



LARC Third Learning Session
May 18, 2017



Kenya: Key Lessons Learned

- ▶ Role of BPM to avoid misassumptions of what is actually occurring
- ▶ Importance of ensuring implementing partners are coordinating with facility VL activities
- ▶ Expand the nurse-lab “dyad” to the nurse-lab-data “triad”
- ▶ Spill-over effect of improved practice – lab SOPs and absence of clinic registry’s SOPs and awareness of improvement
- ▶ Adoption of flow-charts from the lab to the clinic registry
- ▶ Introducing data review into current operations within the Homa Bay County Referral Hospital
- ▶ Learned importance of “scoping” a project and never starting your goal at 100%



Malawi: Key Lessons Learned

- Greater appreciation of the need to improve BPM
- In order to increase demand creation or community awareness, you need to have facility capacity to handle the increase VL services
- Also realized through BPM that the facility process (of providing drugs without assessment for VL testing) was inadvertently sabotaging efforts to ensure incorporation of VL testing into patient care
- BPM identified other areas for next generation of projects
- Return of investment with regard to community awareness
- Challenge of scoping activities to measurement indicators



Swaziland: Key Lessons Learned

- Admitted that initially their project was “in the woods” prior to their intervention
- Reality vs. perceived reports of “what happens”
- Impact-Effort Grid – used to identify sequence of interventions
- Importance of SOPs with the integration of new tools at the clinic facility
- Greater understanding of the roles of each cadre – important for effective care
- Benefit of having planned (calendar) routine meetings



Mozambique: Lessons Learned

- ▶ Started with Demand Creation by training current personnel on VL management
- ▶ Spill-over effect that improving Demand Creation also resulted in awareness and improvements in Specimen Collection and interpretation of results and Patient Management
- ▶ Realized the need for increased laboratory personnel – and initial challenges with adopting to DBS for VL testing
- ▶ Improvements in laboratory processes with regard to SOPs
- ▶ Importance of having SOPs within the clinic to reinforce VL clinic protocols



Tanzania: Key Lessons Learned

- ▶ Incorporating visual management (e.g., use of the blue board) to improve High VL client follow-up at Mkuranga CTC
- ▶ Intervention on improving the reporting of high VL results uncovered issues related to specimen collection – in that some specimens had to be recollected due to internal quality control failure
- ▶ Interdependence of the VL cascade elements – how changing one VL reference lab for clinics can interfere with timely results returned
- ▶ Ensuring all project staff can provide the “AIM” statement
- ▶ Using TZ’s viral load report to inform MOH about how best to scale-up the intervention



Uganda: Key Lessons Learned

- ▶ Learning not to bite off more than you can chew (going from 25 to 3 clinic sites)
- ▶ Importance of visual management (red stickers)
- ▶ Hope to have reporting tool adopted for national use
- ▶ Common issue of no one person responsible for filing VL results once processed by the reference lab
- ▶ Awareness of the role of SOPs: VL result documentation, for patient contact, and for switching patient ART regimens
- ▶ Non-suppressed registry log
- ▶ Ability to leverage success of Uganda LARC project for COP 2017 funding
 - ▶ Importance of Elevator Speech
- ▶ Innovation of stamp (faster to stamp vs. writing a date)
- ▶ Leveraging SOPs from LARC to national scale-up efforts



Tuesday's Lessons Learned:

- ▶ Honing your BPM skills – getting the **details**
- ▶ Developing and evaluating an Aim Statement (from what to what), SMART objectives
- ▶ Identifying metrics (numerator and denominator) to measure your Aim Statement
- ▶ Developing a data collection tool that captures your metrics
- ▶ Review graphic tools: Run Charts, bar graphs
- ▶ Emphasized the importance of collecting best data
- ▶ Ensuring the tools used in the intervention relate to the data needing to be collected
- ▶ Case Study exercises



Proposed Site Visit Check List

- ▶ Pre-site visit planning followed by on-site Protocol
 - ▶ include courtesy call to site management
- ▶ Reviewing data collection tools
- ▶ Verifying project data for accuracy and completeness
 - ▶ Check patient files (random selection)
 - ▶ Assess compliance with data collection
- ▶ Conducting clinic observations (follow patients)
- ▶ Reviewing Action Plan and assessing operational challenges
 - ▶ Are staff aware of the project? Do they know their respective role?
- ▶ Assessing progress towards the target and troubleshoot any downticks in trends
- ▶ Deciding the way forward and holding people accountable for follow-up

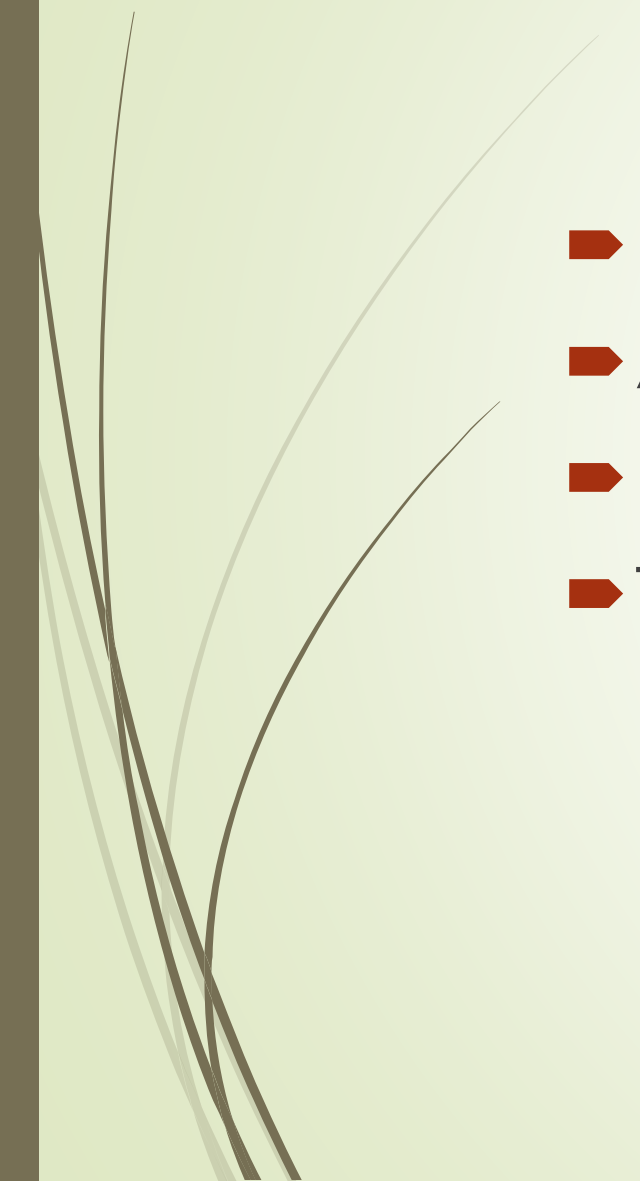


Deeper Dive into BPM & Telling your story in different fora

- Introduction of graphic tools for BPM
 - Taking your process one step higher
 - Amitabh's example of how his flow chart of work processes lead to greater efficiency with regard to processing laboratory specimens
- Scientific – Introduction Abstract writing
- Oral – Practicing your Elevator Speech



Wednesday Wrap-Up

- Final Presentation of LARC Project Updates
 - Abstract Exercise
 - Elevator Speech Exercise
 - Thoughts on Biosafety Training
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Moving Forward: LARC 2.0

What's Next?

- ▶ Clearly LARC 1.0 was hugely successful – as demonstrated by your projects
- ▶ Question - How to design LARC 2.0? (Design phase over the next two months)
- ▶ Source of Funding is from Office of the Global AIDS Coordinator (OGAC)
- ▶ Expectation is successful projects will be supported with country's (COP)
- ▶ Anticipate Funding around July 2017
- ▶ Expressed desire to engage these countries for feedback in biosafety training
- ▶ Should we focus on scale-up activities in these six countries vs. engage new countries?
- ▶ Your feedback will be important in designing LARC 2.0

Heartfelt Thanks

- ▶ Willingness to engage in the pilot activity
- ▶ Providing valuable feedback to LARC faculty in designing each session and consultation
- ▶ Responding to our requests for reports, data, information
- ▶ Most important – thank you for being good sports about traveling to all the sites and conference venues we selected – It has been great working with you!!!

