



# Eswatini's DSD Quality Assessment Tool

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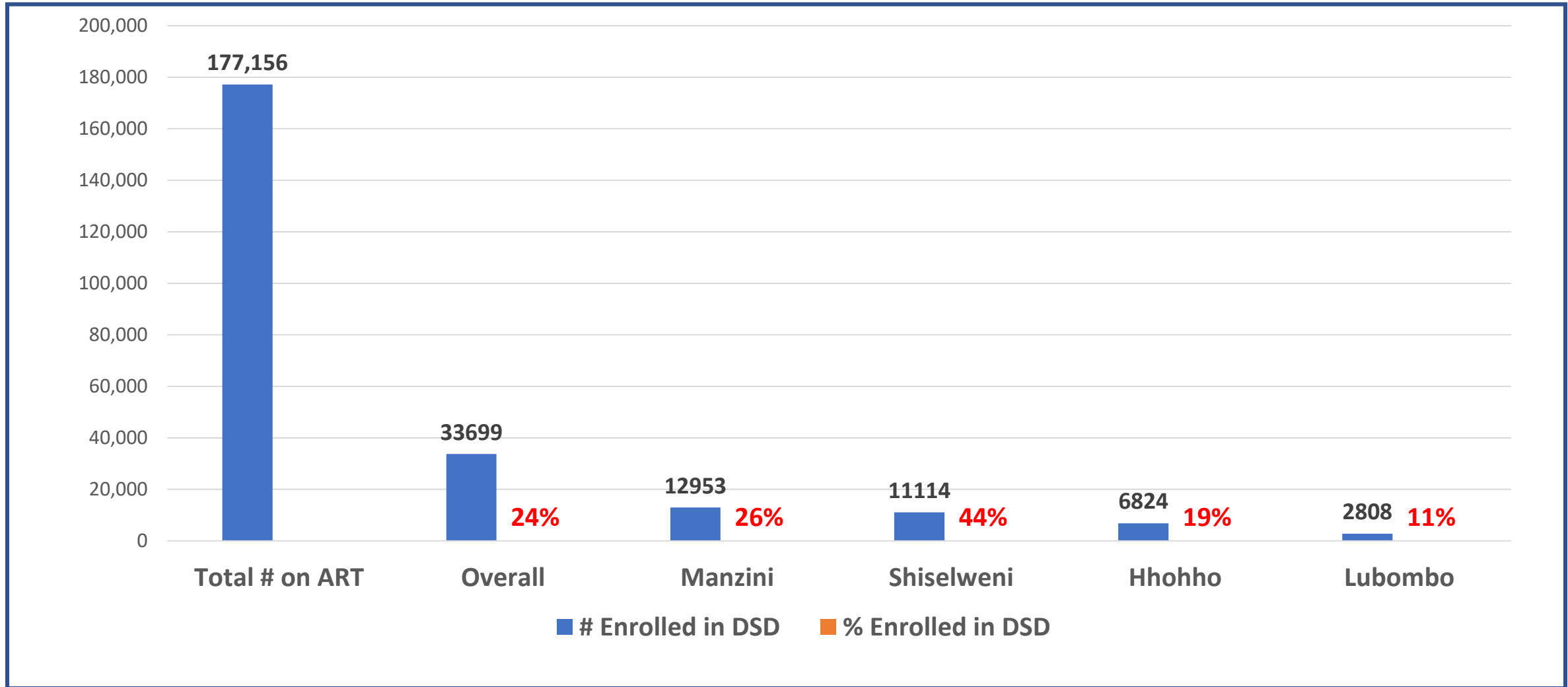
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**HIV LEARNING NETWORK**  
The CQUIN Project for Differentiated Service Delivery

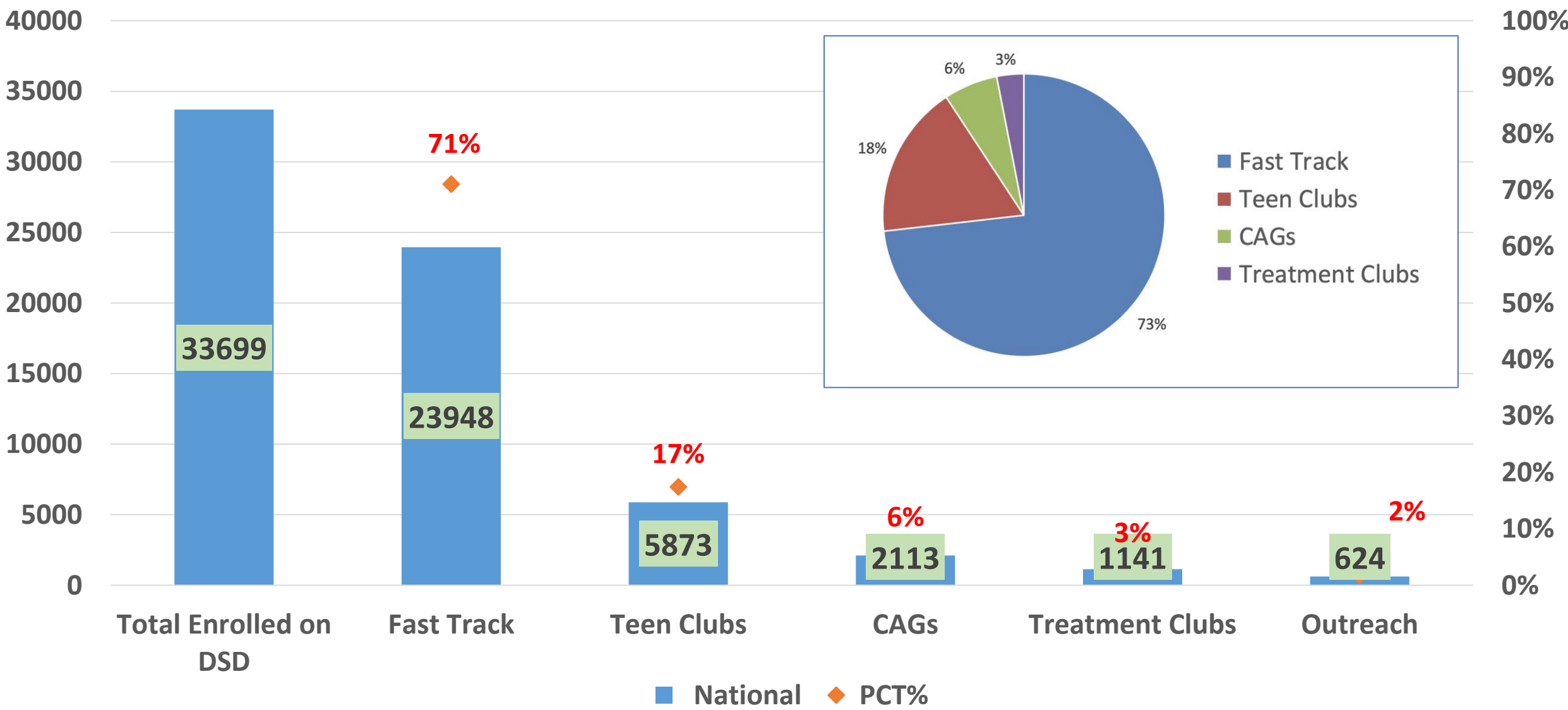


# DSD Coverage per Region (Dec 2018)





# National DSD Enrollment (Dec 2018)





# The Quality Triangle





# Rationale to Develop DSD Standards



- MOH and Stakeholders identified **quality** as a priority in the provision of health services including ART
- Numerous quality factors were identified as cause of poor enrolment in DSD, including low coverage and utilization of VL
- As DSD is taken to scale, there is a risk of compromising quality of services while reducing facility visits, and waiting time at the facility
- DSD services were provided without observing any standards leading to a challenge ascertaining if quality were maintained both at facility and community levels
- There were also lack of uniformity of existing tools used to measure quality



# Process of Developing DSD Standards



- Suggestion to develop standards was first made at the DSD Sub-TWG
- A Task Team was appointed to adapt DSD Standards from the National HIV Services Standards and PEPFAR SIMS assessment tool.
- Draft presented to the DSD Sub-TWG and to the Care & Treatment TWG
- MOH piloted the drafted DSD standards at 3 Health Facilities engaged in a Quality Project
- Standards presented and adopted by the Swaziland Standards Authority (SWASA) and incorporated into National HIV Service Standards



# Description of the Tool



The tool contains 3 Core Essential Elements and 6 Standards used to assess the availability of facility-specific DSD SOPs and Systems to:

- Actively assess clients' eligibility and actively enroll identified clients into DSD
- Assess if VL testing and ART adherence assessment is consistently monitored among clients enrolled in DSD
- Assess if DSD clients with unsuppressed VL and poor adherence are referred back to mainstream models for active follow-up
- Ensure integration of other services: NCDs, FP, cervical cancer screening, and TPT
- Ensure that DSD Models are offered to all groups, including children and adolescents, KPs







# National DSD Standards



- **Standard 1:** All eligible adults on ART shall be offered to be enrolled into an appropriate Differentiated Service Delivery model (DSDM) and continue to receive quality HIV care
- **Standard 2:** All ART patients enrolled in any DSDM shall be retained in care and virally suppressed
- **Standard 3:** All eligible children and adolescents on ART shall be offered enrollment into an appropriate DSDM
- **Standard 4:** All children and adolescents enrolled in DSDM shall be retained into care and virally suppressed
- **Standard 5:** All patients enrolled in DSD models shall receive comprehensive FP, cervical cancer screening, NCDs, and TB/HIV prevention
- **Standard 6:** Key populations and high risk groups shall receive a comprehensive and integrated DSD services

Standard 1: All Eligible adult ART patients shall be offered to be enrolled into an appropriate Differentiated Service Delivery (DSD) model and continue to receive quality HIV care

Source Documents: DSD register, ART registers, Chronic care files, CMIS version 2.0, written DSD SOPs, DSD guidelines and ART guidelines

Question	Response	Scoring
Q1 Does the facility offer DSD Services?	<input checked="" type="radio"/> Y <input type="radio"/> N	If N = Red
Q2  Does the facility have a written Standard Operating Procedure or algorithm used to offer and enroll eligible ART patients on DSD models?	<input checked="" type="radio"/> Y <input type="radio"/> N	If N = Red
Q3  Does the facility have a standard procedure for confirming the eligibility of ART patients before enrollment in DSD models?	<input checked="" type="radio"/> Y <input type="radio"/> N	If N = Yellow
Q4  Does the facility have a standardized system for tracking eligible ART patients who have not been enrolled in DSD models?	<input checked="" type="radio"/> Y <input type="radio"/> N	If N = Yellow
Q5  Review 10 charts of adults ART patients enrolled in DSD models for ≥12 months.  What percent of charts reviewed have documentation of CD4 and / or VL within the appropriate interval per national guideline  <i>Numerator: Number of charts reviewed, from adult ART patients on ART ≥12 months, showing that the most recent viral load test was ordered within the appropriate interval, per the national guidelines</i>  <i>Denominator: Number of charts reviewed from adult patients on ART ≥12 months</i>	80 %	If <79% = Yellow If 80-89% = Light Green If ≥90% = Dark Green
<b>Score</b>		

# Example



- Tool adapts the SIMS approach (Site Improvement through Monitoring)
- Combination of observation and chart review
- Clear guidelines and color-coding re: scoring
- See more during the Tools Lab!



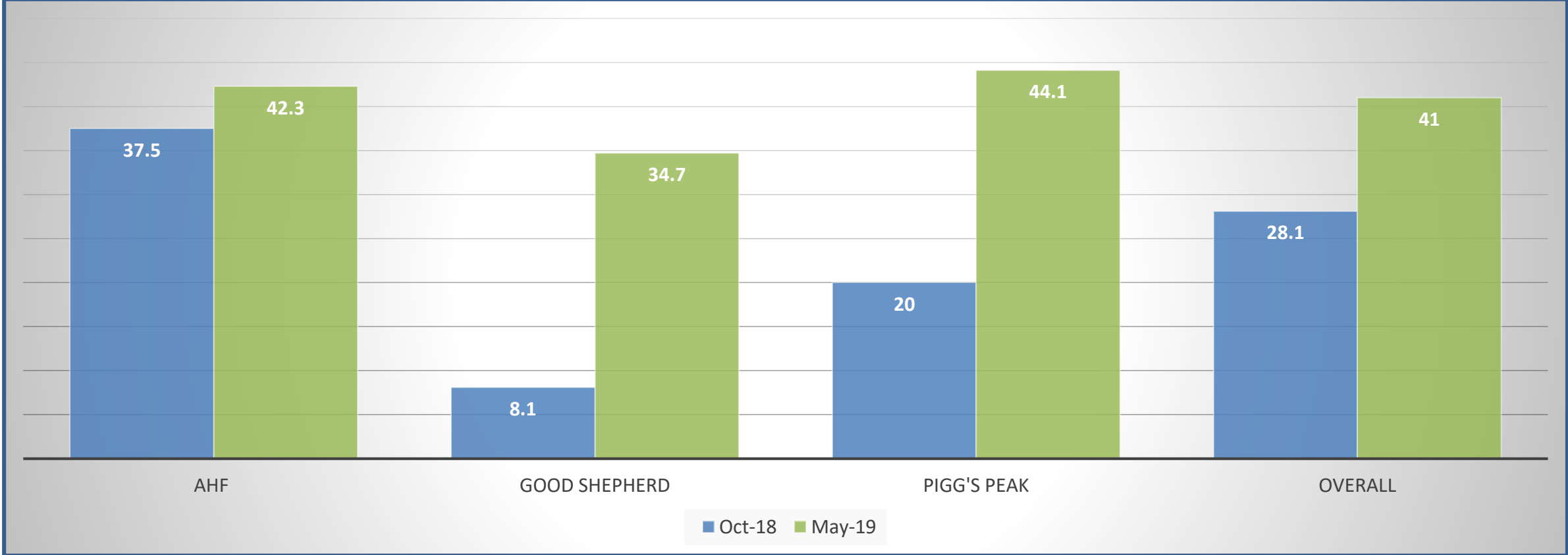
# Initial Results



		Baseline	Assessment 1	Assessment 2	Assessment 3
		Oct-Nov 2018	Jan-19	Feb-19	Apr-19
All eligible ART patients shall be offered enrollment into an appropriate DSD model and continue to receive quality HIV care	HF1	Red	Yellow	Green	Yellow
	HF2	Red	Red	Red	Red
	HF3	Red	Yellow	Yellow	Green
All ART patients enrolled in any DSD model shall be retained in care and have undetectable VL	HF1	Red	Green	Green	Yellow
	HF2	Red	Red	Red	Red
	HF3	Red	Red	Green	Green
All eligible children and adolescents on ART shall be offered enrollment in an appropriate DSD model	HF1	Red	Yellow	Green	Yellow
	HF2	Red	Red	Red	Red
	HF3	Red	Yellow	Yellow	Green
All children and adolescents enrolled in any DSD model shall be retained in care and have undetectable VL	HF1	Red	Green	Green	Yellow
	HF2	Red	Red	Red	Red
	HF3	Red	Red	Green	Green
All patients enrolled in DSD models shall receive comprehensive FP, cervical cancer screening, NCD services and TB/HIV prevention	HF1	Red	Green	Green	Green
	HF2	Red	Red	Green	Green
	HF3	Red	Green	Green	Green



# QI for DSD Project's Results: DSD Coverage



	AHF Clinic		Good Shepherd Hospital		Pigg's Peak Hospital		Overall	
	Oct-18	May-19	Oct-18	May-19	Oct-18	May-19	Oct-18	May-19
<b>Numerator (Total # in DSD)</b>	5,452	6,829	444	1,757	661	1,641	6,557	10,227
<b>Denominator (Total # on ART)</b>	14,526	16,126	5,463	5,062	3,323	3,714	23,312	24,892
<b>%</b>	<b>37.5</b>	<b>42.3</b>	<b>8.1</b>	<b>34.7</b>	<b>20</b>	<b>44.1</b>	<b>28.1</b>	<b>41</b>



# Improving Quality with a QI Collaborative



*Currently implementing VL & DSD Quality Improvement Collaborative in 23 Health Facilities. By March 2020, aims to:*

- **Improvement Aim 1:** To increase **viral load testing coverage** among eligible ART clients from ...% in October 2018 to 95%
- **Improvement Aim 2:** To increase the proportion of eligible ART clients **enrolled in a DSD model** from ...% in October 2018 to 75%
- **Improvement Aim 3:** To increase the proportion of eligible ART clients **switched to TLD** from 0% in October 2018 to 95%
- **Improvement Aim 4:** To increase the proportion of high viral load clients who **achieve viral suppression** from ...% in October 2018 to 80%



# Next Steps



- Final approval of DSD Standards by Swaziland Standards Authorities
- Disseminate preliminary results through TWG meetings, RHMT meetings, and Semi-annual review meetings
- Roll out to 23 Health Facilities including all Hospitals, Health Centres and High Volume clinics, with the objective of increasing coverage of VL, TLD, and DSD
- Present an award for the best performing Facility/Region during Semi-annual review meetings



# HiV

MANAGEMENT GUIDELINES



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# Extra slides