

INTRODUCTION TO CLMHUB.ORG

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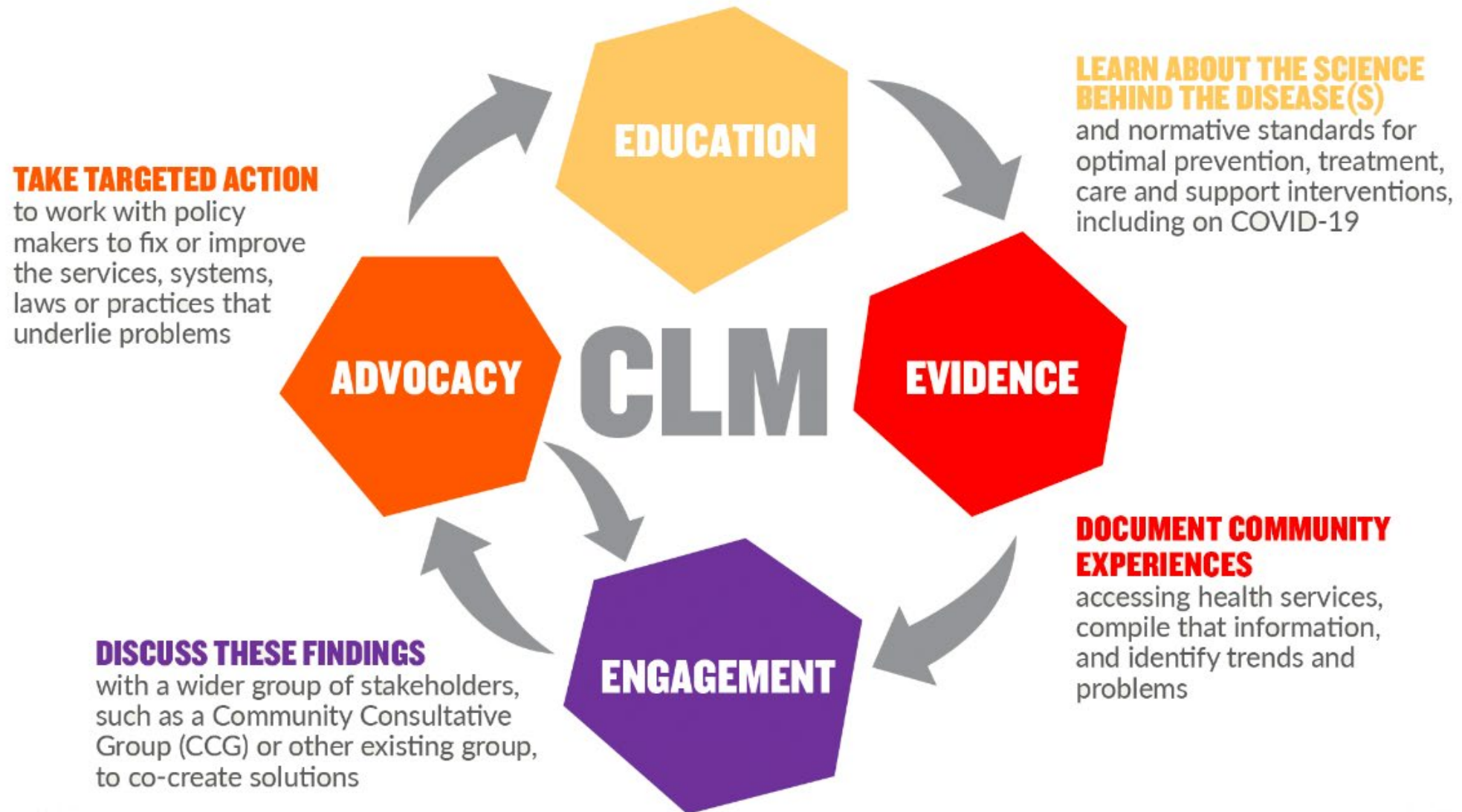
This presentation will

- **Introduce the CLM Hub**
- **Outline what's on the hub and what's coming soon**
- **Explain how to use the Hub as a resource for CLM tools**
- **Highlight what CLM offers different stakeholders**
- **Present a case study from Zimbabwe**

What is the CLM Hub?



ITPC's Community Led Monitoring Model



Section 1: What is CLM



Section 2: Education



Section 3: Evidence



Section 4: Engagement

Collective action is key.

Engagement

Building relationships and processes that bring governments, health providers, and communities together enables effective action

To truly unlock the potential of CLM, communities need a platform to share their data and findings with decision-makers. Key stakeholders need to be aware of the issues, and the roles they have in fixing them. Ideally, problems are identified quickly and addressed without delay, bringing rapid relief to communities.



CLM is focused on fact-finding, not fault-finding – building trusting and effective relationships for meaningful change is fundamental to the ethos of CLM.

[CLM Toolkit](#)

Section 5: Advocacy



Coming Soon



What does CLM offer different stakeholders?

Ministries of Health

- Identifies issues that are missed using traditional channels
- Highlights supply chain bottle necks by viewing them from a different perspective i.e. user fees
- Confirms the impact of what is happening in systems
- Acts as an early warning system for potential problems i.e. stockouts, barriers to access etc.
- Proactively engages communities

Healthcare Workers

- Can be used as a public relations tool to explain the challenges they face i.e. recipients of care (RoC) would understand long wait times at facilities are due to HRH shortages. This builds trust and understanding between both parties and improves working relationships
- Reflects how the facility is serving RoC. This helps healthcare workers identify areas of improvement, training needs and improved new staff orientation

What does CLM offer different stakeholders?

Program implementers

- Improve quality of program design , implementation and monitoring and evaluation.
- Areas to engage communities. For example, ZNNP+ used CCGs to advocate for improvement in stocks, access to viral load, long turn around times, results utilization.

Communities

- Provide safe space to raise issues i.e. ZNNP+ have found that key populations have been more willing to raise their issues confidentially.
- Communities feel ownership of the service delivery system cascade and participate meaningfully in issues that affect them.
- Community empowerment, community cadres are now empowered to work independently and share their findings at community levels through various platforms like VIDCO and WARCOs, given slots at gathering to share information.
- Communities inform person centered service delivery

Case Study: Zimbabwe (Mar 2018 – Dec 2019)

Problem: Zimbabwe's National Network of People Living with HIV (ZNNP+) in collaboration with Zimbabwe Young Positives (ZYP+) collected and analysed qualitative and quantitative data on availability, accessibility, acceptability, affordability and appropriateness of HIV care and services. Through the systematic monitoring they worked to improve HIV services, including scaling up of differentiated service delivery (DSD) and routine viral load testing.

Action: Confronted with recurrent episodes of second-line ARV stockouts, ZNNP+ and ZYP+ took steps to stop shortages of ARVs in health facilities. They used CTO evidence to inform a petition to the Zimbabwean Parliament and engage strongly with the Ministry of Health and Child Care and the National Pharmaceutical Company.

Outcome: As a result of these combined efforts, average duration of ARV stock-outs in Zimbabwe decreased from 37 days in period 1 (May to October 2018) to 24 days in period 3 (May to September 2019). This was despite the frequency of stock-outs increasing in the country.

Source: https://itpcglobal.org/wp-content/uploads/2020/10/saCTO-Analysis_9-21_rev2-2.pdf

Find this and other case studies on CLMHub.org

HIV Learning Network

The CQUIN Project for Differentiated Service Delivery



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Thank you

