



The CQUIN Learning Network

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HIV LEARNING NETWORK
The CQUIN Project for Differentiated Service Delivery

The CQUIN Learning Network

- The **HIV Coverage, Quality, and Impact Network** is a south-to-south learning network designed to advance differentiated service delivery as a means to HIV epidemic control
- Funded by the Bill & Melinda Gates Foundation
- Convened/led by ICAP at Columbia University

Bridging the gap between policy and practice




CQUIN Activities

CQUIN aims to foster the scale-up of high quality differentiated HIV services by:

- facilitating country-to-country knowledge exchange
- providing demand-driven technical assistance
- supporting catalytic projects and knowledge generation

How Does it Work?

- Countries join at MOH level – formal letter of interest
- Most engage a core group – MOH, donors, implementing partners, recipients of care, civil society
- Baseline and periodic self-assessment using the CQUIN staging dashboard (a capability maturity model)
- Countries develop DSD work plans, commitments and targets
- Opt-in demand-driven approach to participation in various network activities and TA
- **Expectation that network members will exchange knowledge, share data on progress of scale up, best practices and lessons learned**

A woman with short, styled hair, wearing a yellow sleeveless top and a gold necklace, stands outdoors on a balcony or walkway. The background shows a well-maintained garden with green lawns, trees, and black lamp posts with white globe lights. A semi-transparent white box on the right side of the image contains a quote in blue text.

“When it comes to differentiated service delivery, the proverb ‘many cooks spoil the broth’ does not apply. Learning from different ministries of health and international partners is spicing it up.”

-Dr. Everline Ashiono, Deputy Chief of Party, FHI 360, Kenya

Network Members as of June 2019



Cote d'Ivoire

Ethiopia

Eswatini

Kenya

Malawi

Mozambique

South Africa

Tanzania

Uganda

Zambia

Zimbabwe



ICAP
Empowering Health
Columbia University
Mailman School of Public Health

Illustrative CQUIN Activities

- **South-to-south learning**
 - Meetings and workshops
 - Website, webinars, journal club, monthly newsletter
 - South-to-south visits
 - Online communities of practice
- **Focused technical assistance**
 - Seconding national DSD coordinator to MOHs
 - Support for national DSD review meetings
 - ICAP consultation/TA
- **Implementation research**
 - Catalytic projects



South-to-South Visits



To date, 13 visits by 9 countries

- Malawi hosted Eswatini in June 2017
- Eswatini hosted Zimbabwe in July 2017
- Eswatini hosted Mozambique in August 2017
- Malawi hosted Mozambique in August 2017
- Uganda hosted Malawi, Eswatini and Kenya in June 2018
- Eswatini hosted Cote d'Ivoire, Malawi, Uganda, Zambia and Zimbabwe in June 2018
- Uganda hosted Tanzania and Zambia in April 2019

Multi-Country Workshops and Meetings

- Launch meeting (Durban, March 2017)
- DSDM for recipients of care with advanced HIV (Harare, July 2017)
- DSDM for adolescents (Pretoria, October 2017)
- Annual meeting (Maputo, February 2018)
- The science and practice of scale-up (Manzini, June 2018)
- QI-for-DSD workshop (Lilongwe, September 2018)
- Annual meeting (Addis Ababa, November 2018)
- TB/HIV and DSD (Lusaka, March 2019)
- Quality, QI and DSD (Nairobi, June 2019)

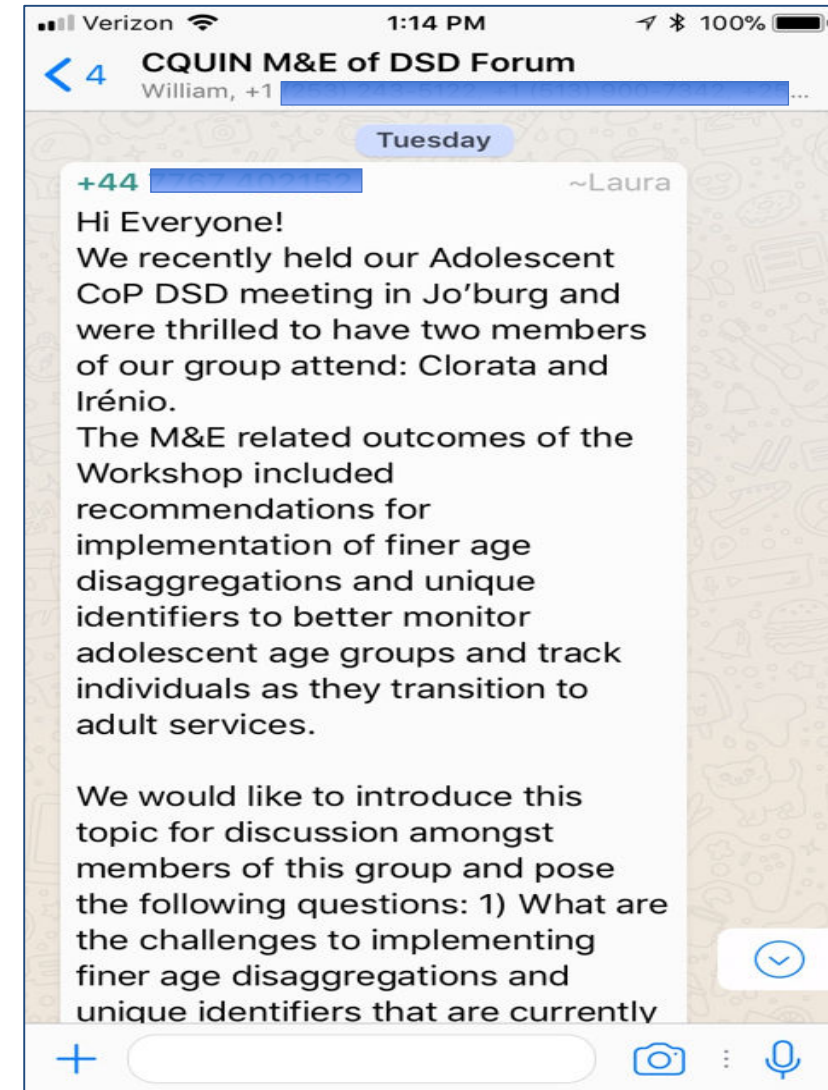


All meeting reports are on the CQUIN website: www.cquin.icap.columbia.edu

Virtual Communities of Practice

Virtual communities of practice:

- Differentiated M&E
- National DSD Coordinators
- Recipients of Care
- Quality and QI
- TB/HIV



“CQUIN includes people living with HIV in all its activities, which is vitally important. We cannot bring DSD to scale without engaging communities and clients.”

-Mr. Clarence Mademutsa, Project Coordinator, ZNNP+ Zimbabwe



The CQUIN Dashboard: Identifying Gaps, Setting Priorities and Monitoring Progress through Self-Assessment

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Differentiated Service Delivery Dashboard: Draft 2.0

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Policies	National HIV treatment policies prohibit or impede differentiated service delivery models (DSDM)	National policies do not mention DSDM	National policies include DSDM models of care 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
Priority 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 DSDM 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
Implementation	None	DSD activities fall under the purview of existing groups; progress updates are presented in 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 progress
DSD training materials are not available	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 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 systematically engaged in policy development, design, implementation, and evaluation of DSDM
	Some DSD training materials have been developed by organizations piloting DSD / implementing	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 curricula available and in use
	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 job aides available for two models
	Development of new M&E tools and systems for DSDM is planned	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 systems		All elements of an M&E system for DSD are in place and integrated into one national system for HIV /ART

¹ DSDM for stable patients = at least one additional group (unstable patients, patients at high risk of disease progression, adolescents and young people, pregnant women, vulnerable populations, migrants and mobile populations, men, etc.)
² but are not limited to: appointment spacing with multi-month dispensing, fast track refill visits, facility-based clubs, community ART groups, community ART groups

Self-Assessments by CQUIN Country Teams



- M&E System
- Quality of DSD Services

- Community Engagement
- Coverage
- Impact of DSD Services

- Coordination
- Training Materials

- National Policies
- Guidelines
- Diversity of DSDM Services
- National DSD Scale-Up Plan
- SOPs & Job Aids

Why a Meeting about DSD Quality?

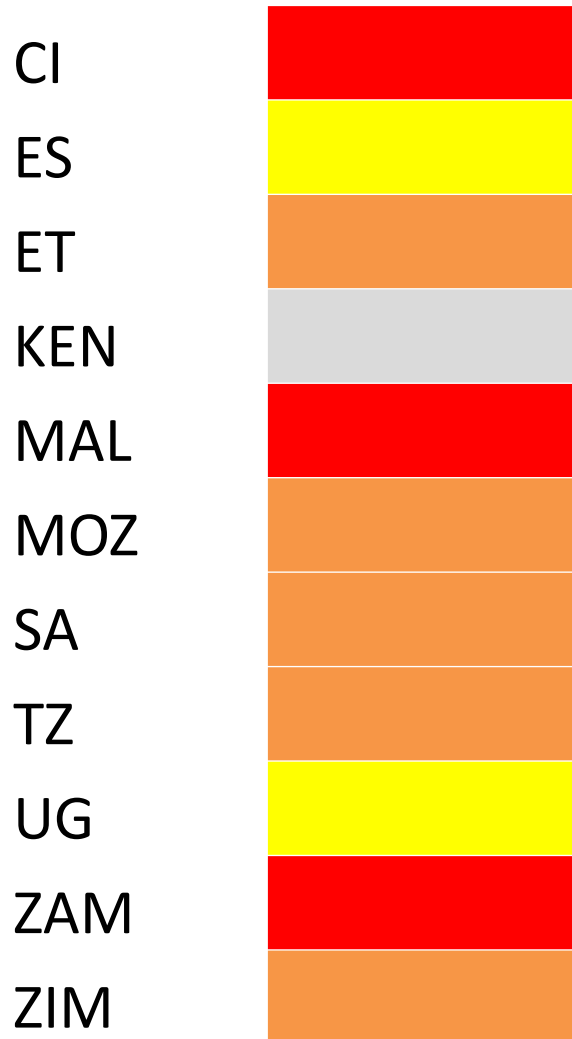
Quality is at the Heart of Service Delivery

- The “QU” in C**QU**IN = quality !
- CQUIN members have identified quality and QI as priorities since our launch meeting
- CQUIN countries consistently rate themselves as needing improvement when it comes to determining the quality of DSD services

The CQUIN Dashboard Quality Domain

Quality standards for DSDM have not been defined and are not currently in development	National quality standards for DSD programs are in development or have been defined, but no evaluations of quality using national standards have been completed	At least one evaluation of DSD program quality has been conducted using the national quality standards, but the results do not indicate that standards have been met	At least one evaluation of DSD program quality has found that the program meets established national quality standards	Repeated evaluations of DSD program quality have found that the program meets established national quality standards

Pre-meeting Survey Results



Quality standards for DSDM have not been defined and are not currently in development	National quality standards for DSD programs are in development or have been defined, but no evaluations of quality using national standards have been completed	At least one evaluation of DSD program quality has been conducted using the national quality standards, but the results do not indicate that standards have been met

Progress is underway, but more is needed

Sharing Lessons & Resources from the CoP

CQUIN's Quality & QI Community of Practice has been actively working on this challenge

- Four-country workshop in Malawi, Sept 2018
- Support for Zambia's QI-4-DSD learning network
- Feedback on one another's QI projects
- Development of quality standards and tools

This meeting will provide an opportunity for them to share with the larger CQUIN community

Workshop Agenda

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

Agenda Overview

Plenary presentations and panel discussions will focus on three key elements of quality:

- Quality standards – what does high-quality DSD look like?
- Quality measurement – how do we know if we're achieving high-quality DSD?
- Quality improvement – how can we use improvement science to continuously meet and exceed our standards?

Agenda Notes – 1

- More than half the meeting = breakout sessions and active learning, so we need your active engagement!
- "Nothing about us, without us" = the voices of recipients of care are critical to this discussion
- As always, CQUIN meetings are action-oriented. Each country team will leave the meeting with an action plan and will report back at our annual meeting in November

Agenda Notes – 2

A few things that are not on the printed agenda:

- **Optional lunch discussions on Tuesday and Wednesday**
 - Tuesday = results of the recent ECHO trial and implications for integration of family planning into DART models
 - Wednesday = 6-month MMS
- **Group photo = before lunch on Monday**
- **We need you to complete the meeting evaluations before you leave → and handing them in will enter you into our raffle**

ASANTE SANA!



“Shared learning is important. This network is coming at the right moment because we’re discussing how to orient and guide providers on differentiated models of care.”

-Dr. Aleny Couto, Director of STI and HIV/AIDS Programs, Mozambique Ministry of Health



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