstinence
- Being faithful (monogamy)
- Condoms (male/female) and other safer sex
- Diagnosis (HIV/STI testing)
- Sexual initiation/coming out
- Sexual safety negotiation
- Relapse prevention
- Condom precontemplation, motivation
- Reducing or stopping substance use

Included are versions for heterosexuals and men who have sex with men.

## CARE Scientific Abstract

**Objective:** In many settings, clinician time for HIV/sexually transmitted infection (STI) risk assessment is limited and counselors are unavailable. A computerized HIV/STI risk assessment, counseling, and testing tool may improve case detection and prevention.

**Methods:** CARE utilizes audio computer-assisted self-interviewing to ascertain risk, and provides personalized feedback to help the client develop a personal prevention plan. Clients may select a guide to accompany them through the session. CARE provides personalized risk feedback, synthesis, counseling, and skills-building videos. Clients can create their own risk reduction plans in areas including abstinence; choosing sex partners; communicating with partners; using condoms; and safer sex alternatives. At the end of a session, clients receive a printed report summarizing their risks and the risk reduction plan that they created, as well as general and local referrals, which the clinic may customize. Client records are stored anonymously in a unique-identifier-coded database, allowing follow-up. Longitudinal modules allow clients to choose new plans over time.

**Results:** CARE has been extensively field-tested and revised (see "Patient Acceptability, Usability, and Benefits" for more information) and in 2006 is in formal evaluation trials at four clinical sites. In addition, CARE has been deployed in a variety of clinical, outreach, and field settings.

**Conclusions:** Computerized HIV/STI risk assessment and counseling may be an effective adjunct in busy clinical settings, relieving workflow while providing effective counseling.

**Versions:** CARE is available in three versions: **CARE-Base** provides assessment, counseling, and planning; **CARE-Rapid** in addition provides rapid HIV test consenting, testing, and counseling (CARE-Rapid); **CARE+** provides medication adherence counseling for HIV-positive patients. Additionally, **CARE-PEMS** (currently under development) will provide PEMS-compliant data gathering and reporting for organizations that must report PEMS data to CDC. Other versions are in development; the CARE platform is also available as a health assessment delivery tool in other settings.



### Project Team

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## CARE Acceptability, Usability, and Benefits

**Extensive usability, field-testing, and focus groups show high patient and staff acceptability and usability**

*"There are some things you don't want to talk about with someone. This way it is more personal."*

CARE has been field tested in clinical settings in three cities (user N=63), and is undergoing formal evaluation in four clinics. A few highlights:

### Patient counseling

- Users gave CARE an average rating of **8.2** on a scale of 1=*Not useful* to 10=*Very useful*.
- Over 90% of patients in all settings used CARE successfully, with no more than a 1-minute introductory video.
- Users evinced a very high level of engagement, comfort, and focus.
- Users felt that they could be honest without fearing judgement.
- Users felt they had time to reflect before giving answers.

*"You think more objectively about your answers. You have time to think. With a person you become subjective. Most of the time you don't want a person to know the truth."*

### Staff benefits

- Staff sees CARE as a viable way to enhance data collection systems by integrating data entry and reducing interview time.
- CARE may induce behavioral priming.
- Customized printout allows staff to provide clinic-specific information.
- CARE standardizes patient education.
- CARE expands the services clinics can provide.

## Contact

For information about CARE, including availability and licensing, please contact Jim Larkin at Resources Online.

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## CARE for HIV/STI

### Computer Assessment and Risk Reduction Education



### Technology to improve HIV/STI screening, prevention, rapid testing, and medication adherence

Brief, client-centered counseling has been shown to reduce incident STIs in high risk populations (Kamb et al., 1998). However, few settings have counseling staff or clinician time to conduct such counseling. An easy-to-use STI risk screening and reduction tool could improve both case detection and prevention.

Computer Assessment and Risk Reduction Education (CARE) for STIs product is designed to meet this need. Computer-based, interactive health counseling can consistently gather data and deliver relevant, personalized counseling while reducing personnel time (saving time and cost, and allowing clinics to extend their services). Computer based counseling has been found to be acceptable to patients in multiple settings. In addition to assessment, feedback, counseling, and risk reduction planning, CARE provides consenting for rapid HIV testing, and integrates with workflow for clinics that offer rapid testing, and provides medication adherence assessment.