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BREAKING BARRIERS • BUILDING BRIDGES

Differentiated Service Delivery 2018: Innovations, Best Practices and Lessons Learned

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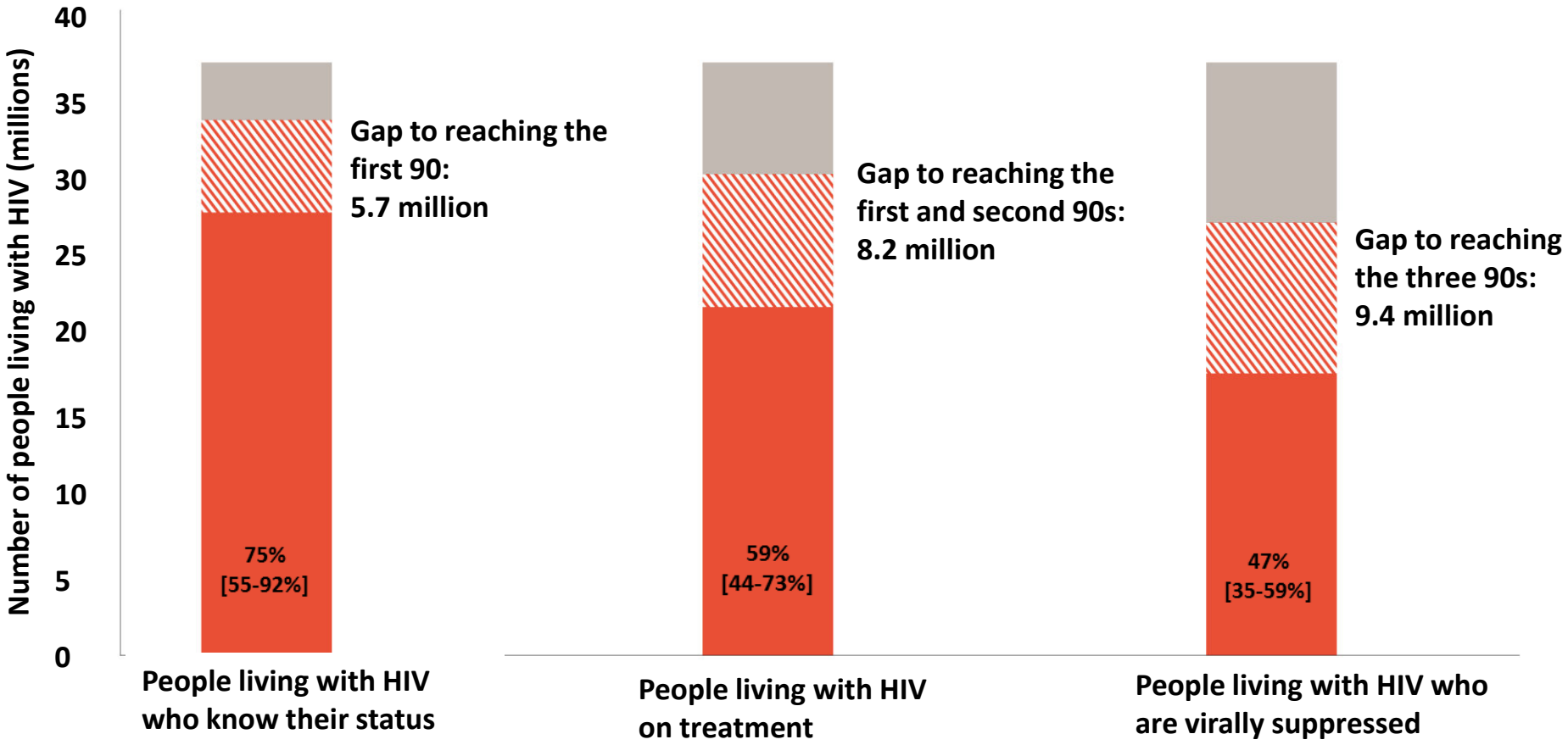
Much Progress Made, But More Needs to be Achieved



UNAIDS, Miles to Go, 2018

How can we overcome the gaps?

- Coverage
  - Access (geographic, language, cultural competency)
  - Demand (uptake by communities and clients)
- Quality
  - Technical quality (safety, evidence-based)
  - Interpersonal quality (respectful care)
- Efficiency
  - For health system
  - For clients

Time to Deliver Differently?

What Got You Here Won't Get You There

DSD to the rescue?

A Focus on the "How"

Service Frequency

Monthly
Bimonthly
Every 6 months
Every 12 months

Service Intensity

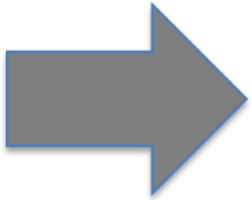
ART initiation and refills
OI prevention and treatment
Clinical monitoring
Laboratory monitoring
Psychosocial support

Service Location

Hospital (inpatient or outpatient)
HIV clinic
Primary care clinic
Community
Home

Service Provider

Physician	Clinical Officer
Nurse	CHW
Pharmacist	Laboratorian
Peer	Family



- 90:90:90
- Quality of Life
- Efficiency
- Equity
- Epidemic Control

Scale-up is Necessary to Achieve the Promise of DSD

- **Scale–up requires:**
  - Expansion (“horizontal scale-up”)
  - Institutionalization (“vertical scale-up”)

“Small is beautiful but large is necessary”

- BRAC

Coverage without Quality will *NOT* achieve ultimate goals

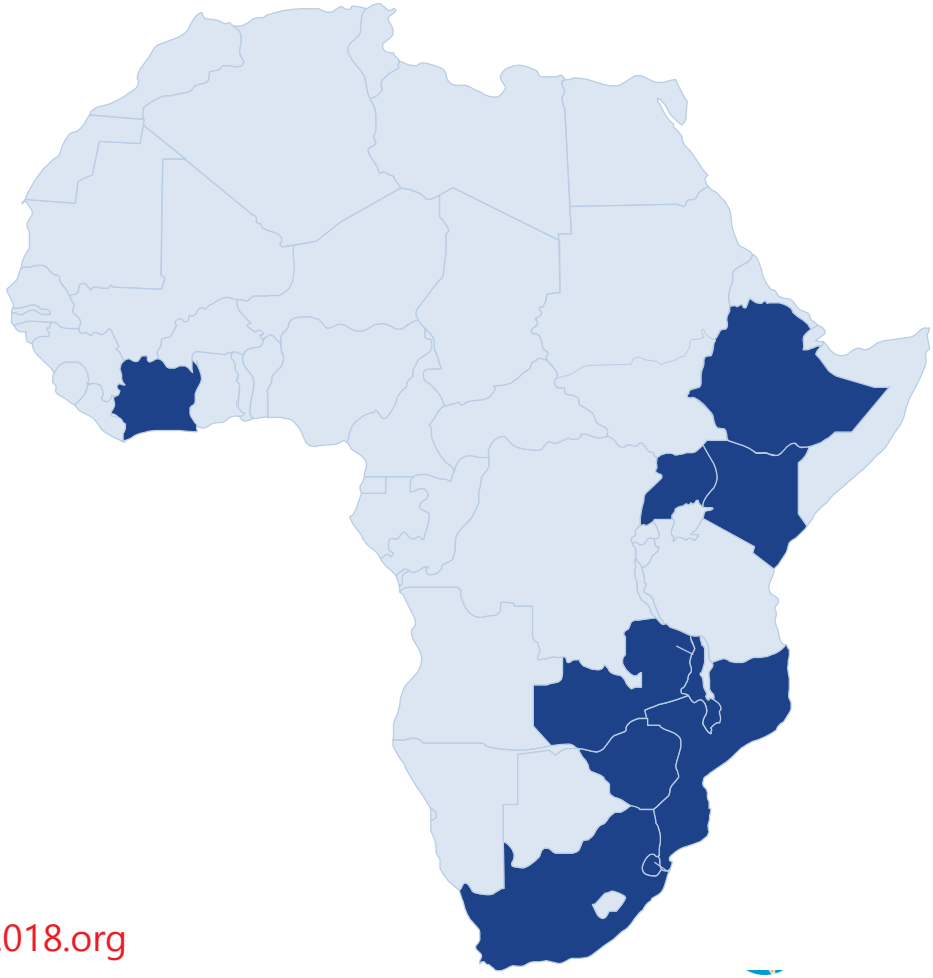
Coverage (utilization) + Quality = Impact

The Coverage, Quality and Impact Network (CQUIN)

- A learning network designed to *accelerate scale-up* of DSD in sub-Saharan Africa funded by BMGF
- Overall goal is to improve the coverage, quality and impact of HIV services by scaling up effective DSD models nationwide
- Designed to anticipate and mitigate barriers that may limit DSD to pilot projects
- Guided by Ministries of Health / demand-driven

CQUIN Network Members

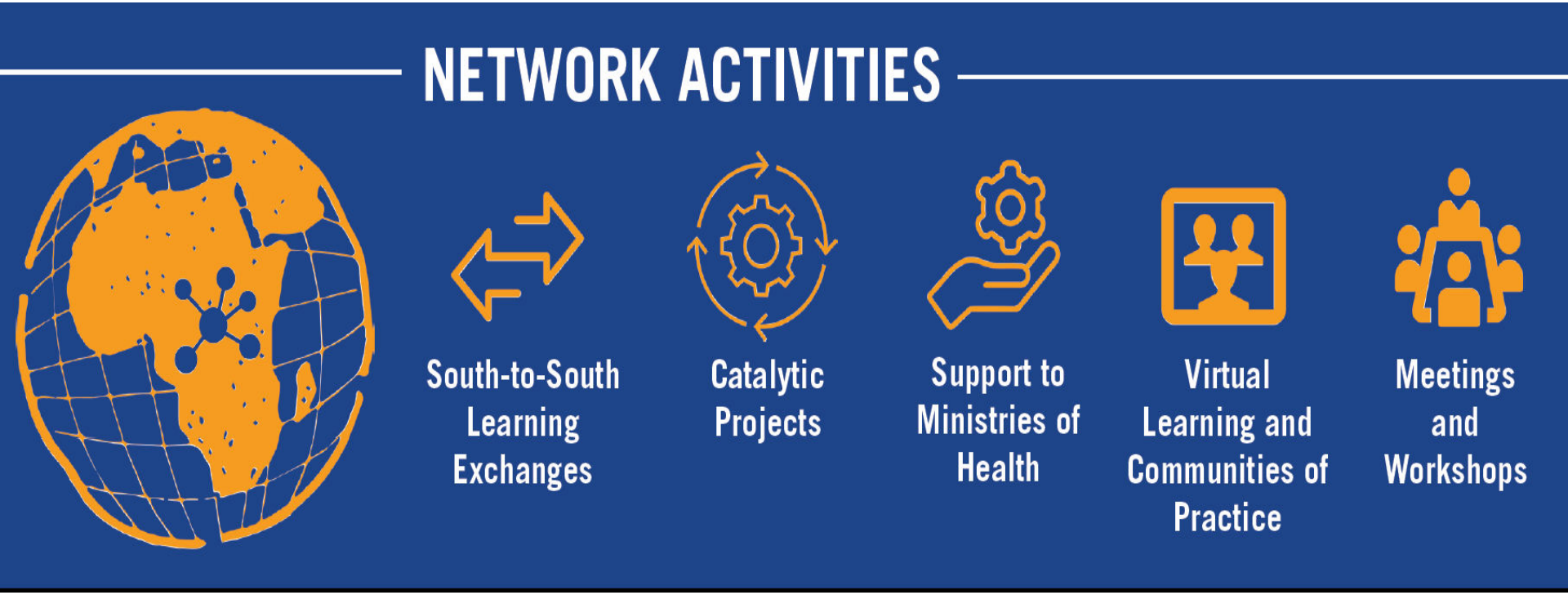
Cote d'Ivoire
Ethiopia
Eswatini
Kenya
Malawi
Mozambique
South Africa
Uganda
Zambia
Zimbabwe



CQUIN Focus Areas

- **Knowledge exchange**
  - Sharing information across countries as well as generating new knowledge and spreading best practices
- **Joint learning**
  - Solving problems together via collaboration and joint work to develop strategies, tools, and other resources
- **Innovation**
  - Collaboratively adapting existing knowledge and/or generating new interventions and strategies

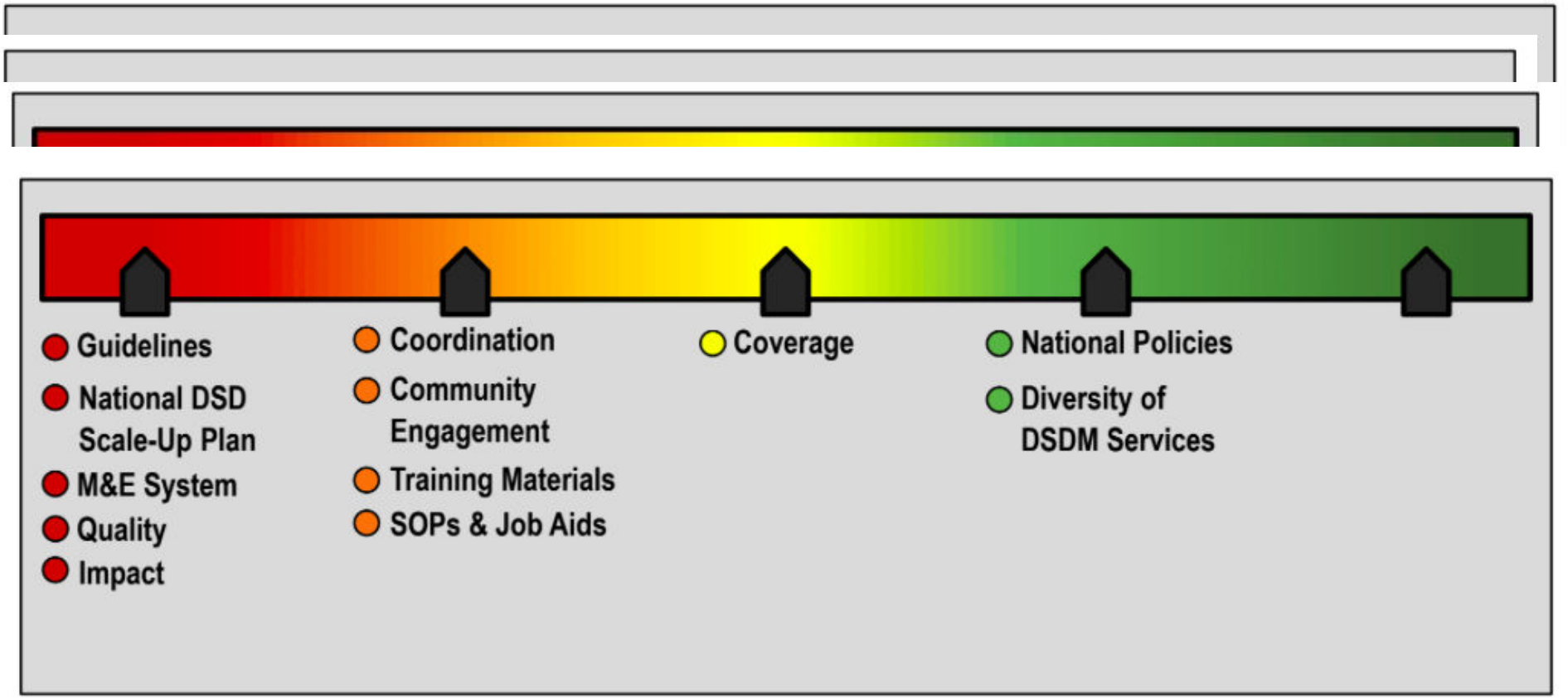
CQUIN Activities



Differentiated Service Delivery Dashboard: Draft 2.0

Policies	National HIV treatment policies prohibit or impede differentiated service delivery models (DSDM)	National policies do not mention DSDM	National policies include DSDM but do not actively promote these models of care	National policies actively promote the use of DSDM for stable patients	National policies actively promote the use of DSDM for diverse patient groups[1]
Guidelines	National HIV treatment guidelines do not include DSDM		National HIV treatment guidelines include DSDM but do not provide detailed and specific implementation guidance		National HIV treatment guidelines provide detailed and specific guidance on implementation of DSDM
Diversity of DSDM services	No DSDM services have been implemented	DSD is available for stable patients only and only one model has been implemented[2]	DSD is available for stable patients only, and only two models have been implemented	DSD is available for stable patients only and ≥ 3 models have been implemented	DSDM is available for diverse patient groups
National DSD Scale-up Plan	None	DSD scale-up plan discussions and meetings ongoing	DSD scale-up plan draft available	DSD scale-up plan developed and approved by MOH	DSD scale-up plan being actively implemented
Coordination	None	DSD activities fall under the purview of existing groups; progress updates are presented in standing meetings not focused on DSDM (e.g., a care and treatment technical working group [TWG])	DSD activities are coordinated by a dedicated group (e.g., a sub-TWG or equivalent)	National DSD Focal Person spearheads DSD planning and coordination	DSD progress reported in annual program reports and/or annual national review meetings in place
Community Engagement	None	Representatives of people living with HIV/AIDS (PLHIV) and/or civil society are engaged in DSD implementation	PLHIV and/or civil society representatives are engaged in both DSD implementation and design of DSDM	PLHIV and/or civil society representatives are engaged in both implementation, design and evaluation of DSDM	PLHIV and/or civil society representatives are systematically engaged in DSD policy development, design, implementation, and evaluation
Training Materials	DSD training materials are not available	Some DSD training materials have been developed by organizations piloting DSD / implementing partners	National DSD in-service curricula for either professional health workers or lay health workers (but not both) available & in use	National DSD curricula for both professional health workers and lay workers available and in use	National DSD pre-service and in-service curricula available and in use
SOPs and Job Aides	None	Implementing organizations have piloted SOPs and job aides for stand-alone DSDM projects	National SOPs and job aides available for only one DSD model	National SOPs and job aides available for two DSD models	Step-by-step national SOPs and job aides available for ≥ 3 DSD models
M&E System	No M&E system elements for DSD are in place or in development	Development of new M&E tools and systems for DSDM is planned or underway	Some new or adapted tools (e.g., registers, patient cards, monthly reports) and/or M&E guidelines have been implemented	A majority of DSDM M&E elements are in place, but they are not comprehensive or fully integrated into routine M&E	All elements of an M&E system for DSD are in place and integrated into one national M&E system for HIV /ART services

Staging by CQUIN Country Teams



DSD: Beyond “stable” patients

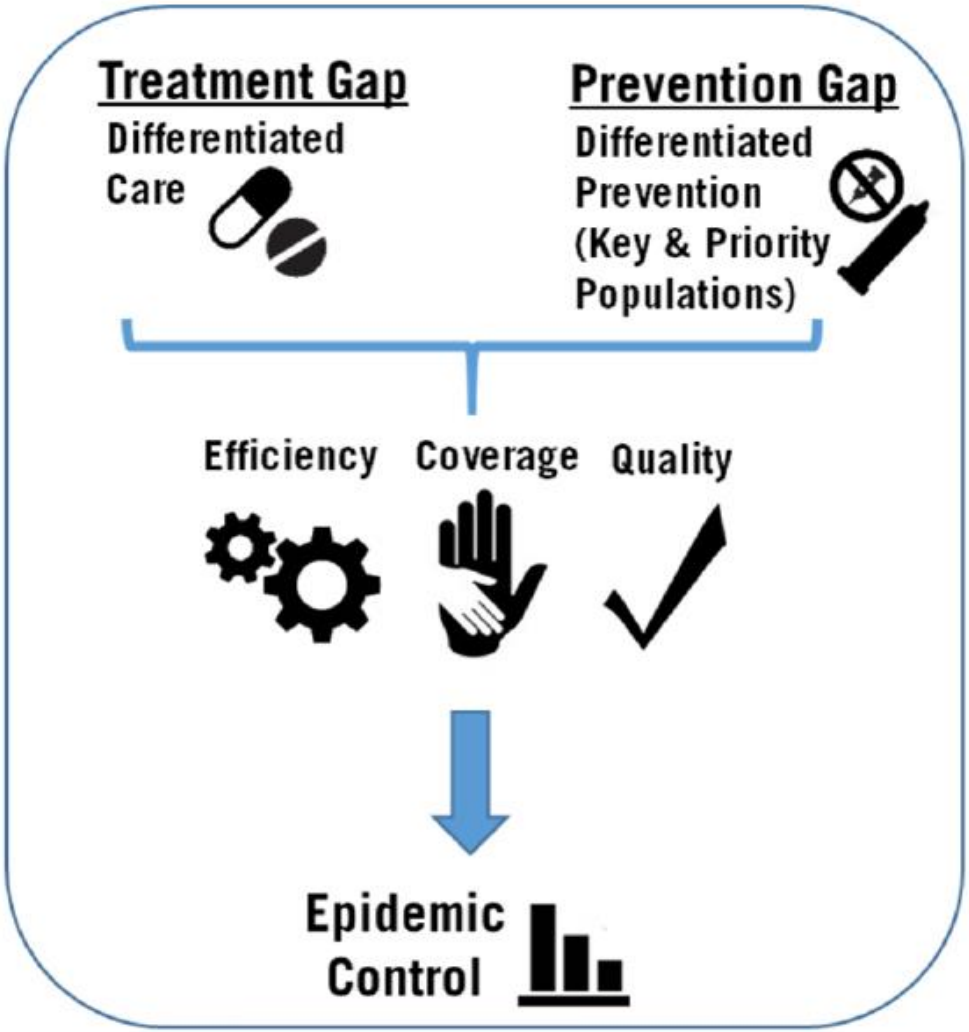
Different populations:

- Patients at high risk of disease progression (P@HR)
- Adolescents and young people
- Men
- Key populations
- Migrant and mobile populations
- Older individuals with HIV
- PLHIV with TB or NCDs

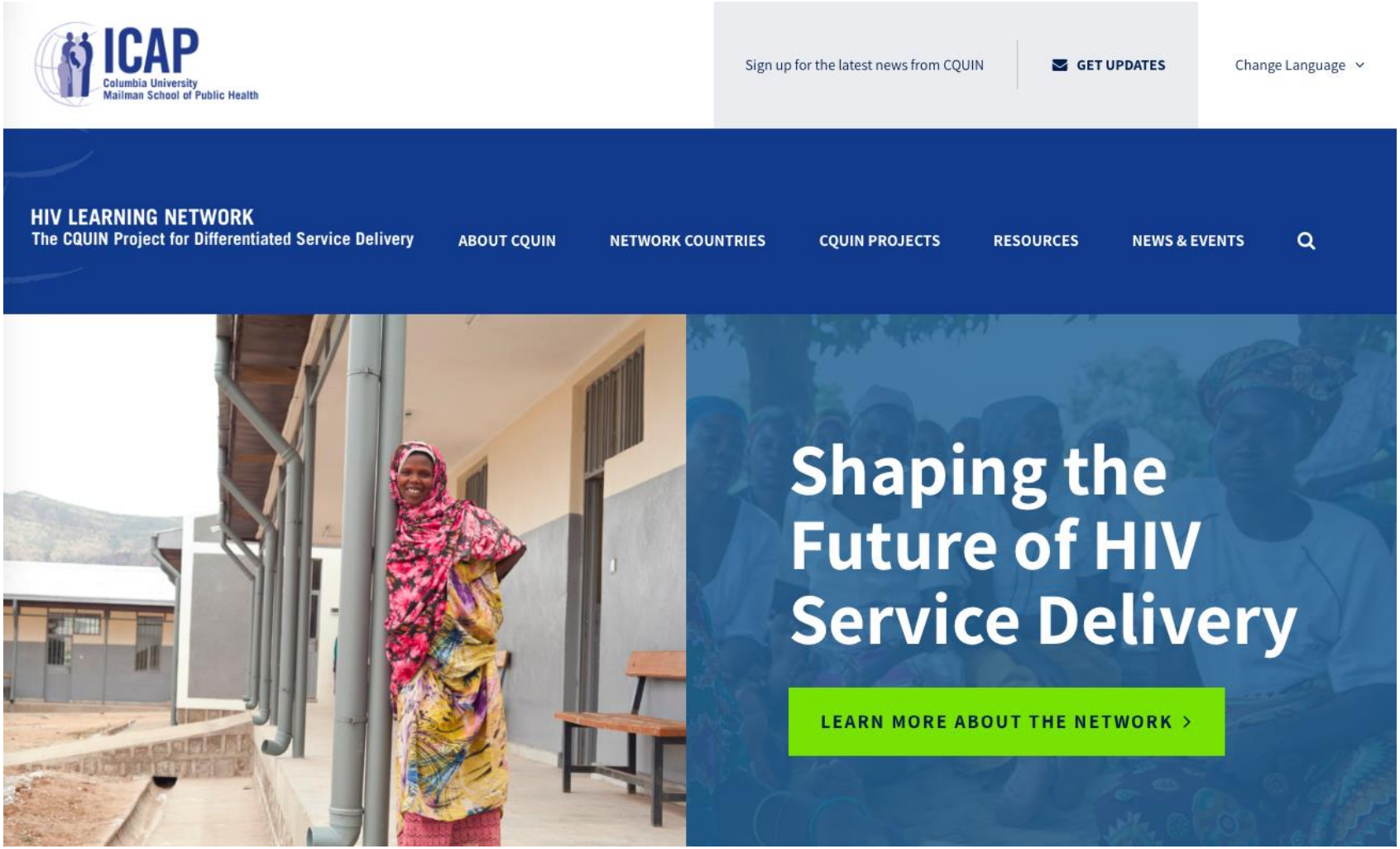
New frontiers:

- Differentiated testing
- Differentiated prevention

DSD for Prevention



El-Sadr, Harripersaud, Rabkin PLoS Med 2017



CQUIN website:
https://cquin.icap.columbia.edu

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