



Delivering High-Quality DSD Services at Scale

A CQUIN Learning Network Workshop

April 26 - 29, 2022
Johannesburg, South Africa

Instructions for Session 4

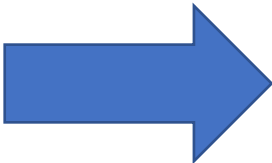
Rachel Muderekeza



HIV Learning Network
The CQUIN Project for Differentiated Service Delivery

Country QM Action Plan Development

One meeting objective is for each country team to leave with a draft **action plan**



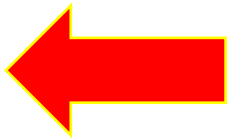
Delivering Quality at Scale in Differentiated Service Delivery (DSD) Programs A CQUIN Learning Network Workshop

Johannesburg, South Africa | April 26 to 29, 2022

Meeting 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

Country QM Action Plan Development – 2

1. Country pre-meeting assignments
2. Today's breakout session 
 - Each country meets as a team
3. Two-part breakout session tomorrow (Session 8)
 - Individual countries meet to continue work on the action plan
 - Countries meet in pairs to share action plans and give/receive feedback
4. Submit your draft action plan to us tomorrow PM
5. Selected countries will present their action plans in Friday's plenary
6. After the meeting, convene larger country team, review and validate as needed, and develop a final action plan to share with CQUIN

What does the action plan look like?

- For the purposes of this meeting, we have developed a slide template for you to complete
 - Objectives
 - Activities
 - Who is responsible
 - Timeline
 - Funding
- Of course, following the meeting, you can adapt this in any way that works for your team!

Action plan template (example)

	Activities (The “What”)	Due Date (“When”)	Responsible Person (“Who”)	Funding Sources (The “How”)
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Goal: Country X will expand its **national DSD quality standards to include standards for less-intensive DART models**

Activity 1	Review CQUIN standards	May 30	National QI lead National DSD coordinator	N/A
Activity 2	Adapt standards to country context	July 15	National QI lead National ART lead National DSD coordinator	N/A
Activity 3	Present draft standards in an <i>ad hoc</i> meeting of HIV treatment TWG	July 30	National DSD coordinator	Global Fund

How will the action plans be used?

- By country teams to guide activities
- By CQUIN, to prioritize areas for network activities and to track change over time

Guidance for Session 4 – question 1

In the next 12 months, what are your action steps with regards to developing and/or adopting DSD **quality standards**?

- Where is your country in this process?
- Do you have quality standards for all of the DART models in your country?
 - If not, do you plan to review the “generic” quality standards developed by the CQUIN Quality and QI community of practice?
- To what extent are/were recipients of care engaged in developing quality standards for DSD models?
- Do you plan to develop or adopt any quality standards for DSD models tailored for specific populations, such as: KP, AHD, TB/HIV, MCH, other?

Guidance for Session 4 – question 2

In the next 12 months, what are your action steps with regards to adapting and/or adopting **quality indicators and assessments**?

- Do you have quality indicators tailored for DART models?
 - If not, do you plan to review the “generic” quality indicators developed by the CQUIN Quality and QI community of practice?
- Do you have a baseline data collection plan?
- How frequently will you assess the quality of DART programs?
- Where will you assess the quality of DART programs?
 - At health facilities? In the community?
- What sampling strategy will you use for your assessments?

Guidance for Session 4 – question 3

In the next 12 months, what are your current plans with regards to using **quality improvement** for DSD?

- To what extent is the country implementing QI for DSD?
- If there are existing DSD-focused QI projects:
 - Are they focused on DSD coverage or DSD quality?
 - Do they include recipients of care in their design, implementation and evaluation?
- Will you be launching any new QI for DSD projects this year?
- Will you be launching any QI for DSD trainings this year?

Remember, you also have an hour tomorrow

- In the first half of session 8, you can continue to discuss and to complete the action plan template
- Be ready to present your action plan to another country team by 3:30 pm tomorrow (second half of session 8)
- It doesn't have to be complete – you can discuss it as a work in progress

Submit your action plans by **Thursday at 8pm**

Email the action plans to both Laura and Martin:

- Laura: imb2279@cumc.columbia.edu
- Martin: mkm2209@cumc.columbia.edu

COUNTRY	Location
Cameroon, Ethiopia, Tanzania	Ballroom 1/40
Cote d'Ivoire	Ballroom 2
Burundi	Ballroom 3
Sierra Leone	Ballroom 4
Eswatini	Committee room 4
South Africa	Committee Room 5
Zimbabwe	Boardroom 1
Kenya	Boardroom 2
Senegal	Boardroom 3
Liberia, Uganda, Malawi, Zambia, Mozambique, DRC and Ghana	Ballroom 1/30

Plenary

Lunch/Teas

Breakouts

Breakouts

**Ballroom
1/40**

**30%
Room**

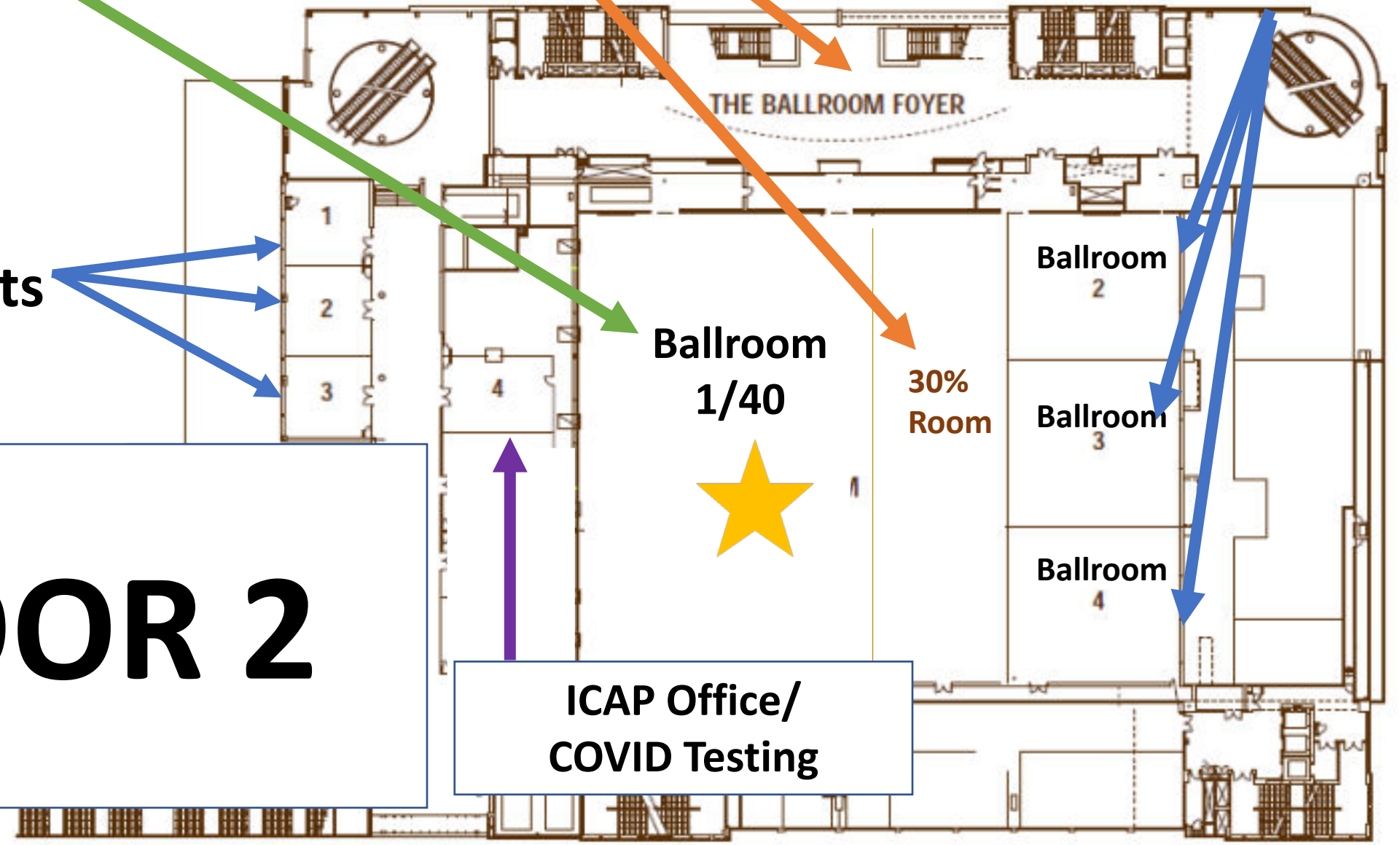
**Ballroom
2**

**Ballroom
3**

**Ballroom
4**

FLOOR 2

**ICAP Office/
COVID Testing**





Thank You!



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