

Differentiated HIV Service Delivery: Optimizing Person-Centered HIV Services

Democratic Republic of the Congo

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BACKGROUND

- The DRC launched differentiated service delivery (DSD) in 2014 (community-based points of ART distribution (PODI): Strategic Plan For Fight Against HIV and AIDS, 2014–2017) and joined the CQUIN program in 2019.
- ➤ 2024 key priorities and achievements: (i) Update guidelines (testing guides, advanced HIV disease (AHD), quality assurance (QA), and care management); (ii) Revitalization of the coordination of non-communicable disease (NCD)/HIV services; (iii) Revision and dissemination of monitoring and evaluation tools; (iv) Expansion of the AHD service package (1 hub in Goma and 10 spokes in Kinshasa); (v) Training of quality focal points in the three PEPFAR-supported health zones.
- Coordination of integrated HIV, NCD, and family planning services: conducted through a coordination mechanism under the Technical Commission for Disease Control (CTLM).

Main approaches adopted since the April integration meeting:

- ➤ Update of HIV/NCD guidelines: revitalization of the technical working group (TWG) for Care and Support (PEC) and strengthened involvement in the CTLM. Integration of the delegate from the General Secretariat of Health into the CACQ/HIV.
- National quality standards for DSD: current version of guidelines pending and update
- ➤ Quality Assurance and Quality Improvement tools used in the country: CQUIN standard quality tool, SIMS tool, Kaizen, Organizational assessment tool.
- ➤ Progress in community engagement and client satisfaction: strengthened participation of community stakeholders and care beneficiaries in the planning and evaluation of HIV/AIDS care and services.

DSD IMPLEMENTATION

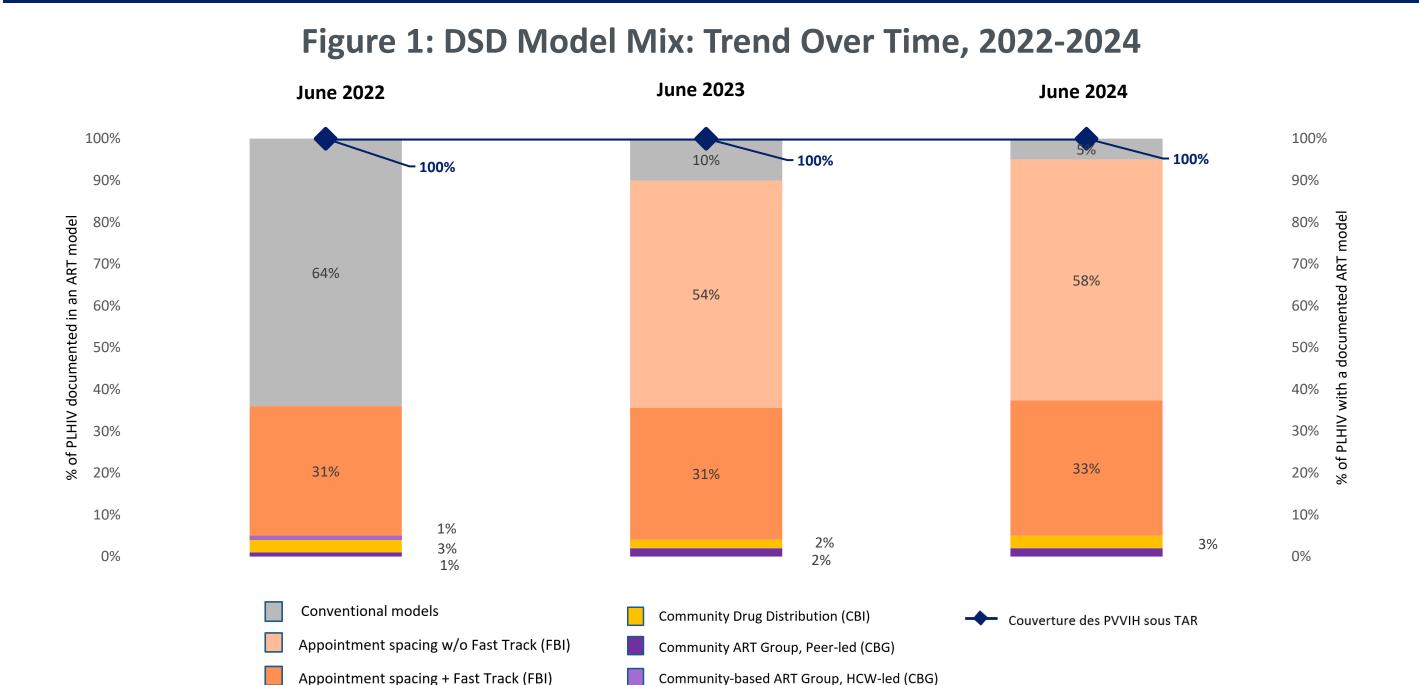
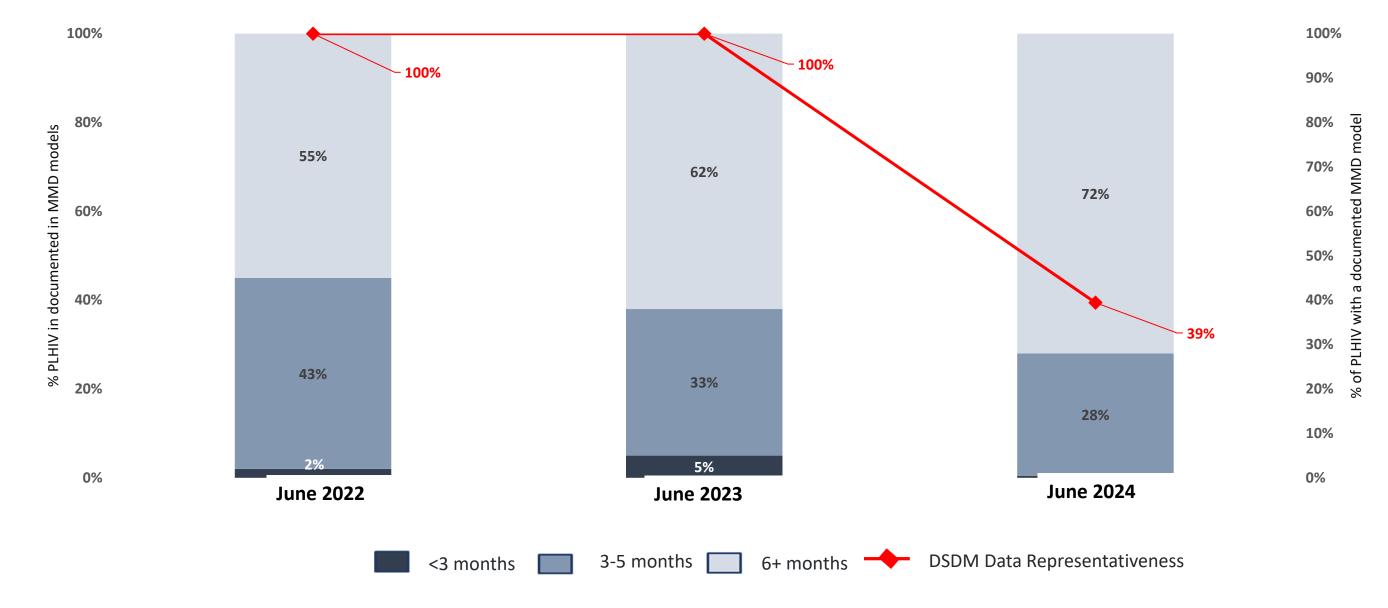


Figure 2: Multi-Month Dispensing (MMD): Trend over Time, 2022-2024



- More intensive DSD models: Individual models in health facilities (fast-track services, differentiated schedules), group models in health facilities.
- Less intensive models: Individual models in the community (e.g., PODI), group models in the community (e.g., community ART groups, adherence clubs, directly observed treatment).
- Eligibility for less intensive models: Clinically stable people living with HIV (PLHIV) and/or those with suppressed viral load.
- ➤ DART is offered in 5,303 HIV service delivery facilities, with 100% of these facilities providing less intensive DART services.
- > Approximately 75% of patients on ART benefit from a variant of DART.

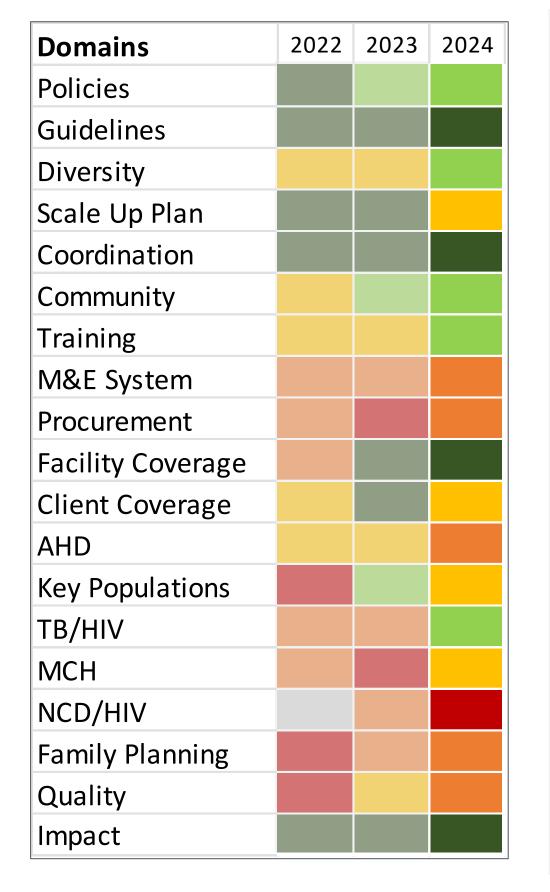
CQUIN ENGAGEMENT AND ACHIEVEMENTS

- The DRC's membership in communities of practice (CoP): webinars, CQUIN meetings, experience sharing, and exchange of tools and best practices within these CoPs have positively influenced the country's policies and practices regarding DSD.
- South-South country visit: participation in cross-country visits over the past two years has facilitated knowledge sharing and improved program implementation. These exchanges have had significant impact on strengthening the DSD approach in DRC.
- ➤ Key lessons from a CQUIN meeting: Integration of NCDs into HIV services, digitalization to improve DSD offerings (prevention, care, and treatment), implementation of quantitative and qualitative DSD performance reviews.

Impacts: Enhanced coordination of interventions and stakeholders, improved collaboration between programs and ministry departments, strengthened involvement of civil society organizations, improved programmatic performance, advancing toward the Triple 95 goal.

DART CAPABILITY MATURITY MODEL TRENDS (2022-2024)

Figure 3: DART CMM Trends (2022-2024)



Regarding DART, in 2024, DRC reached the most mature stage (dark green) in four domains (guidelines, coordination, coverage in health facilities, and impact). However, one domain, NCDs, remained at the least mature stage (red).

Improvements were achieved through:

- The integration of DART operational guidelines into the national ART directives.
- Strengthened coordination around a PSD focal point within a synergistic context involving various stakeholders.
- The integration of DART into all HIV service delivery facilities.

Challenges in 2024 for NCDs and HIV: The lack of directives that include at least the five essential elements for hypertension (HTN).

AHD CAPABILITY MATURITY MODEL SELF-STAGING

Figure 4: AHD CMM Results, 2024

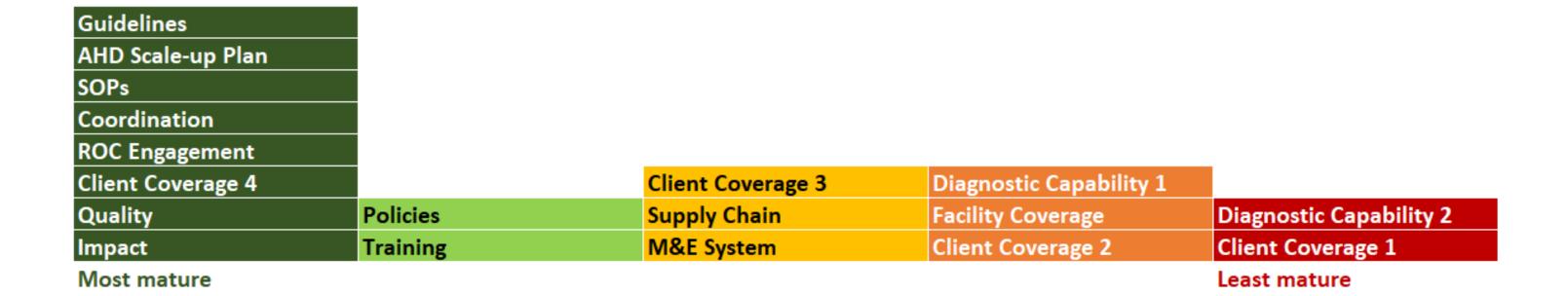


Figure 4 shows the results of the recent self-assessment by the country team using the CQUIN AHD capacity maturity model. In 2024, DRC reached the most mature stage (dark green) in eight domains, while two domains remained at the least mature stage (red).

dhts capability maturity model self-staging

Figure 5 : dHTS CMM Results, 2024

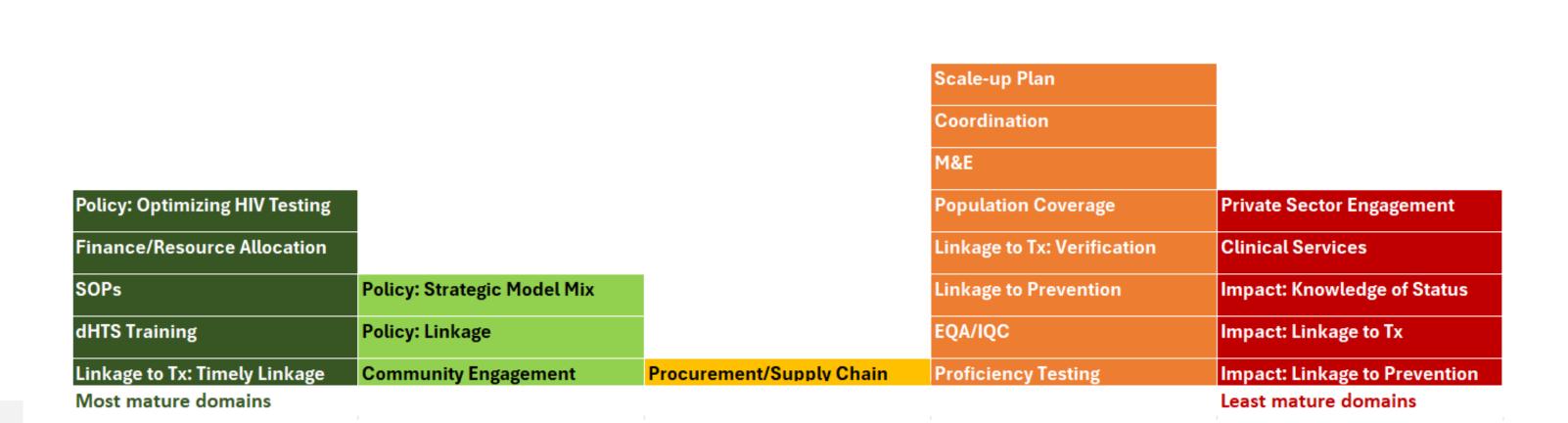


Figure 5 shows the results of the recent self-assessment by the national team using the CQUIN dHTS capacity maturity model. In 2024, DRC reached the most mature stage (dark green) in five domains, while five domains remained at the least mature stage (red).

NEXT STEPS / WAY FORWARD

Observations across the three CMMs:

- a) HTS (HIV Testing Services): In 2023, only 2 domains were mature (9%).By 2024, there was an improvement with 5 domains reaching maturity (23%).
- b) DART (Differentiated ART Delivery): 4 domains reached maturity: guidelines, coordination, coverage in health facilities, and impact. However, the NCD domain remained at the least mature stage (red) due to the lack of clear guidelines on HTN and HIV integration.
- c) AHD: Over the past 3 years, there has been significant domain maturation, with an annual average of 2 domains maturing per year.

Significant progress has been observed in: policies, guidelines, scale-up, coordination, quality, and impact.

Priority domains to strengthen the program:

- A. HTS: 1. Private sector engagement, 2. Impact (knowledge of HIV status, linkage to treatment, and prevention).
- B. DART: Development of guidelines integrating HTN/HIV orientations.
- C. AHD: Expand facility coverage with AHD service package, hub and spoke model.

















