

# Differentiated HIV Service Delivery: Optimising Person-Centred HIV Services in Zambia

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## BACKGROUND

- Zambia launched its Differentiated Service Delivery (DSD) programme and joined the CQUIN impact network in 2017.
- Currently 95% of eligible individuals on ART have been enrolled in less-intensive DSD models, 78% of which are on 6 months dispensing, allowing for fewer facility visits.
- Non-communicable diseases (NCDs), and family planning (FP) have been integrated in ART guidelines and coordinated by a multi-sectorial team.
- Zambia has adopted national DSD quality standards, using tools such as CQUIN's Capability Maturity Model (CMM) for self-assessment to measure progress in service quality and integration.
- Policy and implementation approaches, including emphasised screening for NCD in ART, adopted the WHO 3 test algorithm.
- Zambia has involved recipients of care (RoC) in policy discussions, focusing on enhancing satisfaction through tailored service delivery models and increasing accessibility.

## DSD IMPLEMENTATION

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

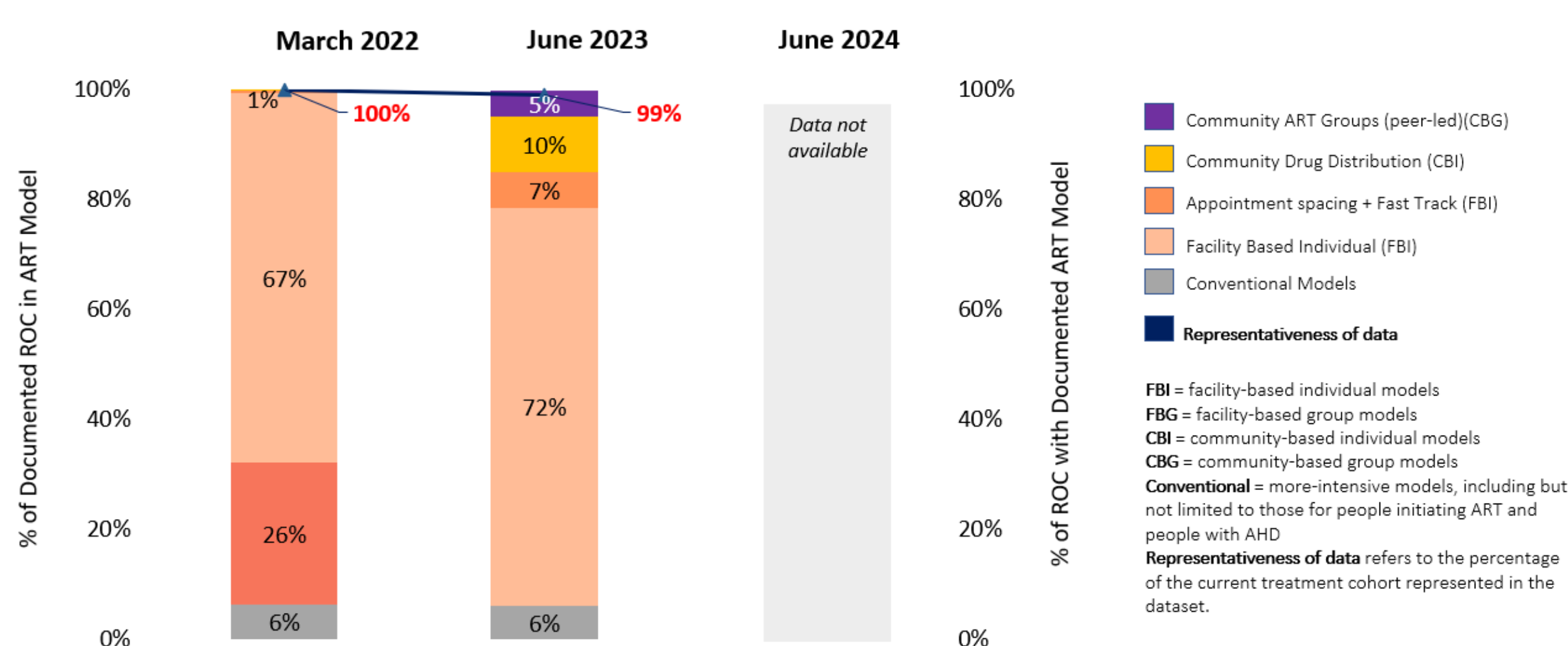
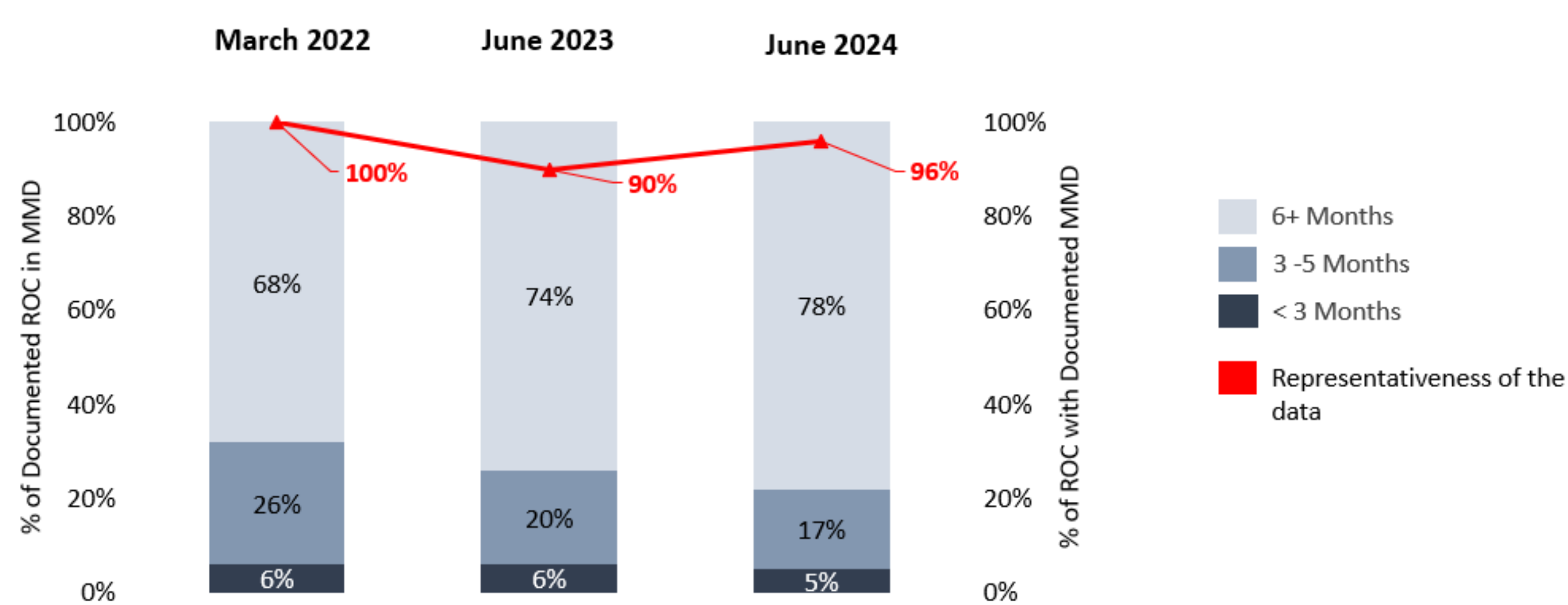


Figure 2: Multi-month Dispensing (MMD): Trend Over Time, 2022-2024



- Zambia has established 12 differentiated models of care RoC, including 9 less-intensive models and 3 high-risk (more intensive) models.
- All 2,949 health facilities providing ART services offer less-intensive DART models.
- Of the 1,263,201 individuals on ART, 95% are on multi-month dispensing (MMD): 78% received a 6-month supply in 2024, an increase from 74% in 2023.
- 17% received between 3-5 months of ART while 5% received less than 3 months of ART.
- The high MMD coverage is attributed to a robust supply chain, ensuring consistent availability of medication.

## CQUIN ENGAGEMENT AND ACHIEVEMENTS

- Zambia has opted into 8 CQUIN Communities of Practice (M&E; QI; AHD; HIV/TB; HIV/NCD Services; Differentiated Maternal and Child Health (MCH); DSD for KPs; DSD for Mobile, Migrant, and Displaced Populations)
- A visit to Eswatini to learn about AHD supply chain systems in February 2023 helped the country to strengthen the AHD program.
- Participation in CQUIN's Integration Meeting and dHTS Meeting has helped the country to strengthen service delivery.

## 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	Dark Green	Dark Green	Dark Green
Key Populations	Dark Green	Dark Green	Dark Green
TB/HIV	Dark Green	Dark Green	Dark Green
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 team's recent self-assessment using the CQUIN DART capability maturity model for years 2022 to 2024. In 2024, Zambia achieved the most mature stage (dark green) in 9 domains, while 3 domains remained in the least mature (red) stage.
- MCH is in red because the national guidelines currently do not recommend less intensives models to PBFW.
- For the quality domain, no SQAs have taken place and for the impact domain, no national DSD evaluation has been conducted.
- National DSD Quality standards have been developed pending national evaluation.

## AHD CAPABILITY MATURITY MODEL SELF-STAGING

Figure 4: AHD CMM results, 2024

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

Figure 4 shows the results of the country team's recent self-assessment using the CQUIN AHD capability maturity model. In 2024, Zambia achieved the most mature stage (dark green) in 10 domains, while 3 domains remained in the least mature (red) stage.

## dHTS CAPABILITY MATURITY MODEL SELF-STAGING

Figure 5: dHTS CMM results, 2024

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

Figure 5 shows the results of the country team's recent self-assessment using the CQUIN dHTS capability maturity model. In 2024, Zambia achieved the most mature stage (dark green) in 5 domains, while 4 domains remained in the least mature (red) stage.

## NEXT STEPS / WAY FORWARD

- Expanding the health workforce, enhancing data systems, and ensuring quality management to support integrated and person-centred health services
- Enhancing digital health systems like SmartCare for comprehensive monitoring, reporting, and data-driven decision-making will improve service coordination and accountability.
- Multi-sectoral coordination mechanisms involving collaboration among different ministries, non-governmental organisations, and community-based organisations.
- Integrating health services, re-engaging individuals in care, improving service quality, assessing client satisfaction, and actively engaging communities to ensure responsive and culturally appropriate healthcare.