Applying Community-Led Monitoring to Community Engagement: A Person-Centered Approach to Improving HIV Service Delivery and Quality of Care Across 21 African Countries

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Category: D4 Community-engaged/participatory social science-based interventions

Countries of research: Burundi, Cameroon, Congo, the Democratic Republic of the, Côte d'Ivoire, Eswatini, Ethiopia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mozambique, Nigeria, Rwanda, Senegal, Sierra Leone, South Africa, South Sudan, Uganda, Zambia,Zimbabwe

INDICATORS (2022-2023)	Liberia		Rwanda		Uganda		Eswatini		Côte d'Ivoire		Nigeria		Lesotho		Zambia		Sierra Leone		Mozambique		Senegal		DRC		Ghana		Cameroon		South Sudan		Ethiopia		Burundi		South Africa		Zimbabwe		Malawi		Kenya	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
% of TWG and task team meetings on DSD where RoC/community members participated during the reporting period													N/A																				N/A							
% of policy validation exercises where RoC/community members participated													N/A																				N/A							
% of online DSD TWG and task team platforms that include RoC/community members													N/A																				N/A							
% of DSD-related M&E meetings that include RoC/community members													N/A																				N/A							
% of DSD impact assessment/evaluations where RoC/community members participated													N/A																				N/A							
% of meetings focused on DSD programme design where RoC/community members participated													N/A																				N/A							
% of DSD planning meetings where RoC/community members provided recommendations on prioritization of DSD models													N/A																				N/A							
% of DSD health facility trainings that include RoC/community members as planners, facilitators and participants													N/A																				N/A							
% of DSD M&E tools development meetings where RoC/community members participated													N/A																				N/A							
% of DSD supportive supervision visits that include RoC/community members													N/A																				N/A							
% of CQUIN Capability Maturity Model self-assessments conducted by ministries of health where RoC/community members													N/A																				N/A							
% of thematic working group meetings where RoC/community members presented													N/A																				N/A							
% of DSD sensitization/demand creation activities led by or actively involving RoC/community members													N/A																				N/A							
% of health facilities with DSD where RoC work as service providers													N/A																				N/A							
% of health facilities offering DSD services where community scorecards and/or RoC satisfaction surveys are implemented													N/A																				N/A							
AVERAGE COUNTRY SCORE													N/A																				N/A							
% of government-developed DSD policy communication materials that ackowledged input from national networks of people living with HIV													N/A																				N/A							
% of peer educators who attended health education learning sessions	N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A	
% of RoC/community members who attended health education learning sessions	N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A	

BACKGROUND

Applying Community-Led Monitoring (CLM) to Community Engagement (CE) improves both the quality and efficiency of Differentiated Service Delivery (DSD) HIV services. CommunityEngagement (CE) is central to the success of DSD as it is a people-centered approach. However, there is a lack of rigorous and robust tools to monitor meaningful engagement of Recipientsof Care (RoC), highlighting the need for CE monitoring tools to track meaningful engagement.

DESCRIPTION

The 18-indicator quantitative excel based CE tool was rolled-out across 21 Community Advocacy Network (CAN) country partners. CE was monitored retrospectively for the period 1 June 2022 to 31 May 2023 across the policy, program, and community levels of engagement as well as across the design, implementation, monitoring and evaluation areas of engagement. Thelevel of engagement was assessed using a six – color coding system ranging from dark green (81-100%) to grey (0%).

LESSONS LEARNED

CE scores have progressed from 57% to 69% between 2022 and 2023 equivalent to a 21% increase. Levels of CE have risen by 70% in countries tracking CE since 2022. In 2023, 69% of CEscores were satisfactory or meaningful engagement (61%-100% achievement rate) as compared to a 49% satisfactory or meaningful engagement rate in 2022. Uganda, Burundi, Cameroon, Malawi and Senegal progressed by more than 40% in 2023 within the no current engagement domain (red: 0-40%). Five countries (Rwanda, Liberia, Zimbabwe, South Africa,and DRC) scored meaningful engagement in 2023 (dark green 81-100%) as compared to only one country (Liberia) in 2022. A 35% increase in the policy level in 2023 was a result ofmeaningful engagement during the design of DSD policies, while the 18% increase in 2023 within the programme level was due to the implementation of the CQUIN Capability Maturity Model self-assessments. Meaningful CE in DSD across thematic working groups and demand creation contributed to a 10% increase across the community level in 2023.

CONCLUSION

CLM serves as a crucial baseline for meaningful CE and quality DSD programs. Using CLM to monitor CE improves the relevance, acceptability, and effectiveness of DSD programs forsustained demand creation.

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