

CLIENT FEEDBACK ON THE UTILIZATION OF THE AUTOMATED MEDICATION DISPENSING SYSTEM (AMDS) IN ESWATINI



Thokozani Maseko¹, Victor Williams¹, Normusa Musarapasi¹, Clara Nyapokoto², Setsabile Gulwako², Fezokuhle Khumalo¹, Jilly Motsa-Dlamini¹, Elisha Nyandoro¹, Arnold Mafukidze¹, Pido Bongomin¹, Sylvia Ojoo³, Sindy Matse², Samson Haumba^{1,3}



1. Center for Global Health Practice and Impact, Georgetown University, Mbabane Eswatini
2. Eswatini National AIDS Program, Mbabane, Eswatini
3. Center for Global Health Practice and Impact, Georgetown University Medical Center, Washington DC, USA

INTRODUCTION

- Eswatini introduced the Automated Medication Dispensing System (AMDS) in January 2022 through collaborative partnership with different stakeholders.
- Aim was to increase access to Antiretroviral Therapy (ART) by enabling certain categories of clients to conveniently access ART.
- Implementation commenced at four (4) health facilities.
- Healthcare workers were trained on operationalization of the system, demand creation activities and client enrolment and flow.
- Eligible clients were enrolled to access their medication from the system with a mechanism to obtain user feedback on the system.
- We present preliminary users' feedback on the AMDS.

METHODOLOGY

The following steps were taken to gather client feedback:

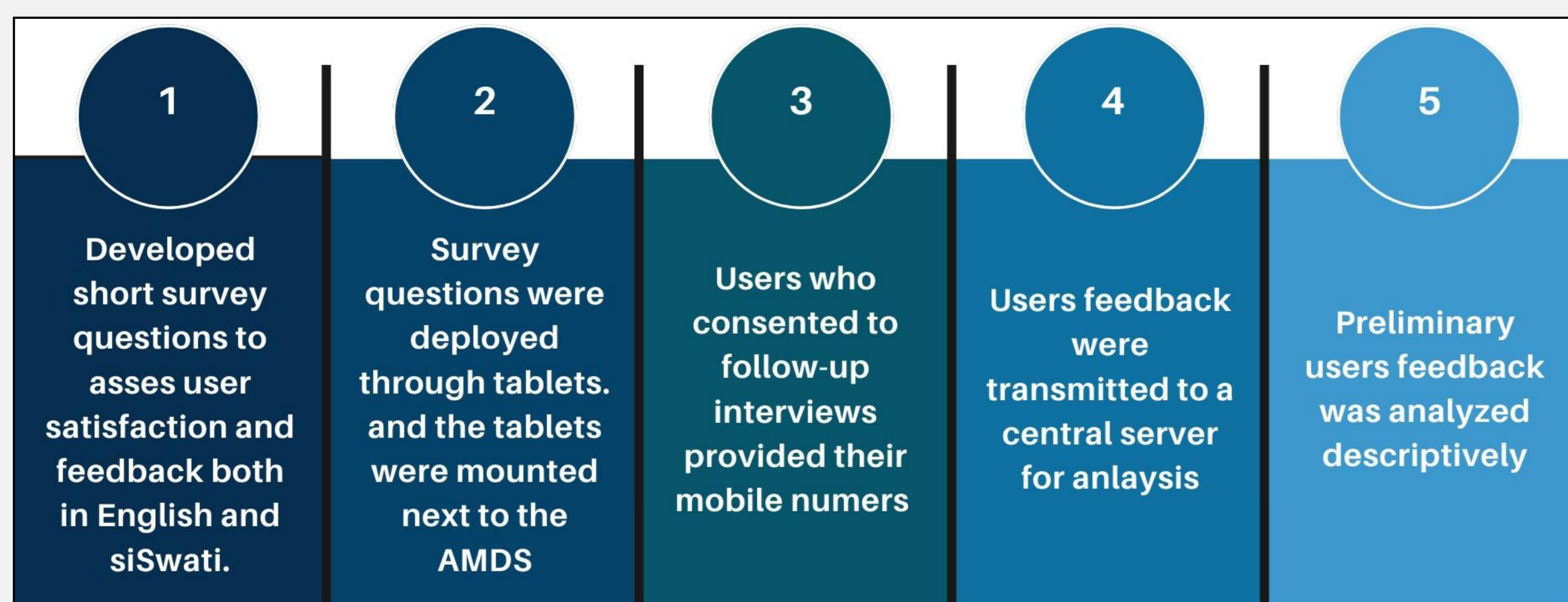


Figure 1: Steps taken to gather information on client feedback on the utilization of the AMDS.

- The feedback questionnaire collected information on:
 - Sociodemographic information – sex and age,
 - Ease of using the system,
 - Time it took to use the system,
 - Reasons users liked the system and reasons they dislike the system
- Eswatini Health & Human Research Review Board (EHRRB) and Georgetown University IRB approved this implementation study.

RESULTS

- Of 132 who accessed the feedback system, 127 users (96%) provided feedback on the AMDS
- 61% (n=77) were females and most were aged 35–54 years (n=71, 56%)
- All clients retrieved a dolutegravir-based ART regimen per the rollout plan
- 114 (90%) were happy to use the AMDS mostly due to ease of access
- Most (n=90, 71%) accessed their medication in <10 minutes
- Convenience (n=79, 62%) was the top reason some users liked the system
- Limited support (n=48, 38%) was the top reason users disliked the system
- Users aged 30-34, 45-54 and 55+ indicated limited support as a limitation
- 100 (79%) consented to further interview and provided their mobile numbers

REFERENCE

Williams V, Haumba S, Ngwenya-Ngcamphalala F, Mafukidze A, Musarapasi N, Byarugaba H, Chiripashi S, Dlamini M, Maseko T, Dlamini NA, Nyapokoto C. Implementation of the Automated Medication Dispensing System—Early Lessons From Eswatini. International Journal of Public Health. 2023;68:1606185.

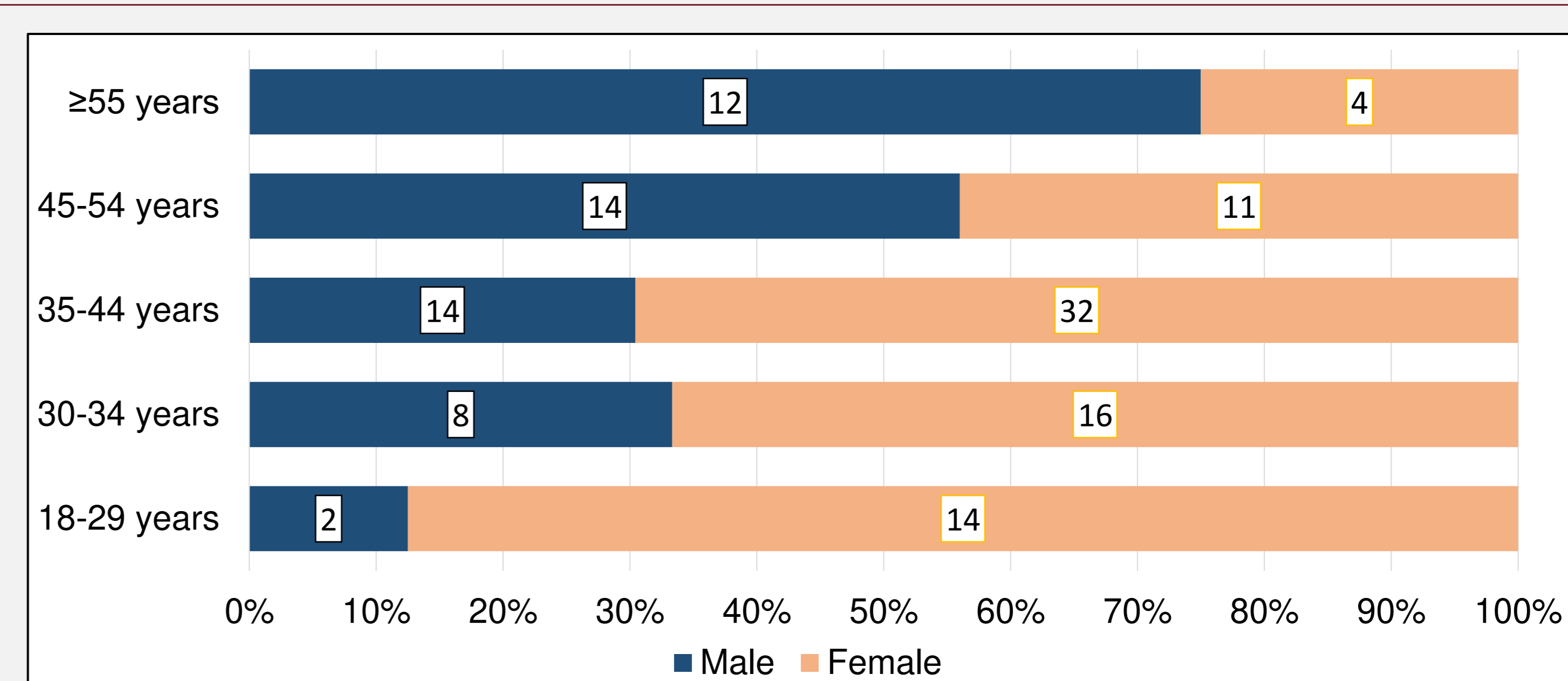


Figure 2: Sociodemographic distribution of users.

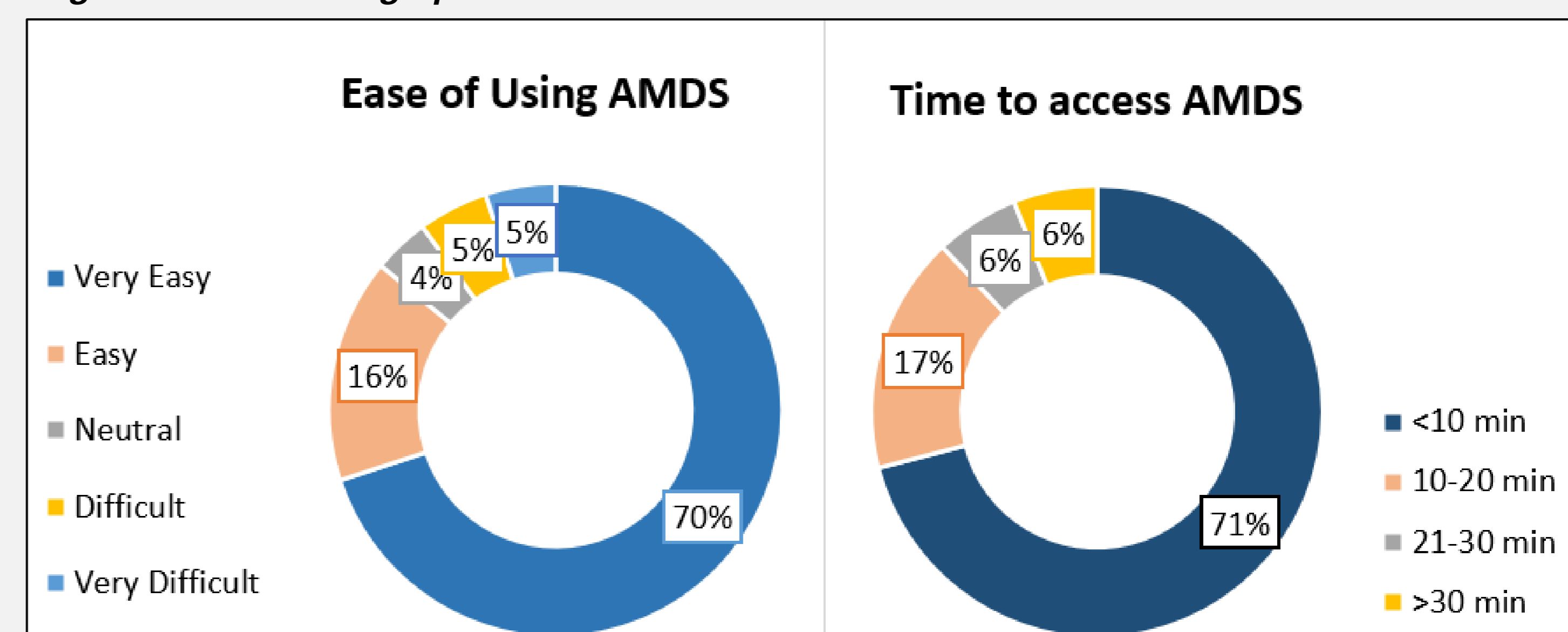


Figure 3: Ease of using and time to access medications at the AMDS.

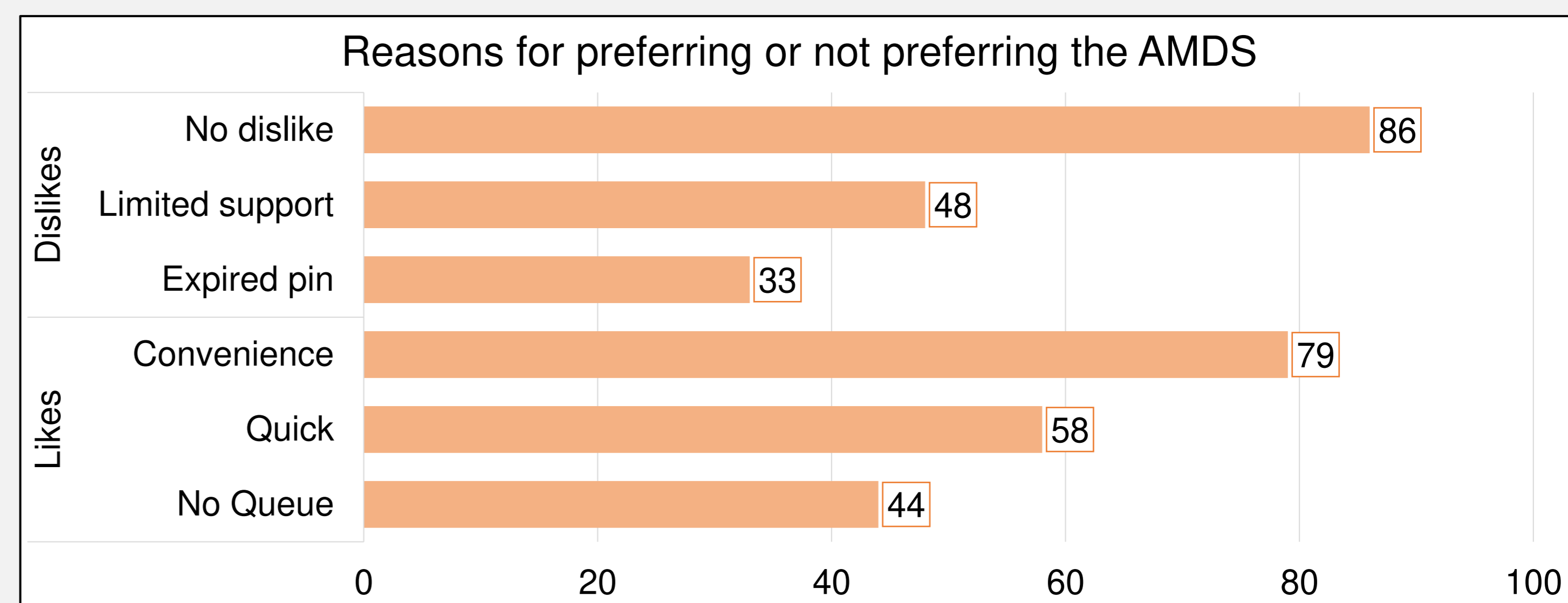


Figure 4: Reasons for liking and not liking the AMDS.

CONCLUSIONS

- Our preliminary findings indicate ART clients accept the AMDS as a means of accessing their medications
- Some challenges with using the system – limited support and expired pins indicate a need for established means of communication with users to address challenges encountered while using the AMDS
- The next phase of the study involving indepth interview with users will provide more insight on user preferences
- Key recommendations from this user interviews will determine further improvements to the AMDS
- Incorporating other medication classes and medica products will increase utilization of the AMDS for continued improvement in health services delivery.

ACKNOWLEDGEMENTS



This work was supported by the U.S President's Emergency Plan for AIDS Relief through Centers for Disease Control and Prevention (Co-operative Agreement No.:NU2GGH002294), implemented by Georgetown University in collaboration with the Government of the Kingdom of Eswatini.

For further information please contact: Thokozani Maseko, Email: tsm73@georgetown.edu