



Differentiated HIV Service Delivery: Optimizing Person-Centered HIV Services in South Africa



Optimizing the Integrated Service Delivery Approach to Inform Differentiated Model of Care Scale-Up

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BACKGROUND

- South Africa launched DSD in 2019 after joining CQUIN in 2017
- The country developed the DSD/DMOC SOPs which offers guidance to implementation of integrated approach to patient centered care
- The country strives for integrated service delivery including integrated HIV, NCD and FP services. The Integrated Clinical Services Model, the Integrated Chronic Disease Model and the Ideal Clinic Models provide a platform and guidance for integrated services
- The country recently launched the nerve centre approach with the Prevention, Treatment Care and Support as well as the Global Alliance Nerve Centres – to ensure an integrated approach to patient care

DSD IMPLEMENTATION

Figure 1: DSD Model Mix: Trend Over Time, 2022-2024

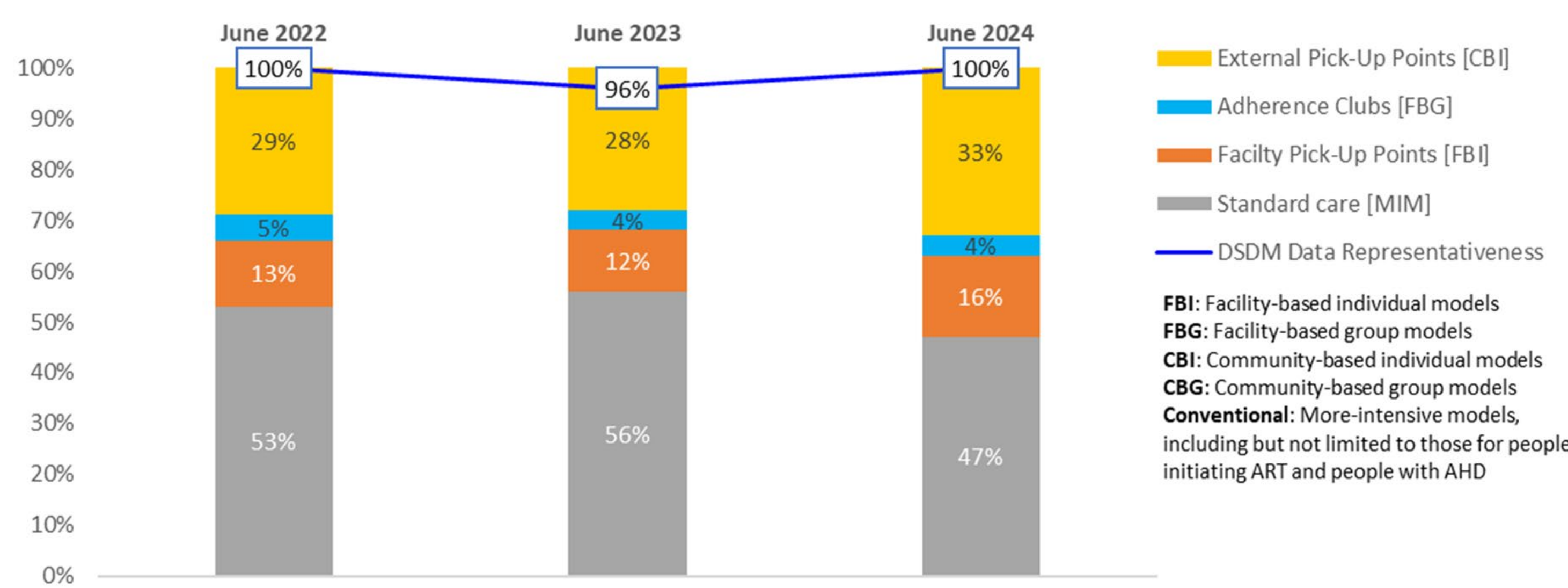
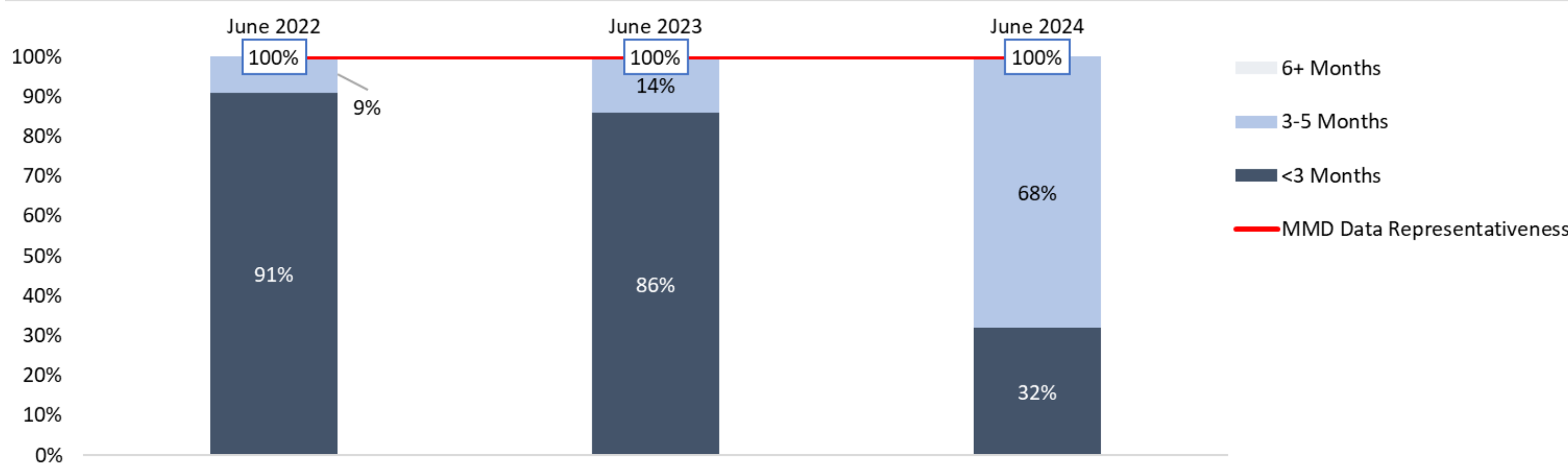


Figure 2: Multi-Month Dispensing (MMD): Trend Over Time, 2022-2024



The country offers both the More Intensive Models (MIM) and Less Intensive Models (LIM). The MIM is for those that require regular clinical reviews – either receiving Enhanced Adherence Counselling, AHD, or are pregnant. The LIM is offered to ROC that are established in their Chronic Treatment – ART or NCDs.

The country has 4,200 HF providing DART for both the MIM and LIM and a national TX_CURR of 5,560,479 as at end of June 2024. To date, there are 2,990,533 [53%] decanted RoC to the LIM with 888,376 [16%] at facility-based individual models and 229,328 [4%] at facility-based group models and 1,872,829 [34%] at community-based individual models.

To enable facility decongestion, and patient centered approach, South Africa has scaled-up 3+MMD, so that clients who are decanted, receive their 3+MMD at facility then follow up collection at their pick-up points of choice. The 3+MMD is also for clients who are not enrolled on LIM but who are eligible for 3+MMD and can be reviewed after 3 months.

CQUIN ENGAGEMENT AND ACHIEVEMENTS

Communities of practice South Africa

- Monitoring and Evaluation of DSD
- Advanced HIV disease (AHD)
- DSD for key populations
- Differentiated TB/HIV
- Differentiated HIV testing services (HTS)
- DSD Quality Management
- DSD for NCD/HIV Integration
- DSD for MCH

How have they impacted country program

- Completed DPRs in all 9 provinces. Conducted individual dissemination and National Dissemination.
- Improved Records management – Led to development of record management resources / tools
- Increased number of stable clients decanted
- Developed dedicated AHD Chapter / module in the ART Guidelines
- Improved integrated approach to foster efficiency in client's management

- The DPRs – Fostered monitoring of DSD Performance, client Management (Collaboration other Internal Stakeholders such as TB, TB/HIV, HIV/AIDS Cluster, Donors, and DSPs)
- Scaling up enrolment of eligible ROC to the Less intensive models is key to facility decongestion
- Capacity building of the healthcare providers/implementors is key to the success of DSD implementation
- Utilizing every platform to talk about DSD – is key to the successful implementation of DSD
- Collaboration with the Donors, Funders, DSPs enabled seamless implementation of DSD
- DSD/DMOC a platform for integration

DART CAPABILITY MATURITY MODEL TRENDS (2022-2024)

Figure 3: DART CMM Trends (2022-2024)

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

Figure 3 shows the results of the country's recent self-assessment using the CQUIN DART capability maturity model for years 2022, 2023 and 2024. In 2024, South Africa achieved the most mature staging (dark green) with Policies, Guidelines, Coordination, Training, Procurement and Facility Coverage domains. Whilst the Community Engagement, M&E Systems, FP, Quality and KP domains remained in the least mature (red) staging.

Consistent policy reviews to align with the current goals, capacity building and DPRs enabled support for scaling-up DSD for both the LIM and MIM. Post-staging action plans are ongoing for improvement with the least mature domains.

AHD CAPABILITY MATURITY MODEL SELF-STAGING

Figure 4: AHD CMM Results, 2024

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

Figure 4 shows the results of the country recent self-assessment using the CQUIN AHD capability maturity model. In 2024, South Africa achieved the most mature staging (dark green) with Coordination, Diagnostic Capability 1 and 2 and Facility Coverage domains while Client Coverage 3 and Client Coverage 4 domains remained in the least mature (red) staging.

dHTS CAPABILITY MATURITY MODEL SELF-STAGING

Figure 5: dHTS CMM Results, 2024

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

Figure 5 shows the results of the country recent self-assessment using the CQUIN dHTS capability maturity model. In 2024, South Africa achieved the most mature staging (dark green) in 13 domains, while 4 domains remained in the least mature (red) staging.

NEXT STEPS/WAY FORWARD

- DSD implementation in South Africa has grown quite considerably. With the country's triple burden of HIV, TB and NCDs, DSD is the approach that enables provision of patient-centered care and decongest facilities, thus, relieving the burden from healthcare providers
- Integrated service delivery needs to be strengthened. Scaling-up of enrollment to LIM is the country's priority, such that these have been included in the Annual Performance Plan, which in essence is a game changer as it ensures facility decongestion
- With the launch of the Nerve Centre Approach, the country will certainly strengthen integration of services and ensuring that all the key internal and external stakeholders are meaningfully involved