



Continuous Quality Improvement in HIV/AIDS Counseling Clinics: A Case Study of Kigali, Rwanda

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Abstract

HIV/AIDS remains a significant public health challenge in Rwanda, particularly in urban areas like Kigali where access to comprehensive care and support is essential for patient retention. A mixed-method approach including quantitative data collection through clinic registers and qualitative analysis via semi-structured interviews was employed to assess clinic operations and patient experiences. Patient retention rates improved by 15% in clinics implementing CQI processes, with a notable trend towards higher satisfaction scores among patients who perceived better communication and care quality. The implementation of continuous quality improvement processes significantly enhanced healthcare services in HIV/AIDS counseling clinics within Kigali, Rwanda, leading to improved patient outcomes and retention rates. Further expansion of CQI initiatives should prioritise training for clinic staff on best practices in counseling and care provision, aiming towards broader improvements in service delivery. HIV/AIDS, Counseling clinics, Continuous Quality Improvement, Retention rates, Patient satisfaction Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African geography, Continuous quality improvement, HIV/AIDS, Patient retention, Counseling clinics, Public health, Evaluation methods*

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