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# FACES TALK

## Inside this issue:

Page 1

- **Strengthening Teams: A Mountain Top Experience**
- **Welcome**
- **On the Shoulders of Giants**
- **Cont. On the Shoulders of Giants**
- **Staff Spotlight**
- **Quote Corner**
- **Page 3**
- **Health Systems Update**
- **Riders for Health Donation**
- **FACES Volunteer Comments**
- **Enrolment Update**
- **PPCT Update**
- **VMMC Update**
- **Page 4**
- **Way to Go Kwee Family and AYSO!**
- **Don Bounces Back!**
- **Thank you**

## FACES Snapshot

FACES is a family-focused HIV prevention, care, and treatment program with 62 sites in Kenya. FACES initially launched services in September 2004 with a single site in Nairobi and a second site in Kisumu, Nyanza Province in March 2005. FACES partners with District Health Management Teams (DHMTs), City Councils, non-governmental organizations (NGOs), faith-based organizations, and private health facilities to provide comprehensive care and treatment, family planning, PPCT, TB screening, counseling, and social support. FACES continuously strives to increase local capacity through targeted trainings and continuing medical education (CME) activities.

## Strengthening Teams: A Mountain Top Experience

A program's success is closely linked to the strength of its teams. In August, 35 management staff from FACES and RCTP (Research Care and Treatment Program) took teamwork to the next level during a challenging six-day expedition to climb Mount Kenya, the 2<sup>nd</sup> highest peak in Africa.

Setting off from Nairobi, the team arrived at Batian's View Experiential Education Center in Naro Moru for briefing and issuing of gear.

Dr. Elizabeth Bukusi, a co-director of FACES and seasoned mountaineer, and Mr. Njenga Mungai, a professional guide, led the team. Under their watchful eyes, constant encouragement and reassurance, the group was guided along the arduous trek. The ascent took them through varied, stunning landscapes: traversing rain forest, a bamboo zone, open moorland, and bare rock.

Teamwork was emphasized from the start. The group was split into 7 walking groups and everyone had a "buddy" to look after. Everyone successfully battled the elements; wind, cold, altitude, and thin mountain air, and reached the summit on Peak Lenana, Mt. Kenya at an elevation of 16,355 feet/4,985 meters!

On day six, an exhausted, triumphant and bonded team headed back to Nairobi. As participants debriefed, it was clear that many lessons were learned: the value of listening to experts, the need to be sensitive to people's needs, the importance of encouragement, and that anyone can succeed if they are well mentored and supported. To sum it up in one participant's words: "Success is not about strength. It's not about who's fastest, strongest or fittest; it's about everyone pulling together." Hurrah!



FACES and RCTP Staff at Mt. Kenya base camp Naru-Moru

## Welcome

Welcome to FACES TALK. Our aim is to bring you updates on program progress, activities, and feature articles. This edition is focused on mentorship to enhance local health care provider capacity and the quality of HIV services.

## On the Shoulders of Giants

Isaac Newton once said "If I have seen farther than others, it is because I have stood on the shoulders of giants". This is the philosophy embodied in mentorship...

According to the National AIDS/STD Control Program (NAS COP), mentorship is "... a system of practical training and consultation that fosters ongoing professional development to yield sustainable, high-quality HIV services. Mentorship by experienced to less experienced individuals is an essential element of all health care learning." (NAS COP National Mentorship Guidelines)

In 2006, FACES, in partnership with the University of San Francisco's Positive Health Program, ASPIRE (AIDS Services, Prevention, Intervention, Research and Education), started a mentorship initiative. The FACES-ASPIRE initiative is designed to improve the quality of care given at health facilities. This is achieved by investing in training and mentoring a core group of health care workers and thereafter training them to be mentors. *Continued on page 2*



Suba District Mentor Workshop

## Quote Corner, Mentors & Mentees Say...

### How has the mentorship program helped you carry out your work?

"It has greatly impacted my style of patient management. I relate to clients better and it has improved my clinical competency. The beauty of mentorship is that you not only impart some knowledge on your colleagues, but you also learn a lot from them."  
*Benjamin Koske, Lumumba Health Centre*

"Mentorship has made realize that learning is continuous and classroom learning without practical experience is not enough. It has really complemented the Clinical and Community Health Assistant training I received. It reinforces skills. The end result has been better service delivery."  
*Nicholas Mbira*

"When I was first mentored in 2006 I had very little HIV knowledge. It has been a learning experience. Especially learning about conducting full physical exams, taking good patient history, and overall patient management."  
*Laura Busolo, Lumumba Health Centre*

"It has helped improve my clinical skills, gain the confidence of my mentees, have more confidence in myself, prioritize activities and improved the quality of care of patients."  
*F, Rongo District Hospital*

"I am able to identify teaching moments and effectively take advantage of the situation."  
*F, Lumumba Health Center*

"Communication among members of my department has improved, we have collective responsibility and uniformity in carrying out our work, this has enabled the quality of care to drastically improve."  
*M, Rongo District Hospital*

## On the Shoulders of Giants (cont from page 1)

The initiative relies on 2 fundamental precepts: (i) classroom learning must be followed up and reinforced in the real world, and (ii) clinicians require clinical updates and continuing medical education.

For the classroom learning, the mentees attend a 3-day, highly interactive workshop that covers the following areas: introduction to clinical mentoring, adult learning theory, communication and feedback, chronic disease model of care, motivation and behavior change. In addition, they perform role plays to demonstrate mentoring skills and are required to develop a mentoring plan. Following the workshops, field supervision support is provided to integrate the knowledge into practice.

In the beginning, ASPIRE

team members led the mentoring workshops and provided the onsite field supervision. Now responsibility for the mentorship program is being turned over to the local team. To date, 10 FACES staff have received Training of Trainer instruction and have themselves led sections of the workshop. In total, 86 FACES and Ministry of Health staff have participated in the 5 mentorship workshops held in 2008.

Nurturing of the local capacity is an important goal for the initiative, and recently a 5 day HIV/AIDS update program was held for the senior clinical mentors. The focus was on recent scientific findings, and clinically challenging cases. The role of the San Francisco based UCSF ASPIRE team is gradually shifting towards remote sup-

port in provision of clinical updates, consultations, and ongoing support around quality of care.

A pilot evaluation done earlier in 2009 showed a dramatic improvement in the four areas evaluated including: positive mentoring relationships, application of adult learning theory, demonstration of clinical knowledge and expertise, and identifying areas for improvement and developing a plan. Participants have expressed enthusiasm for the experience describing the mentorship workshops as "enlightening" and "providing motivation for my job". If the evaluation is anything to go by then this mentorship initiative will result in the development of another generation of "giants" in HIV care, who will in turn develop others.

## Staff Spotlight



**Dennis Osiemo, FACES Kisumu Coordinator and a Mentor Trainer**

**Dennis Osiemo** is a medical officer and the FACES Kisumu Coordinator. Before joining FACES in April 2008 he worked with the Ministry of Health; he completed his internship in Garissa in Northeastern Kenya and then worked in Lugari District in Western Kenya. One of Dennis's roles at FACES is to lead the mentorship program in Kisumu including the training of mentors. He and providers see patients together. Providers take the lead while Dennis provides support and guidance. After a few patient encounters they discuss the interactions to affirm and improve clinician-patient encounters. According to Dennis, "seeing competent providers at work is extremely rewarding, especially in this HIV epidemic where every patient treated effectively translates into lives saved and fewer children

orphaned." Dennis enjoys seeing new places, which is a good thing since he will soon be spending a month at San Francisco General Hospital gaining additional HIV experience and knowledge.

**Eliud Akama** comes from Siaya District, a town called Gem – not too far from Kogelo, Obama's father's homeland. Prior to FACES, he worked for the Ministry of Health in Suba District. He was among the first beneficiaries of the FACES-ASPIRE mentorship program. "Initially I thought I was competent and did not need mentorship. However through mentorship my clinical and leadership abilities drastically improved. I immediately became an ardent mentee looking for every opportunity to be mentored" reflected Akama. He joined FACES in April 2007 as nurse midwife based in Migori District. He quickly rose through the ranks and is now the Acting Rongo District Coordinator. He also leads the Rongo mentor program and says "many providers take mentorship very positively, although there are some who believe that their professional knowledge is enough." Akama's motivation for his work stems from patients: "I love patients. I get a lot personal satisfaction from seeing someone who was very sick get well. Knowing that through my diligence at work I am making a big difference in another person's health drives me every day." Akama describes this past year as the best in his life. He married Eunice and has a new son named Chad. "I find it very hard to be away from him, we love him so much. He is 3 months old and already cracking jokes!"



**Akama, his wife Eunice, and their son Chad. Akama is the FACES Acting Rongo Coordinator and a Mentor Trainer**

## Enrolment

### FACES Overall Current Enrolment as of 9/09 at 62 sites:

Enrolled in HIV Care  
 Adults: 45,295  
 Children: 8,333  
**Total: 53,628**

### Currently on ART

Adults: 18,319  
 Children: 1,924  
**Total: 20,243**

## PPCT Update

### Prevention-of-Parent-to-Child-Transmission (PPCT)(10/08—9/09):

Number of women tested, counseled and received HIV results within maternal and child health services at 63 sites: 29,349

HIV positive & Received ARV prophylaxis: 3,339

Infants HIV tested via DBS for PCR: 1,553

## VMMC

By 9/09, the number of Voluntary Medical Male Circumcisions (VMMC) performed:

Adult males: 3,351  
 Infant males: 21



**Laura Busolo** — a FACES Clinician In-charge and Mentor.



**Mentor Training Session**

## Health Systems Update

Eric Wachira and Jim Grace, FACES Programmers, represented FACES at the fourth annual Open Medical Records System (OpenMRS) Implementers Conference in Cape Town in September, with over 120 representatives from 22 countries. They attended sessions on

reporting, security, data quality, decision support, data

synchronization between multiple sites, and many other topics. The knowledge received will help FACES better use its medical records software in the coming year.



**2009 Implementers Conference**

## Riders for Health Donation

Riders for Health is a non-profit organization working to ensure that health workers in Africa have access to reliable transportation in order to reach isolated and vulnerable people with regular and predictable health care.

Riders for Health recently donated 9 motorcycles to FACES. This generous donation was also accompanied



**FACES staff members Edwin Wasilang'a and David Oyuko with a donated Riders for Health motorcycle**

by a 10-day training for 21 FACES staff members. The curriculum encompassed the Kenyan Highway Code, a basic course in simple motorcycle maintenance, field work practice, and highway and rough terrain riding.

Riders for Health will maintain, service, and fuel the motorcycles for two years. Full riding gear was also donated. FACES will ensure that all trainees are registered with the Traffic Department and fully licensed.

The motorcycle training was very successful and will go a long way in ensuring that services are brought closer to clients. FACES can

now conduct more home visits and trace more clients. The PPCT nurses can reach far-flung sites more easily for mentorship and service-delivery purposes. The M&E and Data teams can collect data and carry out data audits more easily. The motorcycles will also help for field support and supervision visits.

Riders for Health has linked up with a local organization called Vumilia to bring this timely assistance to people who work with patients all over Kenya. Their services are found mainly in Nairobi, Thika, Mombasa, and Western Kenya.

## FACES Volunteer Comments

FACES' Student Training Education Program (STEP) is an elective program for medical students and residents aimed at building practical HIV service experience. Here is a quote from a recent STEP participant.

"Summer 2009: I was in Rongo - a small roadside town in Southwestern Kenya. Barely gracing even the most detailed of maps, life in Rongo is incredibly full and its inhabitants intensely kind. From the gregarious FACES staff to nearly every individual met in daily interactions, the community was eager to know its few visitors.

My project was to get an Early Infant HIV Diagnosis pilot project up and running

in Rongo's district hospital. Implementation was not obstacle free - but every negotiation gained was a lesson learned in collaboration and sustainability. Working with both patient populations and providers,



**Masuma Bahora (center) with staff Vincent Awach and Georgina Onono**

we set into place a program that has the ability to capture HIV positive children in a non-PMTCT setting, while also sharing education to a wider net of mothers bring-

ing their children in for routine vaccinations.

I was also able to participate in male circumcisions, school-based outreach, and clinical care both on and off-site. My overall experience primarily speaks to the generosity of the Rongo FACES staff to accommodate my every smidge of curiosity. I came away with a wealth of HIV/AIDS care and treatment knowledge and a deeper instillation of Kenyans' spirit to fight for the next day, no matter the barriers. This experience further solidified my desire to pursue medicine in a global setting and to return to Eastern Africa. I could not have envisioned a more fulfilling and memorable adventure." *Masuma Bahora, University of Tennessee Medical College*

[www.faces-kenya.org](http://www.faces-kenya.org)

**FACES is funded by the U.S. President's Emergency Plan for AIDS Relief (PEPFAR) through a cooperative agreement with the Centers for Disease Control and Prevention (CDC).**

**FACES is a collaboration between the Kenya Medical Research Institute (KEMRI) and the University of California, San Francisco (UCSF). Within KEMRI, FACES works with two Centers: the Center for Microbiology Research (CMR), Research Care and Training Program (RCTP) and the Center for Respiratory Disease Research (CRDR). Within UCSF, FACES is a core program of the AIDS Research Institute (ARI), which coordinates all of the HIV/AIDS research, treatment, and prevention activities at UCSF.**



**Generous donations and support have been received from the Clinton Foundation, the Steinbergs, Riders for Health, Marie Mackay, the Mulago Foundation, ARI, MAC AIDS, Indiana University, Flagship Fleet, Paediatric AIDS Treatment for Africa (PATA), Population Service International (PSI), Insta, AED, USAID, Kenya National AIDS & STD Control Programme (NAS COP), and from many other generous private donors such as the Kwee family.**

### Special Thanks

**We would like to express our sincere gratitude to all of our collaborators, funders, and donors. Your support changes lives daily and greatly helps us improve services, training, and capacity.**

FACES welcomes your news-letter comments, please contact:

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## Way To Go Kwee Family and AYSO!

For the third consecutive year, the Kwee family of San Mateo, California and their friends rounded up soccer gear through AYSO (American Youth Soccer Organization) to generously donate to HIV-affected children at FACES. Contributions were collected on Picture Day, including cash donations to defray

### Nairobi Update

EYES (Empowered Youth/Singles Educating Society) Club is a post HIV test club for both young and single HIV-infected people at FACES. EYES started as a result of monthly group therapy sessions. The group recognized a need to address issues affecting youth and

### Don Bounces Back!

The two faces hardly matched. The man I was seeing now was more of a boxer ready to fight in a heavyweight match than the thin emaciated man I saw six months ago.

Don first came to the FACES clinic carried by his elder brother. He clung loosely on his brother's shoulder, obviously using all of his remaining strength to maintain a grip. His brother Sam was doing all he could to help Don; he knew his brother was near death and too weak to seek help himself.

Don weighed 48 kilograms when he enrolled in HIV care. He was coughing, weak, extremely thin, and hardly talked. When asked his age, he mumbled something like 25 years. He was referred for sputum exam and started on tuberculosis medications. His CD4 cell count was just 18 (normal being 500-1500).

Don's next visits would be for adherence counseling to start antiretroviral (ARV) drugs. When he heard about referral for adherence counseling he was confused and reluctant. He didn't know why

shipping costs. Special thanks to AYSO Region 36 Commissioner Brian Kersten for approving this AYSO soccer uniform drive. Donated gear includes 425 jerseys, 250 shorts, 250 socks, 50 pairs of cleats, 24 soccer balls, 30 cones, two flags, a coach's bag, several clipboards, referee jerseys and

referee gloves. Thank you AYSO, the Kwees, and friends Kayla Lahoz, Erika Brinkley, Andrea Chau, Winta Bairu, Matthew and Michael Lanthier, Nick Hui, and Nick Tolfa!



singles, particularly areas that cannot be discussed together with couples.

In addition to regular meetings, EYES participants provide individual and group counseling for PLWH (People Living with HIV). EYES plans to lead income-generating projects, host sport events,

and provide peer education and outreach in Nairobi and the surrounding communities. EYES hopes to educate and model living positive with HIV, decrease HIV stigma, refer eligible individuals and families to FACES, and gain community support for HIV services.

he was tested or why he needed medication; he wasn't focusing on things well in his weakness. His brother Sam proved to be a tremendous treatment buddy, ensuring Don attended his adherence counseling sessions and that he started and abided by the ARV medication regimen.

Don was also suffering from malnutrition. His body mass index was at first a mere 16 (normal being 18-24). He was started on the nutrition supplement Food By Prescription (FBP) to increase his caloric intake.

During a follow-up visit a few months later, Don explained "The TB drugs were messing me up, but now I am getting used to them." He then pointed at the scale and said "I've also gained weight!" He was up to 52 kilograms. The combination of medicines and nutrition were working!

Don's health continued to improve and before long he had his former job back and had proposed marriage to his girlfriend. "I didn't see myself

coming this far," he said. He then pumped up his bicep and proudly said "I am not a boxer, but I used to be a makanga (mini-bus conductor) which requires strong muscles and toughness like this. Nowadays I'm a driver". Don's weight had shot up to 68 kilograms with a BMI of 23.53.

Six months after starting his ARV treatment, I met Don at the clinic. He wore jean shorts cut above the knee. He had a cap and an undersized T-shirt. His thigh muscles resembled those of a wrestler seen in the famous world wrestling federation (WWF). When I called his name he leapt up and ran to the vitals room, much to the amusement of the staff and the other clients. He jumped on the scale in haste. "70 kilograms!" he shouted in celebration. His CD4 was on the increase as well; it was up to 196!

By CCHA Dennis Oluoch Owino & the FBP Team