

Improving HIV service delivery through targeted Monitoring and Evaluation processes

Authors: Naidoo, N.P., Jaffer, A., Lalla-Edward, Ramataboe, P., S., Ngubeni, R., Ncube, S., Matsane, M., Maphanga, P., O'Connor, C., and Burns, P., Venter, F.W.
 Affiliation: Reproductive Health and HIV Research Unit
 Contact: nnaidoo@rhru.co.za

Background

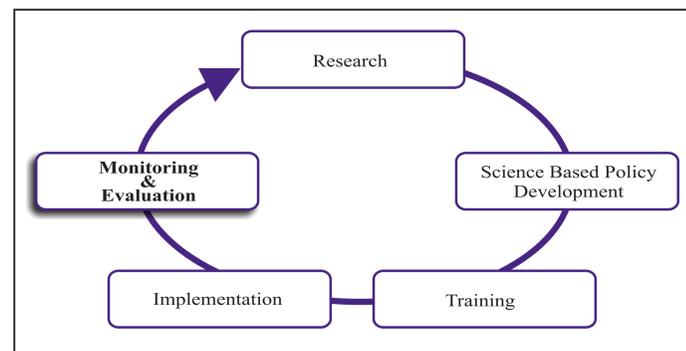
- The Reproductive Health and HIV Research Unit (RHRU) has been an active agent of change and progress in the field of HIV and reproductive health and through the various interventions the organisation has supported the DoH in initiating over 65,000 people on treatment, providing holistic and ongoing care through wellness, outreach and targeted health services.
- However, these coordinated activities need to be appropriately and regularly monitored and evaluated to ensure programme funding and credibility within DoH
- The RHRU's M&E team was formally established in 2006. Previously there were minimal M&E systems in place due to a lack of understanding of M&E principles and methodologies among the staff.

Aims and Objectives

- To determine and showcase the impact of targeted M&E processes in improving quality of care, clinical outcomes as well as service delivery. However noting that M&E is one of many components which inform policy and improve service delivery:

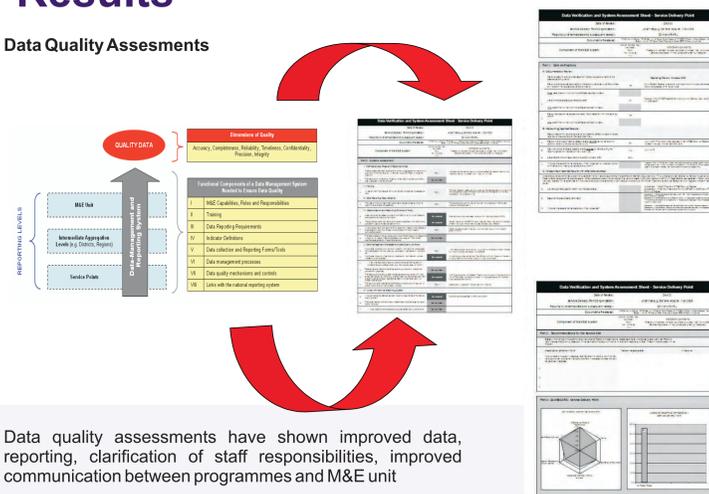
What we do

- The methodologies utilized are:
 - Needs assessments;
 - Data monitoring and data quality assessments;
 - Programmatic evaluations (Process and outcome);
 - Trainings;
 - Patient file audits;
 - And, operations research



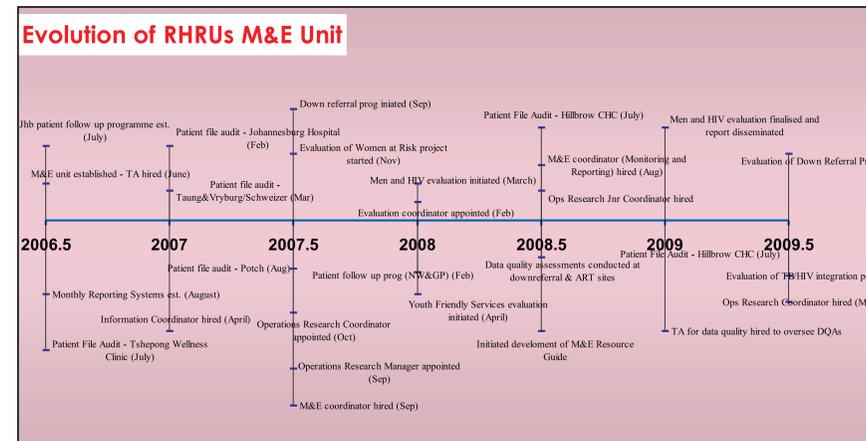
Results

Data Quality Assessments

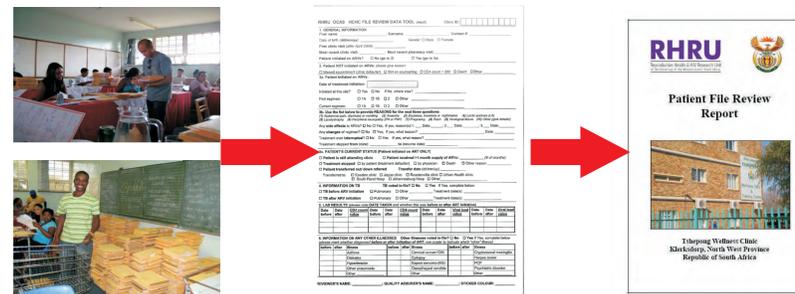


Data quality assessments have shown improved data, reporting, clarification of staff responsibilities, improved communication between programmes and M&E unit

Evolution of RHRU's M&E Unit



Patient File Reviews



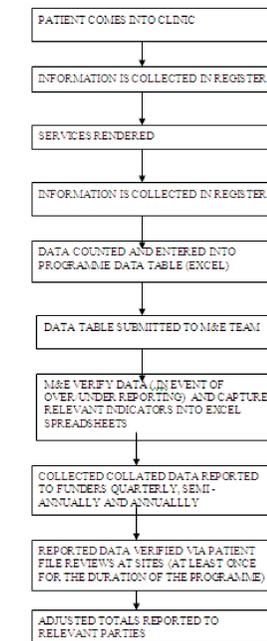
File audits have allowed for identification of gaps in service delivery and highlighted previously unknown areas in need of follow up, resulting in development and implementation of interventions such as patient follow up programmes (pre and postART initiation) quality improvement, data filing etc.

Evaluations



Evaluation of 3 inner city programmes (SWP, Men and HIV, YFS) showing an upward trend in youth, sex workers and men accessing reproductive health and HIV services since the implementation of targeted programming.

Monthly Monitoring Process



Source: M&E Resource Guide. RHRU, 2009

Operational Research

- Male circumcision acceptability study and feasibility modeling exercise (Simclin Model)
- Mobile clinic acceptability study
- Conduct loss to initiation study
- Writing Retreats

Conclusion

- M&E has improved the impact of programmes through better information and increased understanding.
- RHRU has provided technical and clinical support to various health sites and through this coordinated and synergistic relationship has ensured long term sustainability of these government run facilities.
- Through these targeted M&E processes, RHRU has excelled in achieving treatment and prevention targets, and providing quality public health.