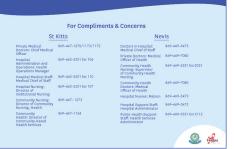## Code of **Conduct**

A We the staff of _____ pledge to

✓ Provide service that is fair, equitable, and respectful, regardless of clients' race, religion, age, education, economic status, political affiliation, national origin, gender, health status, or sexual orientation

✓ Provide the best possible care we are able

✓ Keep all patient information private and confidential

✓ Provide appropriate and timely information on patient care and treatment

✓ Communicate effectively and respectfully to provide the necessary support to you and your persons of concern

✓ Ask for consent before services and treatment are administered

✓ Provide you with the most professional health service

B We ask you to

✓ Offer your understanding and cooperation

✓ Respect our staff and other patients

✓ Respect the privacy and confidentiality of other patients

✓ Ask questions and be engaged in your care or treatment

✓ Adhere to the rules and policies of this facility

For Compliments & Concerns

St Kitts		Nevis	
Private Medical Doctors: Chief Medical Officer	869–467–1270/1173/1172	Doctors in Hospital: Medical Chief of Staff	869–469–5473
Hospital Administration and Operations: Health Operations Manager	869–465–2551 Ext 104	Private Doctors: Medical Officer of Health	869–469–7080
Hospital Medical Staff: Medical Chief of Staff	869–465–2551 Ext 110	Community Health Nursing: Supervisor of Community Health Nursing	869–469–5521 Ext 2051
Hospital Nursing: Director of Institutional Nursing	869–465–2551 Ext 107	Community Health Doctors: Medical Officer of Health	869–469–7080
Community Nursing: Director of Community Nursing, Health	869–467– 1273	Hospital Nurses: Matron	869–469–5473
Community Health: Director of Community-based Health Services	869–467–1134	Hospital Support Staff: Hospital Administrator	869–469–5473
		Public Health Support Staff: Health Services Administrator	869–469–5521 Ext 2112

Following HPP's training on reducing stigma and discrimination, health facility staff developed peer-enforced policies that are now posted within all health facilities in St. Kitts and Nevis.

Overview

Stigma and discrimination are critical barriers to achieving optimal HIV care and treatment outcomes and "getting to zero"—zero new HIV infections, zero discrimination, and zero AIDS-related deaths. To help address these barriers, the Health Policy Project worked to strengthen the region's capacities to reduce stigma and discrimination, particularly those of the Pan-Caribbean Partnership against HIV/AIDS (PANCAP), a collaborative alliance of governments, civil society organizations (CSOs), academic and professional networks, and development partners from across the region and globe. The project

- Developed national and regional policy frameworks to guide responses to HIV
- Promoted non-stigmatizing health service provision
- Facilitated networking for evidence-based advocacy and better health outcomes

Policy Frameworks Improved for Increased Access

HPP/Caribbean and its local partners fostered a more supportive policy environment for responding to HIV through developing and strengthening key policy frameworks.

- Developed, with PANCAP implementing partners, a stigma reduction framework (a national road map for a coordinated response to HIV-related stigma).

- Piloted and finalized the stigma reduction framework with local partners.

- Collaborated with national AIDS programs in Dominica, St. Kitts & Nevis, Antigua & Barbuda, Barbados, Grenada, and St. Lucia to apply the framework, along with a sustainable package for "stigma-free" services.

- Conducted baseline stigma measurement surveys among health workers in health facilities in three countries.

- Trained national cohorts of more than 120 stigma reduction trainers within the region.

- Trained health facility staff and leaders of nongovernmental organizations on stigma reduction.

- Developed national policies and/or facility-level codes of conduct for stigma reduction in Dominica, St. Kitts & Nevis, and elsewhere.

- Improved systems for routine monitoring of client satisfaction in St. Kitts & Nevis.

Photo by Health Policy Project

Supported by HPP facilitators, CSOs worked to strengthen their networks and skills to improve access to high-quality services for key populations.

Capacity for Advocacy Strengthened

HPP worked closely with CSOs, including networks of people living with HIV and key populations, to strengthen their capacity to advocate for policy change, negotiate with health authorities and providers, and improve key populations' access to high-quality, non-stigmatizing health services.

- Worked with partners in St. Kitts & Nevis to develop and pilot a stigma monitoring tool to measure progress in client satisfaction related to service quality.

- Supported regional civil society partners to prepare and refine a regional advocacy agenda.

- Reinforced the advocacy and strategic planning capacities of MSM (men who have sex with men) organizations and civil society partners, including regional members of the Caribbean Vulnerable Communities coalition.

Equity, Inclusivity, and Human Rights Promoted

- Trained local ambassadors positioned to tackle stigma in multiple contexts and reduce various forms of stigma and discrimination, including layered stigma such as homophobia, transphobia, and gender inequity.

- At the national level, strengthened civil society's networking, advocacy, and communication skills to combat HIV-related stigma and discrimination, using the *Positive, Health, Dignity and Prevention* framework and other HPP tools.

- Trained CSO leaders to increase their confidence and skills in working with healthcare personnel, other service providers, and policymakers to improve quality of care.

The Way Forward

Achieving a strong, resilient health system accessible to all populations— including those most in need—will require sustained attention to policies that promote equity, inclusivity, and human rights. Next steps should leverage the project's achievements to optimize care and treatment outcomes for HIV and "get to zero":

- Link health service providers with CSOs to strengthen advocacy capacity and deliver stigma-free services and treatment.

- Strengthen capacity to monitor policy development and implementation and ensure a legal environment that supports greater access to treatment, care, and support for key populations.

- Strengthen capacity to use and access data and improve client feedback loops and community systems for stigma reduction and improved accessibility and reach of services.