

Measuring and Reporting Quality of HIV Services

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Outline

- Background
- Quality of HIV care
- HIV/AIDS health delivery indicators
- Analysis of HIV/AIDS indicators
- Challenges
- Way forward

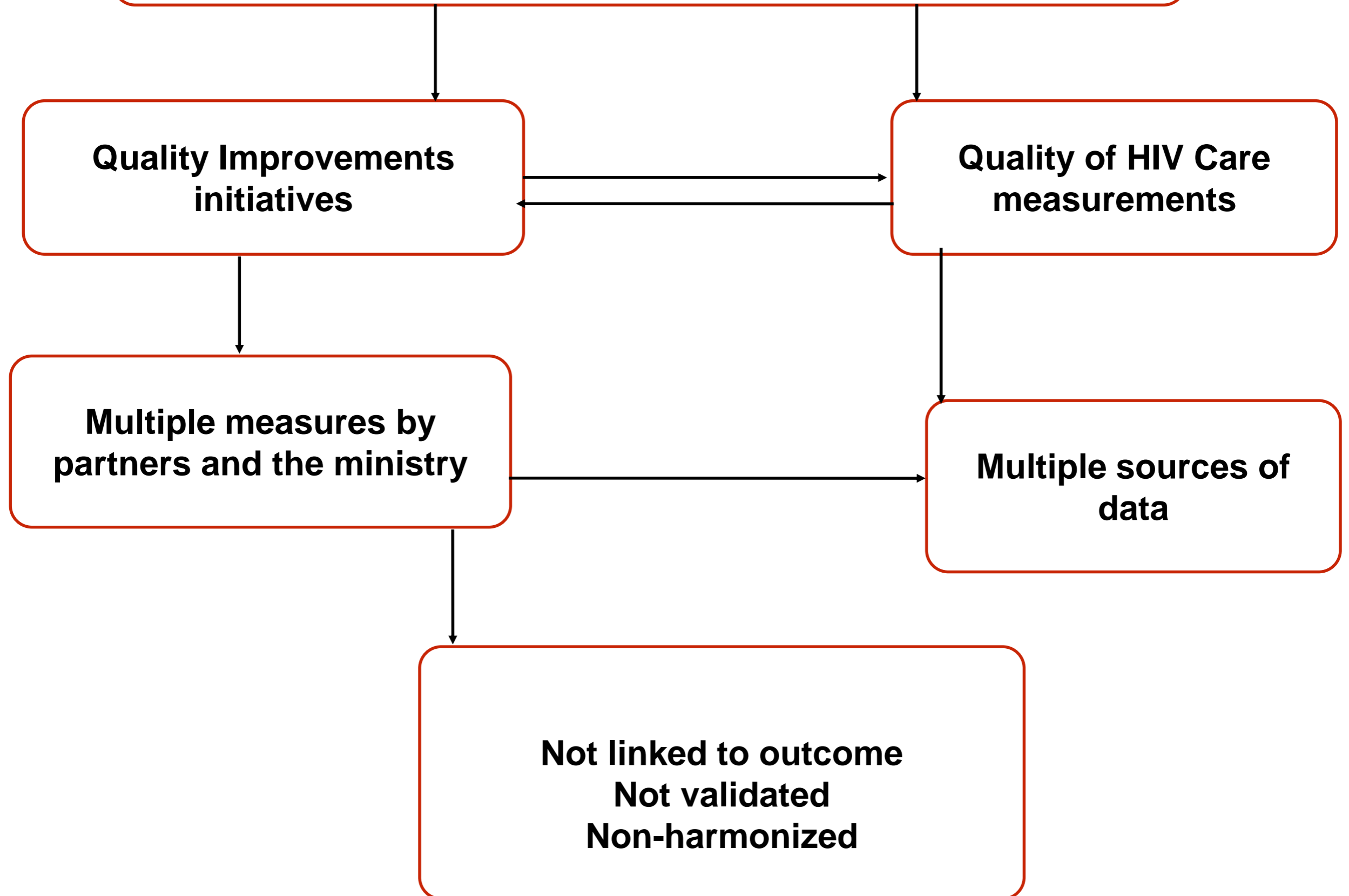
Background

- Effective measurements and continuous monitoring of quality of care is a backbone of any quality improvement efforts
- Measures of quality must account for both technical and perceived quality of care
 - Technical quality: refer to clinical services offered to a patient during a visit
 - *Number of clients started on ART with seven days after being diagnosed with HIV*
 - *Proportion of adolescents who received Hematological test (FBP/HB) at least once in every six months*
 - Perceived quality: Gap between patient expectation and perception of the care received
 - *Percentage of patients satisfied with HIV counseling and testing services received*

Background

- Lack of empirical evidence on quality of HIV care services
- Most of existing measures focus on inputs and coverage
- Inadequate efforts to examine impact of quality on patient's outcome

Quality of HIV Care



HIV/AIDS Indicators

Health system / structure

Utilization

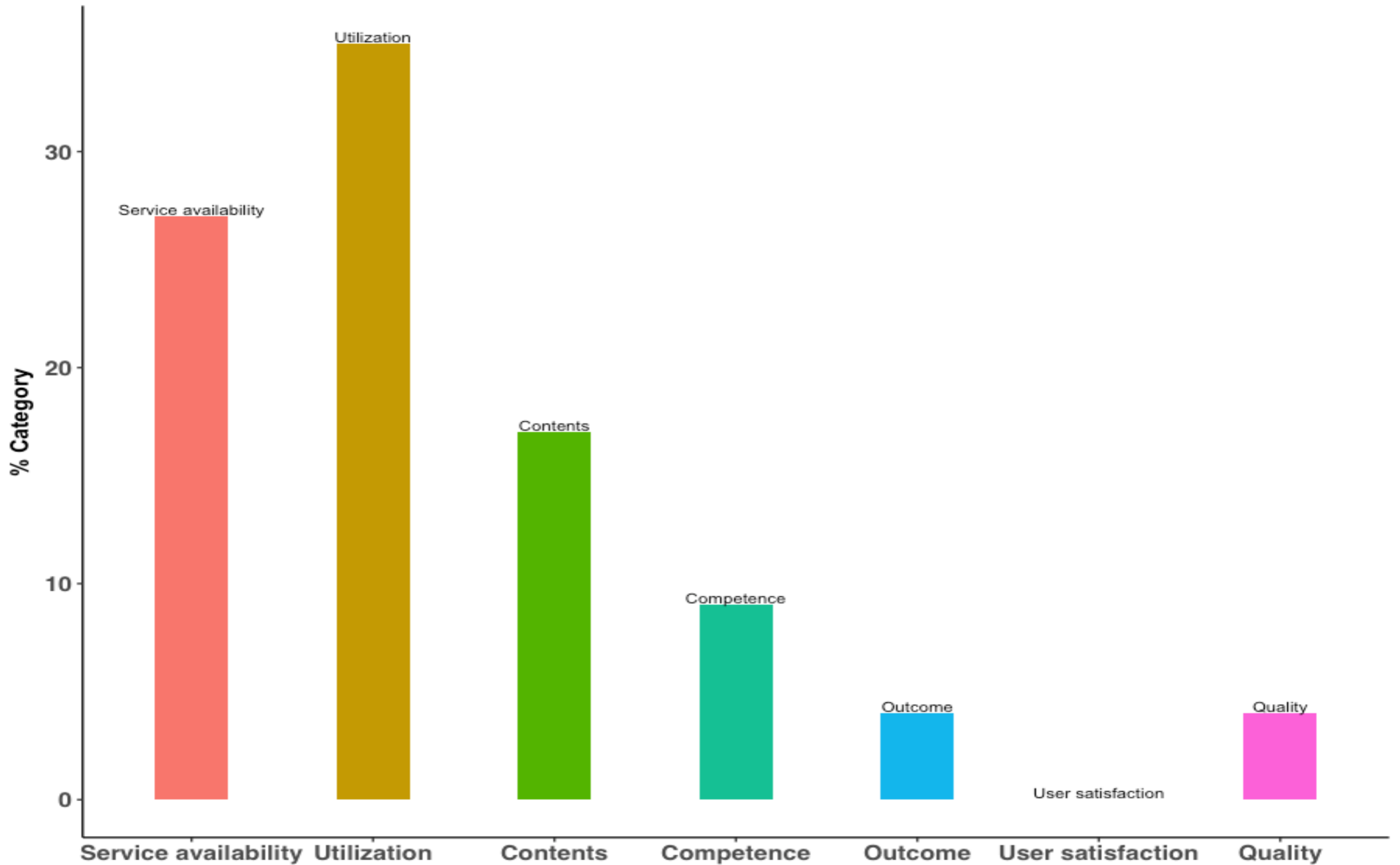
Contents of care

Competence of care

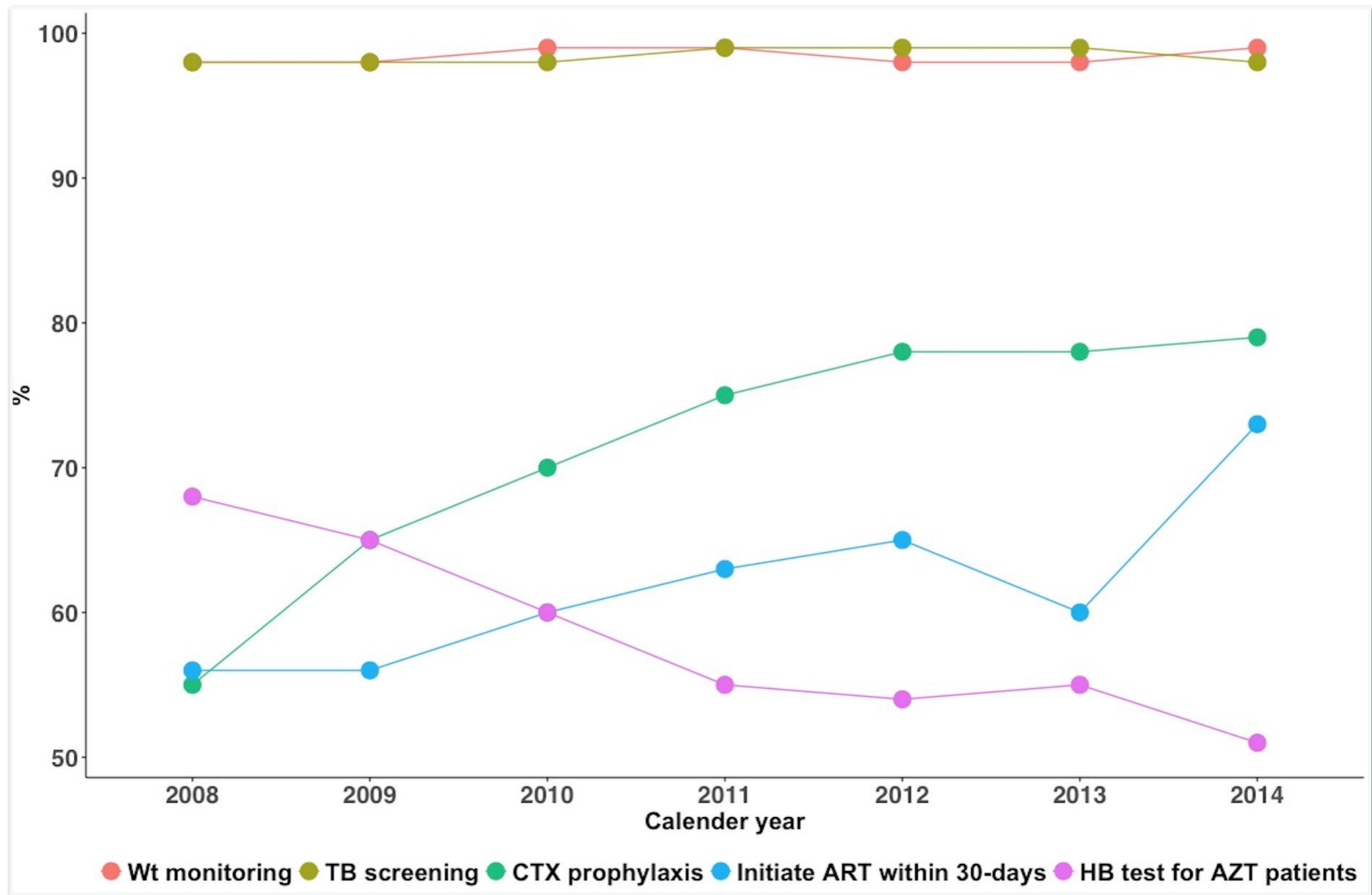
Health outcome

User experience

PEPFAR APR Indicators Analysis



Trends on Selected Facility-level Quality Measures in DSM



Challenges

- More focus on measuring QI activities than quality of care
- Indicators for quality of care consume time in aggregation
- Rapid changing guidelines and clinical standards
- Need for synchronization of database for diagnostic, CTC and pharmacy

Way forward

- Harmonize indicators to measure quality of HIV care services
 - Competence of care
 - User satisfaction
 - Health outcomes
- Set national targets for quality of HIV care
- Create regular forums to review progress on integration of quality in HIV care services

**Quality is never an accident. It is
always the result of intelligent
effort ... *Ruskin***