



Delivering Sustainable Person-Centered HIV Services

Community Perspective

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CQUIN 8th Annual Meeting | December 9-13, 2024 – Johannesburg, South Africa

Client-centered
Person-centered
People-centered
User-centered
Human-centered



Often the **user**
of the **tool** or
the **service** is
an
afterthought?



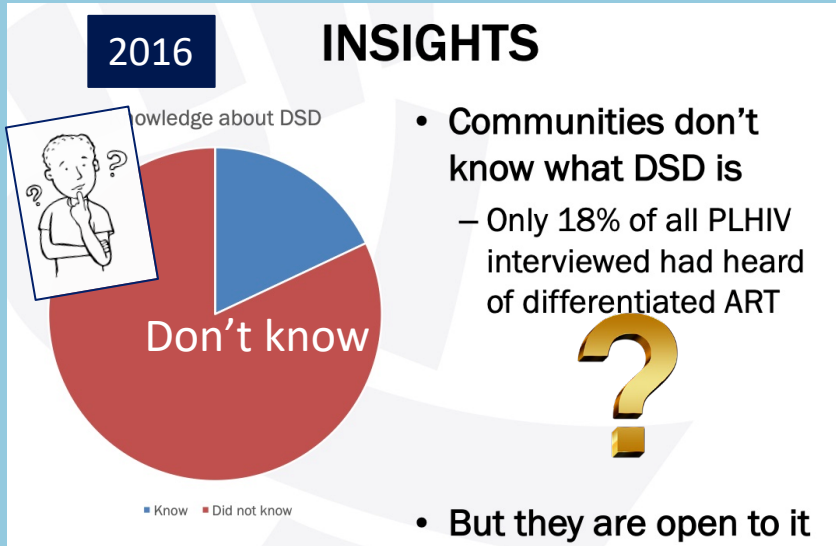
“It is not so much about finding our voice anymore, but it is about where do we need to speak and how often with what results”



Person - Centered - HIV Services

“...prioritizes the **Needs, Preferences, and Values of PLHIV with emphasis on **Respect, Dignity, and Empowerment**, while actively involving Individuals and the Community in the **Design and Delivery** of services”**

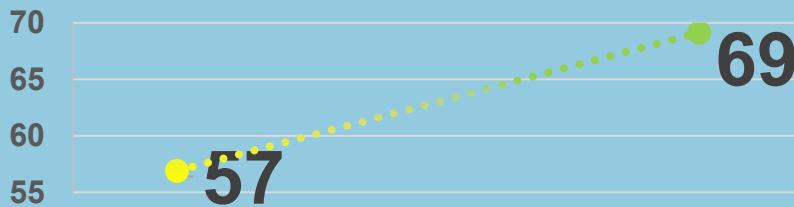
D S D



How it started

2024

Average Community Engagement score between 2022 and 2023



How it's going

Progress

- ✓ **Awareness:** significant increase in community knowledge and understanding of DSD
- ✓ **Community engagement:** much more engagement by government (see in the dashboard)
- ✓ **Choice:** many more community-friendly options of DSD models
- ✓ **Ownership:** discussions are community-led, rather than driven by healthcare workers only

Management

How are we to address efficiencies within the health system if we ignore **management**?



The Gaps to Achieving Sustainability

- **Quality & Quantity of Health Workers**
 - Numbers are wanting
 - Well trained diverse cadres that include Community Health Workers
- **Poor Management of RoC Service Flow within the Clinic**
 - Current Clinic Management Models aren't efficient & cost-effective
- **Lack of use of "Community Intelligence"** generated from various CLM process that could feed into programs

The Transformative Work



Need for:
Advocacy,
funding,
support
and
political
capital

Does *not* just happen!

Value

Community intelligence

Future Possible Solutions to Ensure Sustainability

- **Policy Review on Data Integration**
 - Use of “Community Intelligence” from CLM processes to inform decision making and feed national processes and systems
- **Resource Support for:**
 - Peer – Peer Education that improves Health Seeking behavior and retention to care
 - Community Health Workers involved in various models of care
 - Community Data Collectors

VALUE



Community intelligence

Barriers to Sustainable Person-Centered HIV Services

External funding dependence:

How do we incentivize governments to pay for community accountability innovations?

- *The framing of people centered services is not solution-oriented enough*
- *CLM can help alleviate this – take community data seriously!*

Human resources problem:

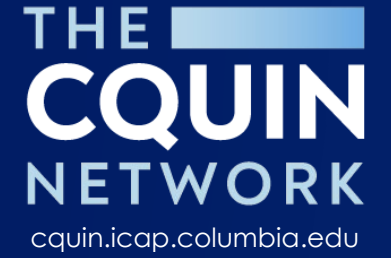
How can we address the declining and inadequate funding for human resources for health?

- *Addressing inefficiencies through better management can contribute to relieving this constraint*
- *DSD models should improve efficiency within the health system*

No funding for communities to do the work after “meetings”:

CE is a key to sustainability

- *Community engagement requires funding to effect change*
- *The final phase of all CLM models is advocacy for improving programs*



Thank You!

