Delivering Quality at Scale in DSD Programs
CQUIN Workshop

April 26 – 29, 2022
Johannesburg, South Africa

Opening Remarks

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26 April 2022

Outline

- The CQUIN Learning Network

- Quality and Differentiated Service Delivery

- Meeting Objectives and Agenda
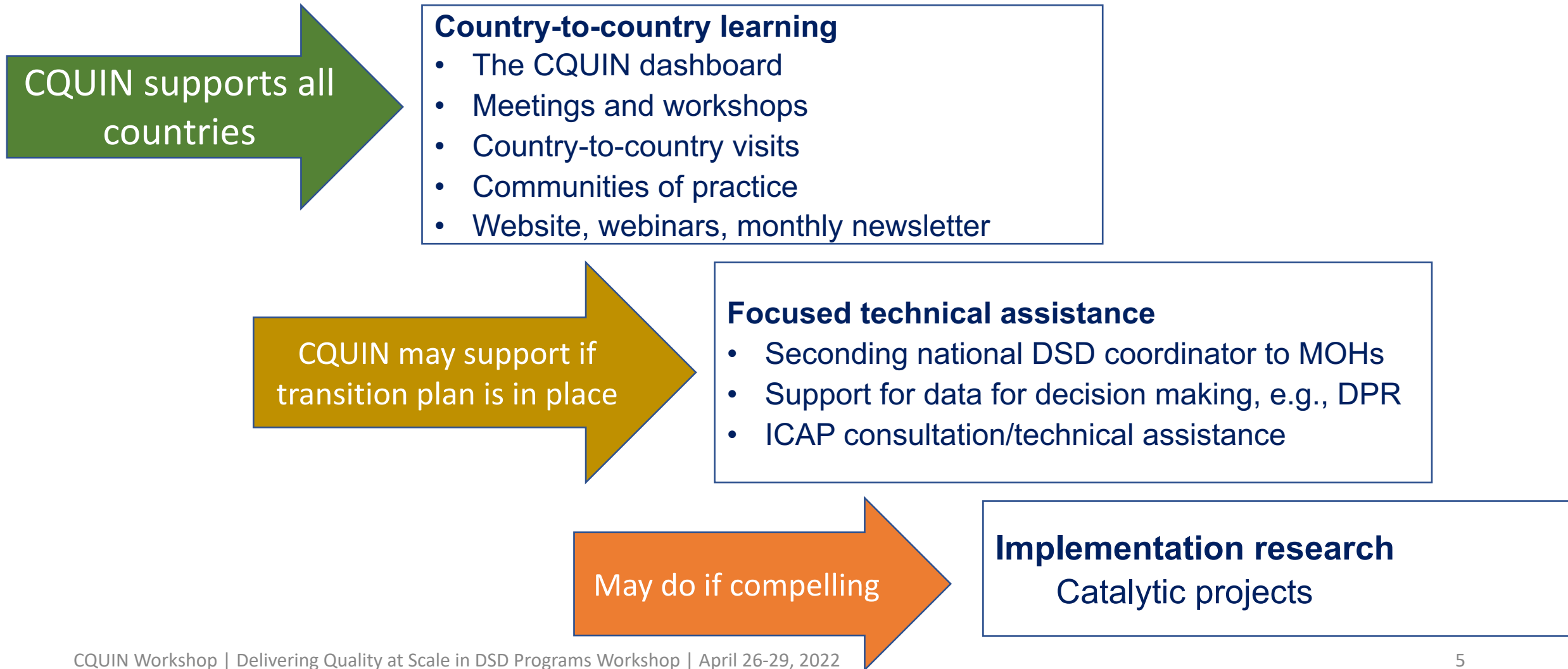
The CQUIN Learning Network

- The **HIV <u>C</u>overage, <u>Q</u>uality, and <u>I</u>mpact <u>N</u>etwork** is a south-to-south learning network designed to accelerate implementation of high-quality differentiated service delivery to enhance patient outcomes, increase health system efficiency and achieve HIV epidemic control

- Funded by the Bill & Melinda Gates Foundation

- Convened/led by ICAP at Columbia University

- Advisory Group inclusive of Ministries of Health, civil society, PEPFAR, CDC, USAID, WHO, Global Fund, UNAIDS, International Treatment Preparedness Coalition (ITPC)

- Supported by a Community Advocacy Network chaired by ITPC

- Focuses on the gap between policy and implementation

CQUIN Partner Countries

- **Burundi**
- **Cameroon**
- **CI**
- **DRC**
- **Eswatini**
- **Ethiopia**
- **Ghana**
- **Kenya**
- **Liberia**
- **Malawi**
- **Mauritania**

- **Mozambique**
- **Nigeria**
- **Rwanda**
- **Senegal**
- **Sierra Leone**
- **South Africa**
- **Tanzania**
- **Uganda**
- **Zambia**
- **Zimbabwe**

Illustrative CQUIN Activities

CQUIN supports all countries →

Country-to-country learning
- The CQUIN dashboard
- Meetings and workshops
- Country-to-country visits
- Communities of practice
- Website, webinars, monthly newsletter

CQUIN may support if transition plan is in place →

Focused technical assistance
- Seconding national DSD coordinator to MOHs
- Support for data for decision making, e.g., DPR
- ICAP consultation/technical assistance

May do if compelling →

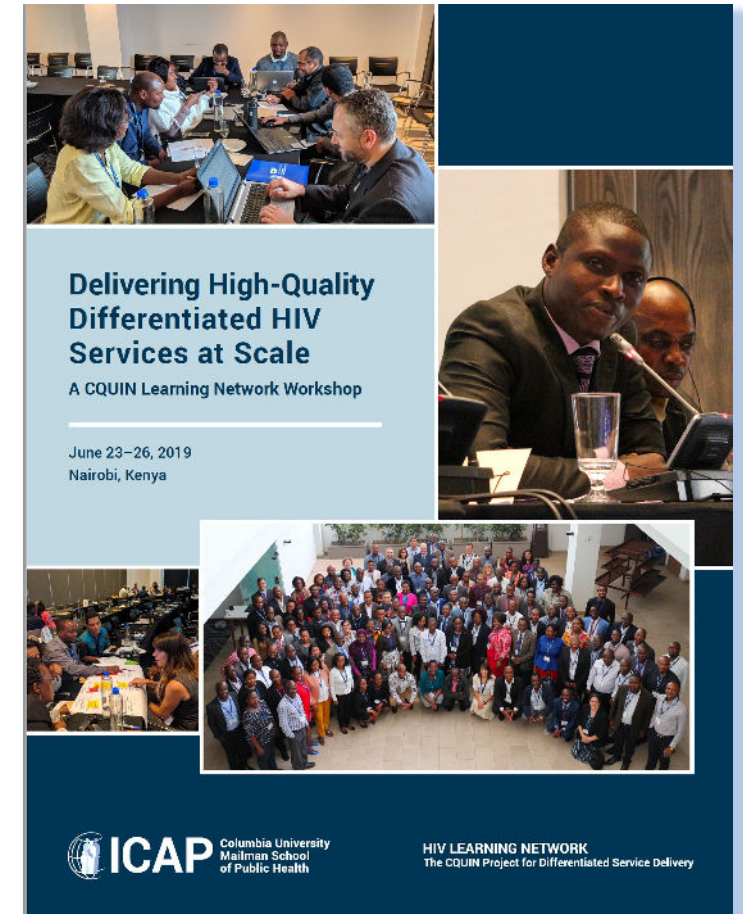**Implementation research**
Catalytic projects

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Quality and Differentiated Service Delivery

- CQUIN's name reflects our understanding that the impact of health programs depends on both **coverage** and **quality**

- The CQUIN Quality & Quality Improvement community of practice was launched about four years ago, and 19 network countries are actively engaged

- Countries have worked together to exchange best practices and tools, to share quality improvement project results, and to co-create quality standards and indicators for differentiated treatment models
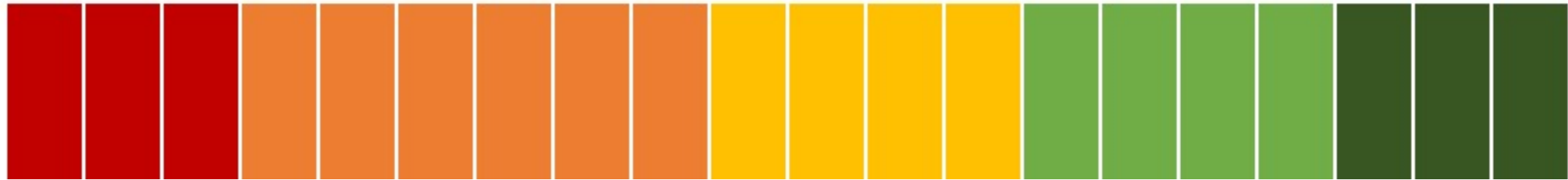
2019 Meeting on Quality DSD Services

- 11 network countries participated in CQUIN's 2019 meeting on delivering high-quality DSD services at scale
- Each left with action plans focused on:
  - Developing quality **standards** for DSD programs
  - **Assessing** the quality of DSD programs
  - Using **quality improvement** methods to improve quality where needed

Available at www.cquin.icap.columbia.edu

2021 country self-staging results
for the Quality domain of the CQUIN dashboard

Self-staging results for 20 CQUIN network partner countries: November 2021

Definitions of each maturity stage (current dashboard)

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

Registration Survey Data
(N = 92 people from 20 countries)

- 83% of respondents attended a prior CQUIN meeting

- Only 22% attended the 2019 meeting on quality and DSD

- 51% are active members of the CQUIN community of practice on Quality and QI

Registration Survey Data – 2
(N = 92 people from 20 countries)

- 60% of respondents said their countries had quality **standards** for less-intensive DART models

- 50% said their countries had a service quality **assessment** tool with which to assess the quality of DART models

- 63% said their countries had ongoing quality **improvement** projects focused on DSD quality

Registration Survey Data – 3
(N = 92 people from 20 countries)

- 46% of respondents said their countries can disaggregate at least some HIV treatment outcomes by DSD model (e.g., retention, viral suppression)

- 21% were aware of data on the quality of different DSD models in their country – most cited CQUIN catalytic projects, CQUIN-supported DSD Performance Reviews, and the AMBIT studies

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Meeting Objectives – 1

- ## Where are we now?

  - 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.

- ## Where are we going?

  - Develop and/or refine **country-specific action plans** towards national DSD quality strategies including adaptation and institutionalization of quality standards, indicators, and assessments.
  - Review the revised quality domain on the CQUIN treatment dashboard

Meeting Objectives – 2

- ## How can we get there together?

  - Collaboratively explore common barriers and facilitators to DSD quality strategy implementation

  - Identify common gaps, challenges, and opportunities for future join - 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

Meeting Agenda

	Tuesday 26	Wednesday 27	Thursday 28	Friday 29	
7:30		Daily Registration and COVID protocols			7:30
8:00		Welcome / Keynote	Recap of day 1 + Keynote: Quality Management in Zimbabwe & Eswatini	Recap of day 2 + Keynote	8:00
8:30		Panel presentation: Defining and measuring DSD Quality		Parallel sessions: QM for specific populations	8:30
9:00			Panel discussion: QM case studies		9:00
9:30					9:30
10:00		TEA			10:00
10:30		Breakout session: Countries paired to discuss DSD programs, context, dashboard scores, challenges	TEA	TEA	10:30
11:00			Plenary Session: Client Satisfaction - What do we know about recipient of care perceptions of DSD quality?	Panel discussion: QM case studies	11:00
11:30					11:30
12N					12N
12:30		LUNCH	LUNCH	LUNCH	12:30
1PM					1PM
1:30					1:30
2PM	Registration and pre-meetings	Report back on breakout session	Breakout: Countries develop plans for QM strategies	Report back on QM strategy action plans, closing remarks, way forward...	2PM
2:30					2:30
3PM		TEA	TEA		3PM
3:30		Single-country work on QM action plans	Breakout: Countries develop plans for QM strategies		3:30
4PM					4PM
4:30	Opening Dinner				4:30