WHAT WORKS FOR ME:
A Community Perspective on Differentiated Service Delivery

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Differentiated service delivery, is a recipient of care-centered approach that simplifies and adapts HIV services across the cascade, in ways that both serve the needs of PLHIV better and reduce unnecessary burdens on the health system.
CASCADE

Differentiated care

PREVENTION

DIAGNOSED

90%

ON TREATMENT

90%

VIRA LLY SUPPRESSED

90%

Differentiated ART delivery

ITPC
COMMUNITY PERSPECTIVES FROM:

• Rapid assessment on ‘readiness’ of patients and communities to advocate for differentiated models of ART delivery. [2016]
• Three (3)-day gathering, with nearly 70 participants from all nine CQUIN countries [2017]
• A five (5)-day intensive community workshop on DSD with 30 activists across 12 countries from seven (7) networks of people living with HIV in Africa and Asia. [2017]

*Work done in collaboration with and support of national community-based partners, IAS, ARASA and ICAP
Rapid Assessment

• WHEN
  – May-July 2016

• WHAT:
  – Surveyed communities on existing perceptions on DSD (specially with respect to ART delivery)
  – 7 country teams administered the questionnaire to:
    • 35 to 50 respondents in each country, comprising mostly of recipients of treatment and care (PLHIV, including key populations, adolescents and others)
    • 5-10 health workers
    • 266 respondents (221 PLHIV and 45 HCW)

• WHERE:
  – Cameroon, Cote d’Ivoire, Kenya, Malawi, Morocco, Tanzania, Zambia
Communities don’t know what DSD is
– Only 18% of all PLHIV interviewed had heard of differentiated ART
But they are open to it
INSIGHTS

• **Respondents** said that:
  
  – DSD would make collecting their ARVs easier.
  
  – They like the option of community drug distribution points (CDDPs) and a fast track window within the clinic the most.
  
  – DSD would save time and money, specifically regarding transport costs.

• Potential negative impact - delivery of their ARVs closer to home would lead to exposure of their status and consequent stigma and discrimination.
INSIGHTS

“The first (fast track) would be the best for me because it allows me to safeguard the secret of my disease which is very important to avoid the discrimination in our environment, and for the safeguarding of these secrets, only the doctor is able to do it better than anyone else.” (Online survey: Female respondent, 35-49)

“Most of us would not like other people to know their health status. AIDS is still perceived as a shameful disease. If people, especially my friends, know I am a victim, they might abandon me. (Girl, 15-20, Tanzania coastal District)

• **Healthcare worker** respondents expressed concern that:
  
  – Adolescents and key populations would be particularly worried about doing anything that might expose their status to their friends or broader community.
  
  – Roll-out of differentiated ART delivery models would need to be accompanied by comprehensive training for health care workers (what will be different and lost) and the implementation of treatment literacy programs to educate communities about differentiated ART delivery.
One size does not fit all. Results varied across countries in terms of the most popular options (e.g. community drug distribution points (CDDPs) vs. a fast track window within the clinic).

*Respondents opted for more than one so results add up to more than the total number of respondents.
INSIGHTS

• Potential negative impact of DSD models
  – Fear of discrimination and avoidance of any model that involves drug collection closer to home
  – If it is not broken, don’t fix it
  – Lack of peer support
  – Perception that tx and care would be compromised by less frequent visits
Communities on DSD Dashboard

- ICAP DSD Dashboard of 12 Metrics, one is on community engagement ranging from none to PLHIV and/or civil society representatives are systematically engaged in DSD policy development, design, implementation, and evaluation

Considerations:

- Not just about extending facility-based services into community but to ensure CSS to get communities to be part of service delivery (drop in centers, teen clubs etc.) especially for key and priority populations

- “Task shift, but don’t pay us, how is that going to work?”
Step 1: Assess ART data, policies and delivery

Step 2: Define challenges

Step 3: Define for whom ART delivery will be differentiated

Step 4: Build a model of differentiated ART delivery

For ART refills

For clinical consultations

- WHEN
- WHERE
- WHO
- WHAT

Step 5: Consider additional adaptations that can be made to differentiate ART delivery further

ITPC INTERNATIONAL TREATMENT PREPAREDNESS COALITION
Health care worker-managed group

Client-managed group

Facility-based individual

Out-of-facility individual
WHAT DSD IS NOT...

• Pick one of 4 models

• A substitute for good care/services

• Tailored/individualized care or services
So...What now?

- Get serious about treatment education. Fund it! Education efforts to focus on the importance of HIV treatment and DSD for people living with HIV, and health care providers, including community actors (peer counselors).

- Support community-led demand creation and advocacy to increase utilization of different DSD models.

- Support communities to monitor the rollout/scale-up of DSD at country-level.
What Works for Me: Activist Toolkit on Differentiated Service Delivery

Available in English & French, Portuguese coming!
WHAT WORKS FOR ME

ACTIVIST TOOLKIT
ON DIFFERENTIATED
SERVICE DELIVERY

Available for download at
www.itpcglobal.org/resources/what-works-for-me
# TABLE OF CONTENTS

## Section 1: What you need to know about this toolkit

1.1 Background ......................................................................................................................... 5  
1.2 What is the purpose of the toolkit? ....................................................................................... 6  
1.3 What is not the purpose of the toolkit? .................................................................................. 6  
1.4 Who should use the toolkit? ................................................................................................. 6  
1.5 How was the toolkit developed? ........................................................................................... 7  
1.6 What does the toolkit contain? ............................................................................................. 7  
1.7 How to use the toolkit .......................................................................................................... 7

## Section 2: Understanding the HIV treatment continuum and linking this to differentiated service delivery

2.1 What is the HIV treatment continuum? ................................................................................ 11  
2.2 Barriers to accessing ART .................................................................................................... 14  
2.3 Monitoring HIV treatment through viral load testing ......................................................... 16  
   Monitoring HIV treatment ....................................................................................................... 16  
   Why is viral load monitoring important? .................................................................................. 17  
   What are the problems with access to routine viral load testing? ........................................ 18

## Section 3: Differentiated service delivery

3.1 What is differentiated service delivery or differentiated care? .............................................. 23  
   Differentiated ART delivery ................................................................................................... 24  
3.2 Understanding the Decision Framework for Differentiated ART Delivery .......................... 27  
   What is a “well” person living with HIV? ................................................................................ 27  
3.3 Models of differentiated ART delivery ................................................................................ 28  
   Facility-based individual models ............................................................................................... 29  
   Out-of-facility individual models .............................................................................................. 30  
   Healthcare worker-managed group models/adherence groups ............................................. 32


Section 3: Differentiated service delivery

3.1 What is differentiated service delivery or differentiated care? ........................................... 23
Differentiated ART delivery .................................................. 24
3.2 Understanding the Decision Framework for Differentiated ART Delivery .......................... 27
What is a “well” person living with HIV? ...................................... 27
3.3 Models of differentiated ART delivery .................................................. 28
Facility-based individual models ............................................... 29
Out-of-facility individual models .............................................. 30
Healthcare worker-managed group models/adherence groups .......... 32
3.4 The building blocks of differentiated ART delivery: Who, Where, When, What ................. 34
Who? .................................................................................. 36
Where? ............................................................................... 38
When? ............................................................................... 39
What? ............................................................................... 40
3.5 Differentiated ART delivery and human rights .................................................. 41
What is a human rights-based approach to HIV? ................................. 41
The changing face of human rights and HIV ..................................... 42
What do we need for successful implementation of differentiated care in countries? .......... 43
How can DSD work for underserved groups? ..................................... 44
Differentiated delivery programmes can address social barriers to access ........ 44
Differentiated delivery programmes can address regulatory barriers to access .......... 45

Section 4: Making an advocacy plan

4.1 Findings from the rapid assessment .................................................. 50
4.2 What does advocating for differentiated service delivery mean? ................................. 52
4.3 Creating an advocacy plan ........................................................................ 53
4.4 Drafting advocacy messages ..................................................................... 57
4.5 Demand creation case studies ..................................................................... 58