

The Science and Practice of Scale Up: A CQUIN Learning Network Workshop

Venue: The Royal Swazi Convention Center

Location: Ezulwini, Eswatini

Date: 26-29 June 2018

Background: The goal of the CQUIN learning network is to improve the coverage, quality and impact of HIV services by accelerating the scale-up of differentiated service delivery (DSD). With the support of the Bill & Melinda Gates Foundation, ICAP at Columbia University assists network member countries to adopt, implement and expand effective DSD models by enabling experience sharing, cross-learning, and collaborative problem solving.

In its first year, CQUIN launched diverse south-to-south learning activities, introduced the CQUIN dashboard to facilitate country team self-assessment, provided targeted technical assistance, and convened four multi-country meetings. At the CQUIN Annual Meeting in February 2018, participants were canvassed regarding their priorities for the network's second year. One theme that emerged strongly was the need to move DSD models to scale, which will be the topic of the next CQUIN workshop scheduled for June 2018.

At the Annual Meeting, WHO shared data highlighting the increasing number of countries that have adopted policies enabling DSD, particularly those focused on reducing the frequency of clinical visits and medication pickups for stable patients. These data are consistent with CQUIN dashboard results shared by network member countries: 9/9 countries reported that national policies were in place to support DSD and 6/9 countries had robust national DSD guidelines. In contrast, few if any countries have scaled up DSD nationwide and many characterize DSD as a pilot project with limited coverage.

These observations motivated the selection of DSD scale up as the focus of the June workshop. CQUIN defines scale up as “increasing program reach to benefit greater numbers of people over wider geographical areas”,¹ recognizing that the term can also be used to describe expansion of relevant inputs, including financial and human resources, as well as the policies, strategies and processes related to expansion.²

The workshop goal is to enable each country team to develop a roadmap towards achieving national coverage of DSD services. It will focus on lessons learned and best practices, as well as on three key facilitators of DSD scale-up: *engaging recipients of care and communities* to increase demand for and support of DSD services, *optimizing human resources* to support DSD; and effective *utilization of routine viral load test results* for patient management. The agenda for the workshop will be designed to foster intensive south-to-south consultation on national scale up strategies and to catalyze progress within each country towards scale-up.

¹ Mangham LJ, Hanson K. Health Policy Plan 2010;25(2):85-96.

² Hanson et al. BMC Health Services Research 2010, 10 (Suppl 1)

Objectives:

- Review frameworks and best practices for scale-up, including lessons learned from diverse health sectors and programs
- Describe current DSD coverage, opportunities for improvement, and case studies to showcase scale up in different contexts
- Highlight selected national DSD scale up plans
- Collaboratively explore barriers and facilitators to scale up, including: engagement of recipients of care and communities; effective viral load utilization; and human resource optimization
- Facilitate south-to-south consultation regarding DSD scale up plans, including pairing countries to give one another feedback and suggestions
- Develop and/or refine country-specific road maps towards national DSD coverage
- Identify common gaps, challenges and opportunities for future joint learning, co-creation of tools and resources and future south-to-south exchange visits

Participants: The workshop will convene approximately 80 participants, including global experts and teams from each of the 10 countries in the CQUIN network.³ All country teams will be led by MOH, with additional participants from PEPFAR agencies, implementing partners, civil society and educational institutions, as appropriate.

Agenda: The meeting will start with an opening reception on the evening of Tuesday, June 26, and will be followed by three full days of workshop activities, concluding at close of business on Friday, June 29. Methods will include plenary presentations, panel discussions, breakout sessions, and report-back sessions. During the breakout sessions, country teams will review their existing DSD work plans, with an eye to accelerating scale up and addressing key barriers and facilitators. Country teams will also be paired and asked to provide feedback on each other's DSD scale up plans.

The meeting will be held in English, with simultaneous translation of the plenary sessions into French. A detailed agenda will be shared in due course.

Deliverables:

- Updated/revised country scale up plans /road maps
- Meeting report, outlining next steps/way forward

³ Cote d'Ivoire, Ethiopia, Kenya, Malawi, Mozambique, South Africa, Swaziland, Uganda, Zambia and Zimbabwe