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DSD Advisor – South Africa

**DSD Quality Management Community of Practice Parallel
Session**

CQUIN 6th Annual Meeting
December 6 – 9, 2022 | Durban, South Africa





South Africa

Differentiated Service Delivery in South Africa

Facility-Level Coverage



83%

% In Less-Intensive DSD Models



74%

of Less-Intensive DSD Models



3

DSD Model Diversity



5

South Africa Current Status Quality Management

DSD Quality Management Domain Capability
Maturity Model (CMM)– CQUIN 2.0



DSD treatment dashboard assessment conducted on the 6th September 2022

- Primary Health Care National Core Standards (Ideal Clinic)
- Operation Phuthuma QI Management Framework – Nerve Centre Platform
- Adherence Guidelines for HIV, TB and NCDs – DMOC/DSD QI emphasis

Current QI related research and routine activities

- DPRs – Started in KZN, plans to complete in 8 provinces with 3 provinces already committed
- OP QI framework roll-out
- AMBIT Project
- Community Led Monitoring through the Ritshidze “Save our Lives” Project

Main QI challenges

- QI Coverage is primarily driven by geographic PEPFAR support vs population based (ie KPs)
- Measuring recipient of care satisfaction and experience is suboptimal
- Medication management (MMD 2 Vs 3)
- M&E System harmonization challenges

SA DSD Quality Management Approach

3 pronged technical assistance delivery

a. Nerve Centre Meeting

PPMR, DPMR, SPMR

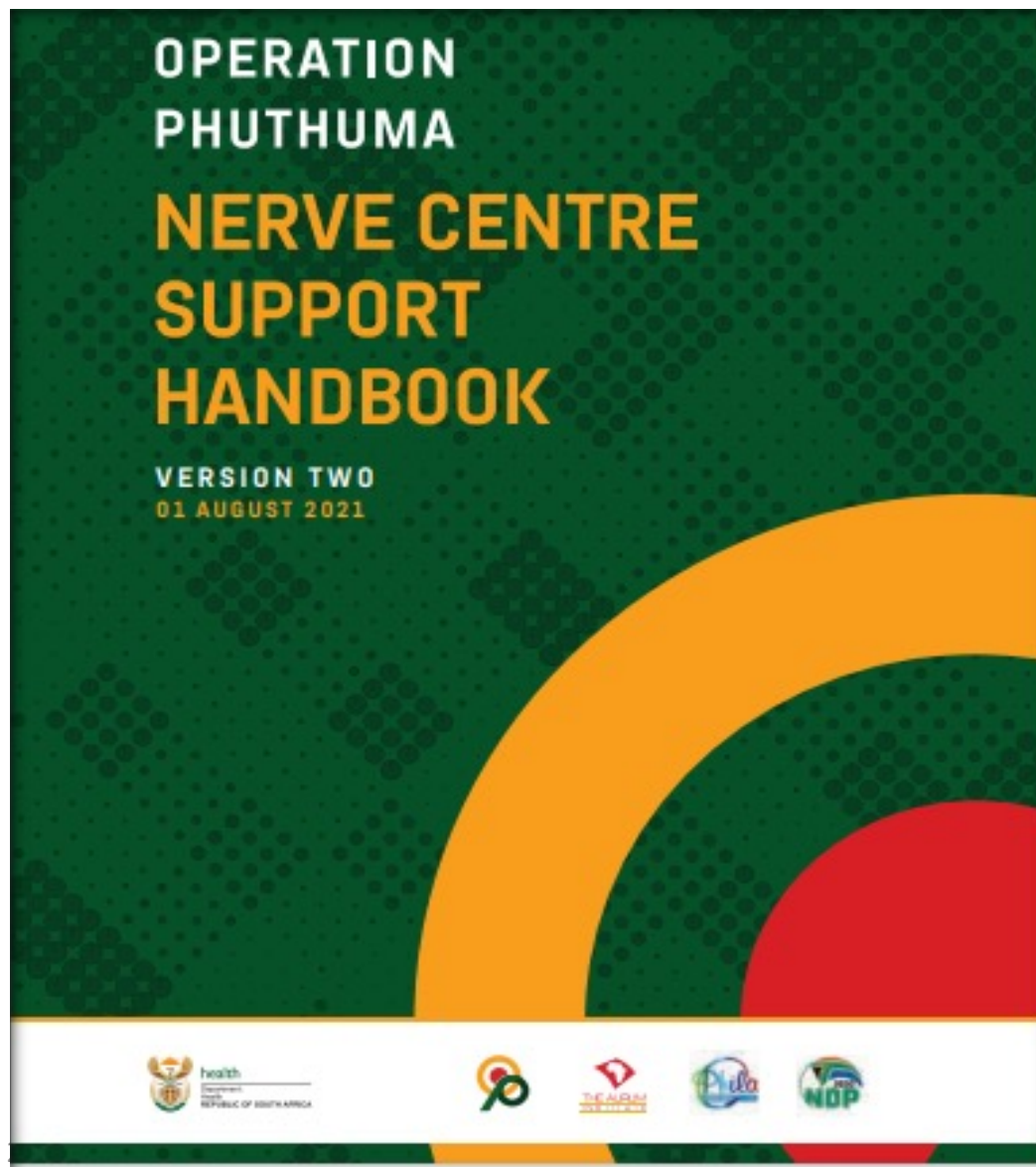
b. Supportive Supervision at facility level

a. Master training (TOT)

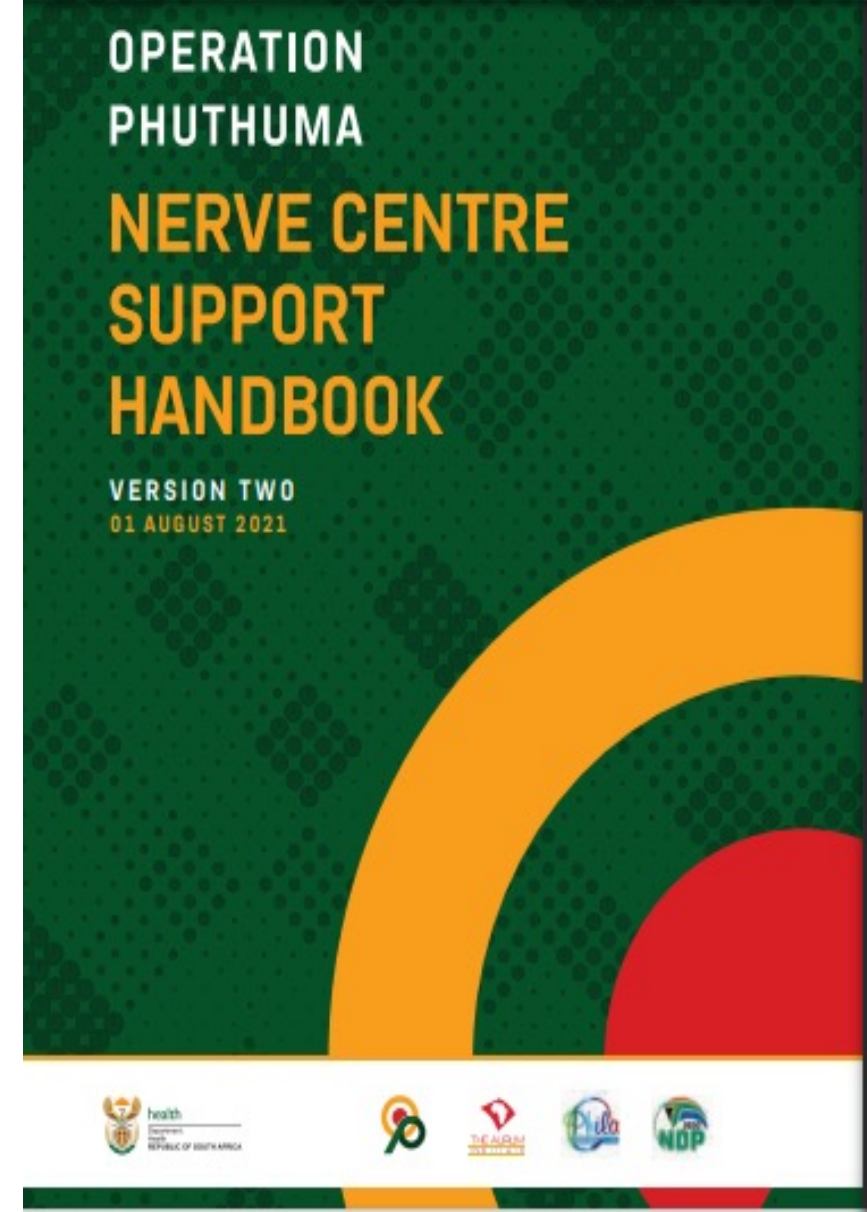
b. Facility level training support

Data analytics & Data for Improvement support

Data driven decision-making



DSD Quality HIV Priority Indicators



South Africa – DSD Quality Focus 2022



- **Key activities DSD Quality Management Activities:**
 - **Operation Phuthuma QI Management Framework roll-out and engagement underway and integration with CQUIN QI Management Framework**
 - **Nerve Centre Meeting Approach, Supportive Supervision at health Facilities**
 - **Master Training (TOT) – QI management Framework, Facility level training**
 - **Data analytics and Data improvement support**
 - **DPRs & DART quality assessments (Focused Three Provinces – Mpumalanga, KwaZulu Natal & Eastern Cape)**
 - **Community ART initiation Model** – Plans to measure the quality of comprehensive mobile, Outreach and home service delivery platform for HIV,TB Services to improving 2nd and 3rd 95 and Universal Health Coverage
 - **"Mina" campaigns** - focusing on men friendly services
 - **U=U - Undetectable = Untransmittable** - to address the 2nd and 3rd 95
 - **Community Led Monitoring** – Ritshidze (Saving our Lives Project)
 - **Implementation Science Project** – Entitled: A Socio-Ecological Approach to enhancing the Differentiated Model of Care for Treatment Adherence and Retention in Care for Men Living with HIV in Vhembe District, Limpopo Province, South Africa

Operation Phuthuma National Implementation Phases Explained

Initiation 3 hour engagement: Orientation to approach, discussion on priorities, define expectations etc.

Planning Provincial & District 2 day training and Implementation plan

Execution

- District level master training & Data for Improvement session, District Roll-out plan
- DPMR support
- Supportive Supervision

Monitoring and Reporting

- Progress updates on implementation
- Adaptations
- Best practices sharing
- Monitoring outcomes Reporting

Transition

- Celebrating successes
- Continuity & Sustainability plan

Sustainability Minimal National OP support

6 – 12 months intensive support from National Operation Phuthuma

DPMR Nerve Centre Meetings

PPMR	March	April	May	June	July	August
Gauteng	●	●	●	●	●	●
DPMR	March	April	May	June	July	August
Ekurhuleni	●	●	●	●	●	●
Tshwane	●	●	●	●	●	●
JHD	●	●	●	●	●	●
West Rand	●	●	●	●	●	●
Sedibeng	●	●	●	●	●	●

Working well

- Revival and consistency of nerve centre meetings at province level ignite district level nerve centre meetings.
- Alignment of provincial and district priorities.
- Increased will for an integrated way of working.
- Districts connecting for benchmarking purposes.

Areas for improvement

- DPMR are predominately performance review meetings with minimum emphasis on improvement principles and practices.
- Competing priorities can affect consistency of meetings.

Data for Improvement Workshops



Data for improvement 1 day session for each district for District managers, Programme Managers, Sub-district managers or Area Managers



Conducted in KZN (1 district), EC (1 district) and NC (3 districts)

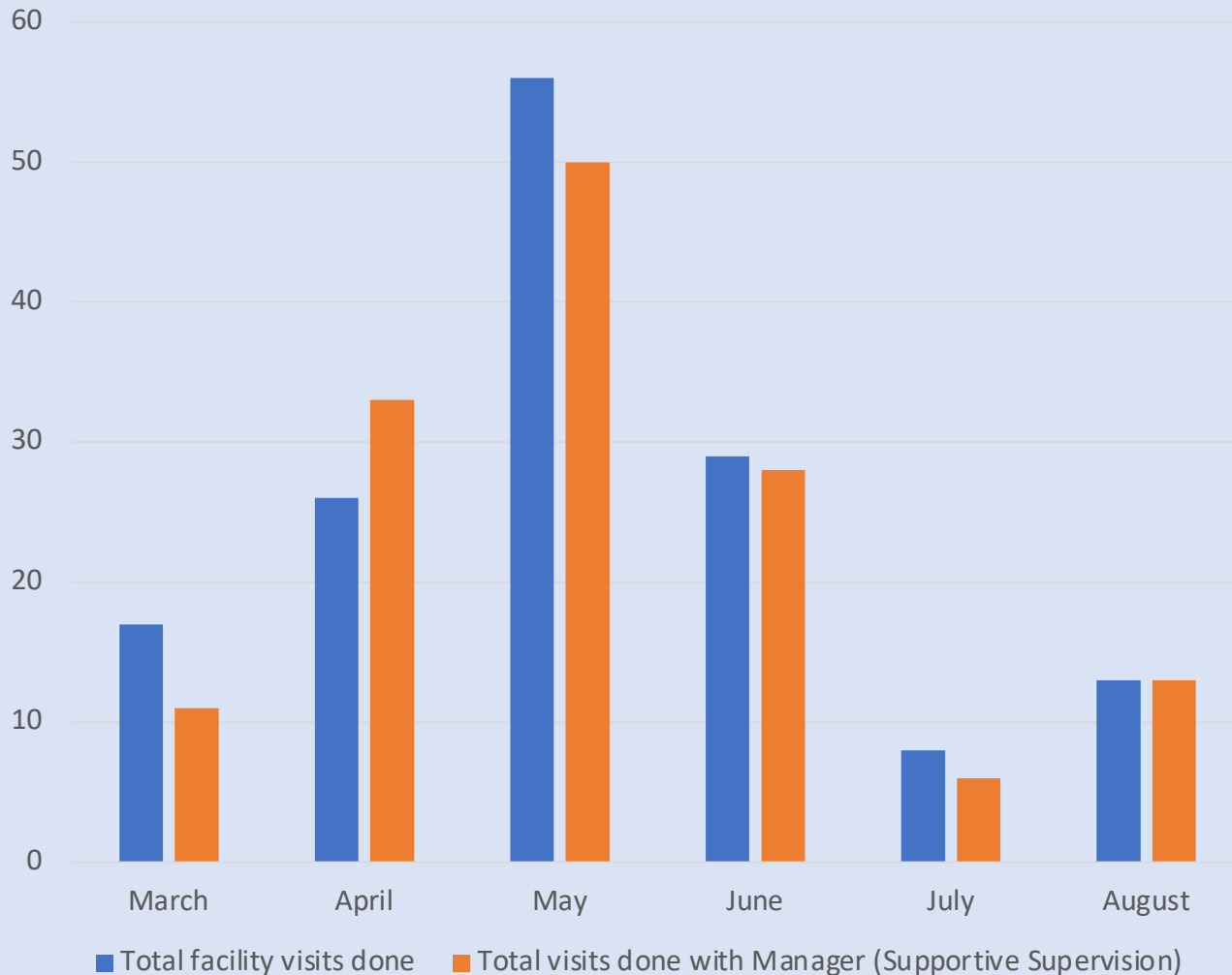
Contents

- Introduction
- Contextualise the problem
- Prioritise the problem
- Implement improvement interventions
- Set Targets for improvement
- Monitor progress and evaluate change
- Nerve Centre Reporting

These workshops cover HIV priority Indicators including DSD indicators. However, other program areas can use the same process to use data for improvement

Facility Supportive Supervision

Total Facility visits & Total visits with manager



How its working

- Establishing the nerve centre structures
 - Indicator teams
 - Weekly huddle meetings & monthly nerve centre meetings
 - Use of nerve centre approach tools
 - Use of nerve centre approach tools
 - Developing and implementing iterative quality improvement plans
- Focus on high volume or prioritized facilities.
- Responsive to DPMR meeting discussions.

Challenges

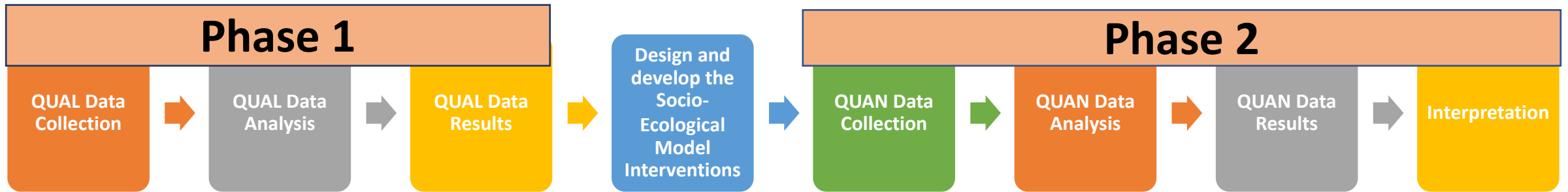
- Scheduling difficulties due to competing activities.
- Impractical integration of visits.
- Inconsistent reporting and feedback from manager after supportive visit is conducted.

DSD Quality: Implementation Science Study



TITLE: A Social-Ecological Approach to enhancing Treatment Literacy for the Differentiated Model of Care Adherence and Retention in Care for Men Living with HIV (PLHIV) in Vhembe District, Limpopo Province, South Africa

Sequential exploratory design method



Social Ecological Model

Policy

- Awareness of existing HIV, TB and NCDs related policies
- Awareness of medicine supply and pick ups

Community

- Social and cultural Norms
- Stigma and Discrimination
- Access to Men Friendly Clinics
- PLHIV Sector Involvement
- Waiting times
- Distance to health facility

Interpersonal

- Intimate partner
- Family members
- Friend or peer support
- Health Care provider

Individual

- Age
- Education
- Mental Health
- Income
- Spirituality
- Treatment Literacy – U=U
- DMOC Uptake

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

Progress to Action Plans since April 2022

Activities	Status
Goal 1a: South Africa will adapt its national DMOC/DSD quality standards to include standards for less-intensive DART models (LIM) into the existing Operation Phuthuma QI Management Framework & PHC National Core Standards, AGL & ART Guidelines	Adaptation and consultation process underway with all the provinces
Goal 1b: South Africa will advocate for the inclusion of Quality standards for specific populations and technical program areas (i.e., KP, AHD, MCH,TB, dHTS)	Adaptation and consultation process underway with all the provinces
Goal 2: South Africa will adapt national DSD quality indicators and DART assessment tools into the existing Differentiated Model of Care (DMOC) program	Ongoing process
Goal 3: South Africa will perform DPR & DART quality assessments at the sampled health facilities in 8 provinces (including KZN DART quality assessments)	Planning process still on course
Goal 4: South Africa will coordinate and optimize the Quality Improvement for DMOC/DSD Projects to facilitate the evidence generation and knowledge exchange.	1st round table think tank held on 1st June with NDOH, PEPFAR (CDC & USAID), HE2RO, IAS to discuss the research agenda

Early gains on DSD Quality

Increased demand to adapt the approach for other programme areas (TB, Paediatrics, NCDs, DMOC, Records Management, Mental health).

Good acceptability and appropriateness of the approach – *Opinion poll evaluation results and minimum resistance to change.*

Increased adoption of the nerve centre approach tools at facility level.

Structured preparation and running of the sub-district and district nerve centre meetings.

Facilities and sub-districts presenting their nerve centre approach work outcomes at their DPMRs and provincial platforms.

Acknowledgements

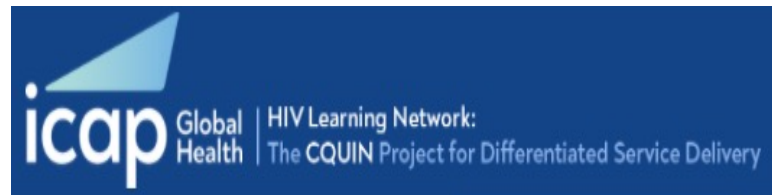


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Thank you!

Do you have further questions? Contact:

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