

## **Delivering Quality at Scale in Differentiated Service Delivery (DSD) Programs A CQUIN Learning Network Workshop**

Johannesburg, South Africa | April 26 to 29, 2022

**Background:** The [HIV Coverage, Quality, and Impact Network \(CQUIN\)](#) convenes partner countries to adopt, implement, and expand effective differentiated service delivery (DSD) for HIV. Led by [ICAP at Columbia University \(ICAP\)](#) with support from the Bill & Melinda Gates Foundation, CQUIN facilitates experience sharing, cross-learning, and collaborative problem-solving, and provides targeted, demand-driven technical assistance and support.

The importance of taking DSD models to scale while ensuring high quality services has been an ongoing theme for the CQUIN network. Member countries use CQUIN's capability maturity model [dashboard](#) to guide annual self-assessments. These self-assessments, led by Ministries of Health (MoH) with engagement from recipients of care, implementers, donors, and others, provide standardized metrics with which to track DSD scale-up in network countries. Between 2017 and 2021, all network countries documented progress in expanding geographic *coverage* and the proportion of people enrolled in differentiated ART (DART) models. The dashboard also tracks DSD *quality* – and most network countries noted significant gaps in this domain.

In 2018, CQUIN launched a [community of practice \(CoP\)](#) focused on quality and quality improvement, engaging network participants in a series of in-person [workshops](#) and ongoing virtual collaboration. Over time, the CoP identified the need for differentiated ART (DART) quality standards, which are largely missing from national and global guidelines. Recognizing this gap, CoP members worked together to co-create a [quality standards framework](#) for less-intensive DART models designed for recipients of care who are established on treatment. These quality standards were presented to CQUIN network members from 11 countries at a [CQUIN workshop](#) in Nairobi, Kenya in June 2019.

Building on the quality standards framework, the CoP focused its 2020 collaboration on development of quality indicators and a quality assessment tool to enable MoH and their partners to evaluate the quality of their DART programs. The toolkit was piloted in 2021, and initial results were presented at [CQUIN's 5<sup>th</sup> annual meeting](#) in November 2021.

In April 2022, CQUIN will build on the lessons learned since the first Quality and QI meeting in 2019 to convene a second all-network meeting on DSD quality. The meeting objectives are to enable country teams to adapt and institutionalize DSD quality standards, implement DSD quality indicators and assessments, and apply these materials to their own country context using quality improvement methods to address gaps and challenges.

Each country team will be asked to meet in advance of the CQUIN workshop to:

- Review existing data related to DSD quality, informed by but not limited to the definitions in the CQUIN quality standards framework.
- Identify priority challenges related to DSD quality.
- Update the quality domain of their CQUIN dashboard, including identifying progress and performance, dashboard data sources and evidence to support dashboard scores; and
- Examine progress with adaptation, implementation and institutionalization of DSD quality standards, indicators, and assessments.

- The 11 countries who participated in the first meeting will review implementation progress of the action plans developed at that meeting

Key participants in these country-level discussions should be MOH representatives, including DSD coordinators and M&E officers, national networks of people living with HIV, implementing partners, and other stakeholders. Country teams will bring the information and materials mentioned above (updated dashboard scores for the quality domain including data and source documents to support scoring) to the workshop, and explore relevant lessons learned and best practices with other network countries.

### **Objectives:**

- Describe current DSD quality management strategies including standards, indicators, assessments, and QI projects
- Share QA and QI tools, resources, and job aides
- Facilitate country to country sharing of updated and current CQUIN dashboard quality domain staging with a deep dive analysis and evaluation of scoring methods, scoring source documents and progress towards improvement in quality scores.
- Review the revised quality domain and updated definitions on the treatment dashboard
- Develop and refine country-specific road maps towards national DSD quality strategies including adaptation and institutionalization of quality standards, indicators, and assessments.
- Collaboratively explore common barriers and facilitators to DSD quality strategy implementation
- Sensitize participants to the planned *Quality and QI CoP* partnership with the *Differentiated M&E CoP* and the *Community Engagement CoP* to co-create a DSD recipient of care satisfaction survey in 2022
- Identify common gaps, challenges, and opportunities for future joint-learning, co-creation of tools and resources, and future country-to-country exchange visits for topics including: DSD quality initiatives, and application of quality strategies to specific HIV program technical areas
- Identify opportunities for QI for DSD Training and capacity building workshops for strategic design of site and community level QI projects

**Agenda:** The meeting will start with an opening reception on the evening of April 26<sup>th</sup> and will be followed by three days of workshop activities, concluding on April 29<sup>th</sup>. Methods will include plenary presentations, panel discussions, breakout, and report-back sessions. The meeting will be held in English, with French interpretation. A detailed agenda will follow.

### **Deliverables:**

- Country plans for adaptation, implementation and institutionalization of DSD quality standards, indicators, and assessments
- Country quality management workplan for 2022-2023
- Meeting report, outlining the next steps and the way forward