

Client perceptions of PrEP choices and service delivery in health facilities in Africa: Interim results from the CATALYST study

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Introduction: Understanding client acceptability and service satisfaction as additional PrEP products become available will accelerate the design of successful PrEP choice programs.

The PEPFAR/USAID-supported CATALYST study offers choice of the PrEP ring and oral PrEP to a cohort of women in service delivery sites across Kenya, Lesotho, South Africa, Uganda, and Zimbabwe.

Methods: We describe method acceptability (perceived burden, self-efficacy, and perceived effectiveness) and service satisfaction among 2,643 women interviewed from May to December 2023 at their enrollment visit.

Chi-square tests compare results between PrEP-naïve and PrEP-experienced (ever used PrEP) participants among those choosing oral PrEP and the PrEP ring.

Results: Of 1,657 PrEP-naïve respondents, 73% chose oral PrEP and 27% chose the PrEP ring; among 894 experienced users, 55% chose oral PrEP and 45% chose the ring (Figure 1).

- Fifty-six percent of experienced participants said taking oral PrEP requires no effort (low perceived burden), compared to 47% of PrEP naïve ($p < 0.05$). The anticipated burden of ring use was even lower in both groups (61% experienced vs. 56% naïve; $p = 0.13$).
- A higher proportion of experienced users who chose oral PrEP, compared to PrEP naïve (94.3% vs 90.6%, $p < 0.05$), were confident in their ability to use oral PrEP as prescribed (self-efficacy); anticipated self-efficacy to use the ring was similar (94.8% vs. 90.7%; $p = 0.08$) (Figure 2)
- Over 78% of oral PrEP and PrEP ring participants felt the products would work very well (perceived effectiveness), with no significant variation by experience.
- Oral PrEP was completely acceptable to 83% of experienced and 77% of naïve participants who chose it ($p = 0.02$); the ring showed a similar, though non-significant, pattern (83% vs 77%; $p = 0.11$) (Figure 3)
- Service satisfaction was high, with over 97% of respondents reporting providers gave clear information, respectful treatment (>98%), and adequate privacy (>99%). Among those not completely satisfied, reasons were wait time and negative provider interactions.
- Method satisfaction was high (>95%) for both methods.

Figure 1. PrEP choice at enrollment

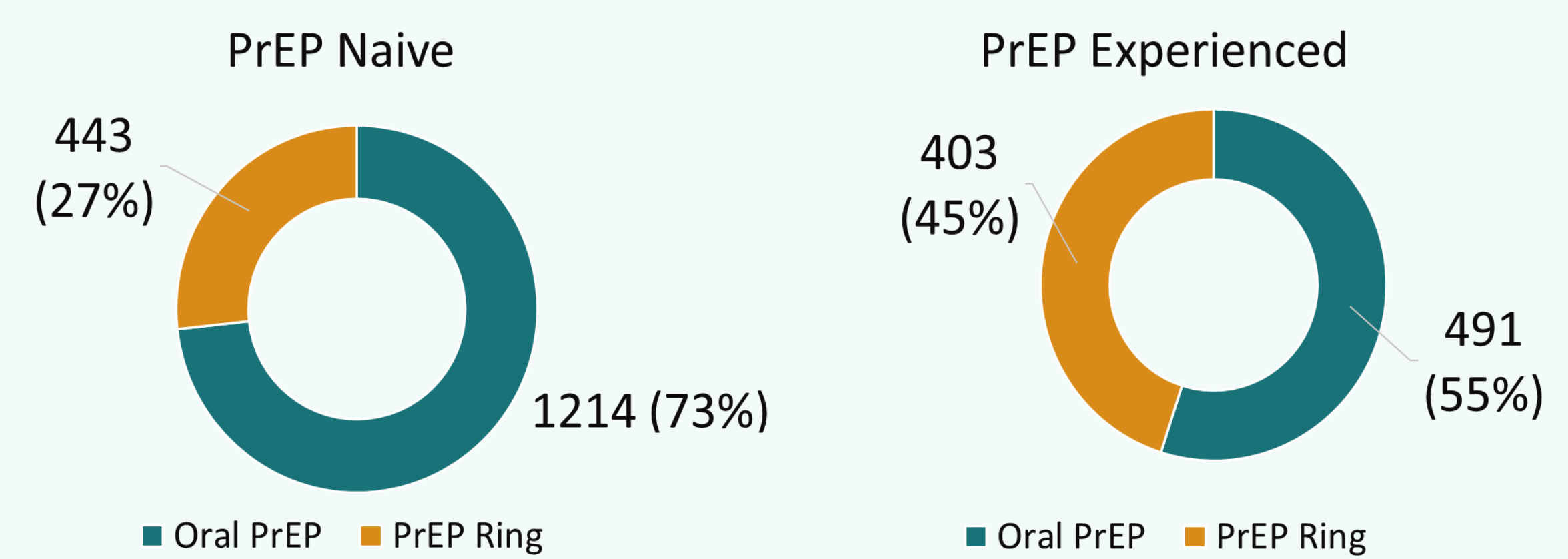


Figure 2. Perceived Burden

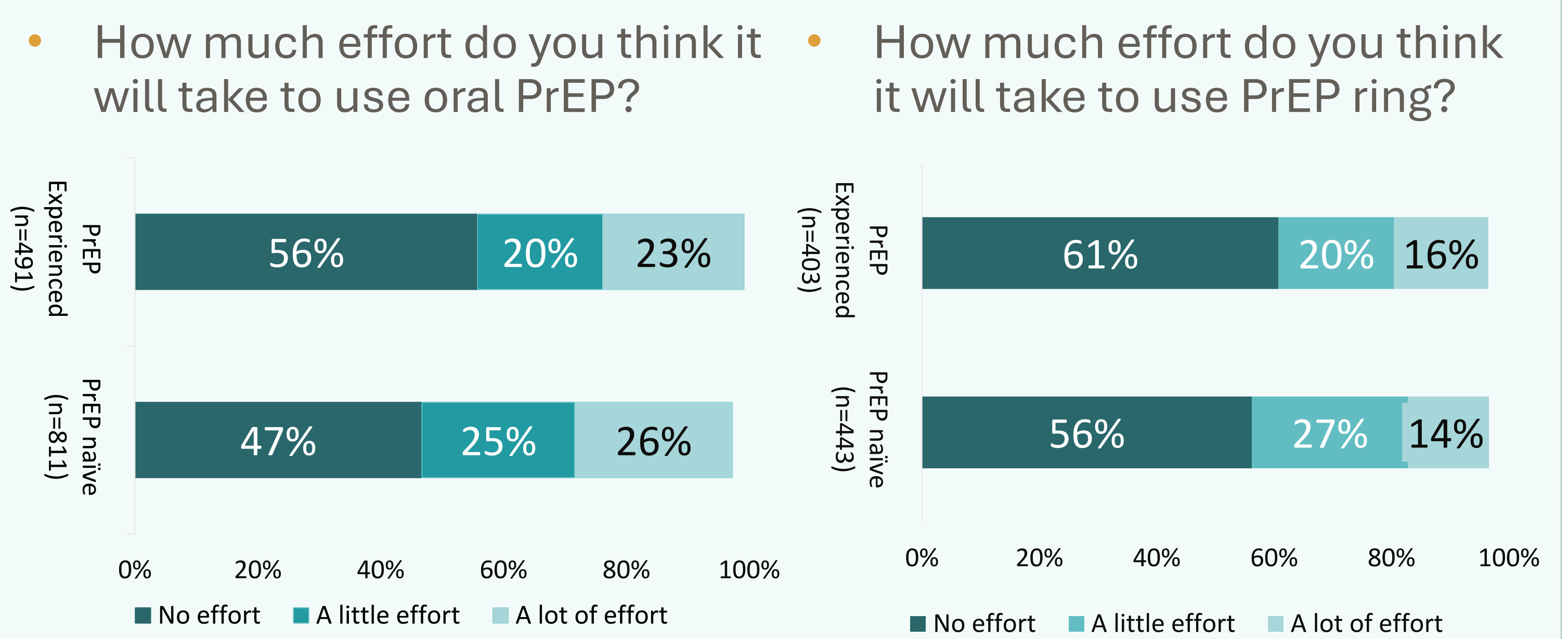
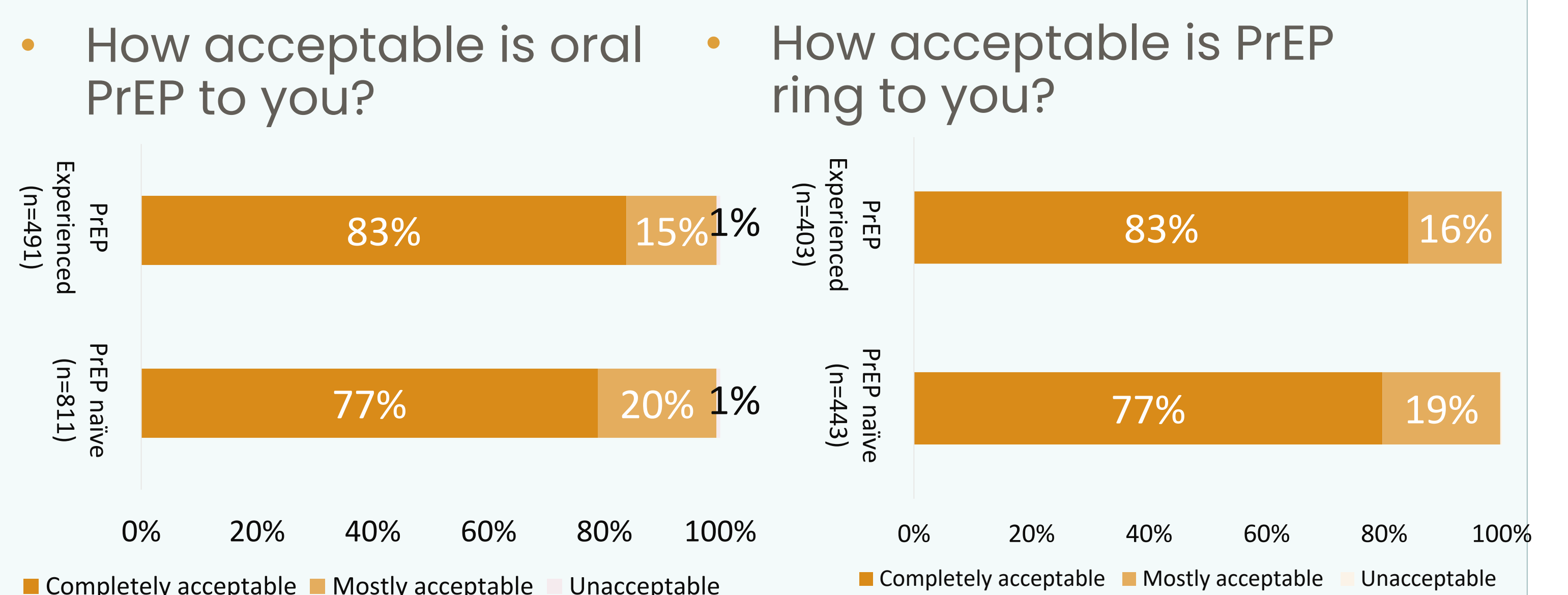


Figure 3. Acceptability



Note: Percentages don't add up to 100 because "Don't know" and "No Response" are extremely small percentages and therefore have been excluded to improve readability of the figures.

Conclusion

Clients with prior PrEP experience expressed lower perceived burden and higher self-efficacy to use their chosen method than did clients who were PrEP naïve. Overall service and method-specific satisfaction were high across both methods.

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