

# Quality Management of Differentiated Service Delivery Community of Practice

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# Outline

- Introduction / Background of the community of practice
- Description and Membership
- Quality domain on the CQUIN CMM
- Key COP Activities
- Examples of some accomplishments/outputs
- Technical Assistance and Priorities for 2023

# CQUIN Quality Management for DSD COP Leads



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# Introduction to the Quality and QI CoP

- Launched in October 2018 with quarterly meetings commencing in February 2019
- CoP membership:
  - From 2018-2022, members included representatives from all CQUIN member countries, including MoH DSD, Quality and other HIV program leaders (approx. 35 members per call)
  - In 2022, 18 countries that have responded to CQUIN's request to re-nominate members have expressed interest. New members received an orientation to the group in Oct 2022
- Global Partners and Stakeholders: MOH, PEPFAR USG agencies, IP's (EGPAF, IHI, CHAI, Pathfinder International, Path etc), CSOs

(DIC) – for key and marginalized populations  
mobile clinics (with certified ART provider)  
dispensing (MMD)

on through DSD meetings, including involvement of people living with HIV  
models done by partners for infants and children, utilization of private-pharmacy model,  
distribution in private clinics (will be scaled nationally), for those who are not “stable”

ved  
valuation of these models (consistently score poorly on these)  
me of the models, such as Teen Clubs, in places where they’re needed most.  
t within DSD models

port is required  
m CQUIN for M&E (and also for quality improvement)– include M&E people  
ave been nice if they were around”)  
to scale new and innovative models (once adopted by national HIV pro  
-based models



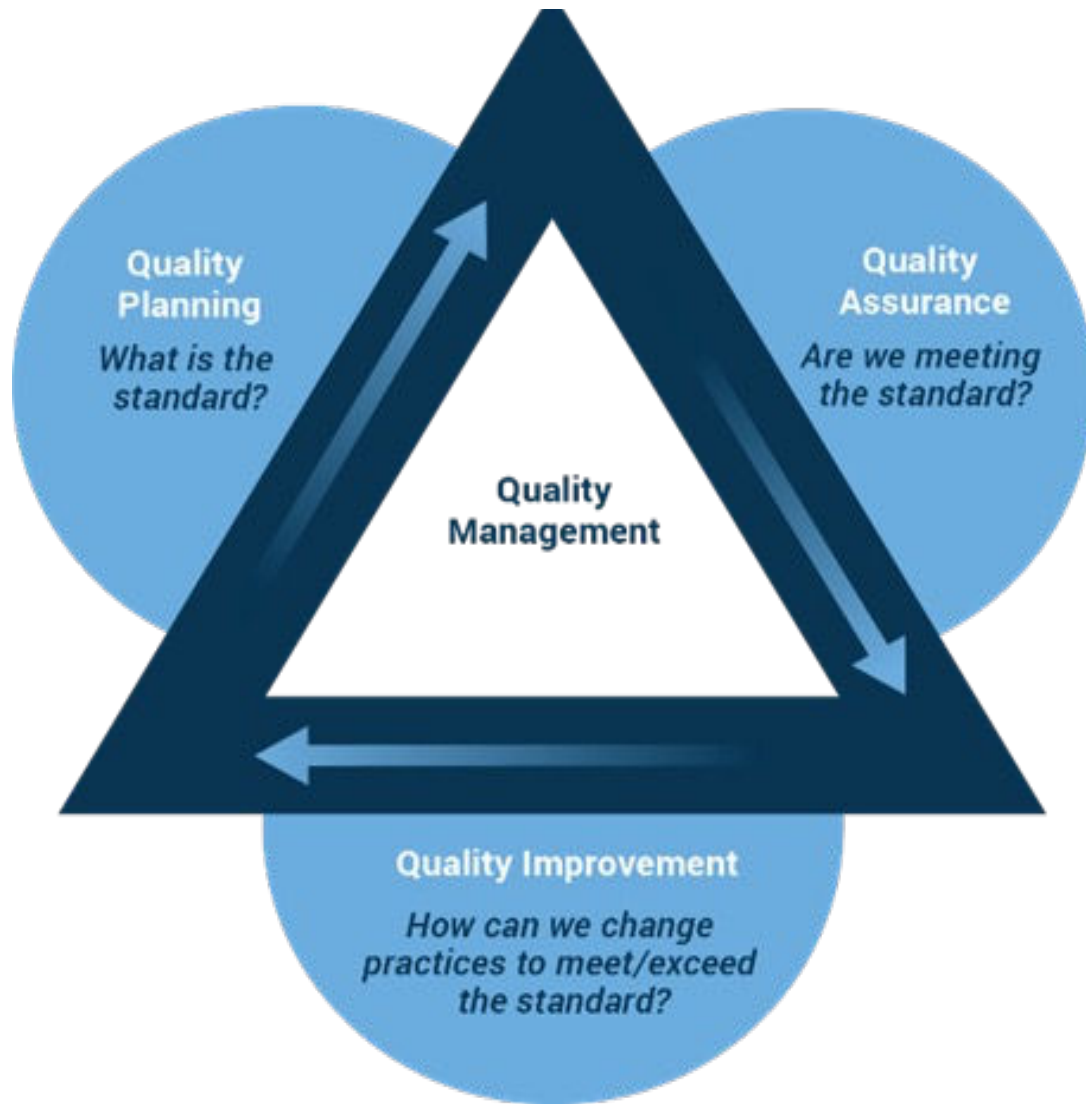
# Recap: CoP Vision, Goal and Objectives

- The **vision** of the COP is to enhance the quality of DSD programs using modern QI approaches, ultimately improving outcomes and client satisfaction for ROCs
- The **goal** is to embed quality and QI in the delivery of DSD services
- The **objectives** are to develop the capacity of all CQUIN network member countries to implement quality DSD programs using QA and QI approaches:
  - Support countries to develop country-specific DSD quality standards, indicators and tools
  - Support countries to conduct routine quality assessments of DSD programs
  - Use the results to design DSD-specific quality improvement projects for DSD service delivery



## COP Terms of Reference

- ✓ Identify **priority gaps** and **common challenges** related to DSD quality management at national level
- ✓ Ensure the **design** and **implementation** of quality standards and QA tools for DSD models
- ✓ Collaboratively **share data** related to quality standards, quality assessment and indicators
- ✓ Share **knowledge** and **best practices** within CoP members
- ✓ Provide **ongoing feedback** and **technical support** for QI projects related to DSD



## *CoP activities are based on the Juran framework for QM*

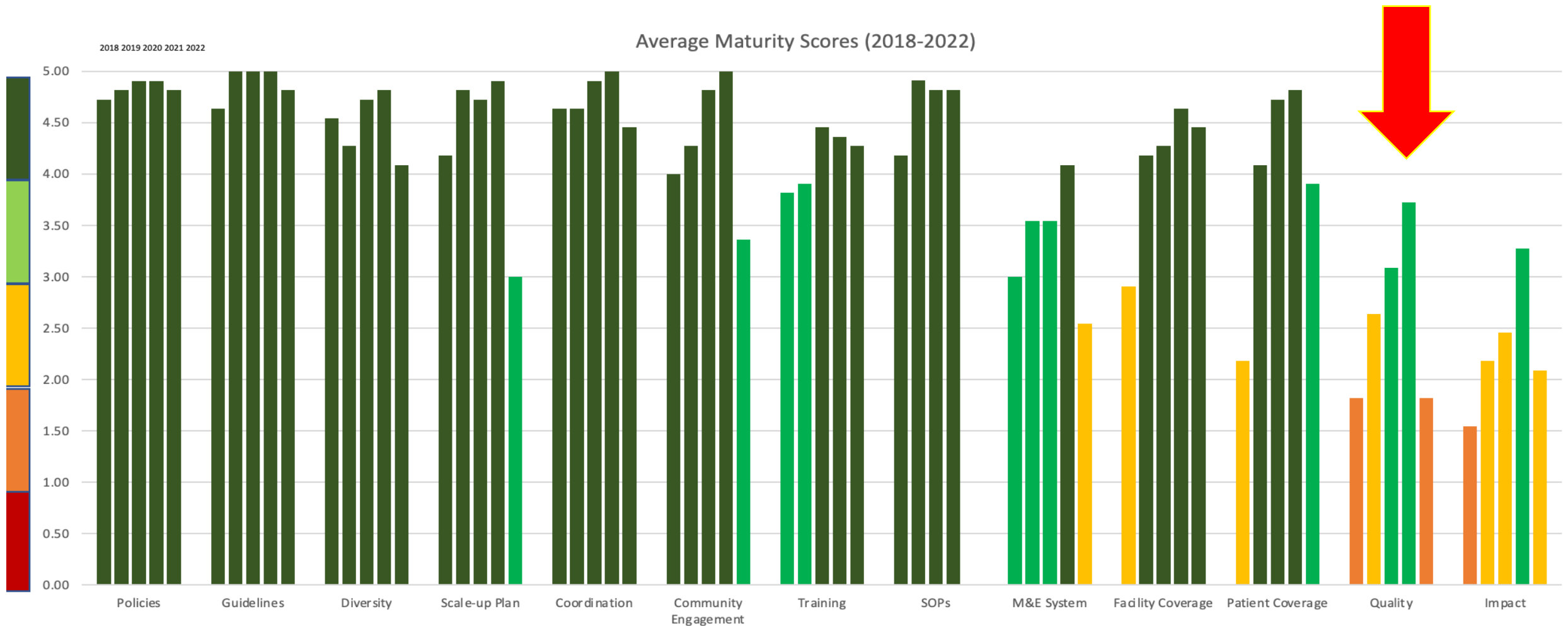
- ✓ DSD-specific quality standards
- ✓ DSD-specific quality assurance tools and processes
- ✓ DSD-focused quality improvement

# Revised quality domain on the CQUIN Treatment CMM tool

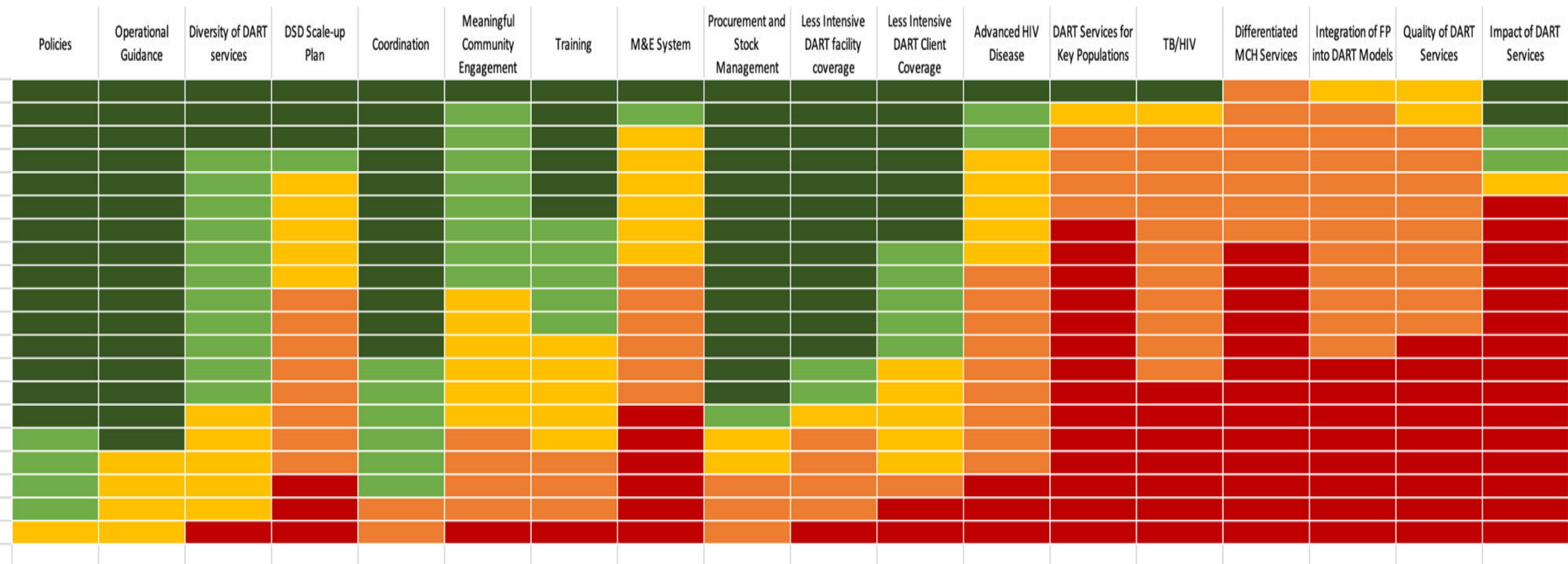
Neither national quality standards nor a services quality assessment (SQA) tool for differentiated treatment (DART) model have been developed and neither is currently in development.	National quality standards and a SQA tool for DART models have been developed but no evaluations of quality using the standards have been completed in the past year  OR the SQA tool has been used in the past year but fewer than 50% of facilities assessed met or exceeded national standards	The SQA tool has been used to conduct at least one evaluation of DART quality in the past year, and at least 50% of facilities assessed met or exceeded national quality standards	The SQA tool has been used to conduct at least one evaluation of DART quality in the past year, and more than 75% of facilities assessed met or exceeded national quality standards	The SQA tool has been used to conduct at least one evaluation of DART quality using a nationally representative sample in the past year, and more than 75% of facilities assessed met or exceeded national quality standards



# DSD Quality is one of the more challenging domains



# CMM Summative Results: Data stacked by stage

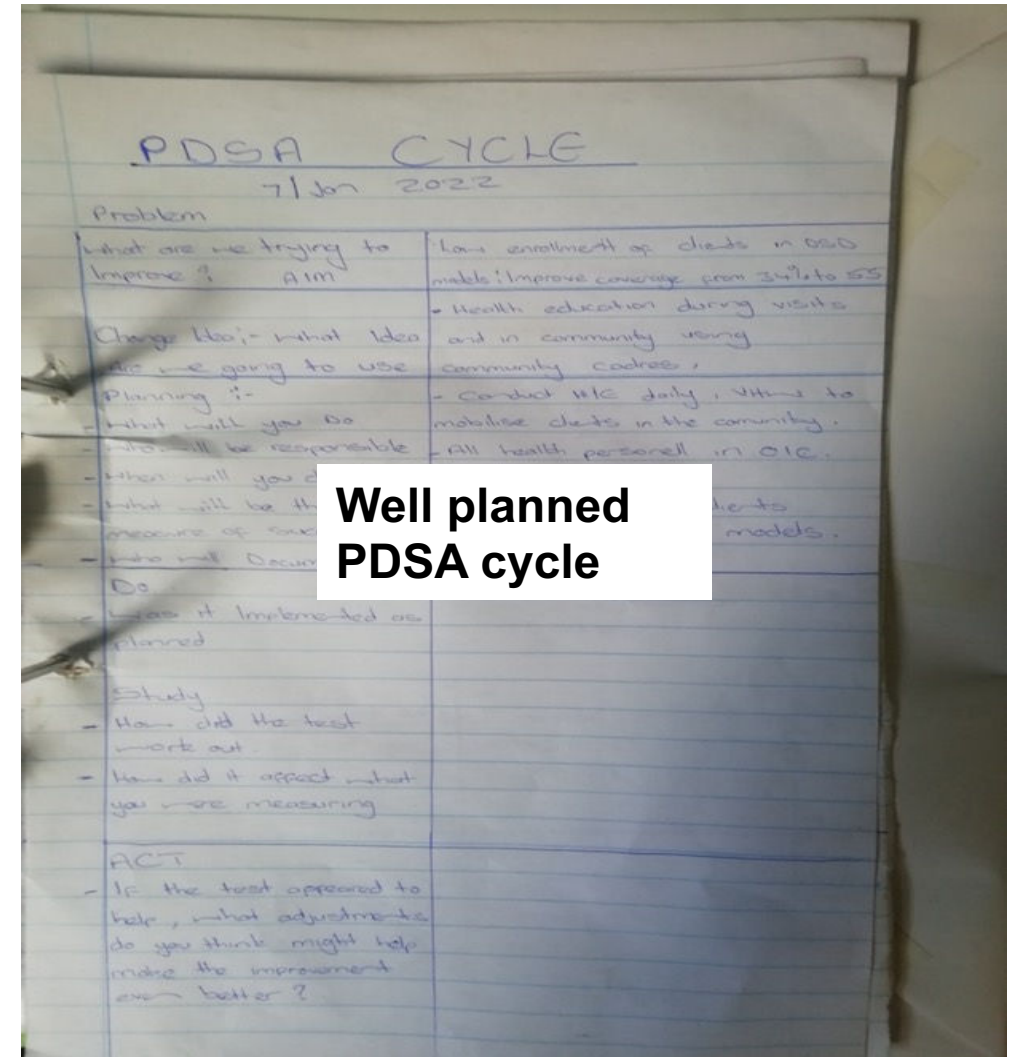
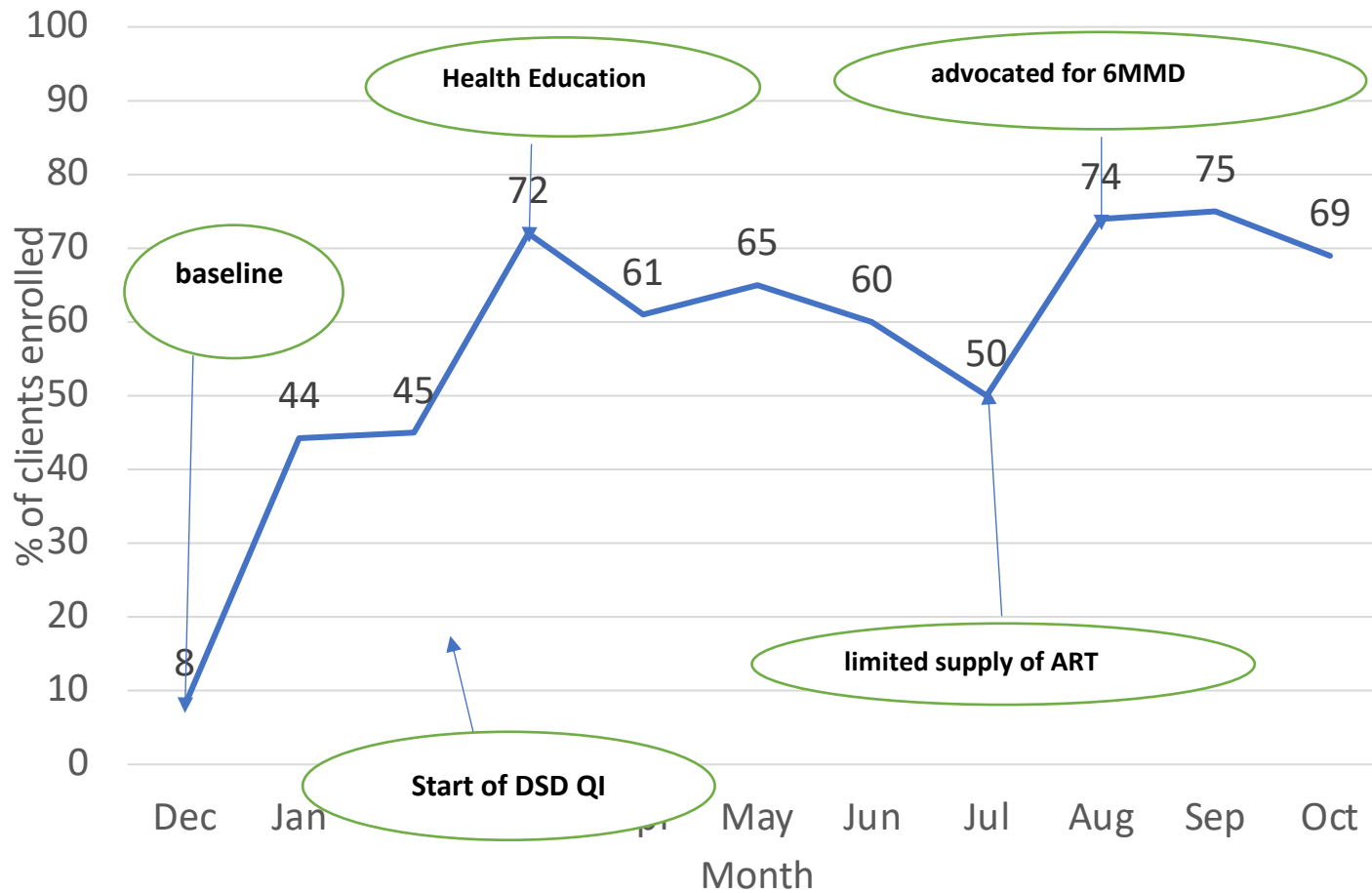


# Key CoP Activities

- Quarterly COP virtual meetings
  - Virtual meetings for sharing country quality management activities
  - Quality indicators and assessment experiences
  - Updates on QI for DSD project implementation experiences and tools
- Country-specific technical assistance on QI projects
- Multi-country QI-for-DSD meetings (2019 and 2022)
- QI for DSD workshops and trainings
- Co-creation of DSD quality standards framework
- Co-creation of DSD quality indicators and assessment tool
- Pilot tested of DSD quality assessment tool with 3 countries
- Development of the recipient of care satisfaction toolkit

# Examples of some key COP Outputs

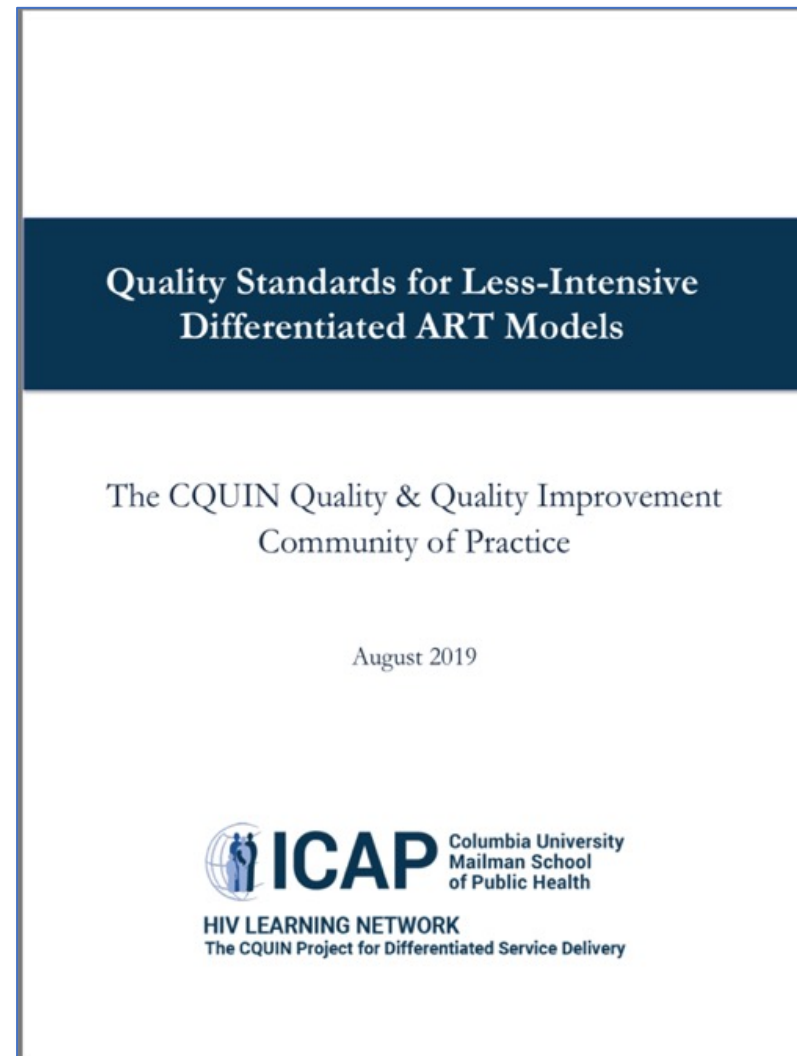
# Patchway clinic DSD models QI- Jan- Oct 2022



# CQUIN DSD Quality Standards Framework

The framework includes:

- **Cross-cutting standards**
  - General quality principles for ART programs
  - Standards for DART eligibility and enrollment
  - Standards for the DART package of services
  - Standards for DART medication management
- **Model-specific standards**
  - Facility-based individual models
  - Facility-based group models
  - Community-based individual models
  - Community-based group models





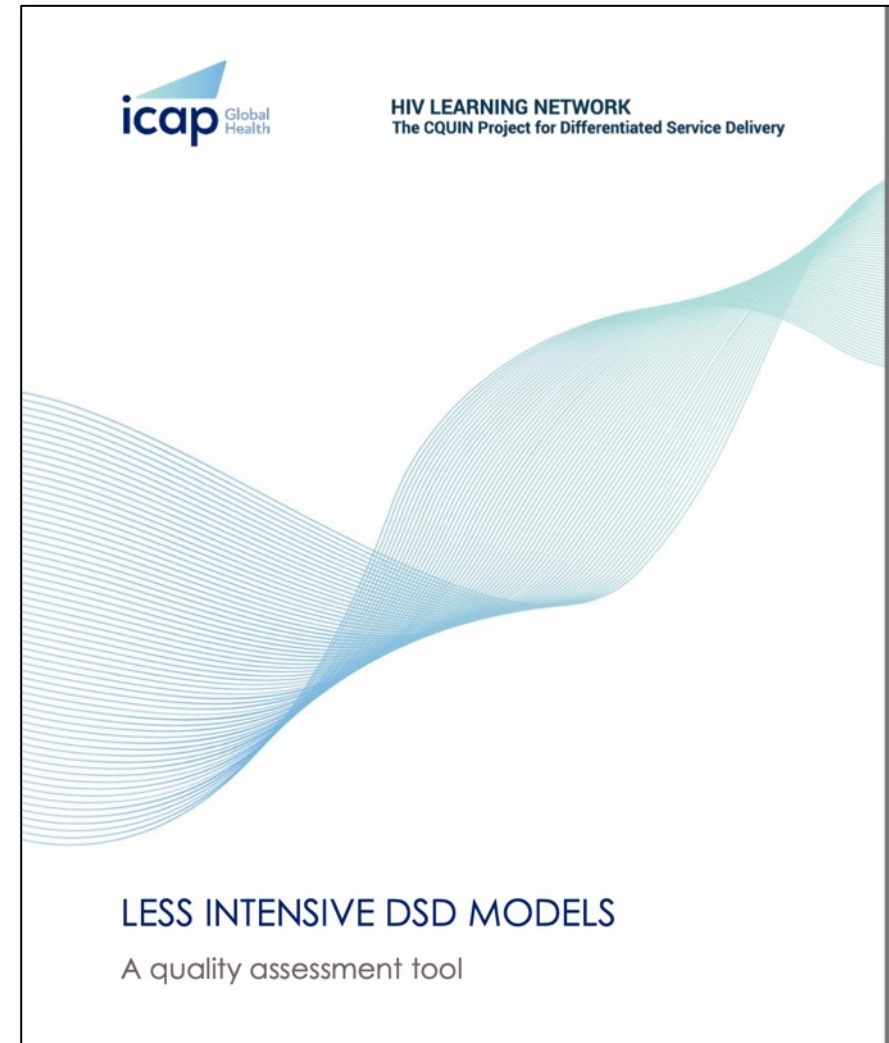
# CQUIN DSD Quality Assessment and Indicators Toolkit

The toolkit includes:

- Qualitative and quantitative indicators
- Data collection tool

Like the quality standards, this is intended to be adapted by country teams to fit their context and/or used along with other tools and methods

Available at [www.cquin.icap.columbia.edu](http://www.cquin.icap.columbia.edu)



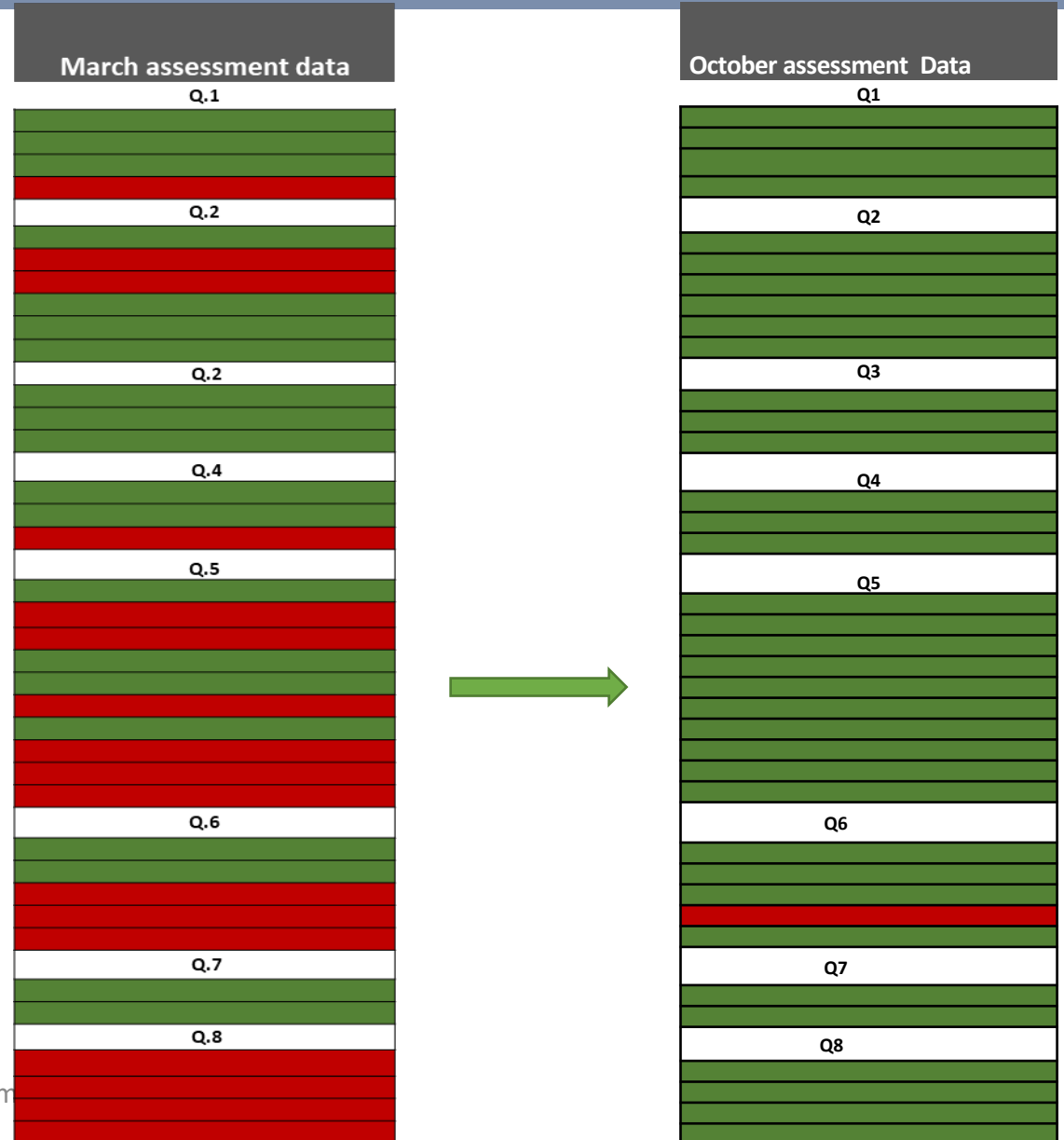
# 9 Countries have used the quality standards and assessment tool

- DRC, CI, Zimbabwe, Eswatini and Rwanda have adapted standards and have conducted some quality assessments
- Kenya, Sierra Leone and Malawi have included standards and assessment tool in their DSD operational manual
- Mozambique has adapted some elements and used in DPRs



# Baseline assessment and after re-assessment Nyamata DH

- **Standard 5:** ROCs enrolled in established DSD models who require clinical consultation should be identified, assessed and transferred to non established models as needed.
- After the baseline in March the team:
  - Formed a QI team
  - Got trained in QI
  - Run several PDSAs to address the identified gaps
  - Re-assessment in October showed marked shift

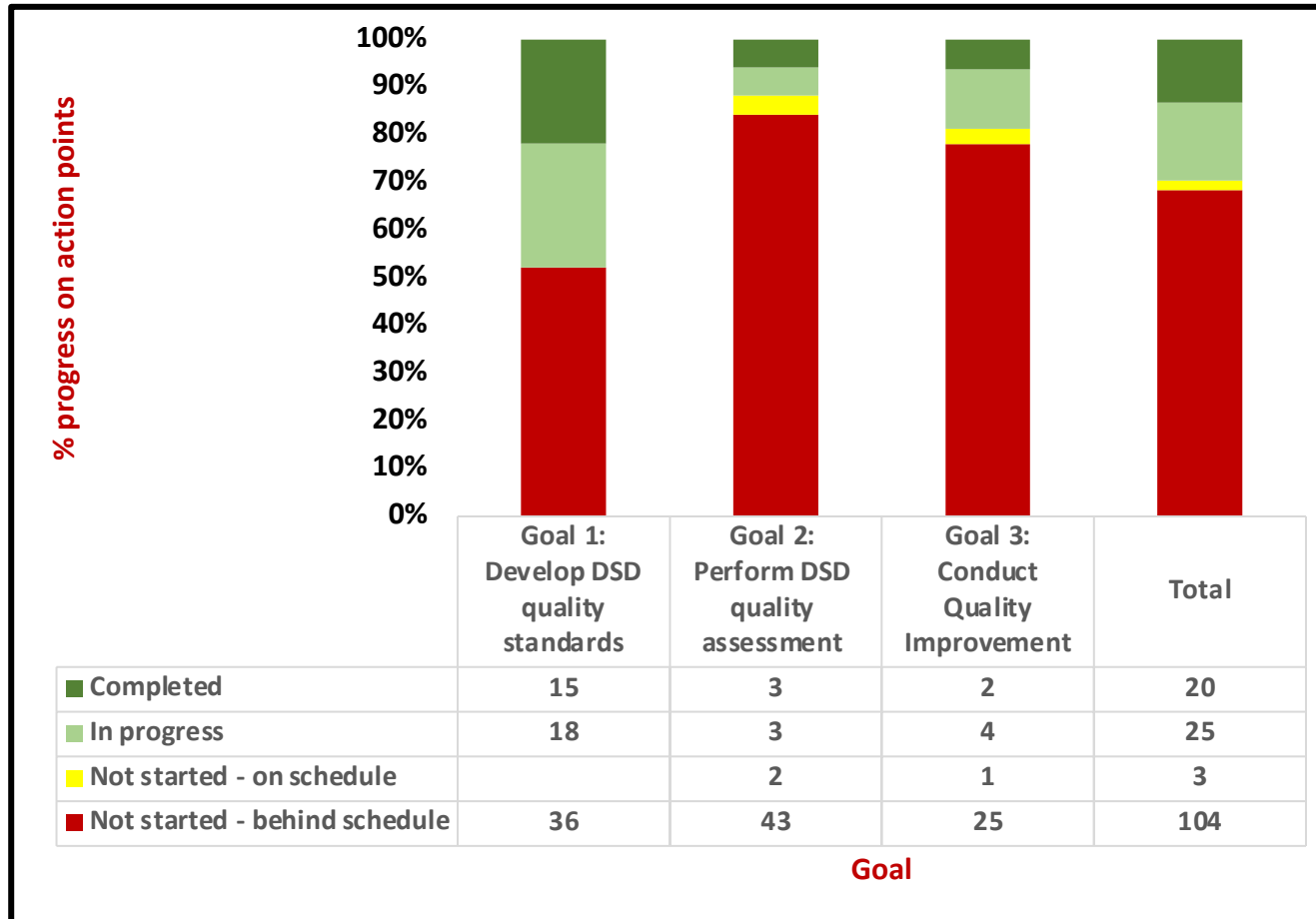


# Recipient of Care Satisfaction Toolkit

- Background and introduction
- Defining satisfaction
  - Satisfaction vs Quality
  - Satisfaction vs acceptability
  - Satisfaction, rights and trust
  - Measurement challenges
- What to Measure: Dimensions of Satisfaction
- Illustrative Approaches to Prioritizing RoCS Dimensions
- Best practices to consider as you embark on the RSC assessment process
- How to measure satisfaction
- Selected examples of tools to measure satisfaction

Jointly  
developed with  
the M&E and  
Recipient of Care  
communities of  
practice

# Implementation was either complete or in progress for 30% (45/152) of action points from the quality management meeting whose completion date was by November 2022



Completion rates for activities from the Quality Management meeting due in November 2022:

- **48% (33/69) Goal #1** :Develop DSD quality standards
- **12% (6/51) Goal #2**: Perform DSD quality assessment
- **19% (6/32) Goal #3**: Conduct Quality Improvement

# CoP Technical Assistance Priorities for 2023

- **Quality Management Action Plans: Ongoing follow up and support to MoH on the progress of their action plans from the April 2022 meeting on Quality**
  - Support countries with the development and/ or adaptation of quality standards and assessment tools
  - Ongoing follow up of implementation will generate TA requests
- **Health Facility Quality Assessments: Provide TA for MoH teams in planning, implementing and documenting quality assessments.**
  - TA for adaptation of standards and assessment tool
  - TA for quality assessment process
  - TA for data analysis, interpretation of results and planning for improvements and ongoing follow up of health facility improvement efforts.
- **Finalize the client satisfaction assessment toolkit with other COPs**



# CoP Technical Assistance Priorities for 2023 – (2)

- **Pilot the AHD standards and assessment toolkit with the AHD COP**
- Collaborate with other COPs to develop technical area-specific quality standards and indicators including TB TPT, MCH FP, and dHTS
- Expand quality standards and indicator tools to include a recipient of care satisfaction component
- **Support training of HCW in QI for DSD which includes expanding the base of expert trainers**
  - Ongoing monitoring of progress of QI for DSD projects
  - Finalize the development of an online QI for DSD training package

Thank you!

