

# CONTINUITY OF SERVICES IN CRISIS :

## experience from Ukraine (2022-2024)

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February 27, 2025

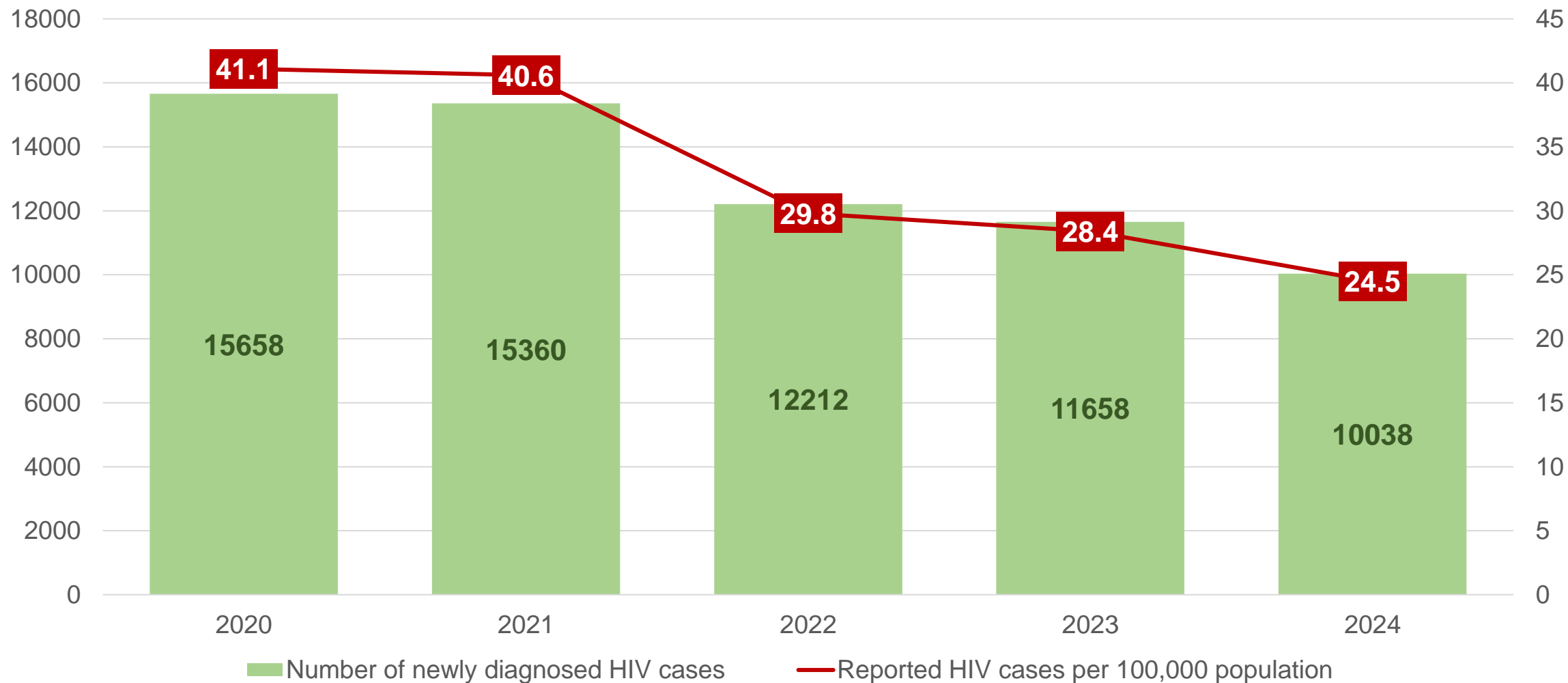
■ The population of Ukraine in 2024 is 25 million, excluding the occupied territories (down from 52 million in 1991).

■ 18% of territory is occupied by Russia.

■ 1 in 10 healthcare facilities has been damaged or destroyed. Healthcare services are particularly scarce in border areas.

■ 6 million people have been displaced internally, while another 8 million have fled to neighboring countries. Displaced populations are more vulnerable to infectious diseases such as TB.

# HIV situation in Ukraine





# HIV response during war – epidemic under control

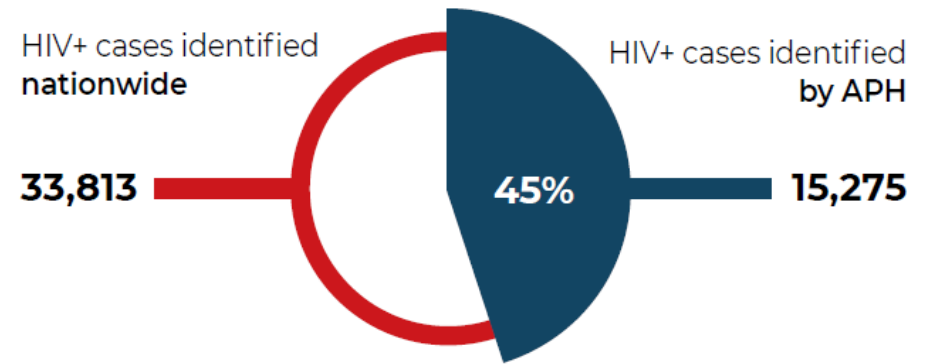
**66% (14000 persons) among all enrolled into PrEP during the war were involved by APH and its partners.**

Contribution of Alliance in involvement in PrEP programs

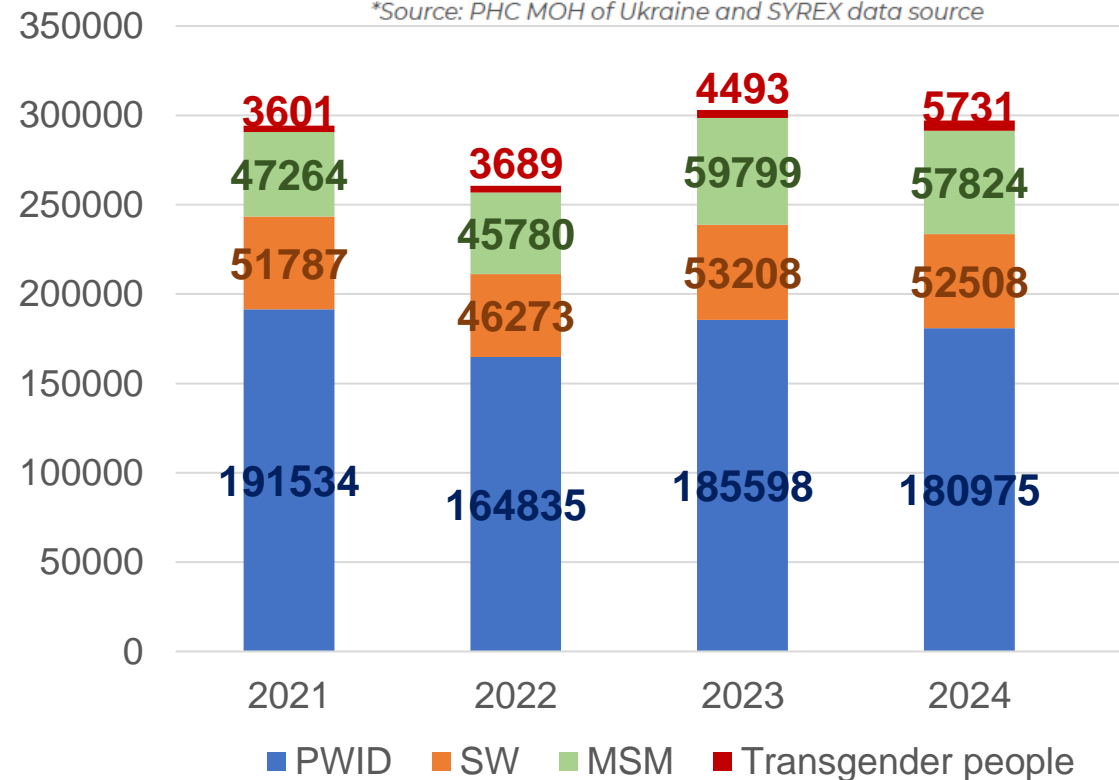


The number of new people who started PrEP in Ukraine

**Every 2nd HIV+ person identified in Ukraine during the war, was found and tested by APH and its partners.**



\*Source: PHC MOH of Ukraine and SYREX data source

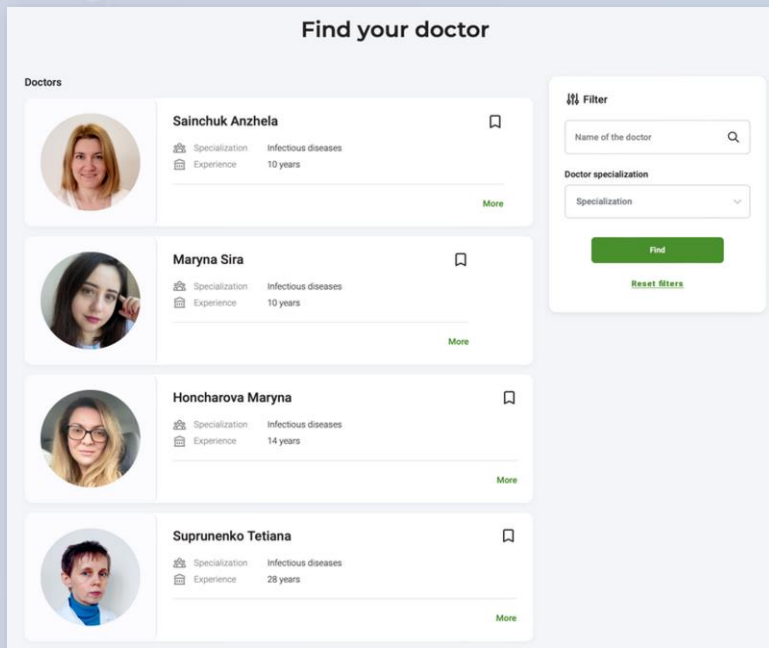




**HELP NOW hub**

**AP used partnership networks to provide continuum of services (ART, OAT) for almost 40 000 appeals from displaced/migrating KPs and PLHIV during 18 months**

# Based on war experience we developed further telehealth



Services on Help24 online platform	2022	2023	2024
Doctors' consultations	1 386	13 267	13 040
Psychologists' consultations	981	1 663	2 036
Paralegal consultations	49	186	192
Social workers' consultations		187	6 275
Mailing of HelpBoxes	2 421	8 153	17 206
ART medications deliveries			1545

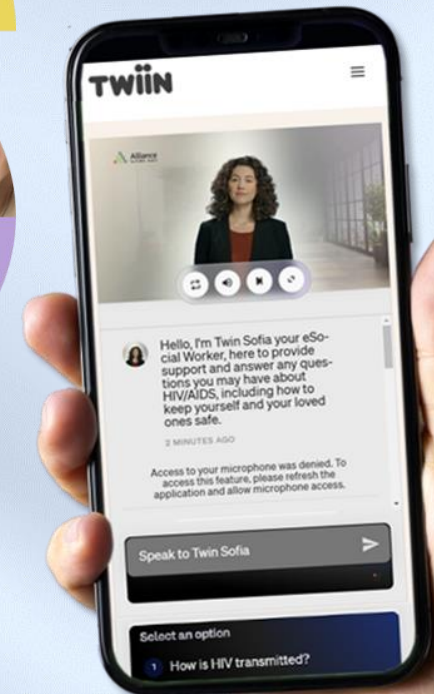


# Virtual Social Worker / Digital Assistant - TWIIN

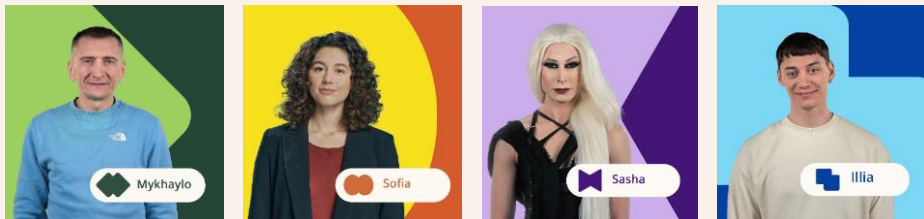
[twiin.apih.org.ua](http://twiin.apih.org.ua) gives HIV advise 24/7, anywhere



- IT solution based on artificial intelligence using the technology of digital people
- HIV, sex. and repr., mental health, harm reduction, etc
- Provides a range of information, answers to questions, access to services (contacts, information about available services) - orally or in writing
- .Over 5500 people have had almost 30 000 sessions with TWIIN since October 2024



## Our digital assistant



- Online chat with AI - website
- Offline app (coming soon)



# Integrating HIV services at frontline into primary healthcare - delivered by APH mobile vans





# Context

**People are staying in frontline and de-occupied areas.** Many are also internally displaced from the neighbouring areas that became a battle ground, so they lost their houses, farm property, income and possessions.

The war **destroyed medical and transport infrastructure:** in many communities there are no hospitals, health workers, pharmacies, roads. People are left without access to doctors, diagnostics and medicines and even very basic health care.

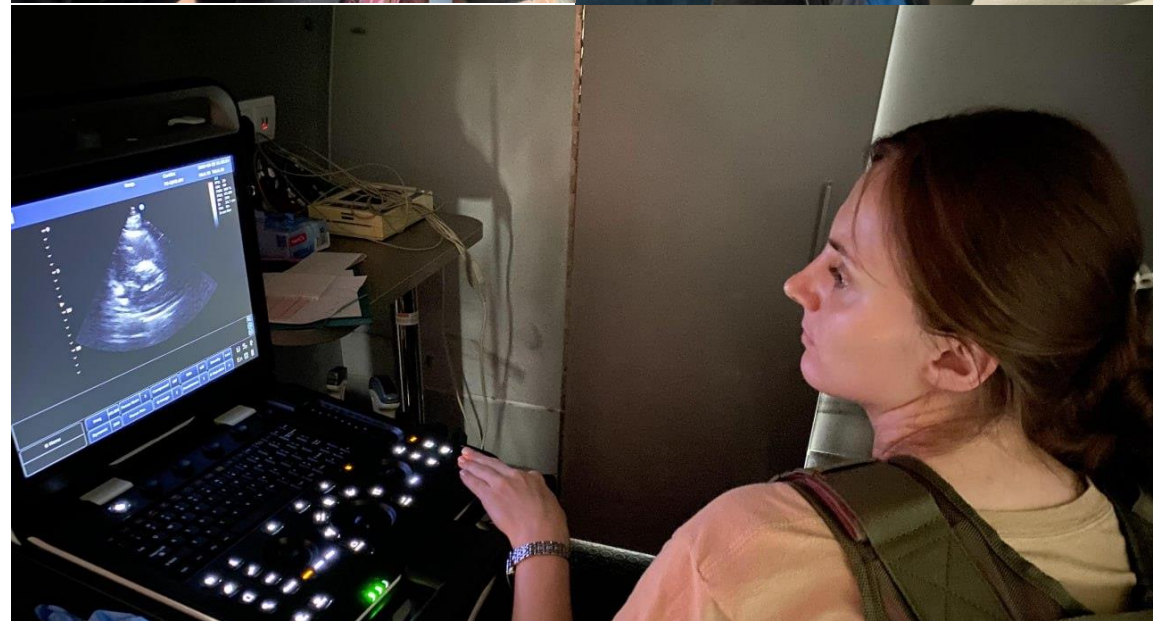
**Mobile clinics have become the only mechanism for providing health services** to people in frontline and border zones and de-occupied territories.





# Results

- In **December 2022, APH** introduced Mobile Treatment Points — mobile clinics providing integrated **primary health services (ECG, blood pressure testing, sugar and oxygen levels measurement, ultrasound scans, etc), TB/HIV/STI screening, diagnostics and treatment.**
- Over **40 mobile clinics** operating in Ukraine, including frontline and de-occupied areas.
- These clinics completed **497 missions** reaching **20 019 people in 321 unique hard to reach locations** in **6 regions** of Ukraine close to the frontline.





# Tailored shelters/safe spaces, including for LGBTQI+, PWID and disabled



**26 SHELTERS** supported during 2022-2023

**Safe Spaces** shelters for PWUD and LGBT.



## Supporting relocation to securer areas and humanitarian aid



During war, **922 mini-grants** were issued by APH to initiative groups from representatives of key populations.

Overall **776 340 people** received critical support.



# Receiving high flows of IDPs in safer locations, innovative solution CAB-LA as PrEP launched in Lviv and Kyiv

More than 100 patients have already received their second CAB-LA injection with ambitious plans to scale the number up to over 500 clients.

