Ensuring Quality Case Management in the Private Sector

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iCCM 2014

Integrated Community Case Management (iCCM): Evidence Review Symposium

3–5 March 2014, Accra, Ghana

Session Overview

1. Setting the bar: Standards
2. Assuring Quality
3. Managing Quality

UNITAID Private Sector RDT Project

Stimulating a private sector market for malaria RDTs

- Increase access to and demand for quality-assured RDTs
- Improve private provider fever case management skills
- Develop and implement a roadmap for public-private engagement that will guide policy and regulation

Implementation in five target countries

- Kenya, Madagascar, Tanzania (mainland)
- Nigeria and Uganda

Phased implementation, using two models:

- Pilot phase to scale-up
- Provider model : PSI
- Manufacturer model : Malaria Consortium

Quality Assurance Components

1. Standards of Care
2. Performance Assessment & Selection
3. Performance Improvement
4. Quality Monitoring

Standards of Care for Private Providers

Performance Assessment

Monitoring the supply-side: service providers

1. **Assessing provider service preparedness**
   i. Availability of commodities (RDTs, ACTs, paracetamol)
   ii. Availability of vital materials (timers, sharps bins)

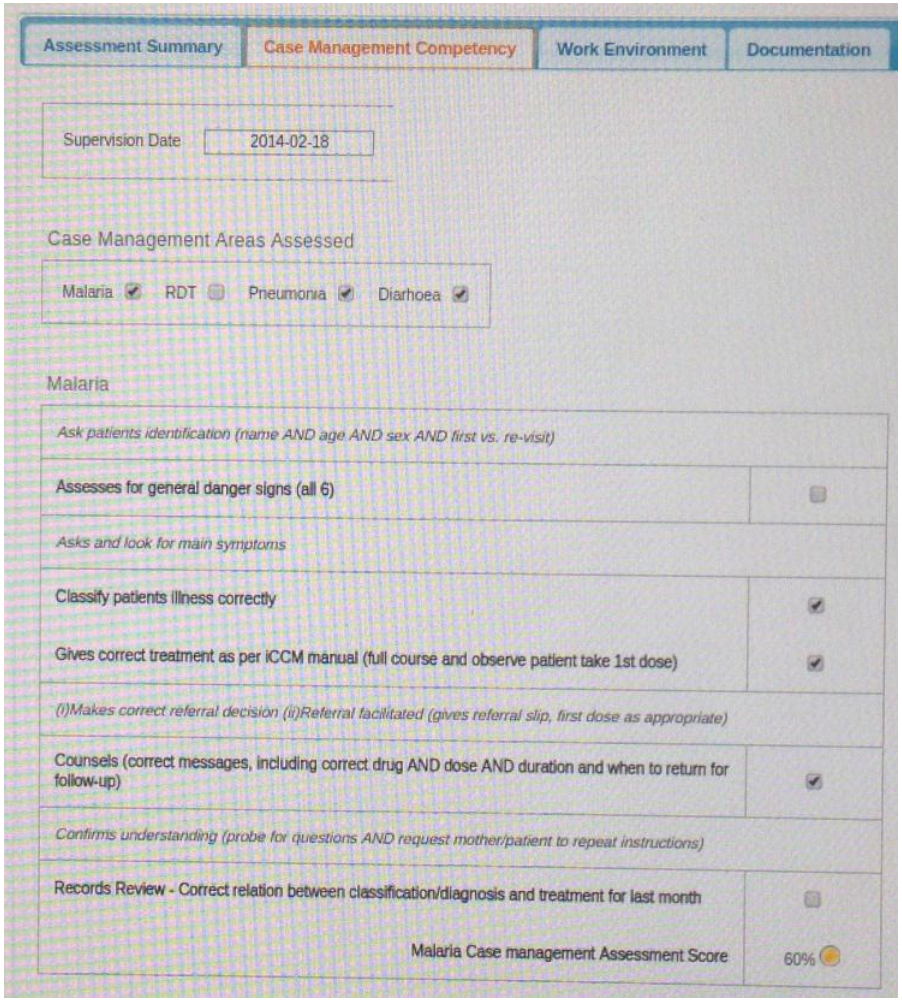
2. **Assessing competency of the provider:**
   i. Identifying danger signs and main symptoms
   ii. Performing a malaria test
   iii. Correct classification and treatment of illness

Provider quality assessment checklist

Approved by MoH in each country, ensuring consistent minimum standards of reporting across public and private sectors

Paper-based and Tablet-based data capture

Monitoring the supply-side: Provider checklist



Assessment Summary | Case Management Competency | Work Environment | Documentation

Supervision Date: 2014-02-18

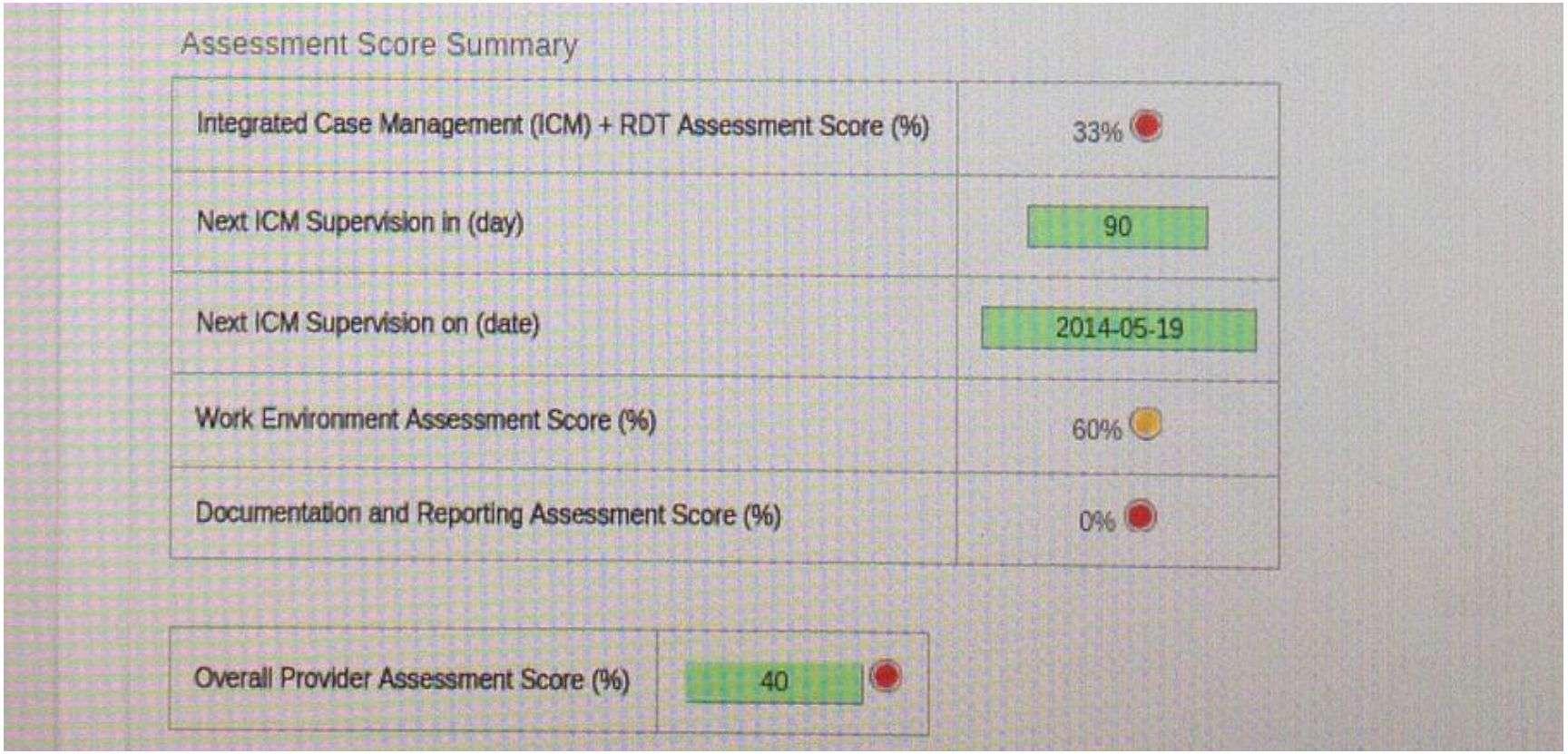
Case Management Areas Assessed

Malaria ☑ RDT ☐ Pneumonia ☑ Diarhoea ☑

Malaria

Ask patients identification (name AND age AND sex AND first vs. re-visit)	
Assesses for general danger signs (all 6)	☐
Asks and look for main symptoms	
Classify patients illness correctly	☑
Gives correct treatment as per iCCM manual (full course and observe patient take 1st dose)	☑
(i)Makes correct referral decision (ii)Referral facilitated (gives referral slip, first dose as appropriate)	
Counsels (correct messages, including correct drug AND dose AND duration and when to return for follow-up)	☑
Confirms understanding (probe for questions AND request mother/patient to repeat instructions)	
Records Review - Correct relation between classification/diagnosis and treatment for last month	☐
Malaria Case management Assessment Score	60%

Monitoring the supply-side: Provider checklist



Assessment Score Summary

Integrated Case Management (ICM) + RDT Assessment Score (%)	33%
Next ICM Supervision in (day)	90
Next ICM Supervision on (date)	2014-05-19
Work Environment Assessment Score (%)	60%
Documentation and Reporting Assessment Score (%)	0%
Overall Provider Assessment Score (%)	40

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Change of Provider Behaviors

1. Is not about knowledge, is all about behaviors!
2. Adoption Stairway
3. Knowledge & Skills: On-the-job coaching

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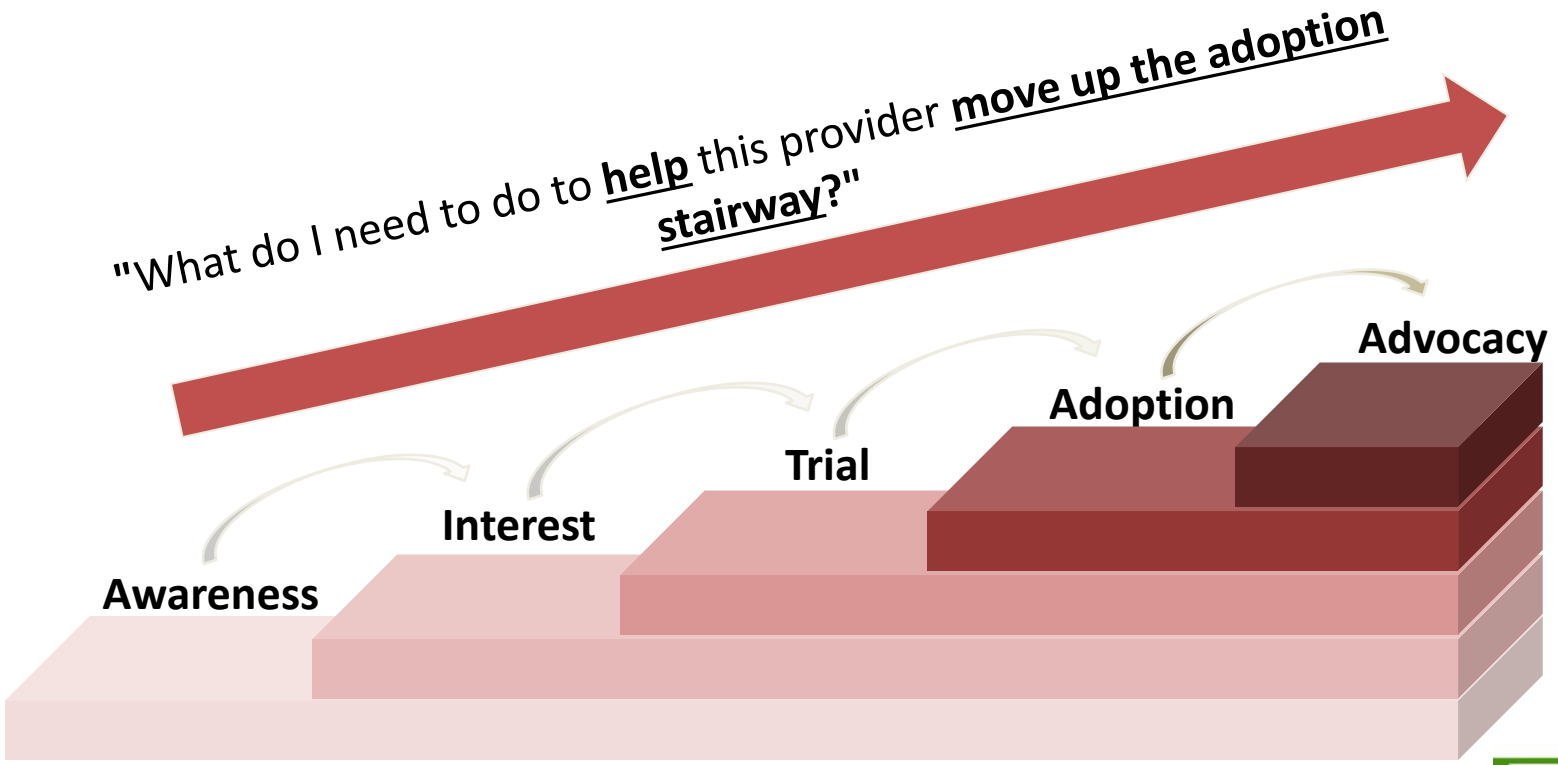
The adoption stairway helps to understand providers' individual situations



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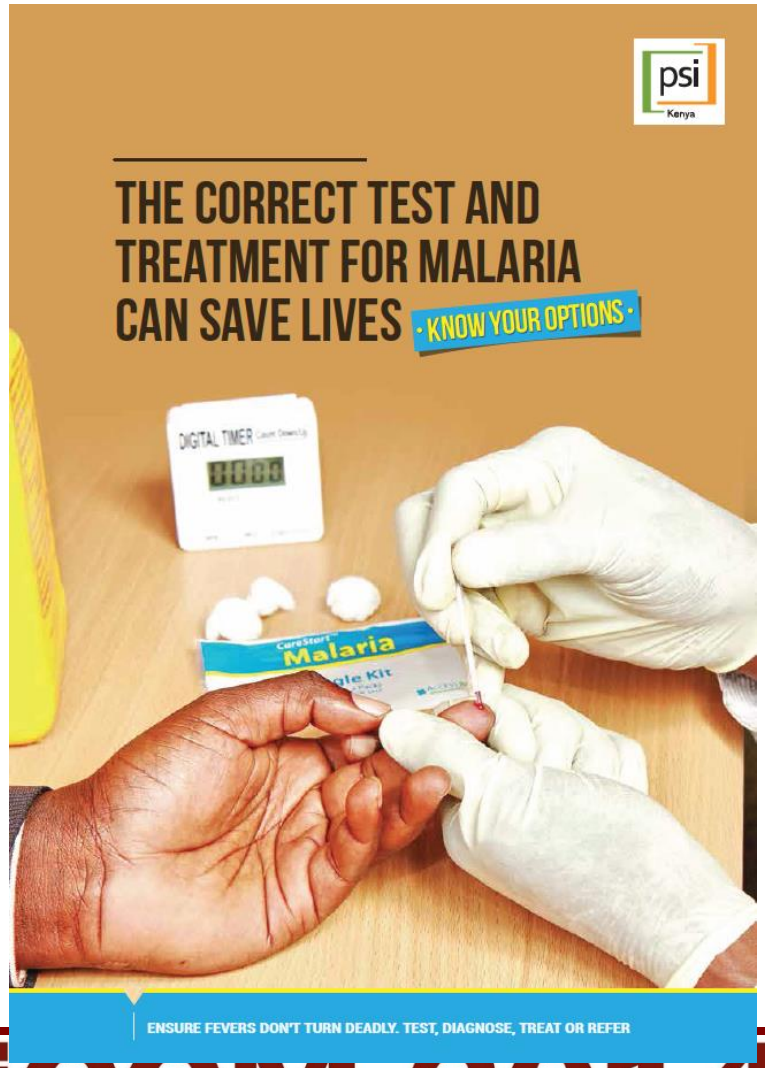
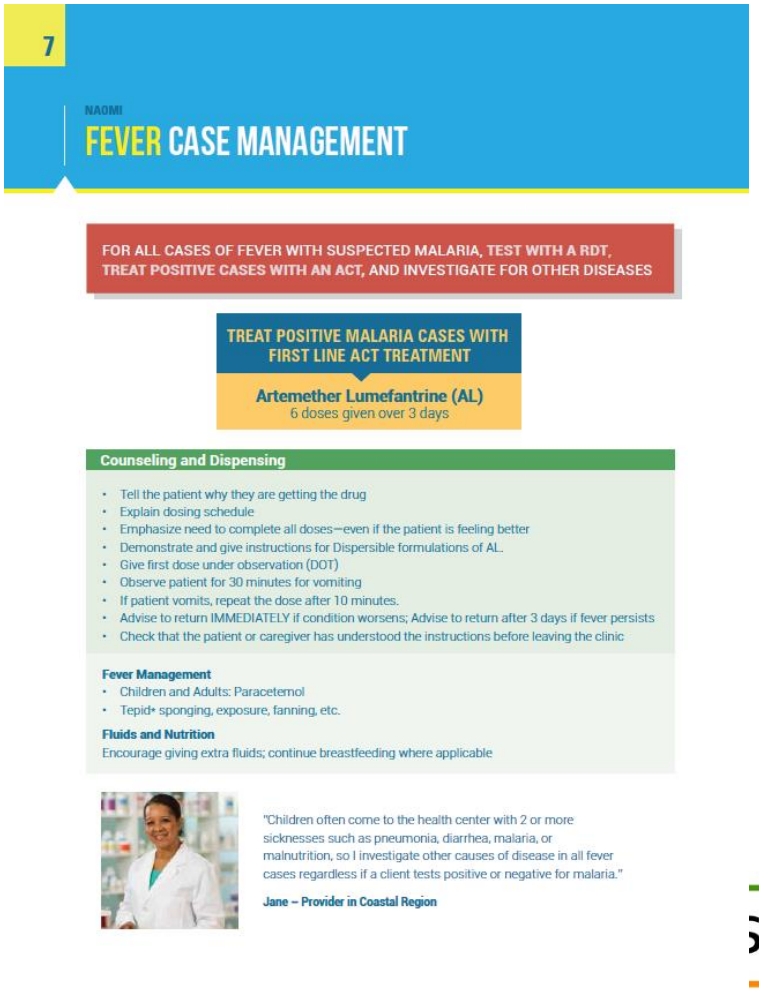
Monitoring the supply-side: Supervisor job aids





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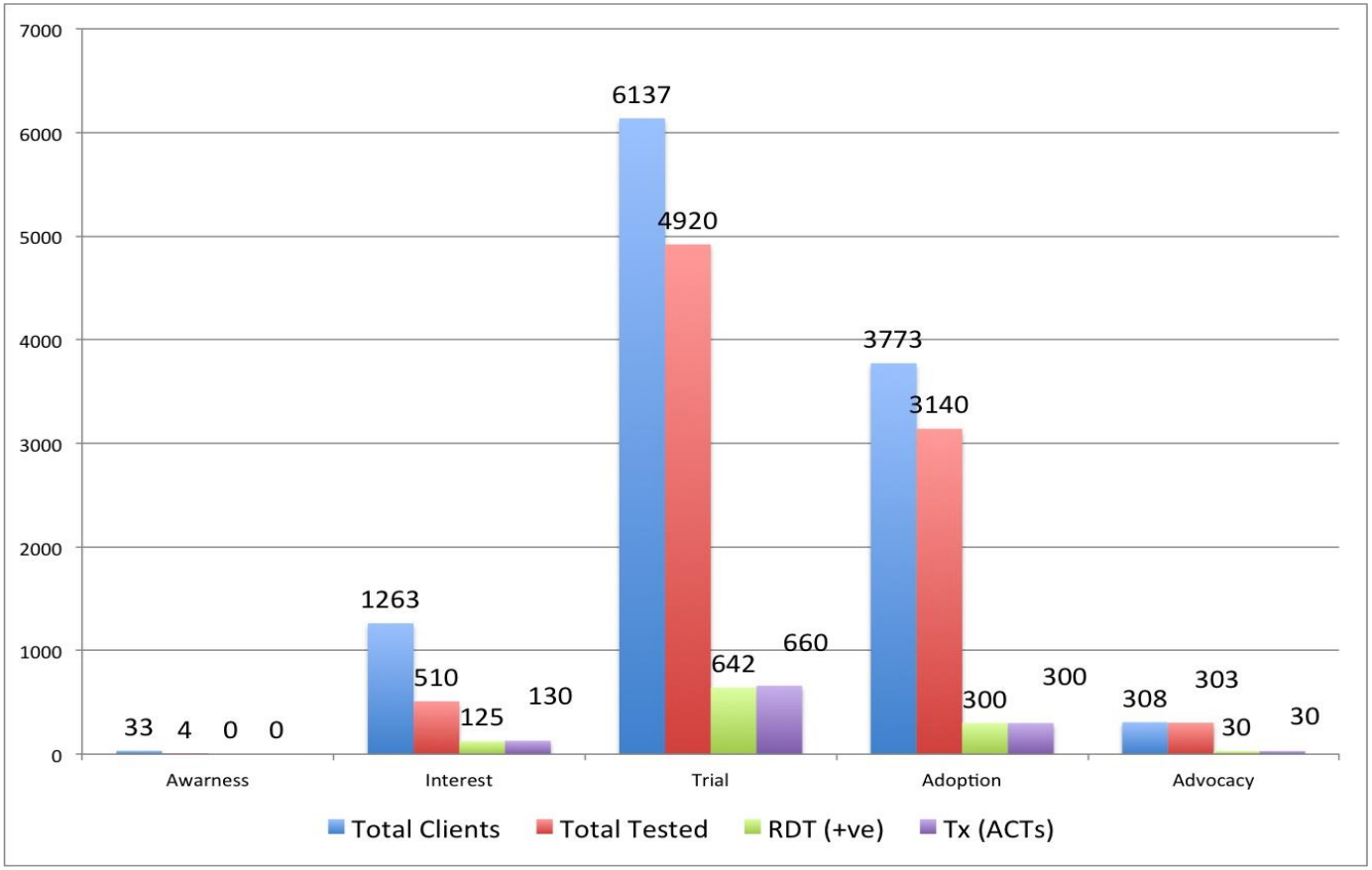
New RDTs Services Delivered by Profile



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Monitoring provider-client interactions

1. **Provider-Client engagement**
   What happens when a client approaches a provider?
   i. Are they assessed? Appropriately diagnosed?
   ii. Are they provided appropriate treatment?
   iii. Caseload tracking

2. **Establishing provider adherence/compliance to standards**

Client registers / Observation / Mystery clients

Existing registers where available: project tally sheets provided
MoH approval of new registers

Paper-based capture and SMS data transmission

Monitoring provider-client interactions: tools

Nom de l'établissement : _____ Province: _____ Semaine _____

Numéro de l'établissement ID: _____ District: _____ Mois: _____

Enfant de moins de 5 ans										
Date (dd/mm/yyyy)	N° Client	Cas de fièvre testé avec RDT						Pas de test		
		Test Positif			Test Negatif					
		Traité avec ACT	Référé	Traitement /Action	Traité avec ACT	Référé	Traitement /Action	Traité avec ACT	Référé	Traitement /Action
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Total										
Codes		A1	A1.1	A2	A3	A4	A5	A6	A6.1	A7

Personnes 5 ans ou plus											Cas de fièvre testé avec Microscopy	
Date (dd/mm/yyyy)	N° Client	Cas de fièvre testé avec RDT						Pas de test				
		Test Positif			Test Negatif							
		Traité avec ACT	Référé	Traitement /Action	Traité avec ACT	Référé	Traitement /Action	Traité avec ACT	Référé	Traitement /Action	Positif	Negatif
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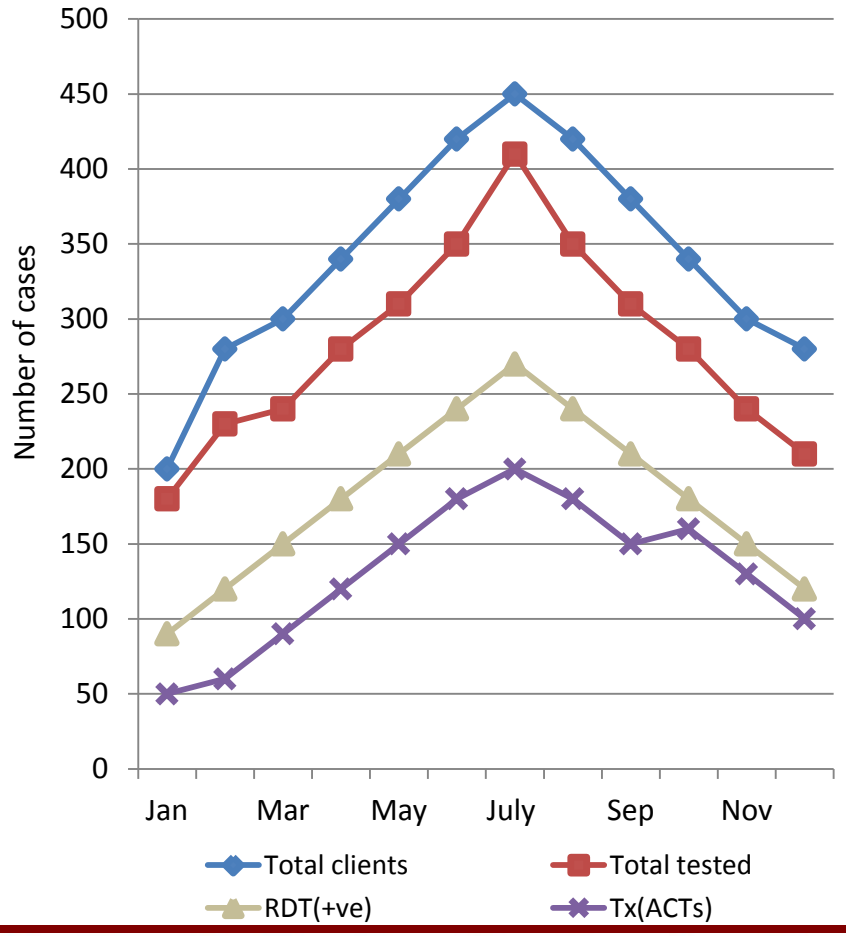
Total												
Codes		B1	B1.1	B2	B3	B4	B5	B6	B6.1	B7	C1	C2

Stock				
Nombre de TDR/ACTs en stock (maitenant ou date le plus proche)				
TDR	à < 9kg (1 à 11 mois)	< 18 kg (1 à 5 ans)	< 36 kg (6 à 13 ans)	≥ 36 kg (14 ans ou plus)
D1	D2	D3	D4	D5

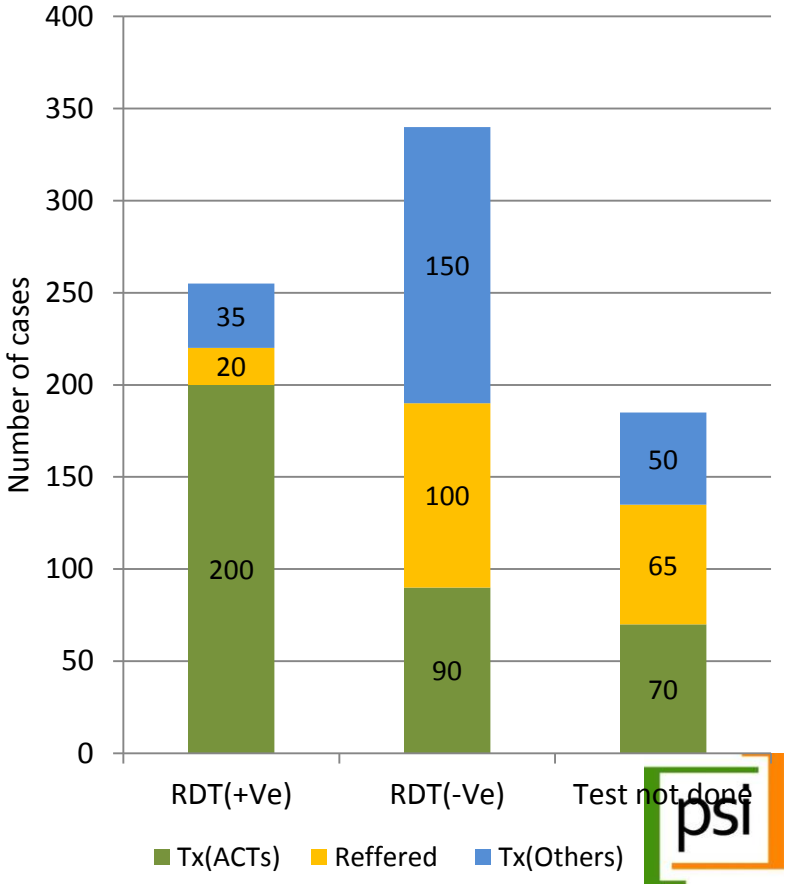
Complété par (Nom) : _____ Rôle dans le cabinet: _____ Signature: _____ Date: _____

Monitoring the supply-side: reporting

Area caseload tracking



Area treatment by test status

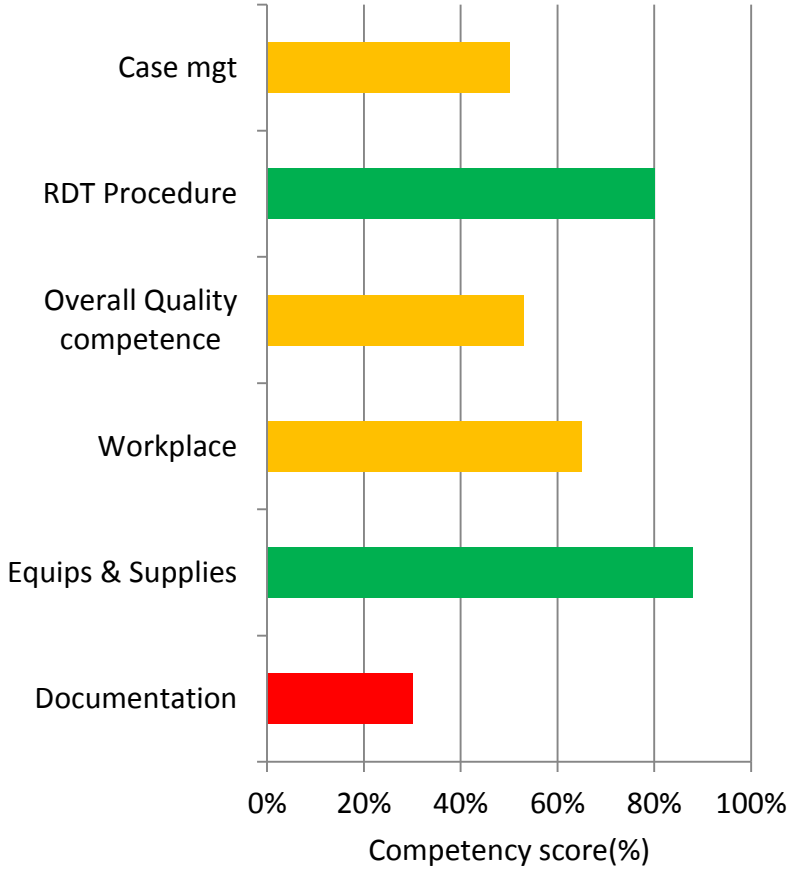


Quality Process Management

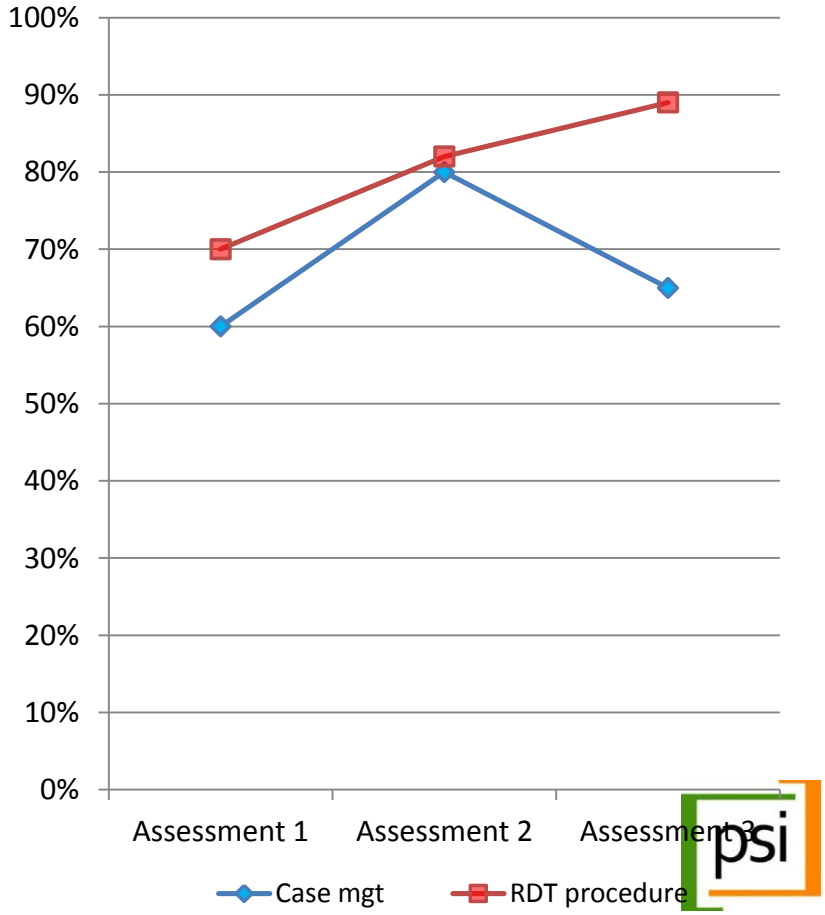
1. Providers Support Structure
2. Field Force: Human component
3. Management Information Systems

Monitoring the supply-side: reporting

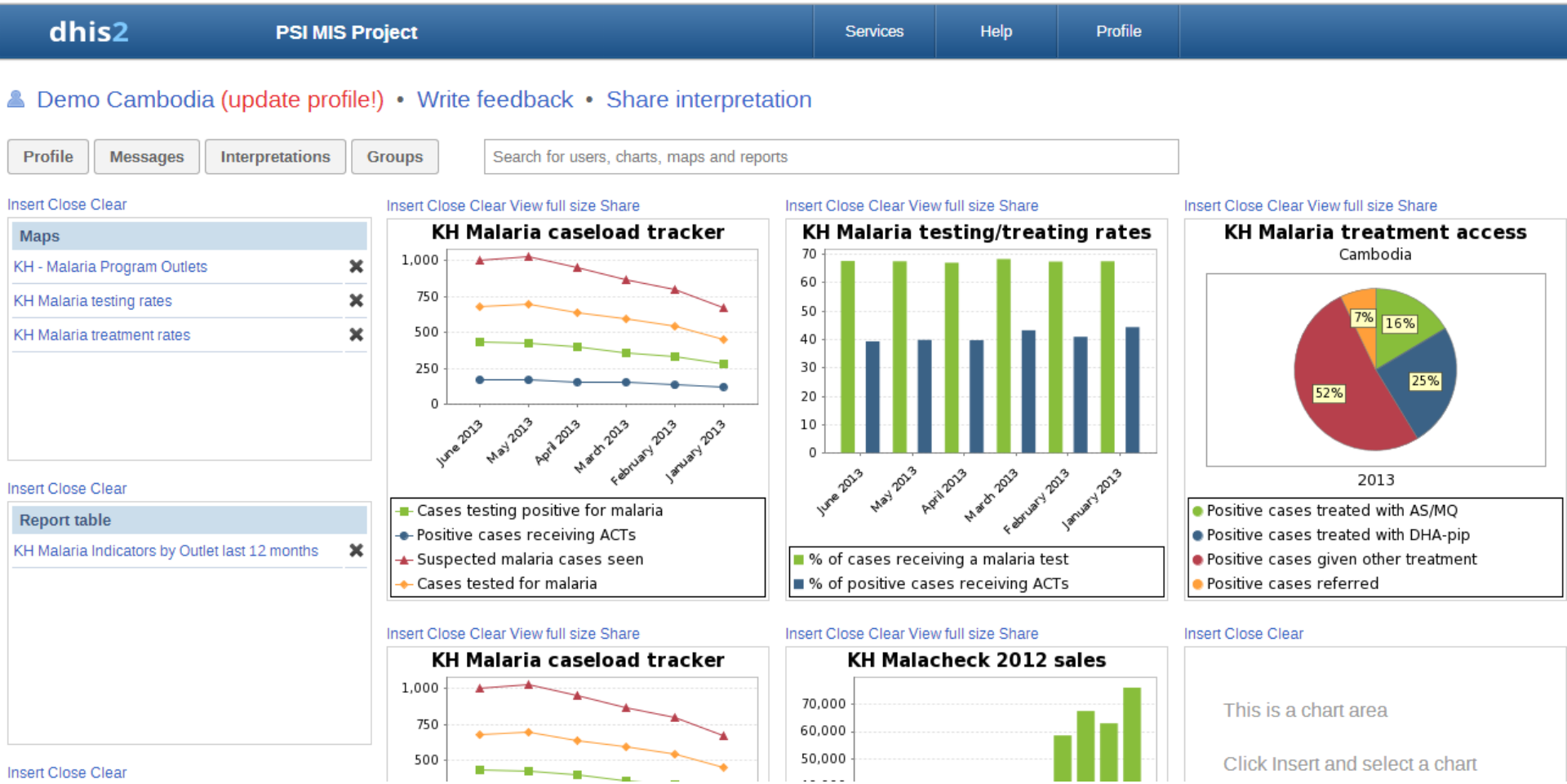
Individual performance



Performance over time



Information management strategies



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