**Background**

- Patient satisfaction can be defined as the extent to which an individual’s needs and wants are met by health care providers.
- Patient satisfaction is considered a key component in the assessment of quality of care and competency of health care providers.
- Studies have illustrated a strong correlation between patient satisfaction and health behavior and adherence.

**Methods**

- Variance partition coefficients (VPC) were calculated to measure the variance in the outcome that was due to facility-level effects.
- Cluster-specific logistic regression models were used to examine the relationship between indicators of patient satisfaction and retention considering facility-level random effects.
- Descriptive statistics were constructed to examine the characteristics of patients diagnosed with HIV/AIDS.

**Results**

- **Table 1. Patient characteristics**
  - **VPC**
    - Age at diagnosis (< 30 vs. 30–45 vs. >45)
    - Gender
    - ART Start year
    - Baseline CD4 cell count

- **Table 2. Selected characteristics of patient satisfaction among 35 facilities**
  - **Patient satisfaction (Facilities=35)**
    - Variables: Phone explained my lab test results (Yes), Treatment explained the side-effects (Yes), My doctor explained my medication properly (Yes), My treatment explained the side-effects (Yes), My treatment explained the side-effects (No), My treatment explained the side-effects (Never), Likelihood ratio

- **Table 3. Random intercept logistic regression model results**
  - **Adjusted (random intercept)**
    - OR (95% CI)

**Conclusions**

- Patient retention was associated with individual characteristics and the overall-level of satisfaction with the services received at the facilities.
- Interaction between pharmacist and the patient was associated with higher odds of patient retention.
- Receipt of prevention education was also strongly associated with retention.

**Acknowledgements**

- Staff and CQI teams at the 37 hospitals where this evaluation was conducted: the team at HVIN who evaluated outcomes to the highest quality standards.