# SMS$^2$

## Using an SMS Service Quality Monitoring System to Improve HIV Services

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**Acknowledgements:**
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USAID FROM THE AMERICAN PEOPLE

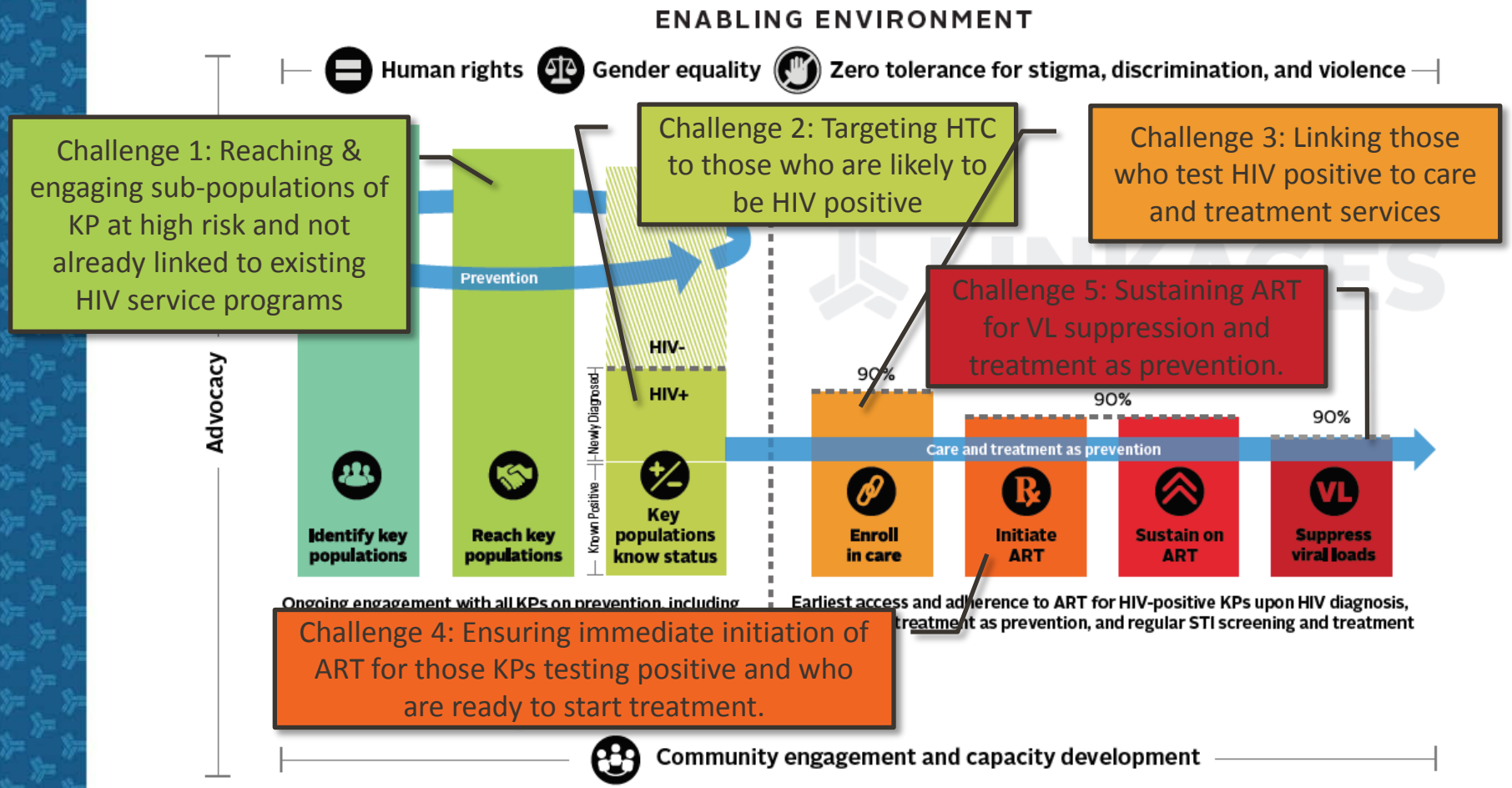
PEPFAR

IntraHealth INTERNATIONAL
Parce que les prestataires de santé sauvent des vies.

fhi360 THE SCIENCE OF IMPROVING LIVES

LINKAGES
Across the Continuum of HIV Services for Key Populations

# LINKAGES: Cascade of HIV Services



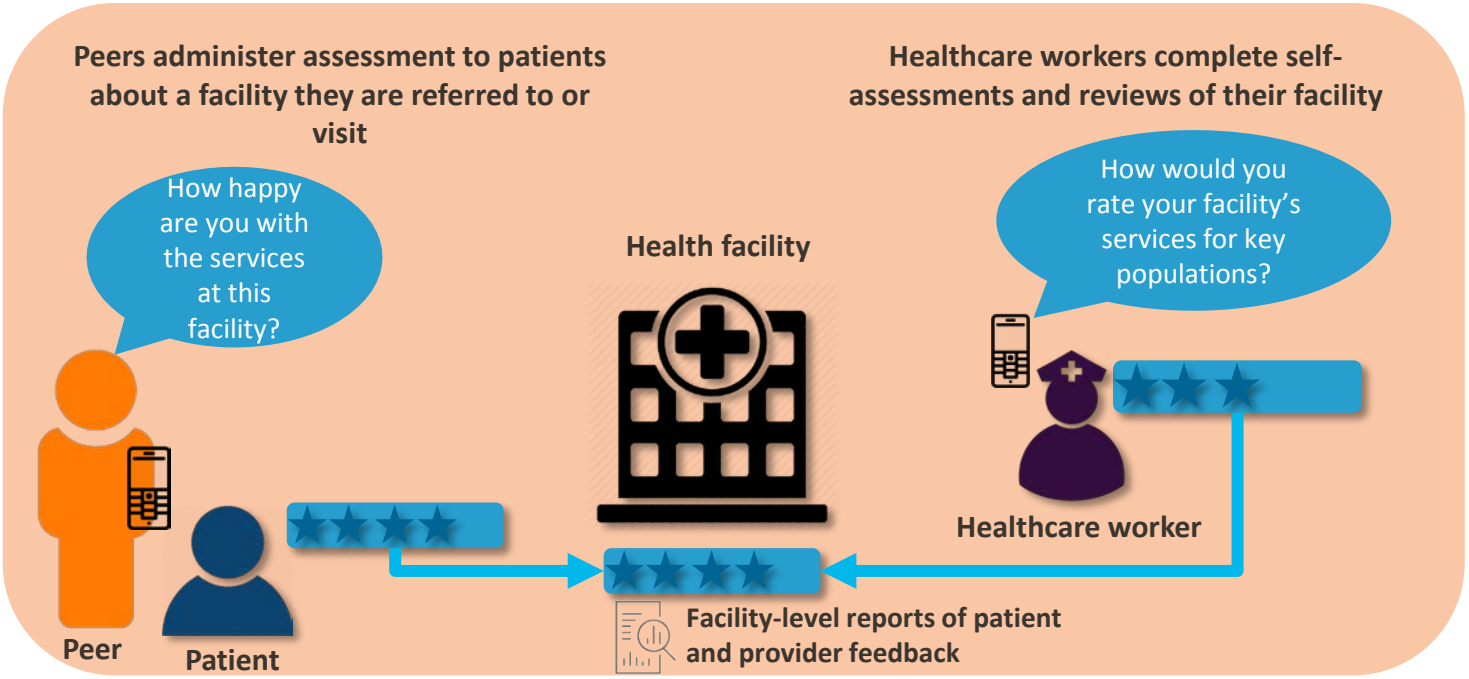
# Stigma limits uptake of health services

- Health provider stigma results in:
  - Discrimination and denial of services to KP
  - Verbal abuse and shaming of KPs at health facilities
  - KPs uncomfortable and mistrusting of healthcare workers and not disclosing HIV or KP status
  - Fear of stigma and discrimination and avoidance of health services
  - Internalized stigma, self-shaming and depression among KPs leading to substance abuse, neglect of health, etc.

# $SMS^2$

# What is SMS$^2$?

- Administer assessments among patients and healthcare workers to ***monitor the quality of health services*** at facilities
- Summary of assessments to ***provide anonymous feedback to facilities*** to support and track improvements in services

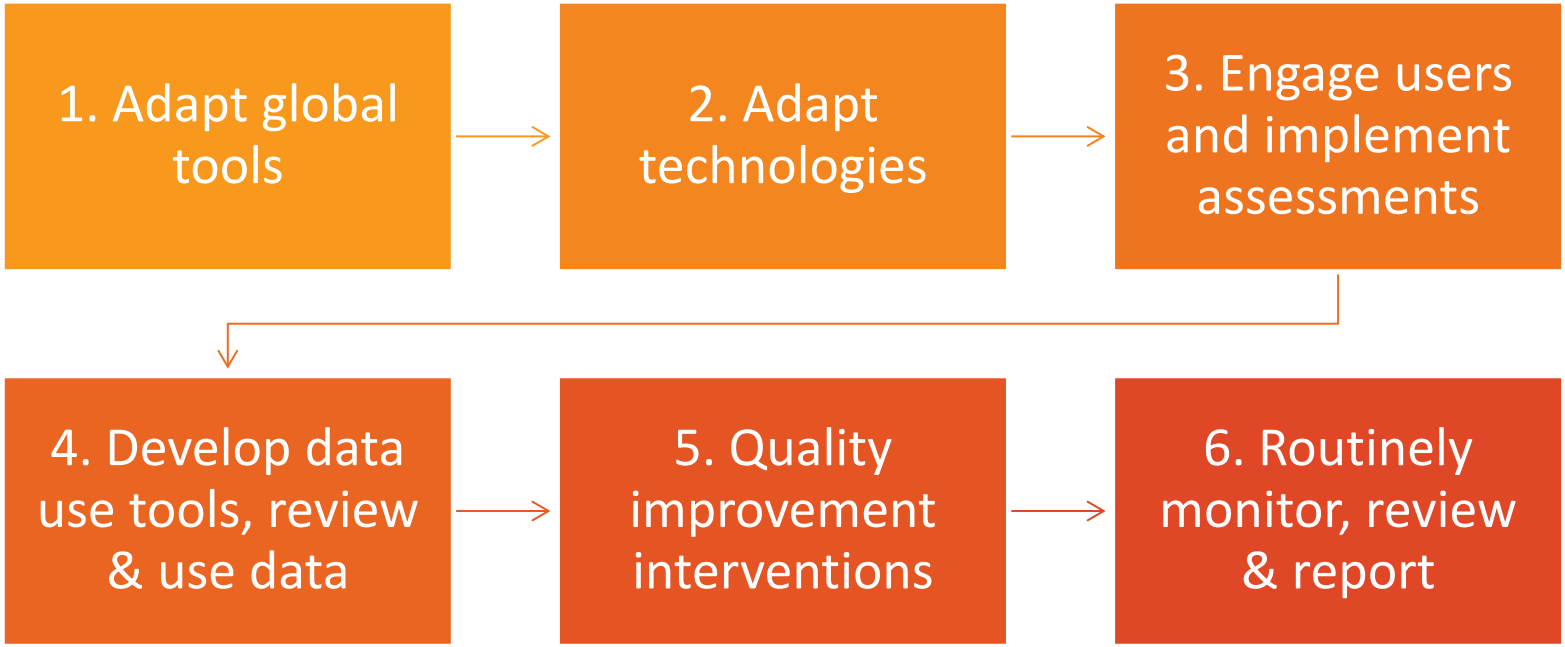


# What is SMS$^2$?

- Promotes ***continual engagement to support behavior and attitude change*** with patients, peer workers, healthcare workers.

# Implementing SMS$^2$

# Steps of Implementation



# Step 1 – Adapt global tools

- Review, adapt and translate global SMS$^2$ assessment for KP/PLHIV and health workers for country context
- Review standard operating procedures for SMS$^2$ and adapt to country context, considering data security and privacy
- Pilot and test tools, building interest and ownership
- Seek necessary donor, government and ethical approvals

# Step 2: Adapt technologies

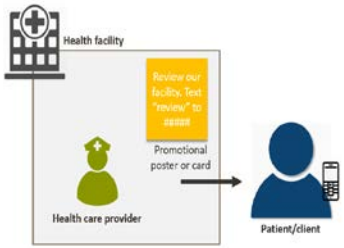
- Assess what the Users are using
- Identify local regulations for data sharing
- Consider long term sustainability in terms of capacity and cost implications

# Step 3: Engage users and implement assessments

**Method 1**

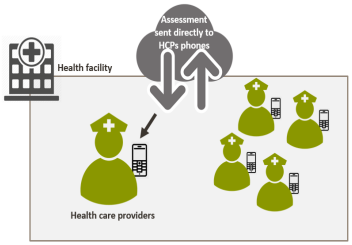
PE administers SMS assessment during field visits

**Method 2**




Patient/client takes SMS or IVR assessment upon departing facility on their phone

**Method 3**




HCP complete self-assessment

- **Method 1:** Train of peer workers on how to administer assessments among KP/PLHIV
- **Method 2:** Create promotional material to be placed in health facilities to instruct patients/clients on how they can assess services.
- **Method 3:** Train health workers on how to take self-assessments and inform patients/clients how they can assess services

# Step 4: Develop data use tools, review & use data

- Adapt global data use tools and facility reports templates to country context
- Export data from RapidPro into adapted templates
- Share resulting data with stakeholders and plan service quality improvement activities

# Step 5: Quality improvement interventions

- Develop behavior change campaigns
- Review and prioritize suggestions to improve services from health worker and KP/PLHIV feedback
- Target and tailor health worker trainings on KP/PLHIV competent and inclusive care
- Develop job aids and tools to ensure quality of health services
- Etc.

# Step 6: Routinely monitor, review & report

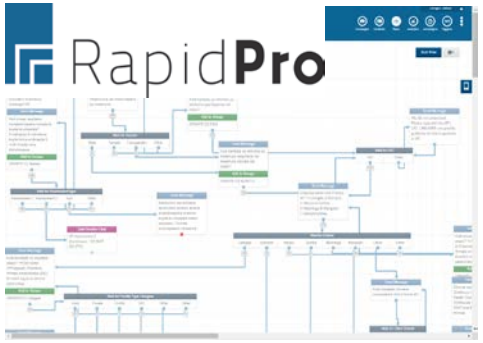
- Continue to collect data, share with stakeholders, use data to refine interventions and assess outcomes overtime

# SMS² Data Flow & Tools

**1. Assessments designed in web-based software**

*HCP and patient/client assessment tools*

**2. Web-based software administers surveys to end-users through mobile networks. Responses are saved online.**




*RapidPro web platform*

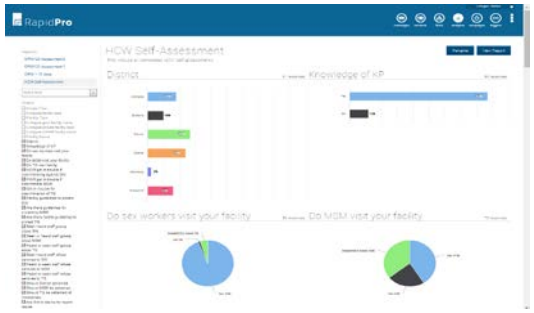
*Shortcode with mobile networks*

**3. Data exported from web-based software into custom Excel templates generates quarterly facility reports**

*Quarterly facility reports*

*Custom Excel data use templates*

**4. Web-based software visualizes aggregate data**




*RapidPro data analysis/visualization*

# SMS$^2$ in Action

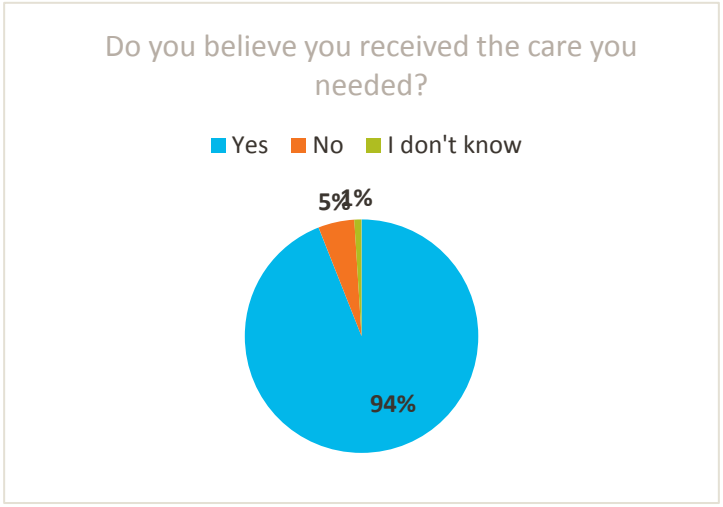
Malawi

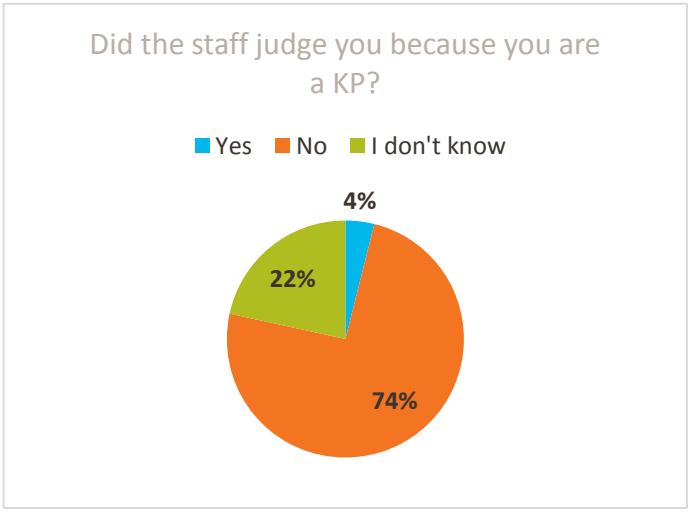
Cote d'Ivoire

Burundi

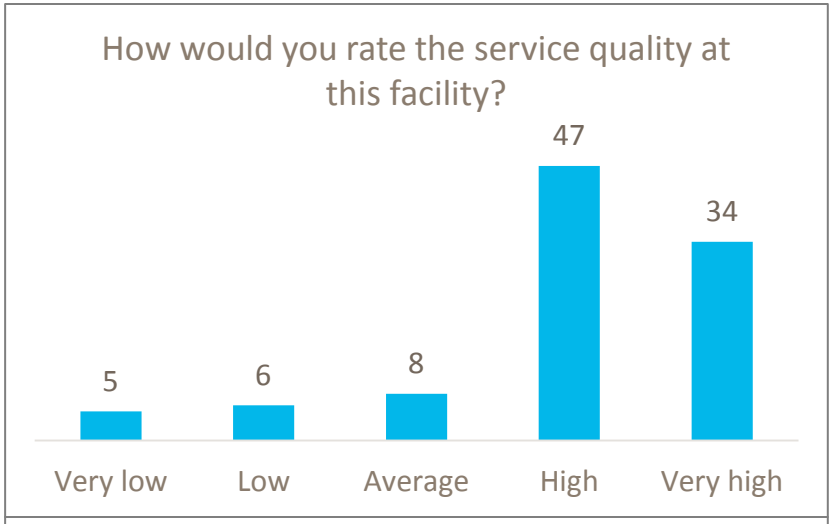
Eastern Caribbean

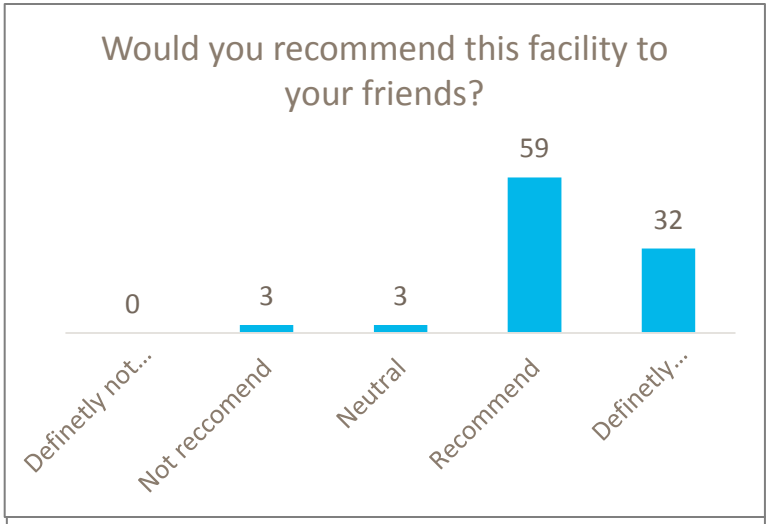
# Cote d'Ivoire Dashboard – Patient visits

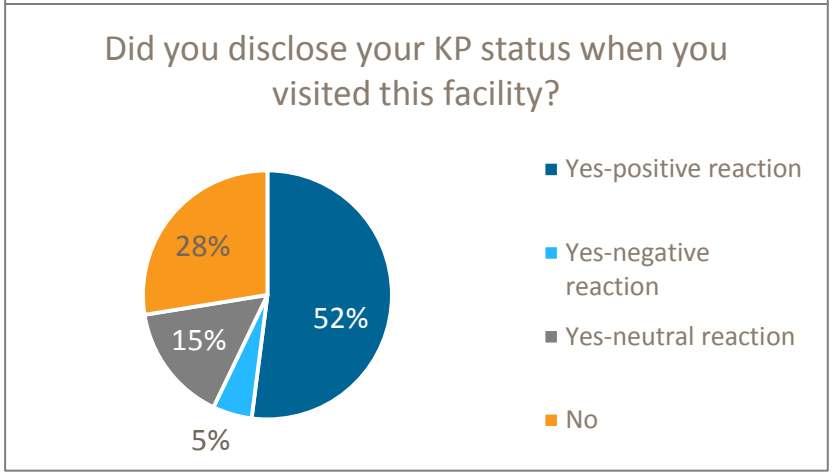


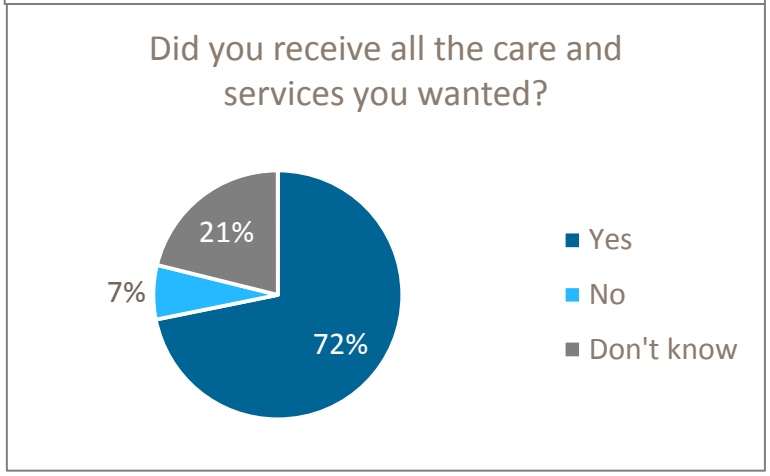



# Malawi Dashboard – Patient visits

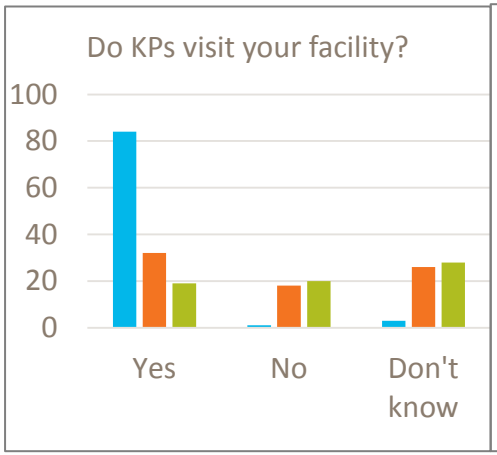


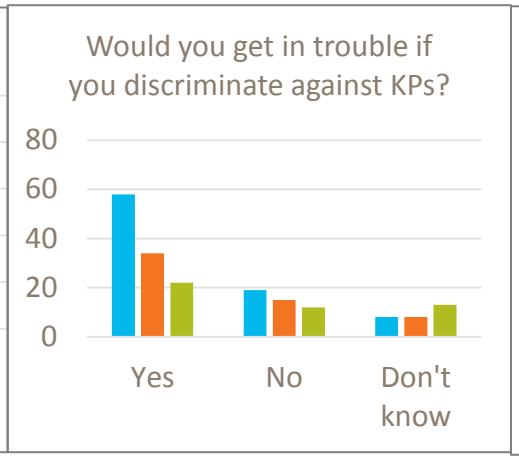



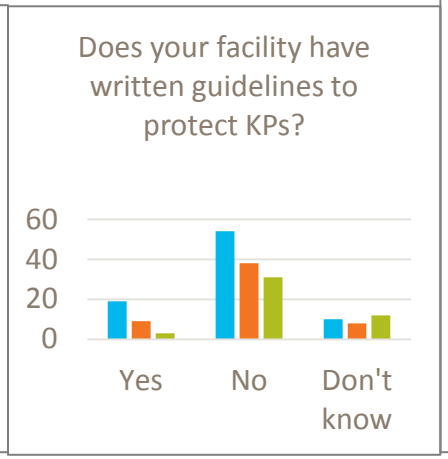



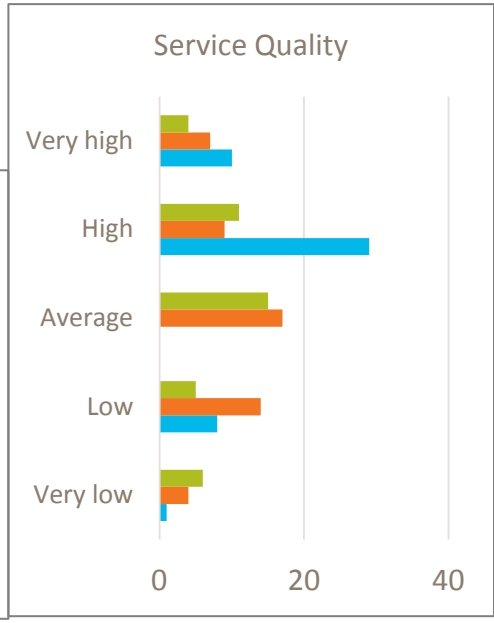



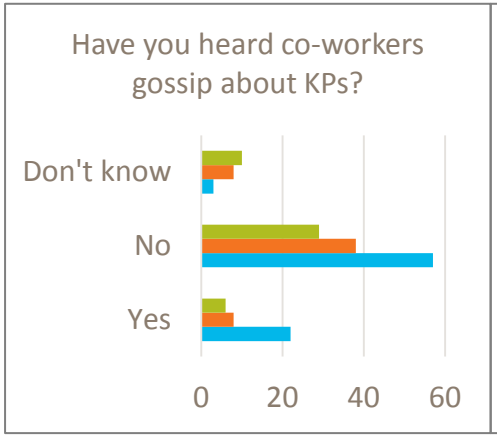
# Malawi Dashboard HCW

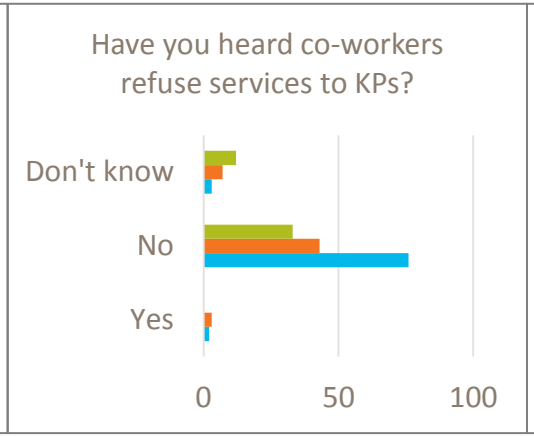


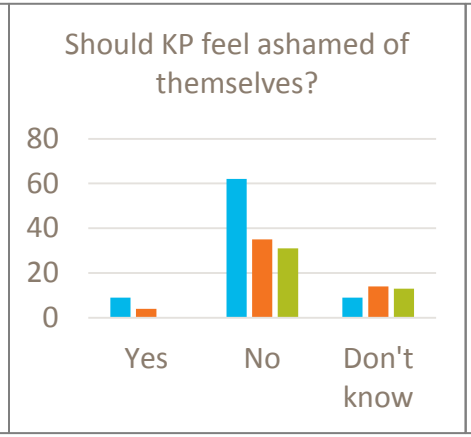



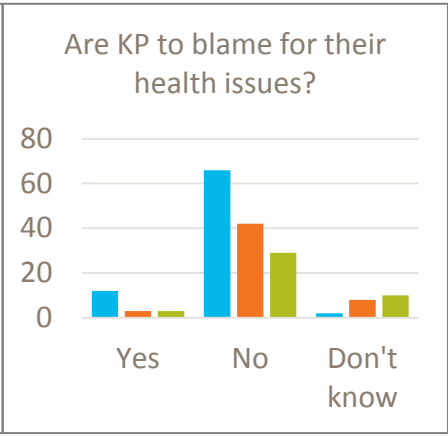



# Key Learnings

# What have we learned?

- Community ownership
- Truly understand your context when developing tools and technologies
- Data security, privacy and sharing
- Defining sustainability

# Acknowledgments


Sources of tools and measurements for stigma and discrimination

GNP+ Global Network of People Living with HIV
ICW International Community of Women Living with HIV
IPPF International Planned Parenthood Federation
Health Policy Project
fhi360 The Science of Improving Lives
Population Council Ideas. Evidence. Impact.
Johns Hopkins University
IRGT A Global Network of Trans Women and HIV
MSM GF
International HIV/AIDS Alliance Together to end AIDS
nswp
INPUD International Network of People who Use Drugs

LINKAGES project and core partners

USAID From the American People
PEPFAR U.S. President's Emergency Plan for AIDS Relief
LINKAGES Across the Continuum of HIV Services for Key Populations
fhi360 The Science of Improving Lives
pact building local promise.
IntraHealth International Because Health Workers Save Lives.
UNC Gillings School of Global Public Health

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