

DELIVERY OF QUALITY COUNSELING AND TESTING, IMPROVED INFECTION PREVENTION SERVICES AND INJECTION SAFETY: A UMOYO NETWORK EXPERIENCE

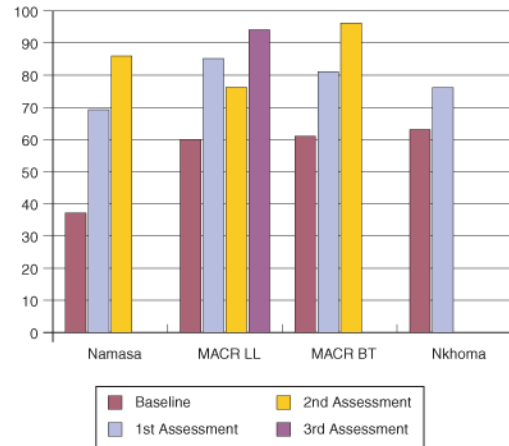
INTRODUCTION

- Save the Children US-Umoyo Networks, with its international partners JHPIEGO, AED/Linkages and ADRA, supports 15 NGOs with USAID funding to conduct HIV/AIDS-related activities in Malawi
- As a partner under Umoyo Network, JHPIEGO was asked to work with Umoyo-funded non-governmental organizations (NGOs) to establish/strengthen their quality improvement systems to ensure high-quality service delivery
- Seven NGOs were initially recruited and provided with external funds for HIV/AIDS-related services
- One NGO was recruited for capacity building but with no external funding
- Service providers from both groups were trained in counseling and testing (CT), injection safety and infection prevention (IP) and PMTCT services
- All providers were trained in performance and quality improvement (PQI) using Standards-Based Management and Recognition (SBM-R)

Training Service Providers in Injection Safety, IP and PQI using SBM-R



Quality of HIV CT Scores as Recorded at Three Sites over a Period of Time (both funded and non-funded NGOs)



MENTORSHIP/FACILITATIVE SUPERVISION VISITS

- Intensive mentorship visits were made in each quarter to both funded and non-funded NGOs implementing CT services and injection safety practices
- Assessments of achievements of performance standards set out and approved by the government were periodically conducted and feedback was given to each NGO



Some improvements involved construction of infrastructure such as basic incinerator for burning medical wastes

BASELINE ASSESSMENT

- Baseline assessment to both funded and non-funded NGOs in CT ranged from 27% to 60%
- In injection safety, the baseline range was 25% to 42% for both funded and non-funded NGOs

Baseline Assessment of Facilities—Linen Processing

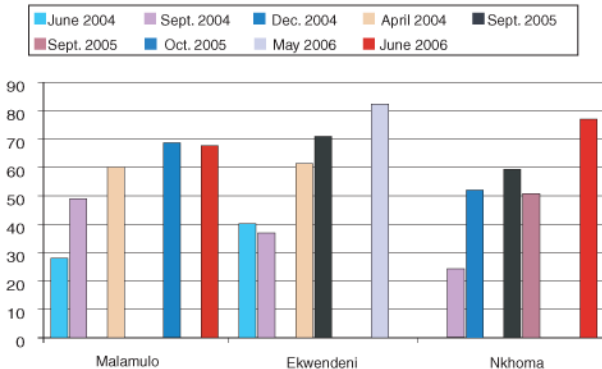


Assessment Process Involved Observing CT Services for HIV/AIDS



Feedback on assessment exercise is very critical in determining the acceptance or rejection of the findings

IP and Injection Safety Practices, Progress Over Time



LESSONS LEARNED

- Both groups of NGOs improved greatly in the quality of service provided.
- In HIV CT, the PQI scores improved to 80% for funded NGOs and to 72% for non-funded NGOs.
- In injection safety, the PQI scores improved up to 88% in funded and 82% in non-funded NGOs.

RECOMMENDATIONS

- Capacity building is very critical in the design of HIV/AIDS intervention programs for NGOs.
- Even with limited resources, constant support, capacity building, assessment and feedback are critical in improving the quality of service provided.

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