



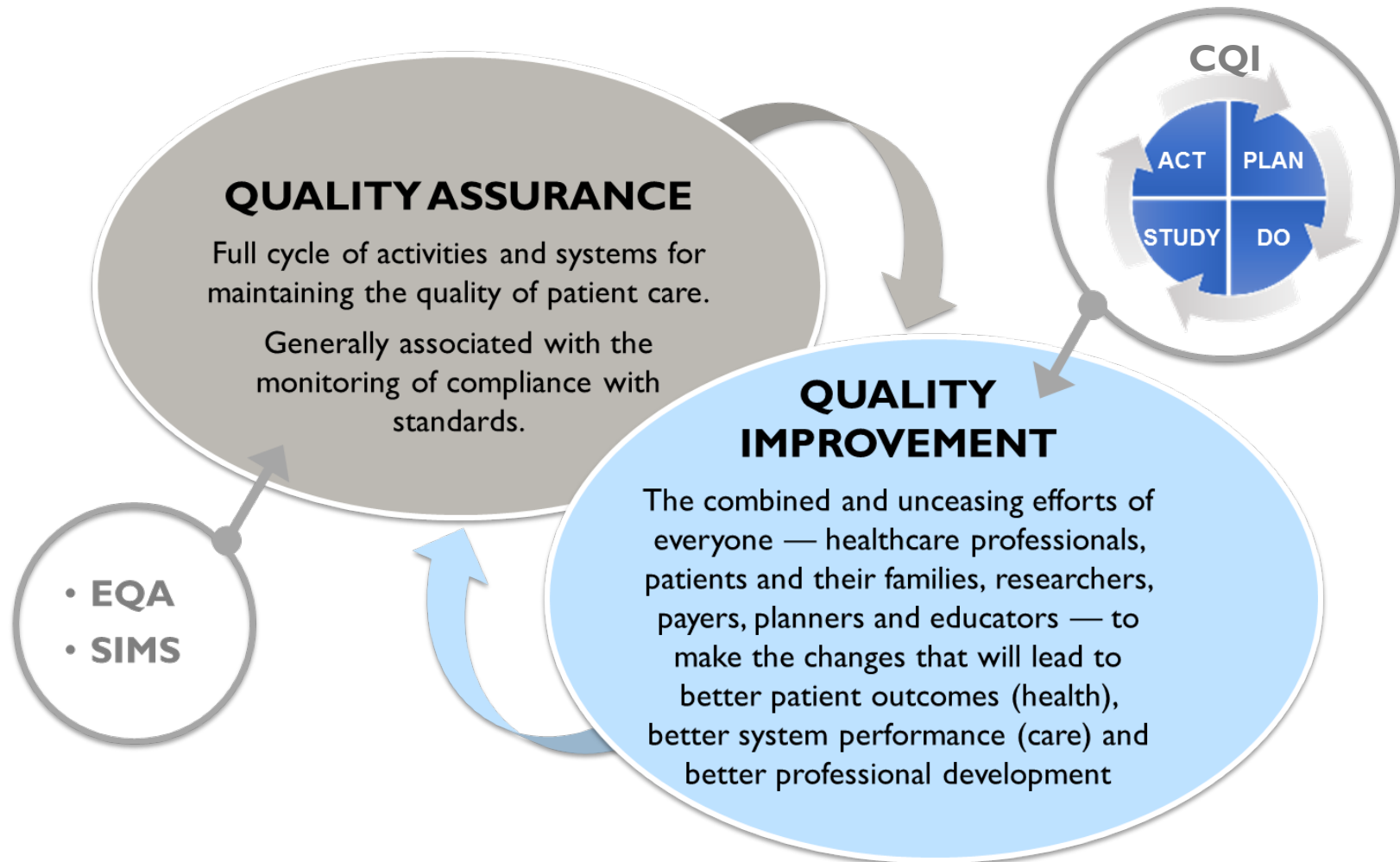
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Improving Quality of VMMC In-service Communication: Learning from EQA and CQI Findings

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Quality assurance (EQA, SIMS) vs. quality improvement (QI, CQI)



VMMC client communication processes observed in EQA

Processes and materials observed	Key criteria
Pre-op group education and individual counseling sessions	Conduct of session, completeness/accuracy of information/key messages, condom demonstration, MC options, engagement
HIV testing: Individual counseling and test administration	Privacy; client consent, key messages, engagement, testing procedure, handling of positive and negative results
Post-operative, pre-discharge client observation and counseling session	Temperature, BP, respiration recorded; key messages, pain management, abstinence, wound care, adverse events, engagement
Follow-up clinic visit (2 nd , 7 th or later)	Ways to improve compliance with abstinence, wound care, pain management, adverse events, engagement
HIV and VMMC education and counseling materials (signage, posters, flipcharts, patient handouts)	Availability, sufficient quantities, language, clarity, visibility, emergency contact information, tailored to specific audiences

Tool G results from recent EQAs

SITE:	1	2	3	4	5	6	7	8	9	10	11	12	AVERAGE
Swaziland (Oct 2015)	76%	74%	82%	77%									77%
Zimbabwe (Dec 2015)	88%	97%	77%	83%	80%								85%
Lesotho (Jan 2016)	85%	99%	95%	94%									93%
Tanzania (Feb 2016)	85%	76%	81%	89%	95%	94%	96%	91%	99%	97%	95%	97%	91%

Tool G results from 2015 vs 2016 EQAs

Performance Score : > 85%+: [Good] 70%- 85%: [Fair] < 70%: [Poor]

Mozambique 2015

Country Score Summary								
Site	Tool A	Tool B	Tool C	Tool D	Tool E	Tool F	Tool G	Total
Hospital Gondola	53 %	91 %	79 %	70 %	81 %	82 %	65 %	75 %
Maio	96 %	98 %	77 %	79 %	77 %	80 %	73 %	77 %
Overall Total	75 %	94 %	78 %	75 %	77 %	81 %	69 %	75 %

Mozambique 2016

Performance Measurement	SOPs & Guidelines (Tool A)	Infrastructure & Supplies (Tool B)	Record Review (Tool C)	Emergency Management (Tool D)	Staffing (Tool E)	Surgical Procedure (Tool F)	Communication (Tool G)	Overall
Chitima Health Center	74%	96%	80%	81%	85%	81%	90%	73%
Tete Provincial Hospital	88%	93%	77%	64%	100%	89%	88%	75%
Gondola District Hospital	96%	84%	77%	91%	62%	66%	86%	70%
1º de Maio Health Center	91%	83%	79%	90%	77%	82%	94%	75%
Overall Average	87%	89%	78%	81%	80%	80%	90%	70%

Common quality gaps noted in EQA and CQI assessments

- Not separating clients by age groups for group counseling
- Inappropriate counseling and education techniques
- Uncomfortable setting for group counseling
- Insufficient number of counselors to allow for simultaneous individual and group counseling



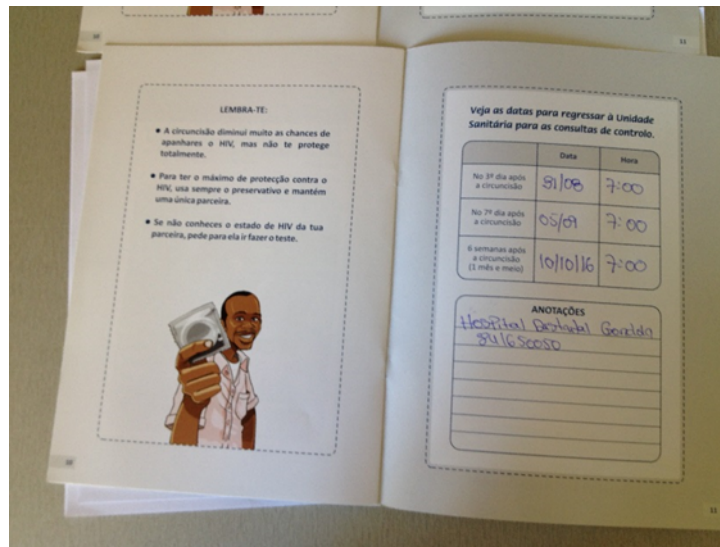
Common quality gaps noted in EQA and CQI assessments, cont.

- Lack of privacy for individual testing and counseling
- Informed consent not obtained/documentated
- Many critical topics not mentioned in counseling: HIV testing is optional, VMMC provides only partial protection, common modes of HIV transmission, other risk reduction steps, VMMC does not afford protection for the female partner, encourage partner testing
- Condom use not demonstrated



Common quality gaps noted in EQA and CQI assessments, cont.

- Critical messages not delivered in post-op instructions: Adverse event warning signs, suggestions for adherence to abstinence, encourage partner testing, other risk reduction measures
- Assuring effective referral of HIV+ clients (including systems to document what happened with the referral)
- Temperature/blood pressure recording in post-op counseling



Takeaways for improving performance on client communication

- EQA Tool G performance weighted heavily toward complete VMMC package in counseling, with many specific messages: Consider job aids to prompt delivery of all key messages
- EQA and CQI assessment tools can be used for internal audit and quality monitoring
- Assuring availability of materials is an easy win; excellent examples available
- Harmonize mobilization messaging with in-service client communication
- VMMC improvement resources available at: <https://www.usaidassist.org/VMMC-CQI-Resources>