



**USAID**  
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**USAID**  
**ASSIST PROJECT**  
*Applying Science to Strengthen  
and Improve Systems*

## USAID ASSIST Project

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# Haiti Country Report FY15

**Cooperative Agreement Number:**

AID-OAA-A-12-00101

**Performance Period:**

October 1, 2014 – June 30, 2015

**OCTOBER 2015**

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This annual country report was prepared by University Research Co., LLC for review by the United States Agency for International Development (USAID). The USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project is made possible by the generous support of the American people through USAID.



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#### DISCLAIMER

This country report was authored by University Research Co., LLC (URC). The views expressed do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

**Acknowledgements**

This country report was prepared by University Research Co., LLC (URC) for review by the United States Agency for International Development (USAID) under the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, which is funded by the American people through USAID's Bureau for Global Health, Office of Health Systems. The project is managed by URC under the terms of Cooperative Agreement Number AID-OAA-A-12-00101. URC's global partners for USAID ASSIST include: EnCompass LLC; FHI 360; Harvard University School of Public Health; HEALTHQUAL International; Initiatives Inc.; Institute for Healthcare Improvement; Johns Hopkins Center for Communication Programs; and WI-HER LLC.

For more information on the work of the USAID ASSIST Project, please visit [www.usaidassist.org](http://www.usaidassist.org) or write [assist-info@urc-chs.com](mailto:assist-info@urc-chs.com).

**Recommended citation**

USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project. 2015. Haiti Country Report FY15: Published by the USAID ASSIST Project. Bethesda, MD: University Research Co., LLC (URC).

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## Abbreviations

ASSIST	USAID Applying Science to Strengthen and Improve Systems Project
HCI	USAID Health Care Improvement Project
IBESR	<i>Institut du Bien Etre Social and de la Recherche</i>
MOH	Ministry of Health
OVC	Orphans and Vulnerable Children
PEPFAR	U.S. President’s Emergency Plan for AIDS Relief
QI	Quality improvement
USAID	United States Agency for International Development



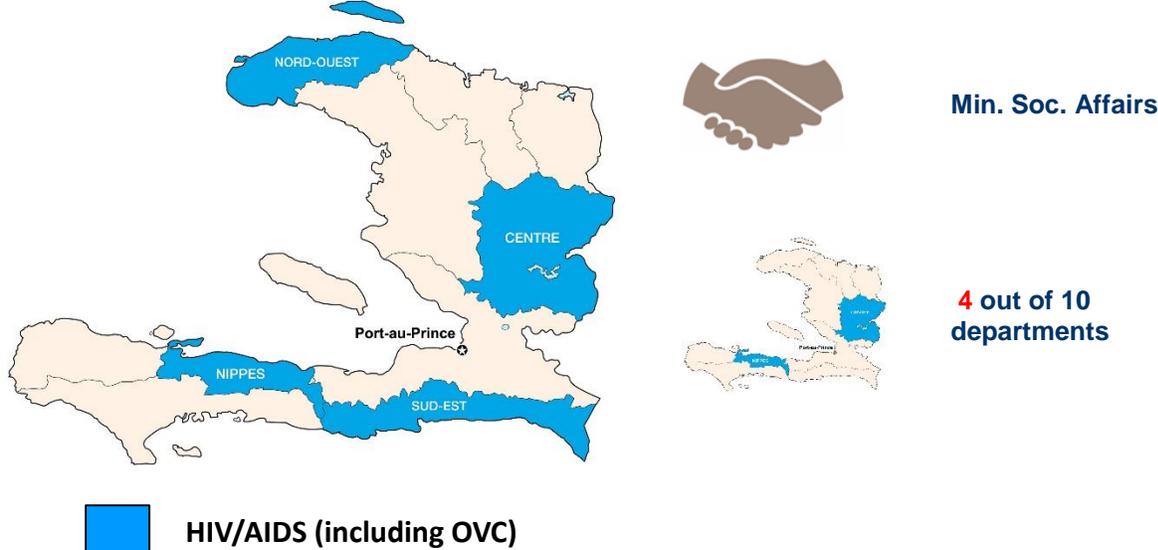
# 1 Introduction

The USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project was invited by USAID Haiti in December 2013 to provide technical assistance to the Haitian Ministry of Social Affairs, implementing partners, and the United States Government in Haiti, to improve the quality of services offered to vulnerable children and families affected by HIV. The project is a continuation of work begun in January 2011 under the USAID Health Care Improvement Project (HCI), which focused on building consensus among stakeholders on a set of minimum service guidelines at the point of service delivery. The National Guidelines were designed to guide service providers to ensure they were providing meaningful services that contribute to children’s well-being. Both the ASSIST and HCI work were funded by the U.S. President’s Emergency Plan for AIDS Relief (PEPFAR).

During 2012-2013, HCI identified champions from the government, local and international organizations, and other stakeholders to pilot and implement the service guidelines and provide support for quality improvement. HCI facilitated the development of a 15-member national task team, led by IBESR (*Institut du Bien Etre Social and de la Recherche*, an autonomous institution within the Ministry of Social Affairs) and included representatives from other line ministries and local and international organizations. With guidance from the national task team, quality improvement (QI) committees were formed in three departments (North, West and Artibonite) to pilot the minimum service guidelines.

The orphans and vulnerable children (OVC) standards were officially launched in late 2013 and the following year they were distributed through ASSIST in Grand’Anse, Sud, and Nord Est departments. In fiscal year (FY) 15, from October 2014 through May 2015, ASSIST continued to provide technical assistance to IBESR and partners to hold capacity-building sessions on use of the guidelines and quality improvement training on their implementation in the remaining departments of Nord Ouest, Centre, Sud Est, and Nippes. In total, over the course of the project from 2011- 2015, 10 departments were reached.

## Scale of USAID ASSIST’s Work in Haiti in FY2015



## 2 Overview

What are we trying to accomplish?	At what scale?
<b>1. Improve the quality of care and services for vulnerable children and their families</b>	
Distribute guidelines and initiate implementation in 4 departments through 2 workshops in each department	In FY15, activities were targeted at 4 departments: Central Plateau, Nord Ouest, Nippes, and Sud Est



Cross-cutting Activity

## 3 Key Activities, Accomplishments, and Results

### **Activity 1. Improve the quality of care and services for vulnerable children and their families**

#### **BACKGROUND**

USAID ASSIST completed its final phase of operation in Haiti in June 2015. During FY15, USAID Haiti requested that ASSIST provide technical support to IBESR to train stakeholders on the implementation of the National Guidelines and QI methodology in the remaining four departments in Haiti: Nord Ouest, Centre, Sud Est, and Nippes.

#### **ACCOMPLISHMENTS**

- **Completed dissemination of National Guidelines across all 10 Departments**
- **With leadership from IBESR, ASSIST coordinated two meetings in each of the four departments:**
  - February 10-12, 2015 Hinche, Central Plateau
  - March 23-25, 2015 Miragoane, Nippes
  - April 21-23, 2015 Jacmel, Sud Est
  - May 25-27, 2015 Port de Paix, Nord Ouest

The first one-day meeting was designed to build constituencies of support among OVC stakeholders and focused on local leaders and representatives of direct service delivery-local and international NGOs. The objectives of the meeting were: 1) presentation of the National Guidelines; 2) promotion of a paradigm shift towards quality in OVC programs; and 3) development of a common vision and language. Following the first meeting of department stakeholders, a second two-day meeting was held with local field agents who provide services to children and families. The field agents were trained in the content of the National Guidelines, principles of quality improvement, and an action plan to be followed by IBESR and partners was developed.

**Table 1** shows the cumulative numbers and types of people trained in quality improvement by ASSIST and HCI from May 2013 – May 2015.

**Table 1: Numbers and types of people trained in Quality Improvement (May 2013 – May 2015)**

	Department	Month/ year of training	IBESR	Other local providers	Doctors	Nurses	Data clerks	Social workers/ psycholo gists	Community Health agents	Total
	National level		4	15	9	12	0	19	0	59
1	North	8/2014 & 7/2013	5	26	0	9	1	7	42	90
2	North'East	9/2014	6	21	4	8	1	7	20	67
3	Artibonite	8/2014 & 5/2013	6	41	1	7	1	9	33	98
4	Grand'Anse	7/2014	4	22	0	6	0	3	22	57
5	South	6/2014	6	23	0	5	1	5	0	40
6	West	8/2013 & 9/2013	2	15	0	4	1	5	38	65
7	Central Plateau	2/2015	7	4	0	7	0	2	33	53
8	Nippes	3/2015	6	11	0	2	0	5	20	44
9	Southeast	4/2015	1	6	0	11	0	0	9	27
10	Northwest	5/2015	2	11	1	3	0	5	22	44
	<b>TOTAL</b>		<b>49</b>	<b>195</b>	<b>15</b>	<b>74</b>	<b>5</b>	<b>67</b>	<b>239</b>	<b>644</b>

## 4 Sustainability and Institutionalization

The government agency mandated with planning and coordination of care and protection of Haiti's children – IBESR – has led the process of developing and implementing the National Guidelines over the last four years. Enhancing the capacity of IBESR, at national and local levels, in evidence-based interventions and in the use of improvement methodologies has the potential for long-lasting impact. Through ASSIST's cultivation of a collaborative relationship with IBESR staff, IBESR leaders have become QI "champions" and have adopted an improvement culture in their work in other service areas, including child protection.

USAID ASSIST closed out activities in Haiti in June 2015. To promote the holding of the gains made in improving quality of programming for vulnerable children, ASSIST coordinated with Caris Foundation staff to carry on the role of providing technical assistance on dissemination of the National Guidelines and improvement. Caris staff were included in the last two trainings in Nord-Ouest and Sud-Est departments as co-facilitators to promote their capacity for improvement. With support from USAID ASSIST, Caris Foundation is working to establish mechanisms for continuing to support IBESR in implementing the National Guidelines.

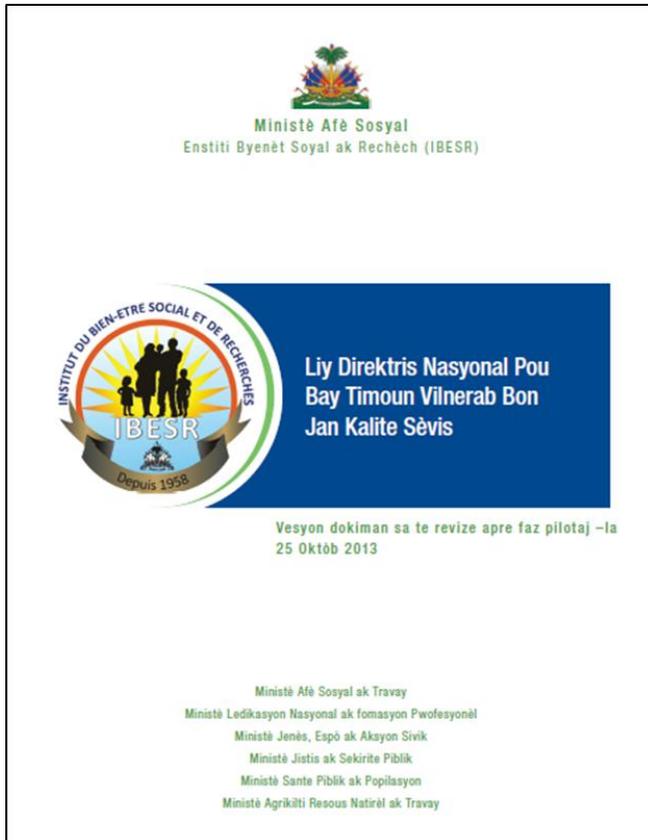
## 5 Challenges and Remedies

In the earlier work on disseminating the National Guidelines, improvement teams were formed at the local level to implement the guidelines. Because ASSIST closed in June 2015, ASSIST staff provided coaching at service delivery sites and conducted the workshops, discussing the importance of working as teams, but not establishing the teams. In the trainings with the field agents, the question arose as to "now what?" ASSIST made recommendations to the Caris Foundation on mechanisms needed to follow up in supporting IBESR to establish and maintain the local improvement teams.

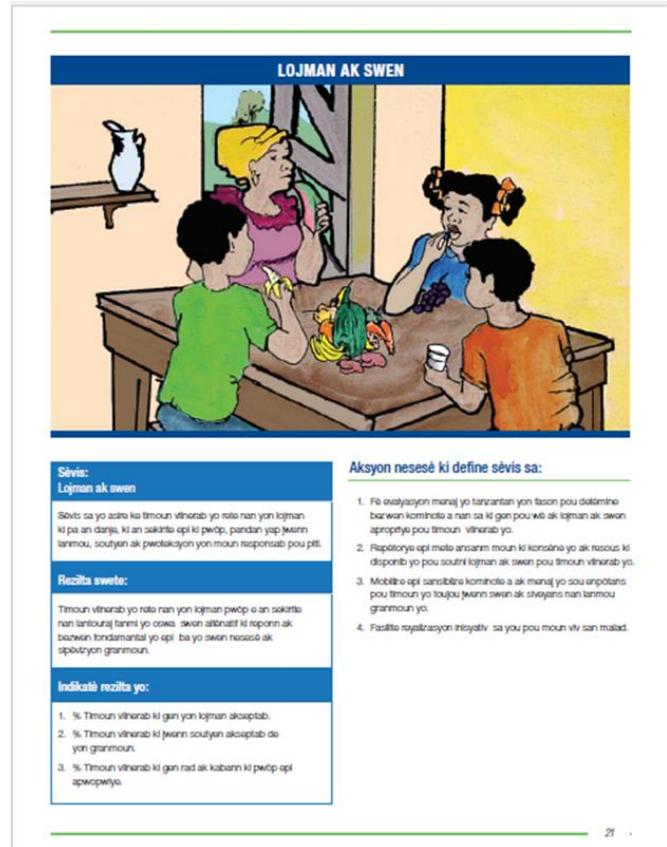
## 6 Knowledge Management Products and Activities

- Translation of National Guidelines from French to Creole (see **Pictures 1 and 2**). Three hundred copies produced and delivered to Caris Foundation.

- A community booklet was developed in Creole for helping community members understand quality services for children. We are awaiting an introductory note to the booklet from IBESR. Once received, ASSIST will print and deliver 100 copies of the booklet to IBESR and the Caris Foundation for distribution. We will post the National Guidelines and community booklet on the ASSIST knowledge portal.



Picture 1: National Quality Service Guidelines for Vulnerable Children translated in Creole



Picture 2: "Nutrition and Food Security desired outcomes, indicators and essential actions in the National Quality Service Guidelines" translated in Creole



**USAID APPLYING SCIENCE TO STRENGTHEN  
AND IMPROVE SYSTEMS PROJECT**

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