Delivering High-Quality Differentiated HIV Services at Scale:
A CQUIN Learning Network Workshop

Trademark Hotel
Nairobi, Kenya
June 23 – 26, 2019

Background: The objective 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, and by providing targeted, demand-driven technical assistance and support.

CQUIN focuses on both DSD coverage and quality. The importance of taking DSD models to scale has been an ongoing theme for CQUIN network activities, and was explored in depth at CQUIN's June 2018 Workshop on the Science and Practice of Scale-up. The CQUIN Dashboard provides a standardized metric with which to track DSD coverage in network countries, all of which have shown notable progress in expanding geographic coverage and the proportion of eligible people enrolled in differentiated ART (DART) models. The dashboard also tracks quality – and most network countries have documented a marked lack of data in this domain. Early programmatic experience highlights the need for close attention to quality challenges including: imperfect use of DSD eligibility criteria; suboptimal utilization of viral load data; changes to program design that discourage enrollment; and lack of fidelity to DSD guidelines. In response, CQUIN has launched a community of practice focused on quality and quality improvement, engaging network participants in a series of in-person workshops and an ongoing virtual collaboration.

The June 2019 meeting *Delivering High-Quality Differentiated HIV Services at Scale* will continue to address the issue of quality and DSD, convening multidisciplinary teams from the 11 CQUIN Network countries for a practical, hands-on experience. The workshop will explore the three elements of the classic "Juran Triad" as they relate to DSD – quality planning, quality assurance (QA), and quality improvement (QI):

- **Quality planning** asks: "What is the quality standard?" and establishes goals and targets for health system performance. While all CQUIN Network countries have national DSD policies and guidelines, and many have targets for DSD *coverage*, fewer have specific standards for DSD *quality*. The CQUIN Quality & QI community of practice has been working to develop generic quality standards for DSD; an early draft will be shared with workshop participants for comments and feedback.
- **Quality assurance** asks: "Are we meeting the standard?" and measures performance against targets. The workshop will explore different countries' approach to DSD-specific QA (including related indicators and data sources) and the extent to which their growing DSD programs meet quality standards.
- **Quality improvement** asks: "How can we continuously improve performance?" Key elements include identification of a quality challenge, root cause analysis, identification and prioritization of interventions, selection of indicators, and rapid, iterative tests of change – an approach known as the science of improvement. The workshop will showcase QI projects designed to improve DSD programs and will use QI tools to explore shared DSD quality challenges.

The workshop's goal is to enable CQUIN country teams to develop plans to define DSD quality standards, monitor and evaluate DSD quality, and implement contextually appropriate DSD-specific QI projects. Each country team will be asked to meet in advance of the CQUIN workshop, to identify priority quality challenges related to DSD. Key participants in these country-level discussions should be representatives of ministries of health (MOH), national networks of people living with HIV, donors such as the U.S. President's Emergency Plan for AIDS Relief (PEPFAR) and the Global Fund, implementing partners, and other stakeholders. Country teams will bring these challenges – and supporting data – to the workshop, and explore relevant lessons learned and best practices with countries facing similar quality challenges. The agenda for the workshop will be designed to foster intensive south-to-south consultation on DSD quality and QI, and to catalyze progress within each country towards DSD-specific quality planning, QA, and QI.

Objectives:

- Review frameworks and best practices related to quality and QI
- Describe current DSD quality standards, QA strategies, and QI projects
- Collaboratively explore barriers and facilitators to DSD quality
- Facilitate south-to-south consultation regarding DSD quality initiatives, including pairing countries to give one another feedback and suggestions
- Share QA and QI tools, resources, and job aides
- Develop and refine country-specific road maps towards national DSD quality strategies
- 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 150 participants, including global experts and teams from each of the 11 countries in the CQUIN Network.[1] All country teams will be led by MOH, with additional participants from PEPFAR agencies, national networks of people living with HIV, implementing partners, civil society, and educational institutions.

Agenda: The meeting will start with an opening reception on the evening of Sunday, June 23, and will be followed by three full days of workshop activities, concluding at close of business on Wednesday, June 26. Methods will include plenary presentations, panel discussions, breakout and report-back sessions.

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

Deliverables:

- Country quality action plans
- Meeting report, outlining next steps/way forward

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[1] Cote d'Ivoire, Eswatini, Ethiopia, Kenya, Malawi, Mozambique, South Africa, Tanzania, Uganda, Zambia and Zimbabwe