Quality Management for DSD Community of Practice

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Session Objectives

- Discuss an overview of the quality management community of practice 2024 achievements and 2025 strategic plans
- Examine quality management data (CMM, DPR and SQA data) from 3 country case studies
  - Explore the process of adapting quality standards and designing, implementing and evaluating the assessment process within 3 countries
- Sensitize on the Key Population Friendly Services Quality Standards and Assessment Toolkit

Session 9b. Outline

Framing Remarks

Burundi Case Study

Kenya Case Study

Cameroon Case Study

Panel Discussion

Setting the Stage

- Who are we?
- What do we do?
- How are we doing?
- What are we doing next?

Who are we now?
Quality Management Community of Practice

Vision: To enhance the quality of DSD programs using modern QI approaches, ultimately, to improve outcomes and satisfaction for ROCs

Goal: To embed quality and QI in the delivery of DSD

Objectives

Develop country-specific **DSD quality standards**, indicators and tools	Conduct routine **quality assessments** of DSD programs	Use the results to design DSD-specific **QI projects** for DSD service delivery

The CQUIN Project

Identifying priority gaps and common challenges related to DSD quality management at the national level.

Contributing to the design and implementation strategies for DSD quality standards, assess...

Collab... ...nt and indica...

Syster... ...nd challenges.

Exchanging best practices and resources for DSD quality management

We will need to update these TOR this year to include Sustainability and Person Centered Service Approaches

Providing ongoing feedback and technical support for QI projects related to DSD programs

How are we doing? ART, AHD, and Testing CMM Quality Domains Stacked by Maturity by Year
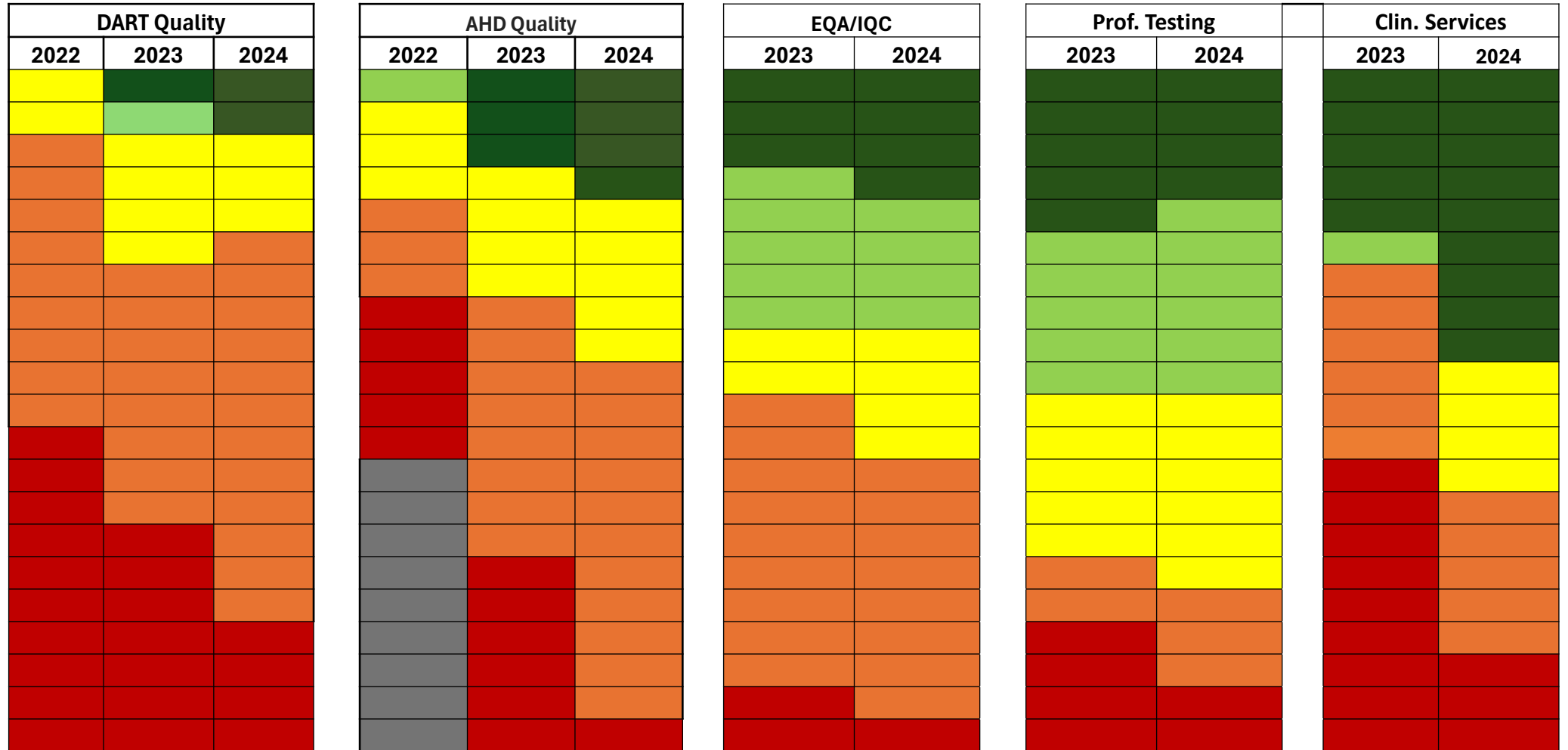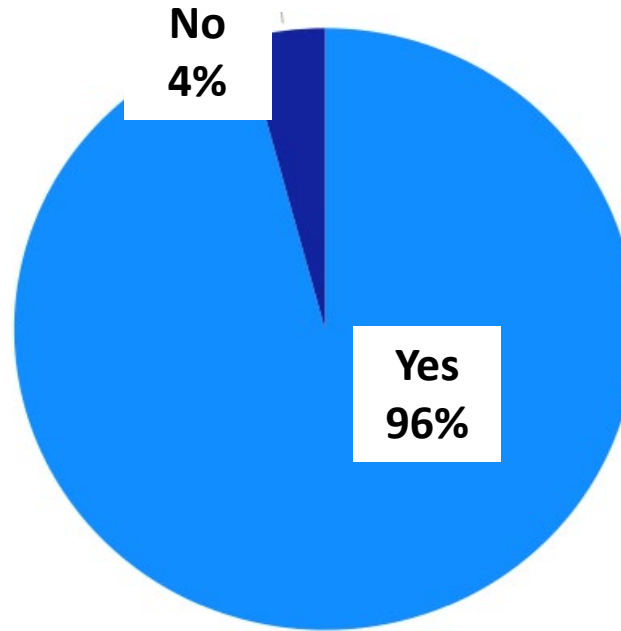
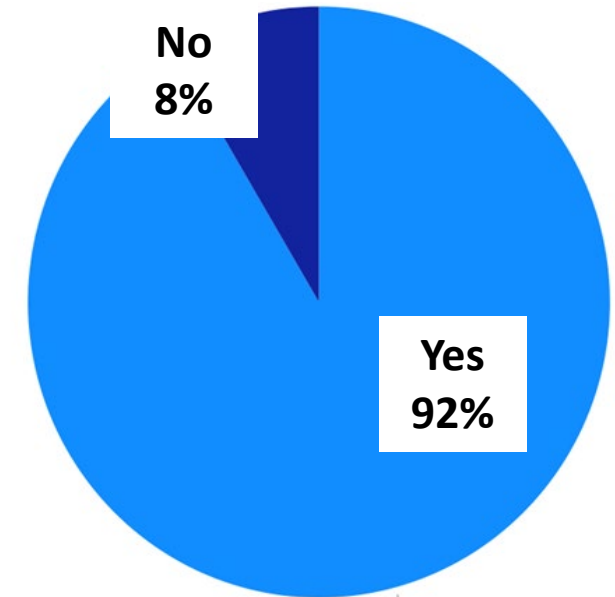# Other Quality Indicators within CQUIN DPRs in 2024
Tanzania, N=71

Does the site have QI standards specific to less-intensive DSD models for ART that are included in the site level plan?

No 21%

Yes 79%

56 (78.87%)
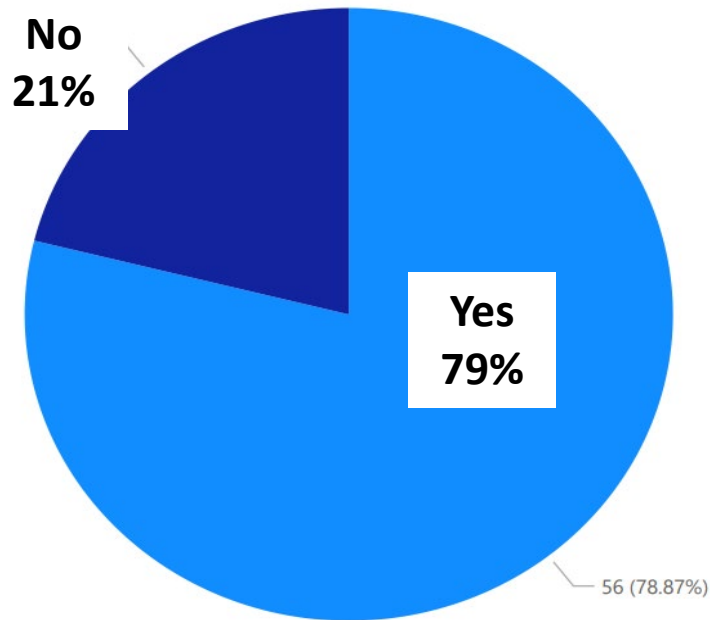
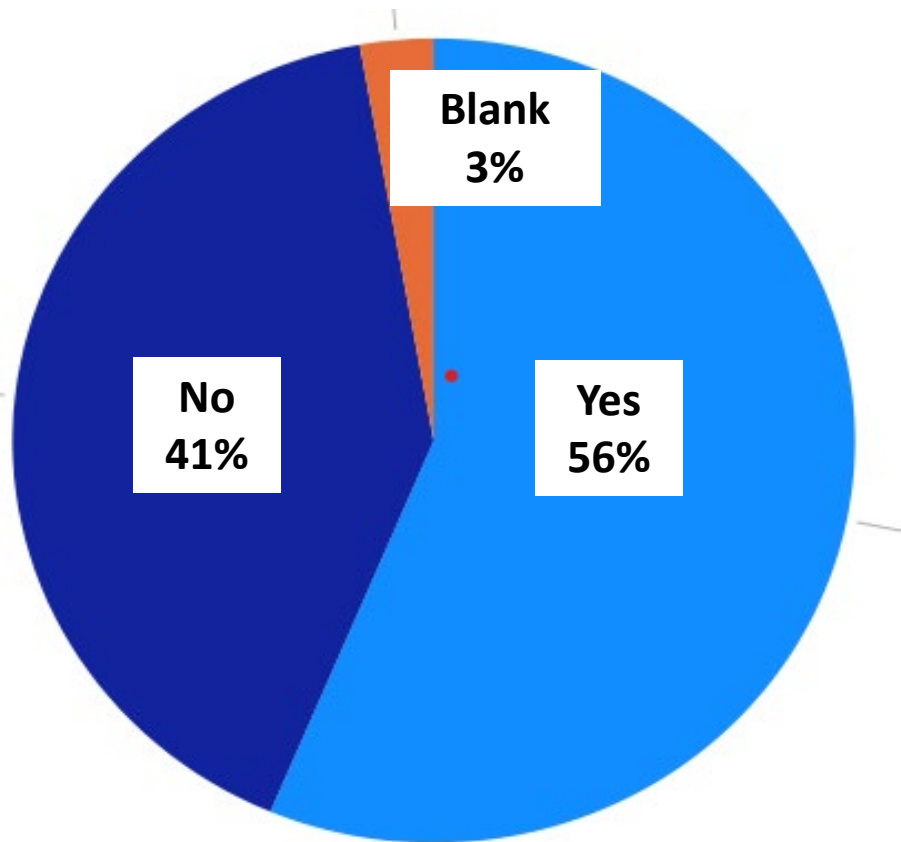**Did the facility receive routine at least 1 SS visit to monitor service quality?**

No 4%

Yes 96%

Is there a documented site level plan QI initiatives outlining roles, responsibilities, activities implemented and quantifiable projected outcomes?

No 8%

Yes 92%

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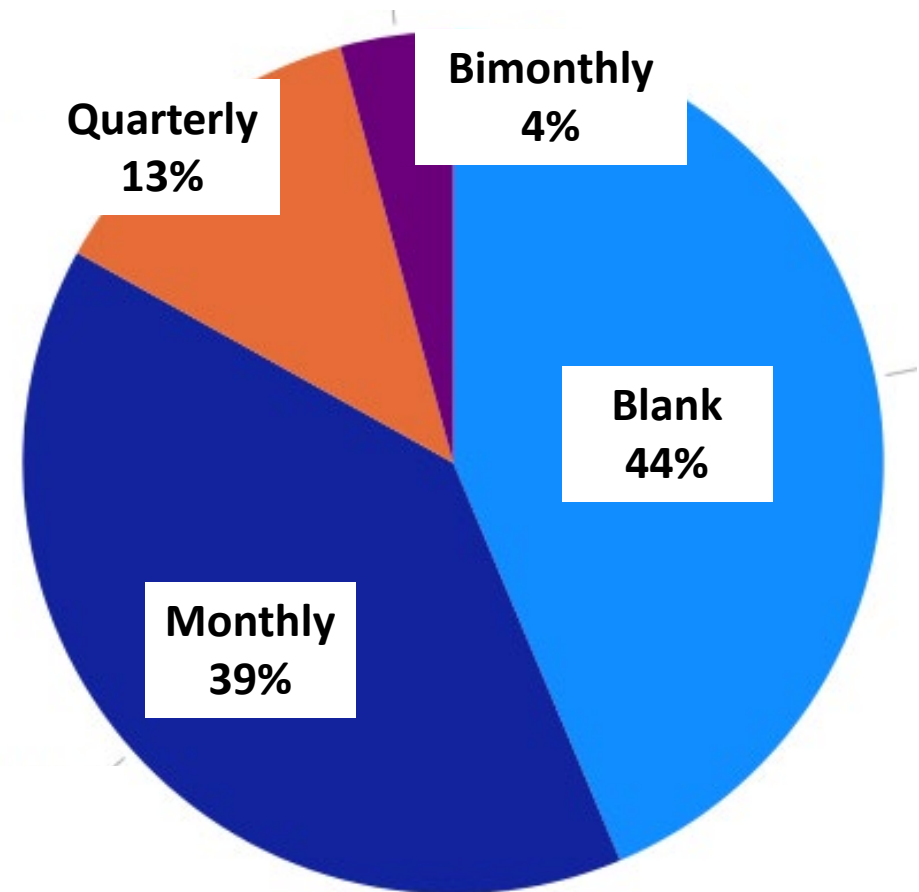
Tanzania Quality Indicators, HCW Satisfaction, DPR 2024

Health Facilities that perform HCW Satisfaction Surveys

Blank 3%
No 41%
Yes 56%

HCW Satisfaction Survey Frequency

Quarterly 13%
Bimonthly 4%
Blank 44%
Monthly 39%

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Tanzania Coverage of Service Integration , DPR 2024
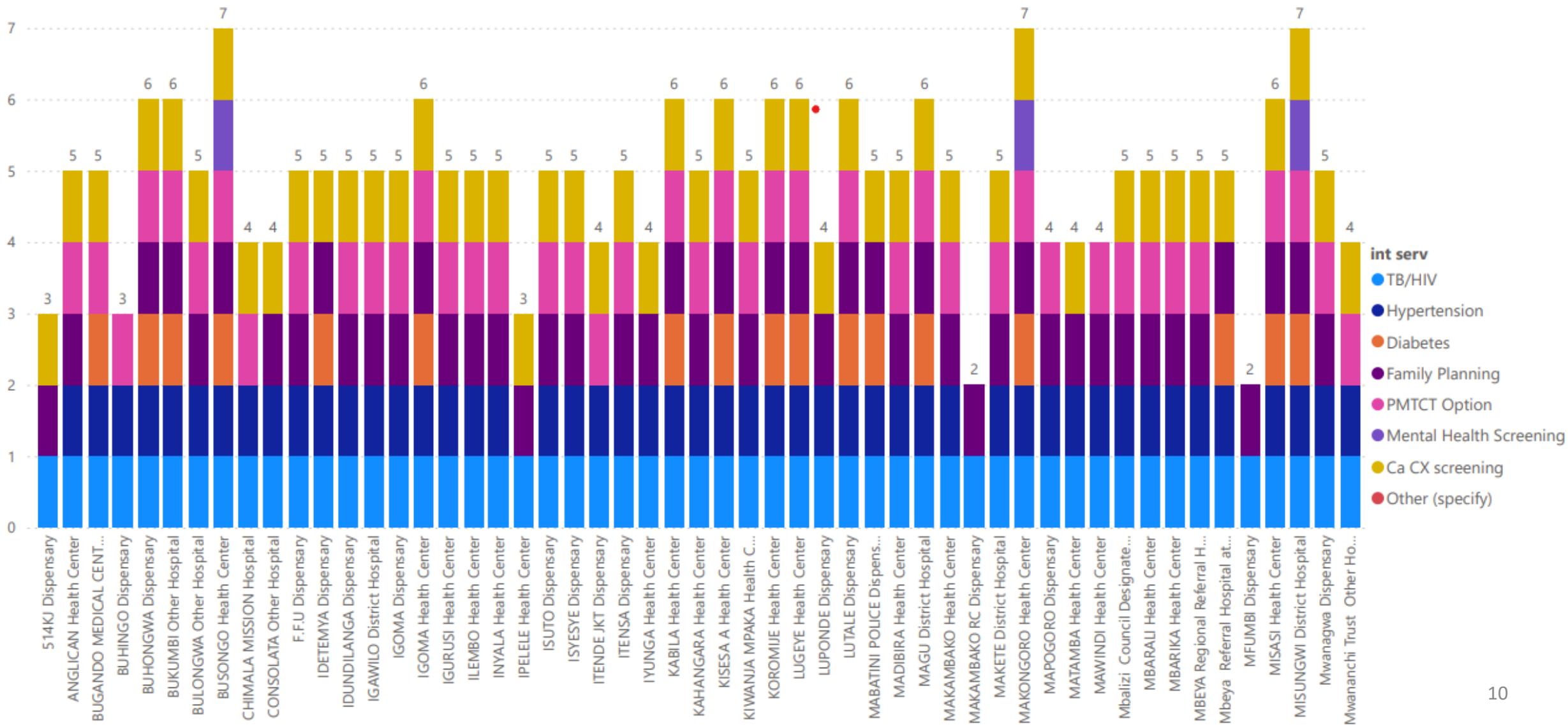
Zimbabwe Quality Indicators DPR 2024, N= 141

Zimbabwe Service Integration, DPR 2024
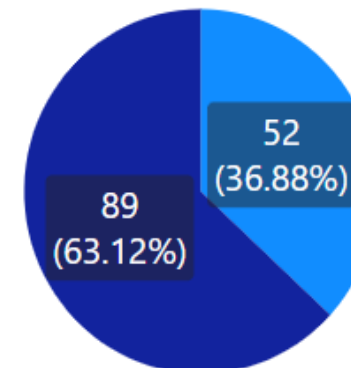
Where is the QM CoP going in 2025?

3 more CoP Meetings: March, June, September 2025

Development of a HIV program, PCS focused harmonized quality assessment digital tool and approach

Development of a HIV program Integration CMM Dashboard and other tools / resources (e.g. readiness assessment toolkit) in collaboration with NCD, TB, MCH, and M&E CoPs

Support a Quality M&E Framework for PCS Quality Domain

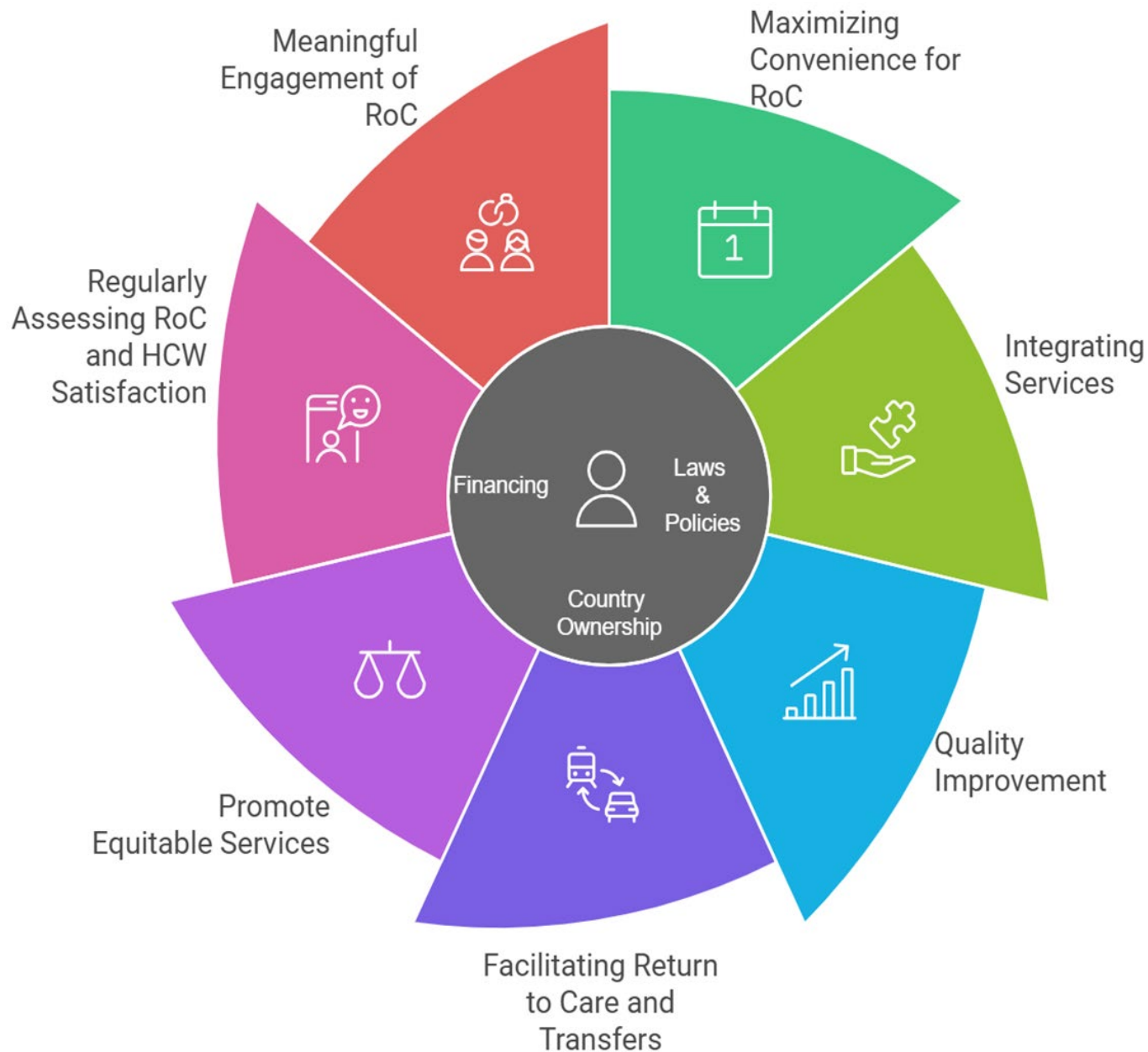| Country						Actions
Burundi	DART	Red	Orange	Yellow		1. Organise quarterly a formative supervision to strengthen the 21 sites that have undergone the baseline assessment 2. Organise a 2nd quality assessment in the 21 pilot sites in 2024 to evaluate progress.
Cameroon	DART	Red	Orange	Yellow		National and regional and District Capacity building CQI and QA
Cote d'Ivoire	DART	Orange	Yellow	Light Green		Evaluate the quality of services offered to RoC and develop an improvement plan in more than 75% of sites
Eswatini	DART	Orange	Orange	Light Green		1. Adapt SIMS tool for DSD quality assessment 2. Conduct 3. Assist fac 4. Draft qua 5. Develop
Ethiopia	DART	Red	Red	Yellow		Leverage CQ ... ards
Kenya	DART	Orange	Orange	Light Green		Conduct DS
Lesotho	DART	Red	Red	Orange		Develop di
Liberia	DART	Red	Red	Orange		1. Develop
Malawi	DART	Red	Orange	Yellow		1. Develop 2. Develop 3. Train hea 4. Provide entorship/supportive supervision to health workers on the use of QI for DSD 5. Conduct SDS review meetings 6. Support learning visits for the underperforming facilities to high performing sites.
Mozambique	DART	Yellow	Yellow	Light Green		
Senegal	DART	Red	Red	Orange		Organise a workshop to develop quality assessment tools, conduct a satisfaction survey among recipients of care, organise a workshop to develop training modules on quality in DSD, train providers on quality in DSD, conduct post-training supervision
Sierra Leone	DART	Red	Red	Orange		1. Finalize and validate the national quality standards, 2. Validate adapted quality service assessment tools (QSA) 3. Assess selected facilities for quality standards
South Africa	DART	Red	Orange	Yellow		Use DPR data as the baseline of the 100 Facilities Innovation to facilitate improvement of 2nd and 3rd 95 targets
Tanzania	DART	Orange	Red	Yellow		1. Conduct workshop meeting to revise DART services quality assessment tool. 2. Pilot and Disseminate the revised DART services quality assessment tool.
Zambia	DART	Orange	Red	Yellow		Increase the proportion of HF meeting national quality standards for DART models

This week teams are working on their action planning for Treatment and AHD Programs.
Let us know how we can help!

A working definition of person-centered services (PCS) for CQUIN

7 interrelated, mutually-reinforcing components of PCS
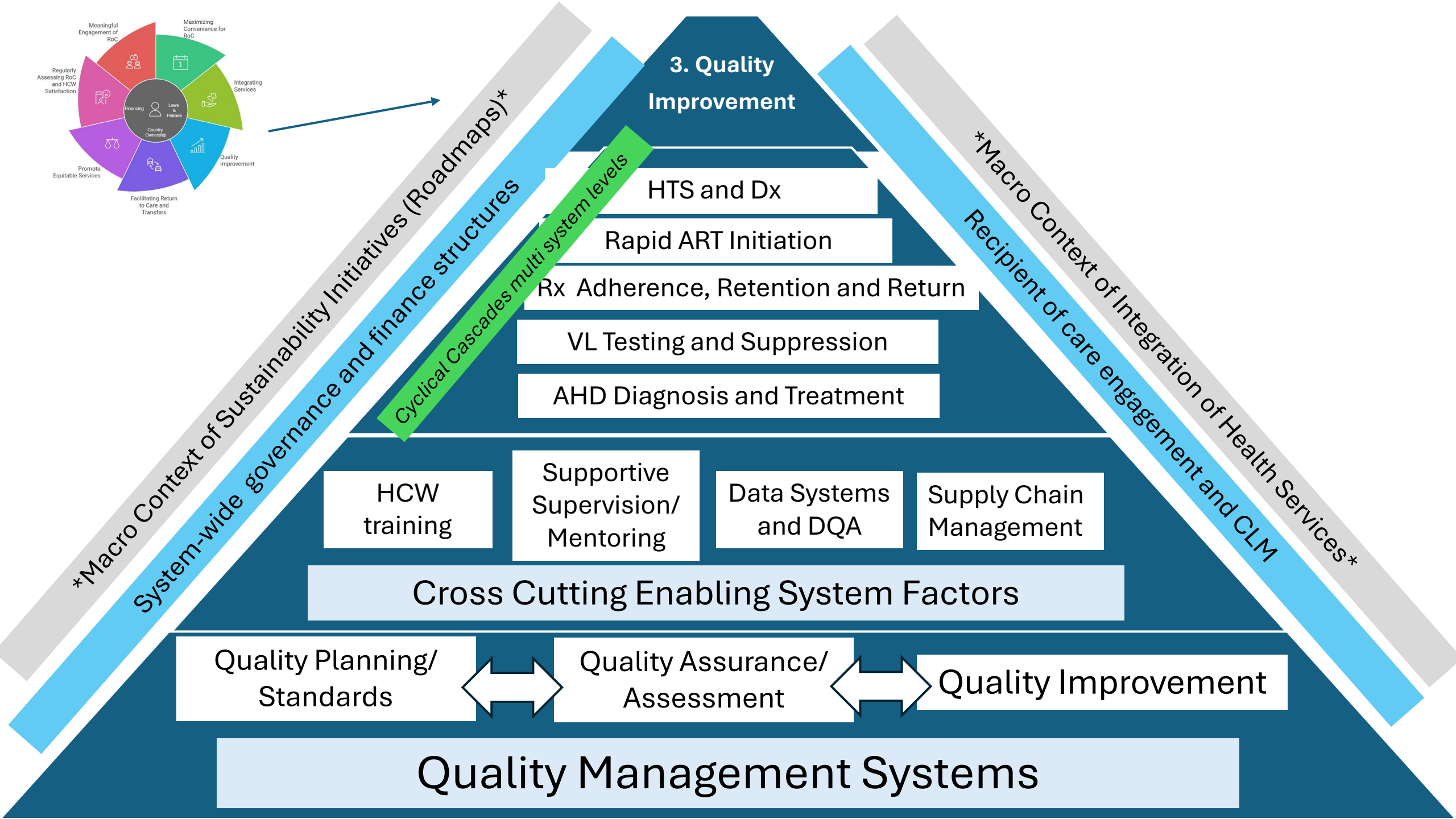
3. Quality Improvement

Macro Context of Sustainability Initiatives (Roadmaps)

System-wide governance and finance structures

Cyclical Cascades multi system levels

HTS and Dx

Rapid ART Initiation

Rx Adherence, Retention and Return

VL Testing and Suppression

AHD Diagnosis and Treatment

Macro Context of Integration of Health Services

Recipient of care engagement and CLM

HCW training

Supportive Supervision/ Mentoring

Data Systems and DQA

Supply Chain Management

Cross Cutting Enabling System Factors

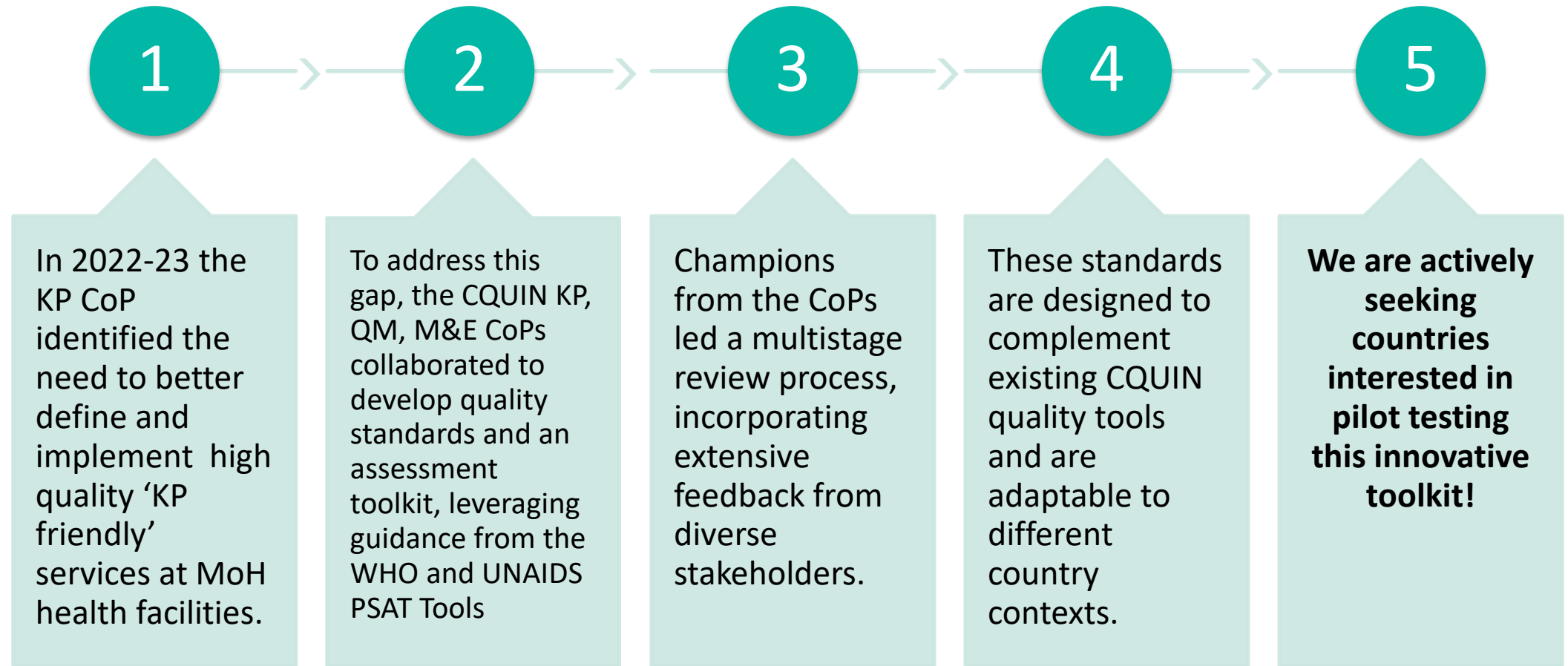Quality Planning/ Standards ⟷ Quality Assurance/ Assessment ⟷ Quality Improvement

Quality Management Systems

QUALITY of PCS M&E Framework	National Level	Sub-National Level	Health Facility Level	ROC Level	Community Level
Outcome Indicators	UNAIDS 95-95-95 Targets (Disaggs by age, sex, population group) HIV incidence HIV recency National HIV Program Quality Management Strategy and Guidelines	Geographical heat map showing, HIV incidence, ART coverage and VL Suppression by province and/or district Subnational QI Leadership, QI team?	Health Facility Quality Strategy SQA Analysis with achievement towards standards (e.g. Number of standards achieved or number of standards in Red) Integration of Services Related outcome indicators HCW satisfaction	**Prevention Cascade-** (% enrolled on PrEP, Retained on PrEP) **Rx Cascade:** **Diagnosis**: % of PLHIV diagnosed **Linkage to Care**: % linked to care within 30 days of diagnosis **ART Initiation**: % initiated on ART after dx **Retention**: % retained on ART after 6 and 12 months **VS**: % achieving VS % switched to 2nd Line Therapy ART Stockouts	CLM Outcomes Indicators
Process Indicators	HIV Program Service [...] by program /location Supply Chain Manage[...] National SI systems / interoperability Unique ID systems (Biometric ID systems)	[...]system Number of QI projects Number of Province/ District Health Team trained in QI	Number of HCW trained in QI Number of SQA primary and reassessment completed Number of SS and Mentoring visits Number of QI projects	[...] / Trainings / [...], EQA Counseling and PSS ART adherence support, EAC completion **Retention**: ROC follow-up systems (SMS reminders, peer navigators). **VS**: % viral load testing performed appropriately, lab turnaround times	Number of CAGs Number of CSOs engaged with health facility Number of community members on QI teams Community members trained in QI
CQUIN	**CMM- dHTS, dART, AHD, DSD Model Mix**	**CMM** **DPRs**	**DPRs,** **Service Quality Assessments,** **ROC Satisfaction Toolkit**	**DPR**	**SQA** **DPR**
Potential Data Sources and Data Systems	PHIAs/ Population based national surveillance studies TRACE	DHIS2 Lab Info Systems (National data warehouse)	EMR LIS Satisfaction Surveys	EMR LIS Paper based registers and tools	CLM National Community

Illustrative Quality of PCS M&E Framework to Guide Leaders in Understanding and Making Critical Decisions about Quality

2024 Key Achievement for the KP, QM, and M&E CoPs Co-Creation of a KP Friendly Service Quality Toolkit for Government Health Facilities

1

In 2022-23 the KP CoP identified the need to better define and implement high quality 'KP friendly' services at MoH health facilities.

2

To address this gap, the CQUIN KP, QM, M&E CoPs collaborated to develop quality standards and an assessment toolkit, leveraging guidance from the WHO and UNAIDS PSAT Tools

3

Champions from the CoPs led a multistage review process, incorporating extensive feedback from diverse stakeholders.

4

These standards are designed to complement existing CQUIN quality tools and are adaptable to different country contexts.

5

We are actively seeking countries interested in pilot testing this innovative toolkit!

KP Friendly Service Quality Toolkit: Standards, Indicators and Assessment Questions

EQUITABLE
All key population groups can obtain high quality HIV health services available in the public sector.

ACCESSIBLE
All key population groups *are able* to obtain the HIV health services that are available.

ACCEPTABLE
Key population groups *are willing* to obtain the HIV health services that are available.
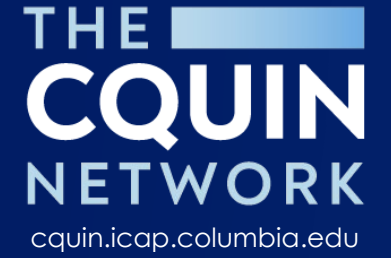
APPROPRIATE
The *right HIV health services* are provided to key populations, based on their needs.

EFFECTIVE
The right HIV health services are *provided in the right way* to make a positive impact on health outcomes.
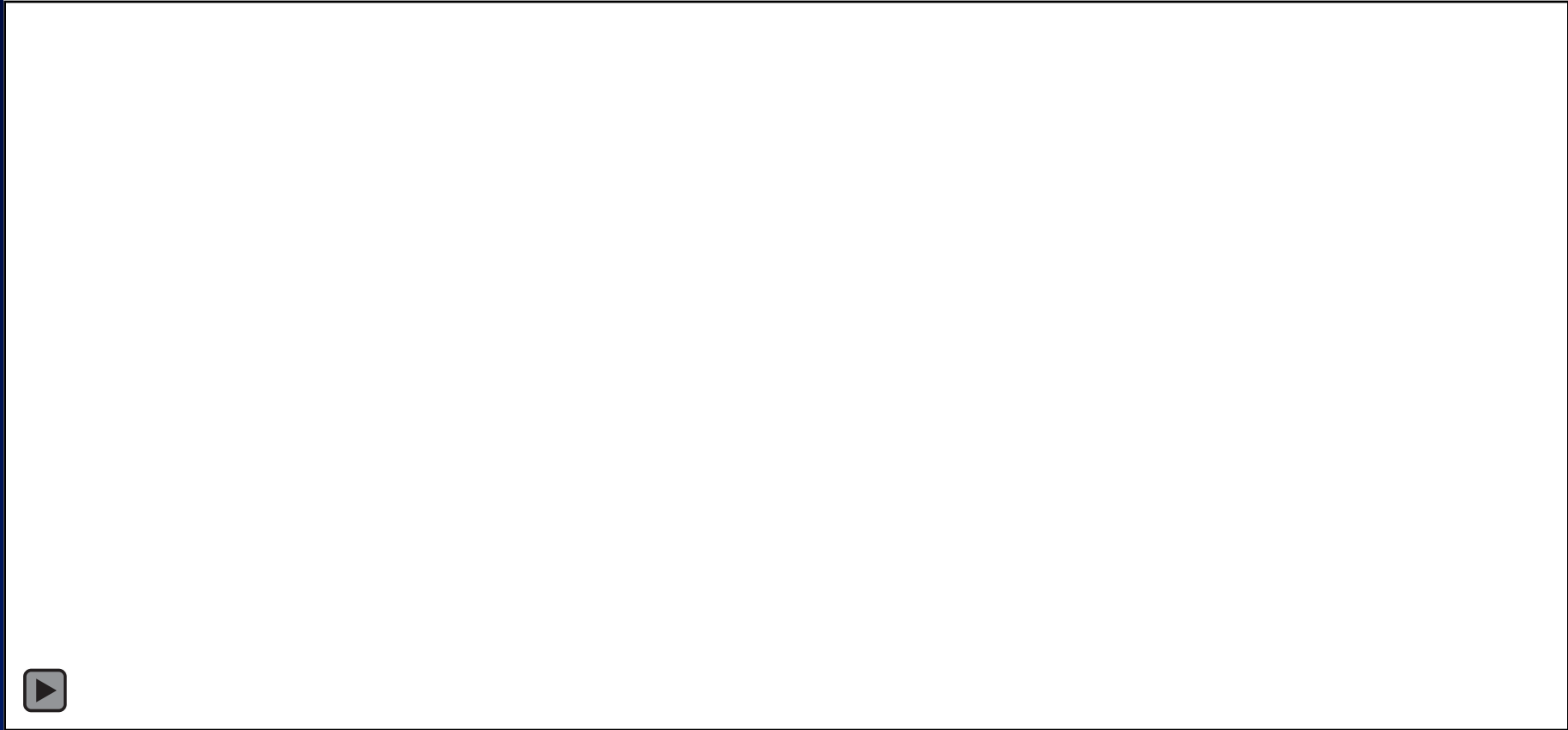
ACCOUNTABLE
Key populations are *empowered and equipped* to advocate for quality HIV services

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Thank You!

Welcome to the
Case Study Presenters