

# Differentiated HIV Service Delivery: Optimizing Person-Centered HIV Services in Lesotho

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## BACKGROUND

Lesotho became a member of the CQUIN network in October 2022, with Differentiated Service Delivery (DSD) activities coordinated through the HIV/TB Technical Working Group (TWG). In 2024, key priorities include the development of a DSD scale-up plan and increasing testing coverage among underrepresented populations, such as men, children, and key populations.

The integration of HIV, non-communicable diseases (NCD), and family planning (FP) services is managed by the DSD task team. A consultant has been engaged to provide technical assistance in developing a DSD manual, and discussions on program policy and implementation approaches took place during the integration meeting in April.

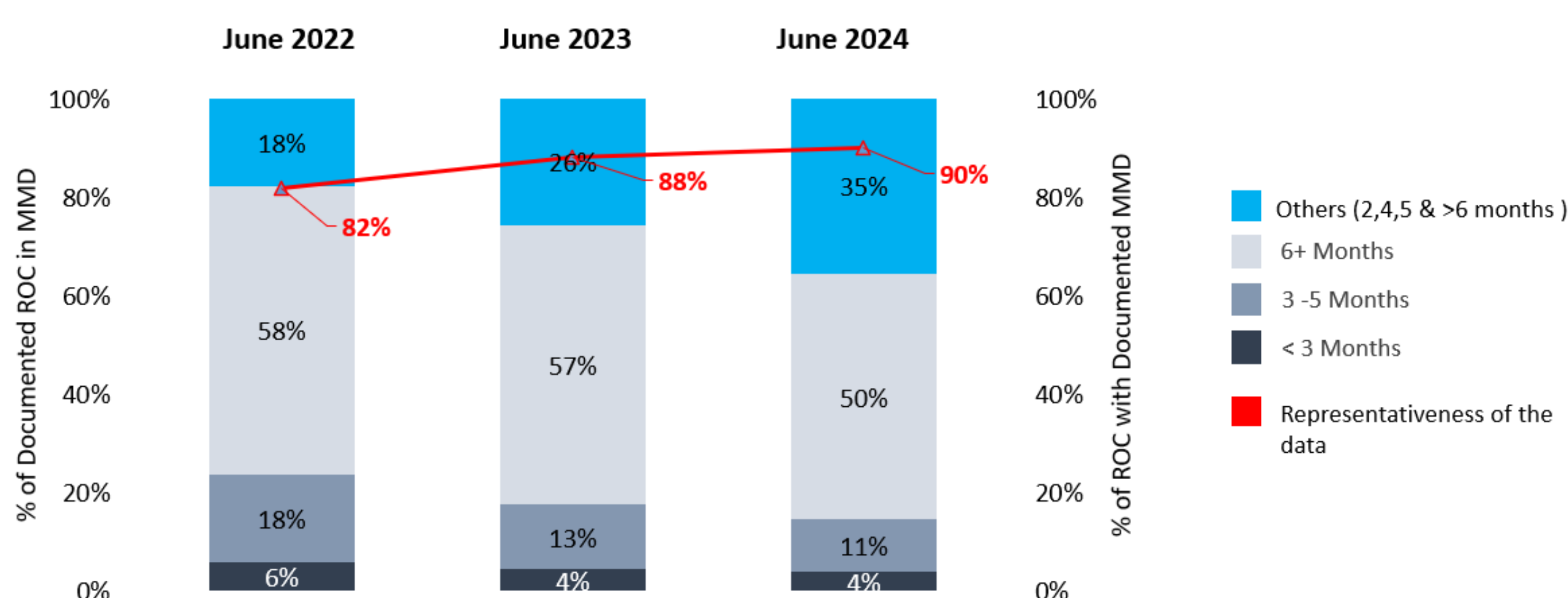
Additionally, HIV Monitoring and Evaluation (M&E) tools have been revised to include indicators for hypertension, diabetes, FP, and mental health. Healthcare workers have received training on the WHO's Package of Essential Non-Communicable Diseases (PEN) and PEN-Plus intervention packages.

The WHO Harmonized Health Facility Assessment tool and PEPFAR's Site Improvement Monitoring Systems (SIMS) are being used to assess services.

The Lesotho Network of People Living with HIV (LENEPWH) is actively involved in the design, planning, implementation, and monitoring of the program, while community engagement continues through facility-community feedback meetings facilitated by the Village Health Workers program.

## DSD IMPLEMENTATION

Figure 1: Multi-Month Dispensing (MMD): Trend, 2022-2024



Out of 231 health facilities providing ART services in Lesotho, 191 offer less-intensive differentiated ART (DART) models, with approximately 2% of people on ART enrolled in less-intensive models such as Community ART Groups (CAGs). Currently, about 208,746 patients on ART are virally suppressed and eligible for multi-month dispensing (MMD).

As of June 2024, the majority (50%) of patients on MMD received a six-month supply, while the lowest proportion received a one-month supply. Lesotho has made significant progress in scaling up MMD for clients in less-intensive DSD models, both at facility and community levels, achieving overall MMD coverage exceeding 90%.

This success is attributed to strong collaboration with the supply chain management team, ensuring consistent drug availability and preventing stock-outs. Additionally, high viral suppression rates, driven by the early adoption of DTG-based ART regimens for both adults and children, have expanded the pool of eligible clients for MMD, contributing to sustained coverage growth.

## CQUIN ENGAGEMENT AND ACHIEVEMENTS

Lesotho actively participates in several Communities of Practice (CoPs), including:

1. DSD Coordinators CoP
2. Advanced HIV Disease (AHD)
3. Differentiated HIV Testing Services (dHTS)
4. Differentiated Monitoring and Evaluation (M&E)
5. Differentiated TB/HIV, DSD for Key Populations
6. Community Engagement

In 2024, Lesotho contributed by presenting during the dHTS CoP and the DSD Coordinators CoP calls. These CoPs serve as valuable platforms for inter-country learning and knowledge-sharing, fostering collaboration and the exchange of best practices across participating countries.

## DART CAPABILITY MATURITY MODEL TRENDS (2022-2024)

Domains	2022	2023	2024
Policies	Red	Orange	Dark Green
Guidelines	Red	Orange	Dark Green
Diversity	Yellow	Orange	Dark Green
Scale Up Plan	Red	Orange	Dark Green
Coordination	Yellow	Orange	Dark Green
Community	Yellow	Orange	Dark Green
Training	Orange	Orange	Dark Green
M&E System	Orange	Orange	Dark Green
Procurement	Orange	Orange	Dark Green
Facility Coverage	Orange	Orange	Dark Green
Client Coverage	Orange	Orange	Dark Green
AHD	Yellow	Orange	Dark Green
Key Populations	Red	Orange	Dark Green
TB/HIV	Red	Orange	Dark Green
MCH	Red	Orange	Dark Green
NCD/HIV	Red	Orange	Dark Green
Family Planning	Red	Orange	Dark Green
Quality	Red	Orange	Dark Green
Impact	Red	Orange	Dark Green

Figure 2: DART CMM trends (2022-2024)

Figure 2 shows the results of the country's recent self-assessment using the CQUIN DART capability maturity model for years 2022 to 2024. Since joining CQUIN, Lesotho has continued to show improvement across different domains. In 2024, Lesotho achieved the most mature stage (dark green) in nine domains, while two domains remained in the least mature (red) stage.

The national dHTS guidelines have been reviewed and include the three-test strategy and social network testing approaches. Community engagement has been strengthened through better collaboration and involvement of recipients of care. There has been improvements in commodity management and thus no stock-out of commodities were experienced.

## AHD CAPABILITY MATURITY MODEL SELF-STAGING

Figure 3: AHD CMM results, 2024

Polices	Dark Green
Guidelines	Dark Green
AHD Scale-up Plan	Dark Green
SOPs	Dark Green
Coordination	Dark Green
ROC Engagement	Dark Green
Diagnostic Capability 1	Dark Green
Diagnostic Capability 2	Dark Green
Client Coverage 3	Dark Green
Client Coverage 4	Dark Green
Training	Light Green
Facility Coverage	Yellow
Client Coverage 2	Yellow
Supply Chain	Yellow
M&E System	Yellow
Quality	Yellow
Client Coverage 1	Orange
Impact	Red

Figure 3 shows the results of the country team's recent self-assessment using the CQUIN AHD capability maturity model. In 2024, Lesotho achieved the most mature stage (dark green) in 10 domains, while the impact domain remained in the least mature (red) stage.

## dHTS CAPABILITY MATURITY MODEL SELF-STAGING

Figure 4: dHTS CMM results, 2024

Policy: Strategic Model Mix	Dark Green
Finance/Resource Allocation	Dark Green
SOPs	Dark Green
Scale-up Plan	Dark Green
dHTS Training	Dark Green
Procurement/Supply Chain	Dark Green
Linkage to Tx: Verification	Light Green
Policy: Linkage	Light Green
M&E	Orange
EQA/IOC	Orange
Community Engagement	Orange
Population Coverage	Orange
Proficiency Testing	Yellow
Private Sector Engagement	Yellow
Policy: Optimizing HIV Testing	Yellow
Linkage to Tx: Timely Linkage	Yellow
Impact: Linkage to Tx	Red
Clinical Services	Red
Impact: Knowledge of Status	Red
Coordination	Red
Linkage to Prevention	Red
Impact: Linkage to Prevention	Red

Figure 4 shows the results of the country team's recent self-assessment using the CQUIN dHTS capability maturity model. In 2024, Lesotho achieved the most mature stage (dark green) in 10 domains, while 2 domains remained in the least mature (red) stage.

## NEXT STEPS / WAY FORWARD

The enabling domains across the CMMs are highly mature, providing a strong foundation for continued development.

Health system strengthening at both national and sub-national levels has been prioritized. This includes revisions to dHTS guidelines to incorporate social network testing approaches, to focus on prevention and treatment, and enhance linkages. Additionally, the AHD program has been scaled up to all facilities nationwide.

Plans for integrated services include training healthcare workers on the PEN and PEN-Plus programs. M&E tools have been updated to include indicators for hypertension, diabetes, mental health, and family planning, supporting a more comprehensive and effective health service delivery.

Efforts to address person-centered service delivery are ongoing, with active engagement of care recipients through forums like national TWGs and health center committees. Community-based organizations play a key role in raising awareness, supporting treatment adherence, and creating supportive environments for people living with HIV.

