

**STUDENT TRAINING  
EDUCATION PROGRAM  
(STEP)  
ORIENTATION MANUAL**



## **Introduction to STEP**

Karibu and welcome to the Student Training Education Program! STEP provides rotations for health professional students and residents at sites within the Family AIDS Care and Education Services (FACES) network of clinics in Kenya. Rotations may be clinical in nature (residents, nurses, pharmacists, third or fourth year medical students from the U.S., Canada, or the University of Nairobi) or research-focused (medical and public health students who have completed at least one year of graduate training.)

Founded in 2004, the mission of FACES is to provide accessible comprehensive care and support services to HIV-affected families and other vulnerable populations in Kenya, to reinforce prevention practices, and to train Kenyan health workers in scientifically sound HIV/AIDS care. Within this overall directive, the goals of STEP specifically are for:

- Health professionals in training to gain clinical and research skills in low-resource settings based on practical experience in HIV care and treatment;
- Permanent program staff to continually expand their knowledge of best practices in clinical care based on exchanges with STEP participants through mentorship, and Continuing Medical Education;
- Research projects to contribute to the continual assessment and improvement of all aspects of FACES; and,
- The integration of STEP participants within clinics to maintain or enhance the provision of scientifically sound HIV/AIDS care to FACES clients.

The ultimate impact of STEP is intended to be two-fold: contributing to improved quality of life among HIV-affected individuals and solidifying the commitment of health professionals in training to global health.

*Much of the information in this manual is intended for those coming from outside of Kenya. Those joining STEP from within the country may find the following sections the most useful: Introduction to FACES, Making the Most of STEP, Site-Specific Information, and Appendices. Please note that the pre-trip form, KEMRI letter, and evaluation are required of ALL participants, regardless of university of origin.*

***Note : In case you will be accompanied by a family member on your international rotation (STEP Participation) and you would for them to be given a chance to shadow or volunteer in the clinics, kindly let us know early enough (preferably during your application process) as they will require permission to be in the clinics.***

## **Introduction to FACES**

FACES is an HIV/AIDS care and treatment program in Western Kenya and Nairobi. FACES is a collaboration between the Kenya Medical Research Institute (KEMRI) and the University of California, San Francisco (UCSF), funded through the US President's Emergency Plan for AIDS Relief (PEPFAR) and Centers for Disease Control (CDC).

FACES operates in Nairobi as well as six sub-counties in the western province of Nyanza: Kisumu, Suba, Mbita, Migori, Rongo, and Nyatike. Each sub-county includes multiple sites. As of September 2015, FACES care was being provided at over 140 sites, with 80,065 currently enrolled in care, including 6,816 children. Among those enrolled in HIV care, 71,294 were on antiretrovirals (ARVs), including 6,483 children.

FACES collaborates with the Kenyan Ministry of Health (MOH) to implement quality HIV services by providing technical support, training and mentorship and in partnership with community-based organizations. As such, the majority of clinical staff are Ministry of Health employees, many with salary support from FACES. There is also a large team comprised of district coordinators and district program officers who oversee implementation of HIV services in collaboration with sub-county health management teams in government, private, and faith-based facilities. Additionally, there is a country-level team including the FACES country director, deputy directors, and technical advisors who provide technical support and supervision for the program overall. The UCSF team provides another layer of technical support especially focused on advanced clinical HIV care, monitoring and evaluation, administration and research.

## **Model of Care and Technical Support**

The FACES model of care focuses on family approach to care and treatment by enrolling all HIV infected family members to retain and support them in care. This is achieved through:

- Encouraging HIV testing of partners and their children (family testing)
- Assisting with disclosure to both adults and children
- Scheduling joint family clinic appointments
- Holding weekly multidisciplinary team meetings to discuss the needs of particular patients and how families can be involved in care
- Facilitating support groups for families and for HIV-positive pregnant women and their husbands
- Encouraging family members to attend education sessions and clinic appointments
- Encouraging family members to be treatment buddies for patients on ARVs
- Psychosocial support including support groups, patient advisory groups, and clubs for children and adolescents

FACES supports the following HIV-related program areas:

- HIV care and treatment including HAART for adults and children
- TB screening, diagnosis and treatment
- Provider initiated testing and counseling (PITC)
- Prevention of mother-to-child transmission (PMTCT)
- Prevention with Positives (PwP)
- Voluntary Male Medical Circumcision (VMMC)
- Community mobilization, engagement, and community units

## **CLINIC STAFF**

Each staff member is coordinated by a head of department (HOD), district program officer, and technical advisor at facility, district and provincial level respectively. Staff work within the following departments.

### 1. Systems:

#### a. Reception

The reception is in charge of receiving clients, maintaining and retrieving files, scheduling follow-up visits, and identifying defaulters and receiving any visitors.

#### b. Monitoring & Evaluation

The monitoring and evaluation team (M&E) perform continuous evaluations of specific aspects of FACES data as well as overall quality of care.

#### c. Data

The data team enter patient data into the electronic records system and provide information for analysis to M&E.

### 2. Social Science Department:

The social science department is comprised of individuals who work within the facility and in the community.

#### a. Peer Educators

Peer educators are clients publicly living positively to whom FACES gives a small stipend for nine-month periods to provide patient education, adherence counseling and family counseling, as well as to assist in CCHA tasks.

#### b. Clinic and Community Health Assistants (CCHAs)

CCHAs are the largest cadre of staff and are based in central facilities and peripheral sites. They are paramedical assistants who have completed secondary school and three months of FACES-specific training. CCHAs provide HIV education and counseling, give patient health talks, assist in enrollment documentation, and do home visits for nutrition and adherence assessment and defaulter tracing.

#### c. Mentor Mothers

Mentor Mothers receive a small stipend to provide peer education and psychosocial support to pregnant women, mothers and their families to prevent HIV transmission to babies; to promote maternal and infant health; and to empower women to live positively with HIV by drawing on personal experience as an HIV-positive woman.

### 3. Clinical Department:

The clinical department is comprised of more experienced clinicians who provide mentorship and on the job training as well as the bulk of service providers.

- a. Clinical Technical Advisors/Coordinators/Senior Program Officers  
This group includes medical officers, clinical officers, and nursing officers who have a wealth of experience in the field of HIV medicine. Aside from administration, these clinicians are available for consultation on complex cases both within the clinics and via Uliza!, a hotline for clinicians across the country seeking advice on HIV care.
- b. Nursing Officers  
Certified nurses (three-year diploma) make up the majority of health service providers in the facilities. Nurses provide comprehensive HIV prevention and care services including family planning services and HIV counseling and testing, among others.
- c. Clinical Officers  
Clinical officers have completed a medical diploma (three years) and provide comprehensive HIV prevention and care services. Since their training is more advanced than nurses, more difficult cases may be referred to them for review.
- d. Lay Counselors  
Lay counselors are stationed in most of the high volume facilities and offer HIV testing and counseling services to all who visit the facilities. They also support those confirmed positive to seek HIV care services.
- e. Laboratory  
Most of the laboratory staff have a diploma in medical laboratory sciences and are stationed in the district hubs since most peripheral facilities are not equipped for most services: CD4, liver and renal function tests, blood count, serum cryptococcal antigen, syphilis testing, malaria smear, pregnancy testing, TB screening and urinalysis.
- f. Pharmacy  
Most pharmacy staff hold a three-year diploma in pharmaceutical technology. They give medication as per the clinicians' prescriptions, work with the clinical team to tailor treatment, monitor drug toxicity, and change drug regimens if treatment fails.

#### 4. Administration

Additional administrative staff includes HR, operations and financial managers, as well as the transportation and maintenance departments.

#### **Clinic Flow**

This general description of clinic flow applies most directly to the major sites in each district, and may differ at peripheral sites and certain facilities.

New clients are identified through provider initiated testing and counseling of family members of positive clients, testing in outpatient clinics or inpatient wards, or voluntary counseling and testing (VCT) clinics. A new client is assessed by the nursing or clinical staff using the WHO stages of HIV and Kenya HIV clinical guidelines. Stable individual adults are enrolled or referred to a clinic closer to their homes. Clients enrolled in treatment provide a medical history, information on all family members, and a description of how to locate them for home visits.

The FACES model of care revolves around client education. Each client must attend HIV education upon enrollment as well as if they miss a follow-up appointment. After HIV education,

clients to be initiated on ARVs are scheduled for a return visit to begin adherence training unless they require immediate care. Three sessions of adherence counseling, two in groups and one individually with a nurse, are required for adults initiating ARVs; three sessions with a nurse are required for pediatric clients. All enrolled clients receive an antibiotic prophylaxis (septrin) and treatment for opportunistic infections. TB treatment has also been integrated into the care provided by the HIV clinic. ARVs are prescribed for HIV positive patients with CD4 <500, pregnant or nursing mothers, clients co-infected with TB or Hep B, sero-discordant couples, and/or a WHO Stage III/IV as per the Kenya National Guidelines and WHO recommendations.

### **Clinic Schedule**

Nyanza sites hold clinic days four days a week from 8:00 – 5:00, with three days open to all new and existing patients and one reserved for mothers and children and pregnant women. The fifth day is reserved for staff training, continuing medical education (CME) sessions, hospital visits, adolescent clinic, Kaposi's sarcoma clinic and home visits. In Kisumu, this falls on Thursday, in Suba/Mbita on Wednesday, and in Migori/Nyatike and Rongo on Friday. District and provincial teams regularly provide onsite mentorship and supportive supervision to enable sites to be independent in the future.

In Nairobi, the main clinic is open five days a week from 8:00 AM – 4:00 PM. There is a clinical meeting on ARV initiation on Monday afternoons, breakfast meeting every Tuesday at 7:30 AM, CME on Tuesday afternoon, staff meeting on alternate Wednesdays and data quality review meetings every other Thursday afternoon.

### **Client Population**

Clients come from all sectors and groups of Kenyan society. In Nyanza, a majority of the population belongs to the Luo ethnic group, one of over 40 major ethnic groups in Kenya. Smaller percentages of the population are Luhya, Kikuyu, Kalenjin, Maasai, Basuba, Kuria, Kisii or South Asian, among others. Dholuo is the most commonly spoken language, followed by Kiswahili. Individuals who have completed secondary school generally speak enough English to be seen by an English-speaking clinician; this percentage ranges from roughly 20% - 40% depending on the site. Clinic staff speak Kiswahili and English, with the majority also speaking Dholuo and perhaps an additional local language (such as on the islands in Suba). Clients in Nairobi reflect the range of socioeconomic status and ethnicity within the capital city; Kiswahili is the most common language, though English is more common among clients than in Nyanza.

## **Making the Most of STEP**

FACES is a complex and widely distributed organization that performs a tremendous amount of clinical and non-clinical work. FACES staff enthusiastically welcomes STEP participants and recognize the benefits of the program to all involved. At the same time, integrating participants within the clinic structure does require resources, particularly staff time. Since there are only a few medical officers within FACES, expect to work with and learn primarily from nurses and clinical officers. These cadres see a bulk of the patient population at FACES and thus have invaluable expertise to share.

The guidelines below are designed to ensure that you get the most out of your experience and that the clinics also benefit as much as possible. Note that all forms (pre-trip, rotation objectives, and final evaluation) are REQUIRED of all participants. If your home university requires any additional forms, it is your responsibility to coordinate with your mentor to ensure they are completed in addition to the STEP forms.

### Before you arrive

- Review this manual in full, particularly the pre-departure checklist and safety information.
- Supplemental information on clinical care is available on the FACES website and is particularly useful for clinical rotations.
- Complete the pre-trip form and return it to the STEP Coordinator to send on to the clinics. The form will be posted in the reception area for your site and will help staff get a sense of who you are prior to arrival. Providing this information in advance will make it easier for the staff to work with you upon arrival.
- If the person selected to be your mentor feels it would be helpful to make contact in advance concerning your project objectives or a possible topic for CME, he or she may email you directly.

### Preparation for research or project rotations

- Prior to beginning your research or project rotation, you will work with the contact person listed for your project or research to establish the current status of the project, any additional resources you may need to provide, and how your schedule will best mesh with their schedules.
- Projects at FACES sites must be self-sufficient and self-sustaining. You must budget for expenses such as printing (10 KSh/page), photocopying (3 KSh/page), transport, and any resources that can remain with the clinics to sustain the project.
- You should also discuss with your mentors if your project will require you traveling to other counties for purposes of budgeting for transportation and accommodation costs (that is if the project is not able to provide for these).
- Any project that may need IRB approval (i.e., anything for publication) requires longer preparation time, as IRB approval is required from your home institution and KEMRI. KEMRI approval can take more than six months. Clarify this with your collaborator and the coordinators as soon as possible; they can put you in touch with staff who are familiar with the process.
- In addition to IRB approval from your home institution and KEMRI, many projects will also need approval from the County Ministry of Health in each of the counties that your

project will be conducted in. Clarify with your collaborator if this is necessary, and they can reach out to the County Directors on your behalf to introduce the project.

- Though all staff speak English and all clinic records are kept in English, any projects involving clients will require translation into Kiswahili and Dholuo. Find out in advance whether an outside translator must be located and compensated.

### When you arrive

You will be given an orientation to your site by the host liaison and introduced to all the departments. It is best to introduce yourself fully to everyone you meet, including where you are from and what your level of training / focus of your rotation is. The default expectation is that everyone is a doctor, so you may find yourself slotted to see clients regardless of medical training if you don't clarify who you are! Greetings are very important, so take time to complete them.

As you are oriented to the clinic, you will have the opportunity to sit in with each department in their daily tasks. Again, it is important to be clear on what you can and can't contribute in terms of clinical care, and also to be engaged with the department. Feel free to ask questions or offer perspectives. Taking the time to sit in with each department is critical for all electives as it provides insight into the operation of FACES and a chance to meet many of the staff.

Within the first week, schedule a meeting with your mentor (or the clinical officer who will serve as your point of contact for clinical rotations) and preferably with the site supervisor as well. Finalize your goals and work with them to identify what you can contribute to the clinic. Identify the topic of CME if you have not already done so. Maintain contact and continuous feedback between yourself and your mentor or point of contact throughout the rotation.

Once you have gone through each department and met with your mentor, you will manage your own time. It is critical at this point to have a sense of the clinic schedule and how you fit within it. Especially in Suba/Mbita, Migori/Nyatike, and Rongo, a majority of staff are at peripheral sites each day, and at all sites staff travel frequently for trainings or meetings, so it is important to find out the schedule of your key contacts. If you will be visiting multiple districts, work with the district coordinators and the administrative contact at each site to identify the best times. While transport is easiest with other FACES staff, public transit is available among all the districts.

### Structuring a clinical rotation

It is important to strike a balance between learning from/mentoring clinicians and nurses and not slowing the typical client flow.

A few suggestions are:

- At centralized sites like Lumumba, sit in on the emergency desk when possible (which rotates among clinicians) as these are the more complex cases that may present the best opportunities for learning and mentorship and also experience less time pressure.
- At decentralized sites, try to be worked into the weekly timetable in advance so that you are assigned a particular peripheral site. Each peripheral site has specific objectives for the week developed by the site program officer from the previous week, so if you can identify sites with objectives that match your capacity to mentor, which will enable you

to take on the mentorship for all cadres of medical staff while the FACES staff perform client delivery. Alternatively, if you are able to work with a translator to see clients, FACES staff can focus entirely on mentorship.

- If another clinical rotation or non-STEP attachment coincides with yours, try to ensure that you are not both mentoring or being mentored at the same site, even in different departments.
- Recognize days that are very busy (the reception department can give you a sense by 9:00) and accommodate either by working on something else in the afternoon, such as on CME or with another department like nursing or the vitals bench, or by identifying a paramedical staff such as a CCHA or peer educator who has completed their duties and can translate so that you can see clients on your own.

### Before you leave

For any research project, schedule a CME session to present your progress and results if they are widely applicable or arrange a meeting with relevant heads of departments and coordinators in order to summarize findings thus far. Disseminate your progress and findings as much as possible while you are still on site. Obtain contact information for anyone off site who was involved in the project so you can send them your report or presentation.

For all electives, schedule another meeting with the same mentor / key contact and preferably the overall supervisor to take place during the last week. At this meeting, review your final progress on your objectives and the clinic objectives, identifying any areas for continued activity as well as the person within the clinic who will be carrying that forward. Provide feedback on your experience and perspectives on what you've observed, and solicit evaluation and feedback as well. Immediately following the meeting, complete the rotation evaluation. If you are unable to do this on site, it must be completed within one week of the end of your rotation. Check in with the supervisor / mentor that they have also completed your evaluation following the meeting as well as any additional forms required for your university.

Safiri salaama na uwe na wakati mwema! Have a safe journey and a great time!

### **Pre-departure Checklist**

- 1) TWO MONTHS prior: compose a request letter to the Kenya Medical Research Institute (KEMRI), your official host. A sample letter is in the Appendix for you to adapt. Required information: who you are, dates at FACES, sites to be visited, what you'll do at FACES, who you'll work with, relevant experience or background, significance of the trip to you. Note that the spacing of the heading of the sample letter must be included exactly as indicated. Send draft letter to S for revision and submission.
- 2) TWO MONTHS prior to departure, visit the travel medicine clinic at your health facility for vaccinations and prescriptions. Recommended vaccines: Typhoid, Hepatitis A, Yellow Fever, Meningitis. Bring your vaccination card with you. Medication: malaria prophylaxis.
- 3) For UCSF affiliates, register for travel insurance (health, evacuation, and some property coverage) at <http://www.ucop.edu/risk-services/loss-prevention-control/travel-assistance/index.html> and print out the card to bring with you.

- 4) For non-UCSF affiliates, confirm your insurance coverage and obtain contact information for international services, including emergency care and evacuation. Additional travel insurance may be useful for loss of property or cancelled flights:  
<http://www.statravel.com>.
- 5) Schedule a flight to Kisumu on a weekday. If a weekend arrival is absolutely necessary, please schedule a flight which arrives in Kisumu between 9 AM and 11 AM. Transport from Kisumu to Suba/Mbita, Migori/Nyatike, or Rongo will be organized at FACES.
- 6) Provide the STEP Coordinator with your itinerary and a completed pre-trip information form (see Appendices), as well as your Liability Waiver. Visa applications are now done online and all the necessary information can be obtained on this link.  
<https://immigration.ecitizen.go.ke/index.php?id=5>
- 7) of emergency: <https://travelregistration.state.gov/ibrs/ui/>
- 8) Provide an emergency contact with copies of essential documents (i.e. passport, health insurance card, ) to the Program Manager in case of emergency.
- 9) Join Kisumu google group if you plan on staying in Kisumu for the duration of your time in Kenya for useful information: <https://groups.google.com/forum/#!forum/kisumu-list/join>
- 10) Notify your bank of your travel plans to prevent delays in accessing money.

## **Safety, Security, Health**

***NOTE: PLEASE MAKE SURE THAT YOU READ THROUGH THE STEP EMERGENCY STANDARD OF OPERATING PROCEDURES DOCUMENT AND SAVE ALL THE CONTACTS YOU MAY NEED IN CASE OF AN EMERGENCY***

Be sure you have registered with the U.S. Embassy in Nairobi in case of emergency of any kind, and leave copies of your essential documents with an emergency contact. Bring printed copies of the same documents and also make sure they are accessible via email.

Though the water at most sites has been treated, it is advisable to buy bottled water or boil all water before drinking. Bring water to a full boil and allow to boil for at least one minute, three minutes if you take any trips to higher altitude regions. Cook, peel, or bleach fresh produce.

Mosquito nets are available for purchase in Kisumu at any large grocery store, though all furnished lodging should be equipped with nets. Post-exposure prophylaxis is also available at all FACES clinics. Beyond malaria, health concerns in the region include schistosomiasis in Lake Victoria and sporadic cholera outbreaks. Traffic accidents also pose a risk at all sites. For non-urgent health concerns, contact one of the medical officers at FACES (see site-specific contacts).

For urgent health concerns, the best hospital options in Kisumu include Aga Khan (Nairobi road and Nyerere road intersection) and Avenue Hospitals (opposite the well-known Kibuye market). If possible, it is best to notify a FACES staff member so that they can accompany you. At all other Nyanza sites, the main FACES site is located within the district hospital. The best hospital to go to in Nairobi is Nairobi Hospital, as it is located close to the clinic and provides rapid care.

Petty theft is common especially in crowded public places but even within clinics, hotels and other accommodations. Secure all valuables in a locked cabinet, do not keep large quantities of cash, and try to avoid carrying your passport. When out after dark, it is advisable to carry a minimum amount of cash and do not walk anywhere; take a vehicle of some sort instead.

Kenya unfortunately has a reputation for other violent crimes including carjacking and armed robberies. The best way to avoid this type of a situation is to use common sense and caution. One tip is to take the phone number of your guard at night in case you return after dark. Call in advance to be sure he opens the gate so you don't have to wait at the gate. It is also advisable to avoid political or other rallies.

Ask for the numbers of taxi and tuk tuk drivers so that you can contact the drivers at another time. It is ideal to use the same driver once you trust him. Public transport including motorbikes, matatus, and buses are generally safe, though a large number of accidents occur daily. Use your best judgment and avoid travel at night if at all possible.

## What to bring

### General

- Passport and visa
- Photocopy of passport and visa
- WHO immunization card
- Laptop (with laptop lock) if possible
- Plug G (UK) adaptor. Adaptors are also available for purchase in Kisumu. You may require a converter for electronic equipment (current = 240 V) if it is not included. Surge protectors are helpful in case of power outage.
- Essential medications (see pre-departure checklist) plus anti-diarrheal, pepto-bismal, aspirin, sunscreen, insect repellent.
- Hand sanitizer
- **Business casual** clothing for time in the clinic. Clinic dress code is typically slacks / skirts and blouses / collared shirts along with nice sandals or dress shoes for ladies and khaki/cotton pants with a nice collared shirt (keep the sleeves short since Kisumu is really hot) for men. Outside the clinic you can wear anything.
- Iodine tablets to sterilize water (optional); waterguard/chlorine tablets also available at local shops/supermarket
- Cell phone, with unlock code to enable use of a Kenyan SIM card (It's easiest to unlock your phone ahead of time in the US)
- Reading material
- Headlamp (especially useful for Migori and Suba islands)
- Earplugs
- Suitcase lock
- Umbrella or rain jacket - depending on the season there may be afternoon rains
- Guidebook or Swahili phrasebook
- If you are doing research, you do not need to bring a white coat. However, if you plan to shadow in a clinical setting then a white coat is advisable.

## **Clinical Rotations**

- Stethoscope
- Reflex hammer
- Tuning fork 128 Hz
- Penlight
- Handbooks
- White coat
- Otoscope / Ophthalmoscope (optional)

## **Arrival**

If you are staying in Nairobi, it is best to take a taxi directly to your destination with a taxi company name (24-7 taxi, princess cabs) prominently displayed. It should cost 1500-2000 KSh from the airport to town. If you are transferring immediately to a Kisumu flight from Nairobi, delays with baggage or visas may cause you to miss the flight if you have a short layover.

When you disembark in Nairobi Airport, pass through customs and immigration and claim your bags. (Always wait for your bag, even if it means missing your flight.) You will then cross over to the domestic terminal and check-in for the Kisumu flight. If you are pressed for time, be sure to notify the agents in the domestic terminal so that you can avoid the line and go straight out to the plane. Most bags will already have tags to be checked through, but be sure you give your baggage to the agent and explain that it is for the Kisumu flight to ensure that it comes with you.

Upon arrival in Kisumu, you will be met by the FACES visitor liaison Lilian Omondi and a driver. If you do not see anyone, call Lilian's number (listed under contacts). In the event that you need to take a taxi into town, the cost should be 1000 KSh. Lilian will provide an orientation to the city and a chance to withdraw money and buy groceries.

For those traveling to other locations in Nyanza province, Lilian will let you know the transport arrangements, typically by FACES van. Details on transit by matatu (mini-van or bus taxis) are included under each site. Matatus leave from the main Kisumu bus terminal on a regular basis. Confirm the fare before you board; luggage should fit under the seat or on your lap. They may charge an extra 50-100 KSh to put it on the roof.

## **Money**

The easiest and cheapest way to get cash in Kenya is via ATM. A Charles Schwab debit card allows you to withdraw money from any ATM without paying a fee by reimbursing all ATM fees, since Barclays recently introduced an ATM fee for all foreign card transactions. Check with your bank before coming to see if there is an ATM fee and consider opening an account that will allow free international withdrawals.

It is also possible to change cash directly in Kisumu and Nairobi, though bank hours can be limited. Be sure to know your local address and passport number when exchanging cash. Credit cards can be used at some large grocery stores and hotels. Specifically, Capital One, Barclays, Chase, and United offer credit cards that have zero charge for foreign transactions. There is more information here: <http://www.nomadicmatt.com/travel-blogs/avoid-paying-bank-fees-traveling/>

If possible, it is best to notify your bank in advance that you will be accessing your account from Kenya to avoid charges and denied withdrawals. Note the international number for customer service on your cards in case of any difficulty. Store this number separately from the cards themselves in case of theft. XE.com also provides up to date conversion rates for your reference.

### **Cell Phones and Internet**

The cell phone network in Kenya is extensive, so with the exception of very remote areas, access is good though quality is variable. You can purchase a phone relatively inexpensively or obtain the unlock code for your own phone before your trip and then purchase a SIM card upon arrival. Minutes are pre-paid and can be purchased at stores and roadside stands for domestic calls and international calls – international calls from Kenya to the U.S. have become quite reasonable. You can also purchase international calling cards at cyber kiosks, but this is generally not necessary. There are several carriers, including the big three: Safaricom, Airtel, and Orange, as well as Yu. To call Kenya from the US, dial 011 254 (Kenya) 35 (for Kisumu) + local number. To call the US from Kenya, call 0001 or +1 and the full number. Skype.com provides free internet telephony, so it may be worthwhile to set up an account before your trip: <http://www.skype.com>.

If you bring a laptop, you can access the FACES networks within the clinic office during working hours. For internet service in the rural areas or outside of FACES sites it is recommended that you can purchase a modem, a SIM card, and pre-paid minutes (~2,000 Ksh). Modems are small USB devices that provide internet directly to your laptop and will allow you to connect to the internet from most places in Kenya. Orange modems offer the fastest connection in Kisumu, though Safaricom has far more coverage outside of Kisumu. It is usually worth it to buy an unlimited plan instead of paying for data usage.

### **STEP Contacts**

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## **Site-specific Information**

### **Kisumu**

Kisumu is the third largest city in Kenya and capital of Nyanza Province, with a population of approximately a half a million residents. It is one hour by plane (Jambo Jet, Kenya Air, Fly540 or East Africa Safari Air) or six to eight hours by bus from Nairobi. If you are in Kisumu for an extended stay, there is a google group that is a useful resource for housing as well as travel and social activities, you can register here: <https://groups.google.com/forum/#!forum/kisumu-list/join>

### **FACES-Kisumu**

FACES-Kisumu was the first FACES site in Nyanza and remains the most centralized of the districts, with over 10,000 patients enrolled at Lumumba Health Center, the primary hub in Kisumu. Ministry of Health staff provide clinical care, with technical support and mentorship provided by the FACES technical team. Several research studies are coordinated from Lumumba, including the Cervical Cancer Screening Program (CCSP), the Fishermen Study, and PREP, a follow-up study on use of ARVs for sero-discordant couples. There are also FACES offices in Kargeno and Milimani.

### **Contacts**

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Lumumba Health Center

KEMRI-UCSF building, Agoi Road

PO Box 614-40100

Kisumu Kenya

### **Accommodation**

Short-term Stays:

- Kisumu Hostel is approximately 2km from FACES clinic at Lumumba and offers bed and breakfast in dorm-style accommodation for 1,000 Ksh per day or 2,500 for a private room with a shared bathroom. Reservations can be made by calling +254 704 316 285 or emailing [kisumuhotel@gmail.com](mailto:kisumuhotel@gmail.com), the website is as follows: [kisumuhotel.com](http://kisumuhotel.com).

- Good Samaritan's Guest House is located approximately 500 meters from the FACES clinic at Lumumba. FACES has negotiated a rate of 1,300 Ksh per day for its visitors; this does not include meals. Meals as well as laundry services are available at an extra cost. To make a reservation, please e-mail Linah Akinyi at [Linah.Akinyi@gmail.com](mailto:Linah.Akinyi@gmail.com) +254 726958010 and state that you will be working with FACES.
- For 5+ nights, East View Hotel is a good option because there is wifi, entertainment systems, access to a refrigerator and cooking facilities, and very friendly staff. If you stay for five nights or longer and do not have the breakfast, single rooms are 1,300 Ksh per night and double rooms are 2,000 Ksh. Reservations can be made on the phone with Emma +254 711 183 017, or +254 722 556 721 or by email at [neweastviewhotel@yahoo.com](mailto:neweastviewhotel@yahoo.com).
- Tajinder Virdee also rents a large apartment, which can be rented on a daily or monthly basis; contact her for more details: [tjvirdee@gmail.com](mailto:tjvirdee@gmail.com), +254 722 354 575 or +254 733 766 730.

#### Long-term Stays (10 days or longer):

- Pabaris Paradise +254721261333, [pabari@pabarisparadise.com](mailto:pabari@pabarisparadise.com), offers fully furnished rooms at variable prices - see website for more details at [pabarisparadise.com](http://pabarisparadise.com) (10+ days)
- Kogelo Apartments on Museum Road also offers hotel-style single rooms (35,000 Ksh/month), 1-bedroom apartments (45,000), 2-bedroom apartments (85,000) and larger accommodations. Extra beds can also be placed in the rooms if you want to share the apartment with more people. Contact Evans Ounga for reservations - rates may be negotiable depending on length of stay (and mention you are a student) - [evans.ounga@gmail.com](mailto:evans.ounga@gmail.com), +254 724 224 372.
- Alkesh's Apartments are very popular - book as far in advance as possible via [info@alkeshcottages.com](mailto:info@alkeshcottages.com), + 254 722 996 999. Rates vary depending on size of apartment and number of occupants, more information can be found here: <http://www.alkeshapartments.com>
- If you plan to be in Kisumu for several months, you can also email the google group to find other options: <https://groups.google.com/forum/#!forum/kisumu-list/join>.

#### Banking

There is a Barclay's Bank downtown on Oginga Odinga Road (and many others nearby) as well as Barclay's ATMs in Nakumatt MegaCity and United Mall. In addition to Barclay's, United Mall has a variety of ATMs just outside of Tusky's.

#### Internet

Buying a modem is suggested if you would like to use internet outside of the office. This can be done at any network provider shop (Orange, Airtel or Safaricom), which are located in the downtown business district. If you have a Mac, ensure the software is compatible with your computer. Cybercafes are plentiful, including in MegaCity, the Swan Centre, and United Mall. The cybercafé on the second floor of the Al-Imran building includes webcams. You can also access very fast internet in the Java coffee house at the West End Mall.

## Food

The Coke kiosk in the Lumumba courtyard offers snacks such as chapatti, mandazi (fried dough), sim sim (balls of sesame seeds and peanuts), and sodas. A stand immediately behind the kiosk and another across the street offer beans (~50 KSh) or beef, chicken or fish with ugali (~100 KSh). The United Mall at the end of the block has a food court with a variety of options.

Other Recommended Restaurants include:

- Laughing Buddha - Vegetarian delights located next to Al Noor, grilled local fair. You can sit at an outdoor table and order from both (located at the Swan Centre)
- Tilapia Beach - select a fresh-caught tilapia and have it Dholuo style, fried with or without stew, accompanied by ugali or chapatti
- Haandi's - Indian food (Nakumatt Plaza)
- Salazar - Indian with a view (next to the New Victoria Hotel downtown)
- Kiboko Bay Resort (a long walk or short tuk-tuk ride, great view and the occasional hippo in the morning, but the food is on the pricier side)
- Turtle - a delicious Mexican restaurant in a gas station, with a live Kenyan band! (on Jomo Kenyatta Road)
- Mamba - chicken and beer (off Jomo Kenyatta Road beyond United Mall)
- Kenshop - good breads and pasteries (on Oginga Odinga Road)
- Green Garden (just off of Oginga Odinga Road past the Swan Centre)
- Java Coffee house – good chicken, milkshakes and coffee (West End Mall)
- Acacia Premier hotel – Nice quiet environment (West End mall )

Food off the street and from the Jubilee market is cheap and delicious – make sure to wash and cook vegetables thoroughly. Chapatti can be purchased for 15 KSh per chapatti, sukuma wiki (collard greens) costs 20 KSh for one bag, and maize costs 20 KSh per cob.

You can maintain a vegetarian or vegan diet fairly easily.

## Running

It is generally safe to go on a run especially around the Milimani neighborhood. It is light enough by 6:30 am, though it's a good idea to keep one earphone out to make sure you are aware of cars and tuk tuks going by.

## Groceries / Other

There are three large grocery stores in Kisumu that offer a wide range of food and non-food items. Tuskys is in United Mall just down the block from Lumumba on Jomo Kenyatta Road. Nakumatt MegaPlaza is downtown on Oginga Odinga Road. Nakumatt MegaCity, the largest of the three, is located at the intersection of the Ring Road and Nairobi Road. Naivas and Uchumi Supermarkets also popped up recently located in the Naivas Plaza opposite Jomo Kenyatta Sports ground and West End mall.

## **Suba/Mbita**

Mbita is a rural district on the western edge of Lake Victoria, south of Kisumu, that includes many islands hosting large fishing communities. It typically takes about three to four hours to get to Mbita from Kisumu: two hours by FACES van or three hours by matatu (300KSh) plus an hour-long ferry (150KSh). The ferry runs four times a day. If going entirely by land, it will be four hours with a FACES vehicle or six hours by matatu (~450 KSh). A number of Suba staff come to Kisumu for weekends, so it is often possible to travel with them. Viral load samples are taken with the FACES vehicle from Suba and Mbita to Kisumu every Wednesday and Friday morning around 7:00AM, and that vehicle will return to Suba and Mbita Wednesday and either Friday afternoon or Sunday afternoon, depending on staff schedules. Travel from Mbita to Suba District Hospital takes approximately 30 minutes, and there is a FACES vehicle that leaves almost every morning from the ICIPE lodging at 7:00AM from the main gate. The FACES vehicle returns to ICIPE in Mbita from Suba District Hospital around 5:00PM. Travel to the island hub site in Sena from Mbita costs 200KSh by boat matatu and takes about an hour and a half. Travel from Sena to outlying island sites is typically aboard a borrowed boat and takes between one and two hours each way.

### FACES-Suba

FACES' model of technical support is similar in Suba to other districts except that Suba is quite vast with the largest number of clinics in any district. FACES is pioneering a distributed model of HIV care on the islands. The main site is the PSC (Patient Support Center) at the Suba District Hospital, located in Sindu. MOH staff provide all clinical care at the sites. FACES technical staff travel daily to peripheral sites to mentor MOH staff onsite and provide other technical support.

A second central FACES site is in Sena, on Mfangano island, which serves as the hub for outlying sites on Mfangano itself as well as the islands of Ringiti and Remba. Additionally, there is the Ekialo Kiona Center, approximately a 1-hour walk from Sena. The Ekialo Kiona Center is part of the US-based nonprofit Organic Health Response, founded by UCSF medical students. The center is a solar-powered facility with a diversity of programs tackling disease, famine, deforestation and unemployment. CCHAs are often based at the peripheral sites (land and lake), and a nurse and clinical officer are based in the islands at nearly all times.

Due to its remote location, some of the services available in Kisumu are not available in Suba, including a few diagnostic tests, although samples are sometimes sent to nearby Mbita for testing. At Sindu, mothers' and children's day is Monday and non-clinical day is Thursday (which also includes ward rounds at the hospital). Shortages of drugs and other supplies are especially common on the islands. At present there is neither power nor running water at the island sites. Though bathing and swimming in the lake is quite common on the islands and along the coast, there is a substantial risk of schistosomiasis, especially in still water.

### Contacts

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FACES Suba Program

PO Box 152

Mbita

### Accommodation

The FACES flat is located on the grounds of ICIPE (Tom Odhiambo campus), an insect research facility in the town of Mbita. The flat houses several FACES/research coordinators, so there may or may not be room available for a STEP participant - make sure to check with Suba staff. It is approximately 25 km from the main site at Sindo; a FACES truck transports FACES staff to and from Sindo daily. Alternatively, motorcycle transport between the two is ~200KSh. Laundry is done Monday, Wednesday, Friday.

There are also various other accommodation options available in Mbita. The Africa House, a hostel within the ICIPE grounds, charges 1200 Ksh per night (excluding breakfast) and has an adjacent cafeteria. The Rusinga Guest House charges 1000-1200 Ksh a night, depending on the size of room, and includes breakfast.

The Beach Club accommodates participants at 2500 per night or alternatively a participant could choose to live at the FACES flats in Sena which is right behind the FACES clinic. The flat is however not well equipped and lacks most amenities. There no running water. The Island Clinical District Program Officer currently resides there.

### Banking

There are Cooperative Bank and KCB ATMs in Mbita Equity. Family banks are also now available in Mbita. Suba hosts quiet a number of bank branches.

### Internet

Internet is not currently available at the flat so visitors to Suba may want to purchase Safaricom modems prior to arrival. It may also be possible to set up a workstation at Sindo (bring an ethernet cable – the wireless is substantially slower). Internet is available in ICIPE at the main guesthouse facility but not in Africa House itself. Additionally, there is a nice conference room to work from in the main guesthouse. On Mfangano Island, wireless internet is available at the Sena Clinic and Ekialo Kiona Center.

### Food

There are a number of hotels (food stands) selling lunch on the main street in Sindo by the hospital (as well as chapati and mandazi for tea). Also there is a small store along the main street where you can get bottled water, cereals and snacks. A fast food joint on the ground floor of the Estreel guest house offers a variety of fast foods and western meals. In Mbita, there are the typical hotel stands in town as well as a guest house on the grounds of ICIPE, and also Safari Village, a small resort on the lake 2 km outside of town that serves acceptable food (a bit overpriced) with a beautiful view.

On Mfangano Island, fresh fruits may be purchased at roadside stands and biscuits (cookies), peanuts and candy can be bought in small stores on the island. You can as well choose to cook your own meals if you choose to live at the FACES flats. There are also hotel stands by the docks where staff do have their lunch.

#### Groceries / Other

There are no large grocery stores in Suba; it is advisable to purchase any canned or processed food in Kisumu if possible. There is however a small store along the main street where you can purchase cereals, detergents, drinking water and other basic supplies. Produce is available at roadside stands; it may be easier to purchase in Sindo since the truck often returns to Mbita a bit late. Sindo hosts a large market on Tuesdays and Fridays just behind the main street (fruits and vegetables can be found in plenty at the market on this day). Food and supplies are limited on the islands– bring snacks as well as food for meals (bread, eggs, peanut butter, etc.) and basic supplies from Kisumu for longer stays whenever you go. Maintaining a vegetarian diet in Suba can be a bit of a challenge, but is possible.

#### **Migori/Nyatike**

Migori is a large rural district located in southern Nyanza; it tends to be cooler and wetter than the other districts. Nyatike was formerly a part of Migori District. The town of Migori itself sits on the main road to Tanzania, about half an hour from the border. It typically takes two to three hours to drive from Kisumu by FACES van, four to six hours by matatu (450 to 500 KSh). Viral load samples are taken with the FACES vehicle from Migori to Kisumu every Wednesday and Friday morning around 6:00AM, and that vehicle will return to Migori Wednesday and either Friday afternoon or Sunday afternoon, depending on staff schedules.

#### FACES-Migori/Nyatike

FACES-Migori utilizes a model of decentralized care similar to that in the other districts. Due to the vast size of the district and a shortage of MOH staff therein, decentralization remains a challenge. The central site is the Patient Support Center at the Migori District Hospital, and peripheral sites include sub-district hospitals and dispensaries across the district. Non-clinical day at MDH is Friday; mothers' and children's day is Wednesday.

The Nyatike sites are very remote, and most of the Nyatike FACES staff live in Migori and travel out to the Nyatike sites on a daily basis. The FACES vehicle leaves at approximately 7:20AM every morning from the center of Migori, and arrives at Macalder Sub-District Hospital, the main hub for FACES activities in Nyatike. From there, you will need to coordinate with the Nyatike staff to get out to some of the more remote sites. The FACES vehicle returns to Migori from Macalder at approximately 5:00PM every day.

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### Accommodation

Migori Country Lodge (<http://www.migoricountrylodge.com/>) is a new bed and breakfast and the nicest accommodation available. The Country Lodge charges 1400 Ksh per night including breakfast; transportation to Migori District Hospital is necessary unless you prefer a long morning walk. Hillview Hotel (<http://migorihillviewhotel.com/>) and BlissPark Hotel (+254 714 417 203) are additional bed and breakfasts that charge 1500 Ksh per night. All three are clean and self-contained.

### Banking

There are several banks in Migori, including a Barclay's on the main road past the bridge. There is a KCB with an ATM down the road from the hospital. There is also Family Bank and Equity Bank.

### Internet

It is possible to use the internet within the FACES office at Migori when staff do not need the computers. It also may be possible to connect your own laptop to the network. In addition, there are several cyber cafes along the main road.

### Food

MDH features a canteen and a Coke stand with the typical lunch time offerings. The Al Jazeera Hotel on the main street offers excellent tea, and there are many other options along the main road a short distance from the hospital.

### Groceries / Other

There are many stalls selling produce as well as a large marketplace just over the bridge and to the right. Small grocery stores abound, and two large grocery stores are located on main road on the far side of the bridge. Small shops on the main road past the bridge show movies and TV shows – look for chalkboards with upcoming shows along the sidewalk.

## **Rongo**

Cooler and wetter than Migori or Kisumu (wetter in April, cooler in July)! You should have some sturdy shoes for walking that can also handle getting very muddy as well as a rain jacket/fleece. Via public transportation, Migori is about 1 hour away (150 Ksh), and Kisumu is 3.5 hours (450Ksh). Like the other FACES sites, there is a FACES vehicle that takes viral load samples from Rongo to Kisumu at 7:00AM every Wednesday and Friday morning, and the FACES vehicle will return to Rongo on Friday or Sunday afternoon depending on staff schedules. Coordinate with both the Rongo team and Migori teams for your transport, as sometimes the vehicles will combine their viral load samples and only take one vehicle back to

Kisumu. Kisii is the closest major town to Rongo (~1 hour by matatu) and you can get pretty much anything there. The cost by matatu is 100 Ksh.

### FACES-Rongo

FACES operates out of the Rongo District Hospital, with a distinct FACES office within the hospital compound. Lab and pharmacy services are integrated with the District Hospital as is Maternal and Child Health. The structure of the clinic is very similar as well, but Rongo's peripheral sites are generally much closer to the Hospital than Migori's sites.

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### Accommodation

There is currently a FACES flat in Rongo. It is located in a serene (rural) environment about a 20- to 30-minute walk from the District hospital and along Rongo Homabay road. The flat is a three-bedroom house (currently used for FACES storage also) with an open kitchen and living room area. The flat has a stove and small refrigerator, so feel free to bring cooking supplies from Kisumu. There is power although at times it is erratic. There is no running water but FACES ensures that water is available in the tanks. Cost for the FACES flat is approximately 750 KSh per night.

The Kajay Guest House remains a preferred option for most visitors and STEP participants, which is a nice house located approximately a 30-minute walk from Rongo District Hospital. Rooms cost about 1500 KSh per night but can drop as low as 1200 KSh per night for month-long stays. Breakfast and dinner are provided by the two ladies who run the guesthouse. (Breakfast is included in the price of the room, but dinner is not included. Water bottles, soda, and other beverages are available for purchase from the ladies). A bottle of water costs 70 Ksh. Dinner ranges from 200-450 Ksh, depending on what you order. It is recommended that you ask for an itemized receipt per day so you know what you're being charged. There is a washer available in the guesthouse (though it takes about three hours to run a full cycle), and you can hang your clothes out to dry on the line in the yard. There is a TV, stereo system, and refrigerator available for use. It is also advisable that you eat in town before heading back to the guest house as the food can be a bit pricey. Another option could be buying your uncooked food from the market and cooking it yourself as the guest house allows for guests to prepare their own food if they want to. Also buy water from the stores as they cost about 20kshs less there. There is a small store in Rongo called the Tamu Supermarket where you can get your basic supplies.

### Banking

There is now a bank in Rongo, the Kenyan Commercial Bank. Double-check with a banking consultant to make sure the ATM machine is able to take cards from non-KCB banks. The next closest ATM is in Kisii (Barclays, Equity, KCB, etc). It is recommended that you obtain cash on the weekends. There is not much need for cash during the week in Rongo as it is relatively inexpensive to live there.

### Internet

There is wireless internet access in the clinic so it is best to have your own laptop while you are there. However, because power outages are common, modems can provide you internet access in those off times, provided you have enough battery life on your computer.

### Food

The Reeds Hotel close to the clinic is a popular place for lunch. It offers good, basic Kenyan food. Tea is usually served around 10am in the FACES office. There are many small kiosks that sell snacks as well as a kitchen on the clinic grounds that sells freshly made chapatti (15 Ksh). Take note that many of the Rongo staff typically do not take a lunch break, so it's advisable to bring Cliff/Luna type bars or snacks to tide you over until evening.

### Groceries

Most basics can be purchased in the small kiosks (bread, pasta, flour). Fruits and vegetables can be bought from the street vendors or at the weekly (Wednesday) market. There is one small supermarket (Maganda), with limited supplies. The closest large supermarkets are in Kisii (Nakumatt and Tusky's are both there). Buying most non-perishable items at a supermarket in Kisii or Kisumu is recommended. Market day is Wednesday and occurs at the market compound, a short walk from Rongo District Hospital.

### Other

There is not too much to do in Rongo, so it's advisable to bring your own entertainment. There is a DVD player and TV in the guesthouse/flat and some DVDs available, but it's helpful to have your own DVDs, books, etc. Modems work in the guesthouse, though the speed is much slower than in other locations.

Power outages are common - a headlamp or solar-powered flashlight will come in handy. Furthermore, be aware that when the power goes out, so does the water. For this reason, it is advisable to fill the empty litre water bottles when there is power/water for activities such as bathing, dishwashing, flushing of toilet, and cooking. The stove is gas, which remains steadfast during these times. Lastly, you may want to take a power surge protector for your laptop as the power pulses on in its process of regaining full strength.

## **Nairobi**

Nairobi is the capital of Kenya and currently has a population of over two million. Given the ample information available on the city in guidebooks, the information below is limited to FACES-specific details.

### FACES-Nairobi

FACES operates in two sites within Nairobi: the main clinic on the grounds of the Kenyatta National Hospital (KNH) at the KEMRI Centre for Respiratory Disease Research (CRDR) and a peripheral clinic in Mimoso, Mueia Drive, off Ngong Road, a ten-minute drive away from KNH Grounds. The model of care is generally similar to that in Nyanza in its focus on the family, but it is delivered by slightly different departments. Reception and Phlebotomy manage clients as they first arrive. The nursing bench manages triage as well as vital signs. Counselors and Field

Workers provide adherence, counseling, and defaulter tracing. All counseling is individual rather than group due to client schedules and preference. Because adult nutritional status tends to be higher among clients in Nairobi, multivitamins are prescribed only as needed. The clinic is open five days a week from 8:00 to 4:00, with a focus on TB clients on Tuesdays, pediatric clients on Wednesdays, and the rest are normal clinic days. The clinical, SSD, nursing, and pharmacy teams meet each Monday afternoon to review clients for HAART initiation and also determine the appropriate regimen. Meetings are held on Tuesdays afternoon that include MDT, staff meetings, CMEs, DQIs (Data Quality Improvements) and CQI (Continuous Quality Indicators) activities with a scheduled timetable. CMEs take place on Tuesday afternoons following the end of clinic. Adolescents clinics are run on Tuesdays during school holidays and when in mid-term. Children psychosocial activities are run one Saturday a month.

### Contacts

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Kenneth Kariuki, [kkariuki19@gmail.com](mailto:kkariuki19@gmail.com), Administrator (will assist with immigration & medical licensing)

Lucy Sanguli, Visitor Liaison, Program Manager: lsanguli@kemri.org, 0728 155 434

FACES Nairobi Office: 0715 603 153

### Accommodation

FACES staff recommend staying at the Flora Hostel, which is located at 5<sup>th</sup> Ngong Avenue, a fifteen-minute walk from the CRDR FACES clinic. The rate for a single room with private facilities is 3000 KSh, for shared facilities it is 2600 KSh. Reservations should be booked in advance via [florah@wananchi.com](mailto:florah@wananchi.com) or 0202 723 013. Cost is inclusive of meals. The ACK Guest House, located on 1<sup>st</sup> Bishop, is also within walking distance of the clinic. Cost is 4,400 KSh for a single room; it offers a greater variety of food than Flora as well as a cyber café on the grounds. Those in Nairobi for extended stays may consider alternative arrangements – contact the STEP Coordinator for suggestions.

### Internet

To access internet at the main FACES clinic from your own laptop, you will be asked to fill out a form with basic information in order to obtain a temporary IP address. With that you will be able to connect from the office whenever an Ethernet cable is available.

### Food

The Flora Hostel and the ACK Bishop Hostel include breakfast, lunch, and dinner – food is a mix of European and Kenyan, and includes vegetarian options. On the hospital grounds, there is a cafeteria within the hospital. Deliveries of fast food are also available on call. Most staff bring their lunch. RCTP offices are located 5 minutes away from CRDR where cafeterias are also located (one on the roof top of the CPHR building and another by the gates).

### Groceries

There are two large grocery stores, a Nakumatt at Prestige Plaza and an Uchumi just before it, up Ngong Road from KNH. It is a 30-minute walk or a 10-minute bus ride by Citi Hoppa or the #2 matatu. There is an open-air market next to the Nakumatt with a small selection of local produce.

A row of small stands selling produce lines Argwings Kodhek Road, off of Ralph Bunche Road (across Ngong from KNH, one block uphill from 5<sup>th</sup> Ave).

### Banking

There is a visa-compatible ATM on the hospital grounds. There are several banks located at Prestige Plaza and at the nearby Yaya Center.

### **Advice from Past Participants**

If you're doing a research project, continually assess your objectives and timeframe to make sure they are reasonable. Keep in mind a specific plan and identify the people who will carry on what you're doing after you leave, and work with them from the start.

Be ready to be flexible and to do things as they come. Go in with an open mind; be ready to work with multitude of people with all levels of medical training; get to know the people and community.

Define what you want to get out of the rotation. Don't be shy in the beginning to ask where they may feel like they want you, what they want from you. Setting those objectives out by end of the first week gives you time to realize what you're interested in, what they are interested in getting out of you.

Bring lots of Purell!

Bring books to read; it can get boring in the quieter areas. A headlamp is essential for the islands or in case of power outage (particularly common in Migori/Rongo).

Try to experience a variety of sites, including satellite clinics, which are smaller and have fewer staff, and provide a different feel than the central locations. Set up a schedule with your mentor or supervisor so that you can see a number of distinct locations while still meeting the project or clinical needs.

People appreciate it when you try to speak Swahili or Luo. Any Swahili you learn before is likely to be Tanzanian and not Kenyan, which is slightly different, so be open to having people teach you.

Be ready to work independently and to see clients on your own if you are a resident.

It may seem difficult with all that is going on at the clinics, but stay in touch with your mentor or supervisor. If you have questions people are very receptive to questions. If you want to do something, make it happen. Don't be frustrated if things take time to happen, that's the local culture. Be persistent. Actively seek feedback from those with whom you are working.

Get to know and explore the local area. As automatic as it is, create solid relationships with the people at the clinic: they'll tell you what fun is.

In general, this kind of experience builds skills in patience, tolerance, seeing other people's perspectives. Keep in mind that those skills will be exercised. Be analytical without judging; try to be understanding of why things are happening the way they are.

You can never out dress Kenyans so bring nicer clothes than your t-shirts from high school.

Being flexible and open minded is important.

### **Advice from FACES Staff**

Talk to people who have been to our clinics before, so you don't look too lost on your first day!

Watch the FACES video [on the website] to understand what we're doing and to get a sense of the patient flow.

[I would say] maybe to take note that we are also human, we appreciate visitors when they come around, so I would like the students who come to be more free and more relaxed, less tense, so whatever they are going to share with us and we are going to share with them will be delivered in a comfortable way.

Just to be easy, approachable when they are coming, so that people are able to interact with [you] freely.

Sometimes, their accent, the way [visitors] talk, is not the same as what we perceive, so they should try to slow down in their talking, that way we will understand each other.

First they must know that they come here, that they are coming to share with us – they are not coming to be a burden to the clinicians. So when they come, they must try to intermingle with us. In every department they go for orientation, they must participate fully, and know they are part of this community. Because we are called KEMRI-UCSF, so we share half-half.

### **Supplemental Reading Materials**

1. FACES website: <http://www.faces-kenya.org/>
2. HIV InSite: <http://hivinsite.ucsf.edu>

## **Appendix 1: Sample KEMRI Letter**

DATE

The Director  
Kenya Medical Research Institute  
(Attention Deputy Director Admin and Finance)

Through

The Director  
Center for Microbiology Research

Through

Dr. Elizabeth Bukusi  
Co-Director RCTP

### **RE: Permission to visit Kenya Medical Research Institute Sites**

I am a third year medical resident in internal medicine at the University of California, San Francisco (UCSF). I am collaborating with the ASPIRE (AIDS Services, Prevention, Intervention, Research and Education) Program at UCSF, Dr. Elizabeth Bukusi at KEMRI, and Dr. Julie Kadima at the FACES clinics to assist in clinical duties and Continuing Medical Education sessions.

I am writing to request permission from the Kenya Medical Research Institute to visit SITE from DATE to DATE in order to conduct a clinical rotation. If granted permission, I will see clients at the FACES clinics with FACES staff, assist in clinical duties, and conduct teaching sessions on the management of people living with HIV.

As detailed in my attached Curriculum Vitae, I completed my medical degree at the UNIVERSITY. I will soon be completing my third and final year of residency training in Internal Medicine at UCSF. I am very interested in working with HIV + clients in Kenya in order to further understand HIV medicine and the innovative model of care offered through FACES. I hope to work in collaboration with the clinical staff at FACES to learn from their expertise and support their work.

I look forward to your positive response and am highly motivated to make this collaboration a success, should the opportunity be granted.

Sincerely,

NAME  
DEPARTMENT / UNIVERSITY

## Appendix 2: Pre-trip Form



### STEP: STUDENT TRAINING EDUCATION PROGRAM

Name:

Email:

Site(s):

Dates:

University:

Rotation type:  Clinical student  Clinical resident  Non-clinical / project

Area of study (i.e., medicine, nursing, public health, etc.):

Specialization:

Level of training:

FACES host department (i.e., clinical, nursing, CCHA, pharmacy, M&E):

Project and/or clinical objectives:

Insert small digital photo:



## **Appendix 3: STEP Objective Templates**

### **Participant: Overall**

Note: These objectives may apply differentially depending on whether STEP participant is primarily engaged in a research project or a clinical elective

- Participate in a comprehensive model for the provision of HIV care in a resource-limited setting.
- Understand the epidemiology of HIV in Kenya, the WHO HIV Clinical Staging system, and the Kenyan guidelines for HIV treatment.
- Gain an understanding of the FACES model of care, including resources required (human and material), structure, and operation.
- View the interaction between FACES and the Ministry of Health as well as community-based organizations, noting challenges and opportunities.
- In Nyanza, participate in hospital rounds and home visits to understand continuity of care, challenges in care delivery, and impact of Luo culture on HIV epidemiology.
- Integrate within the clinic structure, balancing individual objectives with clinic goals, operations and needs.
- Finalize individual learning goals, identify the individuals and resources necessary to achieve them, plan how to accomplish this within the clinic.
- Identify areas of mentorship or teaching that will provide the most needed assistance or information to the clinic and related sites.
- Provide CME or journal club tailored to the audience.
- Demonstrate cultural humility in all interactions, practicing patience and a willingness to share easily with staff.
- Maintain respect and confidentiality for all clients.
- Develop strong partnerships with staff, working collaboratively toward clinical or project goals.

### **Participant: Orientation**

#### **All departments**

- Introduce yourself to the person you are shadowing, including whether you will be observing or participating
- Ask any questions you have concerning clinic or department operation
- Assist in service provision whenever you are able to do so
- Provide thanks and feedback on your orientation
- Note any areas of clinic practice where you can contribute directly or through mentorship during your rotation

#### **Reception**

- Understand client ID system and filing protocols
- Understand the different types of appointment (enrollment, scheduled, unscheduled) and appropriate form used in response
- Learn overview of defaulter identification system

#### **Clinic & Community Health Assistants (CCHA) / Counseling**

- Attend HIV education, noting the major messages and delivery style
- Attend adherence counseling, preferably either Adh1 or 2 and Adh3 (with nursing bench), for pediatrics and/or adults, and be able to summarize key points of adherence
- Assist in the vitals bench, taking vitals or recording results on the forms

- Sit in on client enrollment, grasping the purpose and procedure for all elements of a new file (client form, family information table, locator form)
- Learn the department's role in defaulter management and food by prescription / nutrition and HIV program

### **Nursing**

- Attend client triage, becoming familiar with WHO staging and Karnofsky score
- Attend client follow-up visit, noting key elements of physical exam and client interview and which parts of the client form are completed
- Attend counseling visit

### **Clinical**

- Sit in on emergency desk, noting the types of cases, the standard exam procedures, and the available tests and materials for diagnosis
- Note which elements of client form are completed at the clinical bench, including lab tests, prescriptions, and procedures for referrals or diagnostics off-site
- Become familiar with first-line and second-line ARV regimens

### **Lab**

- Understand the range of tests available at that facility
- Assist in phlebotomy if possible, following procedures for safe blood draw

### **Pharmacy**

- Assist in preparing pill packs
- Note ARVs available and the most common side effects
- Review options for OI management for adults and pediatrics
- Observe dispensing procedures
- Discuss current challenges in treatment provision, drug interactions, and treatment failure

## **Appendix 4: FACES Clinical Mentorship Kit**

This kit has been developed by FACES to assist in mentoring staff (FACES, MOH, or others) at peripheral sites, and may help you to integrate within FACES and to assist in mentoring as applicable.

### **Elements of the patient visit**

1. Friendly environment, good rapport
2. Chart Review
  - a. Run through personal data. Ensure no discrepancies.
  - b. Note if visit is scheduled or unscheduled. If unscheduled, find reason.
  - c. Medication adherence/ Pill count
  - d. Review family information table.
  - e. Review prior results and previous follow up issues.
  - f. Run through file to find out if the patient has been stable, or has an underlying problem that needs constant review or if he has symptoms that are persistent or recurrent.
3. Review of Systems/Symptoms (ROS):
  - a. Elicit patient complaints, severity, duration, progression, new problem or recurrent problem, any prior interventions
  - b. Review of systems:
    - i. TB screening
    - ii. Appropriate OI screening based on CD4
    - iii. Appropriate screening based on medication regimen
    - iv. All symptoms fully evaluated for onset, duration, severity, associated symptoms, exacerbating and alleviating symptoms
4. Physical Examination:
  - a. Full examination for enrolling patients, very sick patients and at pre-determined intervals
  - b. Minimal exam for stable, follow up patients: eyes, oral, lymph nodes, skin
  - c. Symptom directed physical exam
5. Counselling:
  - a. Psychosocial, and/or economic situation including testing of family members and disclosure
  - b. Sexual health (prevention with positives)
6. Charting/documentation:
  - a. Details of symptoms documented
  - b. Physical exam findings documented including pertinent negatives
  - c. Plan and follow up issues clearly detailed.
7. Disposition
  - a. Plan of care is indicated for each problem area
  - b. Investigations ordered
  - c. Medications ordered
    - i. ART
    - ii. CTX
    - iii. MVT
    - iv. Rx for acute illness

- v. Others
- d. FBP if indicated
- e. Referrals

## **File Review**

Before seeing a patient always review the file for the following elements.

- Name, sex, age
- Face page:
  - How long has the patient been enrolled
  - WHO Stage
  - Current CD4, CD4 nadir, and trend
    - *Check and enter latest laboratory data*
  - Hb, creatinine, ALT
    - *Check and enter latest laboratory data*
  - Weight and trend
    - *Check and enter today's weight*
  - ARVs
    - Current medications
      - *Verify this with the most recent visit note*
    - Past ARVs and reason for changes
- Review family page (back of file)
- Briefly scan prior visits for:
  - Recurrent or common presenting complaints
  - Any recent acute problems and treatments
- Note today's vital signs