



CQUIN Differentiated MCH Workshop

May 25-27, 2021

DSD Models to Support Retention

Frank Beadle de Palomo

President & CEO

mothers2mothers (m2m)

26 May 2021



HIV Learning Network

The CQUIN Project for Differentiated Service Delivery

m2m's Evolving Model

m2m's DIVERSE IMPLEMENTATION PORTFOLIO



ECD/RMNCH (DSD)

- Mentor Mothers
- Ghana, Kenya, & Malawi

GENERAL RMNCH (DSD)

- Mentor Mothers
- Lesotho, Mozambique, Angola, & South Africa

OVC (DSD)

- Mentor Mothers, Family Mentor
- Peer Mentors
- South Africa, Uganda

ADOLESCENT HEALTH (DSD)

- Mentor Mothers,
- Peer Mentors
- South Africa, Uganda

NCD (DSD)

- Mentor Mothers
- South Africa

COMPREHENSIVE HIV PREVENTION, CARE & TREATMENT

- Mentor Mothers & Expert Clients
- Nurses & HTS Counsellors
- Angola, Lesotho & Malawi

TECHNICAL ASSISTANCE (TA)

- Mozambique
- South Africa
- Tanzania



Geographic Footprint:

- 10 sub-Saharan African countries

Service Focus:

- Comprehensive HIV prevention, care & tx.
- General RMNCH
- Early Childhood Development/RMNCH
- Orphans & Vulnerable Children
- Adolescent Health
- Non-Communicable Diseases

Central Pillar:

- **Peer-to-Peer, client-centred approach that evolves to meet community health needs**

Differentiated Service Delivery at m2m

What

- Peer-to-Peer Psychosocial Support
- Clinical Services & Counseling
- Primary Health Care Service Links
- Adherence Support
- Post-Natal & Adolescent Clubs
- ART Refills

Where

Integrated Service Platform ensures bi-directional linkages & care continuum

- Facility
- Community
- eServices


























When

- m2m's risk matrix aligns clients to their disease profile
- Client categorised as high/low risk
- Clients provided with services based on risk algorithm

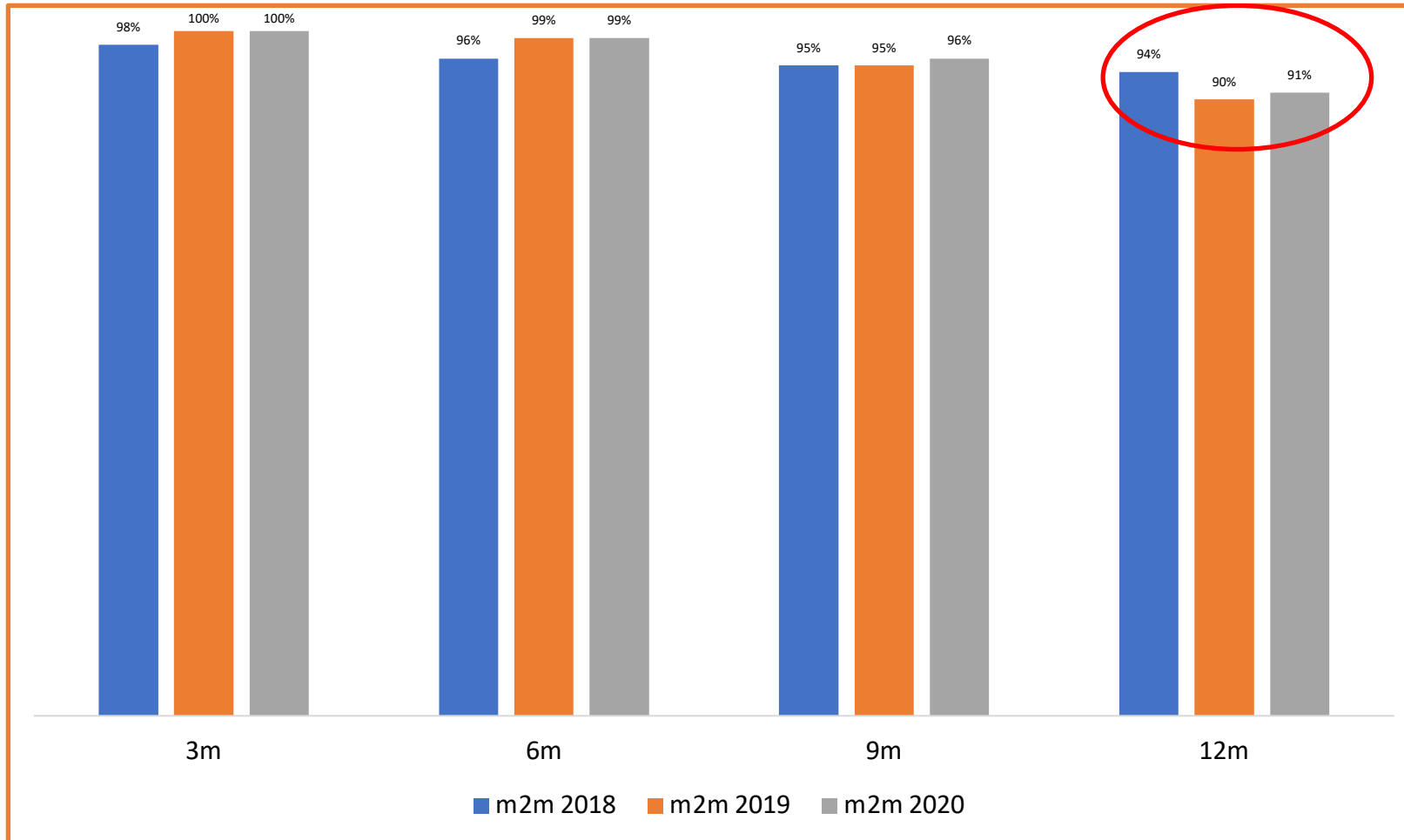
Who

- Mentor Mothers
- Clinicians: Doctors & Nurses
- Family Mentors
- Expert Clients
- Adolescent Peers/Peer Mentors
- Male Champions
- Pediatric Caregivers

Game-Changing DSD, Even During COVID-19

PANDEMIC STATUS	Client Groups/ Characteristics	Staff-Client Interactions	Face-to-Face at the Health Facility	Peer-via Phone	Household Visits	VMM WhatsApp Client-led Interactions	SERVICE DELIVERY MODALITIES
Lockdown	<ul style="list-style-type: none"> All HIV-positive clients 	<ul style="list-style-type: none"> 4 Mentor Mother (MM) interactions per month 1 additional Facility-based interaction as per Clinical appointments 	1 Facility Visit 	4 phone calls 	None	Continuous Interactive Messaging 	
Post-lockdown, OR No lockdown but disrupted community activities	<ul style="list-style-type: none"> All HIV-positive mother-baby pairs in the PMTCT programme All HIV-positive children All HIV-positive Adolescents 	<ul style="list-style-type: none"> 4 MM interactions per month 1 additional Facility-based interaction as per Clinical appointments; group interventions aligned 	1 Facility visit 	2 Phone Calls 	2 Household (HH) visits 	Continuous Interactive Messaging 	
Post-lockdown OR No lockdown but disrupted community activities	<ul style="list-style-type: none"> High-risk HIV-positive Adult Men and Women (General ART) 	<ul style="list-style-type: none"> 2-3 Expert Client interactions per month 1 additional Facility-based interaction as per Clinical appointments; group interventions aligned 	1 Facility visit 	2 Phone Calls 	1 HH Visits 	Continuous Interactive Messaging 	
Post-lockdown OR No lockdown but disrupted community activities	<ul style="list-style-type: none"> High-risk HIV-Negative moms (e.g., PIH Malnourished babies) 	<ul style="list-style-type: none"> 2 Client interactions per month 	1 Facility visit 	1 Phone Call 	1 HH Visit 	Continuous Interactive Messaging 	
Level 3 Lockdown: Non-Communicable Diseases (NCDs) — Phila Ngcono in Western Cape	<ul style="list-style-type: none"> Clients with uncontrolled diabetes and hypertension 	<ul style="list-style-type: none"> 4 NCD MM interactions per month 1 additional Facility-based interaction as per Clinical appointments; group interventions aligned 	1 Facility visit 	3 phone calls 	1 HH Visits 	Continuous Interactive Messaging 	
Irrespective of COVID-19 Pandemic	<ul style="list-style-type: none"> HIV-Negative Clients 	<ul style="list-style-type: none"> 1 Facility-based face-to-face interaction as per Clinical appointments 	1 Facility visit 	1 Re-testing Reminder 	1 HH visit if a discordant couple 	Continuous Interactive Messaging 	

Primary Outcomes 2018-20: ART Retention in Care



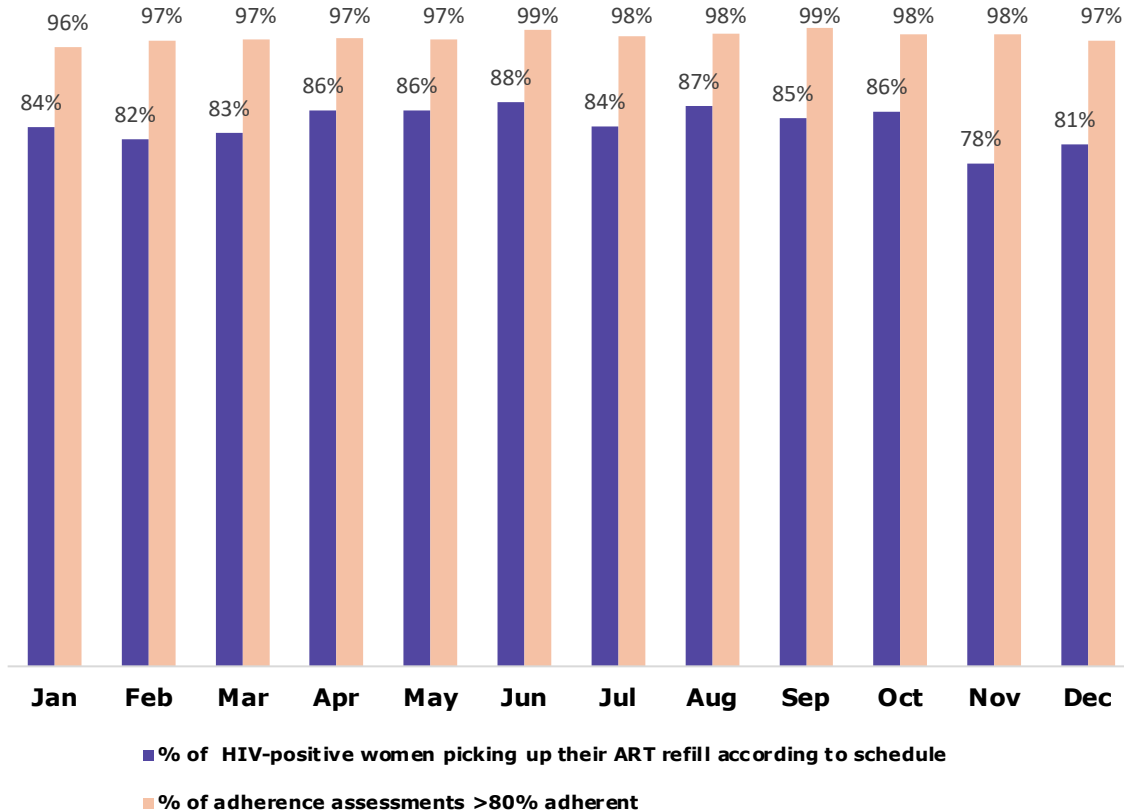
2018 Cohort (24-month retention in care):

- 4,891 unique clients reviewed for RIC analysis
- Lesotho, South Africa, Uganda

2020 Cohort:

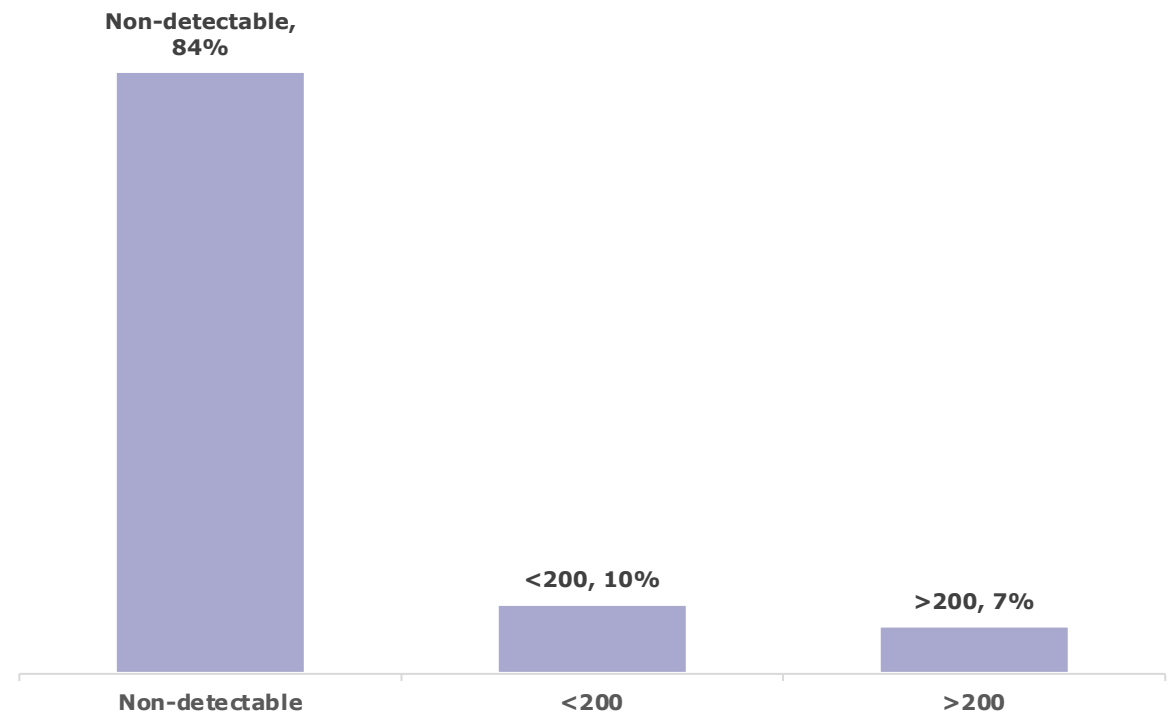
- 4,392 unique clients
- Ghana, Kenya, Lesotho, Malawi, South Africa, Uganda, Zambia

2020 Primary Outcomes: Treatment Adherence, Viral Suppression



Adherence to Treatment*

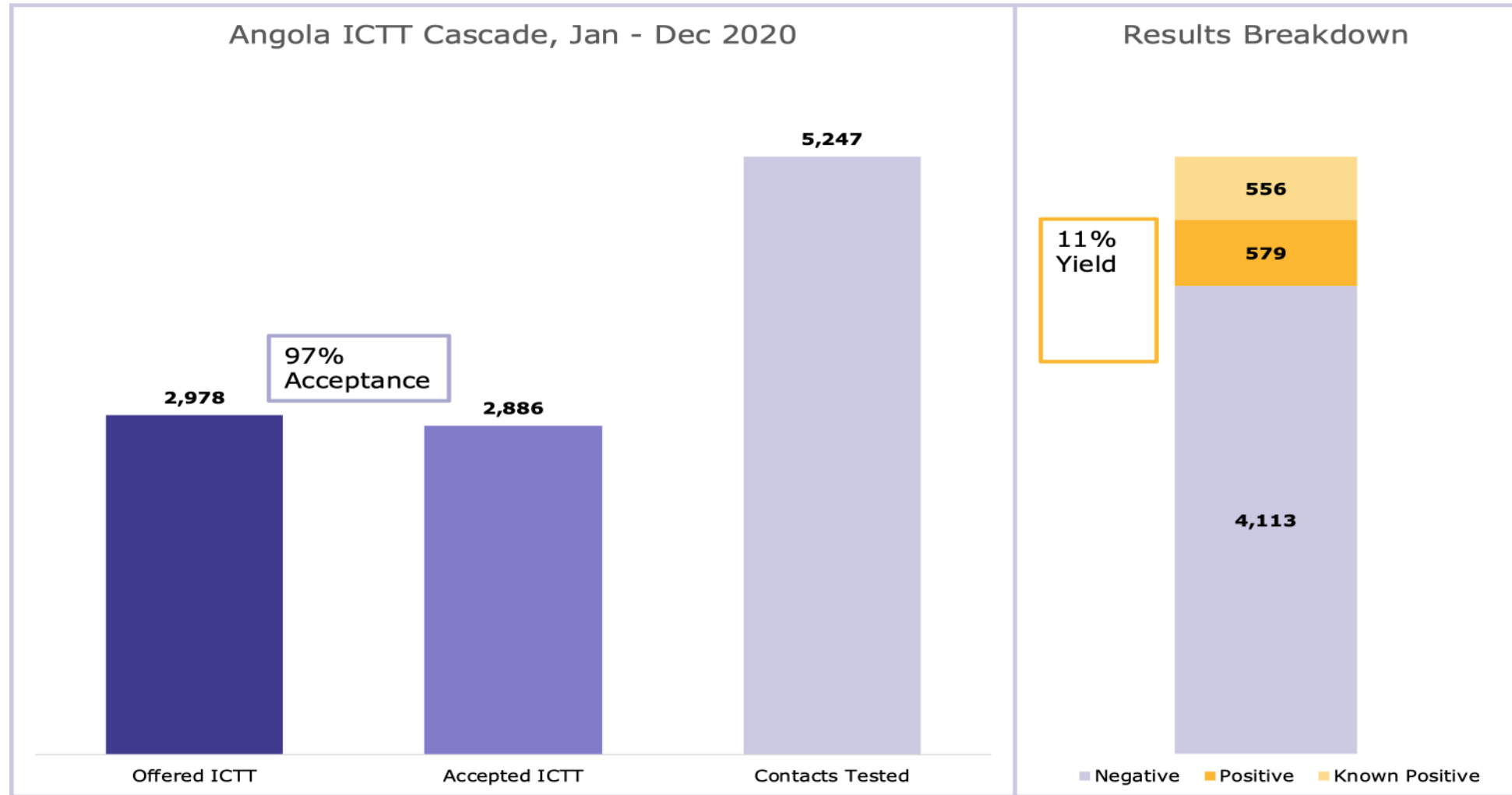
* Monthly average of 12,785 HIV+ women: Ghana, Kenya, Lesotho, Malawi, Mozambique, South Africa, Zambia



Viral Suppression**

** 5,026 women analysed as part of a three-year cohort: Lesotho, South Africa, Uganda

2020 Index Client Testing and Tracing (ICTT) in Angola during COVID-19



A Few Take Home Points

- **It's the New Norm:** Don't regard DSD as an add-on intervention, but rather as the new norm; it's the most efficient way to reach optimal outcomes and achieve operational efficiencies.
- **Integration is Crucial:** Integrating routine risk assessment and services (such as NCDs) in DSD can minimise client attrition and retrogression risks.
- **Family Support is Vital:** The ability to move from facility to community and back to facility with clients, their partners, and their entire families has strengthened retention in care.
- **Peer Cadres Work!** Back to m2m's central pillar, Peer Cadres — like our Mentor Mothers who are considered essential health workers — offer a great point of leverage and alignment.