

Strengthening Reporting of Differentiated Service Delivery Models through Electronic Medical Record (EMR) systems in Nigeria.

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BACKGROUND / INTRODUCTION

Nigeria continues to deliver quality HIV/AIDS care and treatment services that is appropriate and convenient to people living with HIV/AIDS through facility and community -based differentiated service delivery (DSD) models. Poor documentation and attribution of clients in the different models led to under reporting of DSD services across 19 states supported by the United States Centers for Disease Control and Prevention (CDC). This abstract describes efforts at improving reporting of DSD models using an electronic medical records (EMR) system across service delivery points..

LESSON LEARNED

The scale up, optimization and use of the NMRS for collation, reporting, and analysis of key performance indicators for DSD across supported facilities was crucial to curb under reporting of efforts and improve model attribution for services rendered across supported facilities and community-based system. The adaptation of a mobile NMRS proved to be a game changer for effective service delivery and reporting from distant and hard to reach communities using mobile devices and tablets.

DESCRIPTION

CDC supported the deployment of the Nigerian Medical Records System (NMRS)- An enterprise version used within supported facilities and a mobile version for phones and tablets for out of facility service delivery – to streamline data review and collection for facility and community-based DSD models in line with the country’s guidelines. This innovation strengthened the data flow from paper-based patient management and monitoring tools into the NMRS for reporting quality metrics of clients within DSD models including viral load coverage, suppression, and retention in care. A schema of the data flow is represented in Fig 1 below.

CONCLUSION

The improvements in DSD reporting, data availability, and use for decision making in Nigeria was hugely influenced by the availability and use of the NMRS at critical points of service provision especially the mobile NMRS within the communities. Onboarding and optimization of an EMR system to support DSD programs are instrumental in achieving retention and quality indicators while driving client-centric service delivery for achieving epidemic control of HIV/AIDS in Nigeria.

