

Southeast Asia Stigma Reduction QI Learning Network

Second Multi-Country Exchange Meeting Summary



Background

HIV-related stigma and discrimination (S + D) in the healthcare setting remains a formidable barrier to achievement of the UNAIDS' 90-90-90 targets and optimal health outcomes for people living with HIV (PLHIV), underscoring a crucial need to develop, implement, and evaluate S + D reduction interventions at scale. The Southeast Asia Stigma Reduction QI Learning Network was launched in 2017 by HEALTHQUAL at the Institute for Global Health Sciences at the University of California, San Francisco (UCSF), with support from the Health Resources and Services Administration (HRSA) as part of the U.S. President's Emergency Plan for AIDS Relief (PEPFAR). The aim of the Learning Network is to accelerate implementation of national- and facility-level HIV-related S & D reduction activities in Cambodia, Lao PDR, Thailand, and Vietnam through routine measurement, quality improvement (QI) methods, and structured peer learning and exchange. By acting upon insights generated from routine analysis of healthcare provider survey data and consumer feedback related to S + D, anticipated outcomes of the initiative include creation of a regional community of practice in which implementation experiences are rapidly shared, generation and rapid scale-up of data-driven stigma-reduction interventions, reduction of HIV-related stigma and discrimination in healthcare facilities, and improvement in care and treatment outcomes among PLHIV. people living with HIV (PLHIV).

Meeting Objectives

The second multi-country exchange meeting of the Southeast Asia Stigma Reduction QI Learning Network was convened on April 5, 2018, in Bangkok, Thailand, with representatives from National and Provincial Ministries of Health, CDC country offices, civil society organizations, and local implementing partners in Cambodia, Lao, PDR, Thailand, and Vietnam. objectives of this meeting were threefold:

1. To attend "Ending HIV-Related Stigma in Healthcare Settings: Thailand Experiences," an international course on the implementation of stigma-reduction activities in Thailand
2. To visit Nong Yai Hospital, in Chonburi Province, Thailand, to discuss facility-level implementation of stigma-reduction activities.
3. To present participating country teams' progress in implementation of national- and facility-level stigma reduction and QI activities; and
4. To present next steps of implementation and share past successes and ongoing challenges

Next steps

The third multi-country exchange meeting will be convened September 13-14, 2018, in Ho Chi Minh City, Viet Nam. In the interim, national teams will continue to plan implementation of S & D QI activities with support from HEALTHQUAL, CDC, UNAIDS, and local implementing partners.

Acknowledgements

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Country Presentations

Cambodia

No presentation was delivered.

Lao PDR

Presenter:

Dr. Ketmala Banchongphanith
Head of Management Unit, Center for HIV/AIDS and STI
Ministry of Health, Lao PDR

- A S+D data collection and analysis plan is currently under development by the CHAS M&E team with support from the Research Institute for Health Sciences at Chiang Mai University. At present, there are plans to formally incorporate Learning Network S+D indicators into the existing suite of HIV quality measures contained in HIVCAM Plus—the national HIV performance measurement system.
- All 11 of Lao PDR's ART sites will participate in stigma-reduction activities. To prepare sites for implementation of S+D QI activities, the CHAS team is developing a national QI curriculum that features a special module on S+D reduction. There are also plans to develop a technical working group on stigma reduction that will involve civil society organizations.
- To build national capacity for QI coaching, HEALTHQUAL is supporting a QI Coaches Training that will be conducted in April 2018 in Vientiane Capital. These newly trained QI Coaches will then be deployed to participating sites in June-August 2018 to provide support in site-level implementation of S+D QI activities.
- LaoPHA and LPN+, two civil society organizations, will be incorporated into site-level QI teams and will therefore play a central role in implementation of stigma-reduction activities. To date, both organizations have been very receptive to the initiative.
- Next steps for implementation include finalization of the data collection and analysis plan, finalization of the national HIV quality management plan, and preparations for site-level roll-out of data collection and QI activities.

Thailand

Presenter:

Dr. Walairat Chaifoo
Deputy Director, Bureau of AIDS, TB, and STIs
Ministry of Public Health, Thailand

- As of March 2018, 40 of the 50 participating hospitals have begun collection of baseline data on HIV-related S+D. Among these 40 hospitals, 5,279 staff and 3,365 PLWH have completed surveys. Due to

delays in completion of baseline data collection, implementation of training and CQI interventions will be delayed until August 2018.

- In addition to collection of S+D indicators, sites will also collect three clinical indicators—% of newly diagnosed PLWH with initial CD4<200, % of ART retention in previous 12 months, and % of PLWH with undetectable viral load—to correlate stigma reduction activities with improvements in clinical outcomes.
- QI coaching activities will be overseen by Dr. Chanane Wanapirak of Chiang Mai University with the support of surveyor teams from Hospital Accreditation's 6 regional centers throughout the country. As part of these activities, 4 regional workshops on lessons learned will be convened, in addition to on-site coaching visits.
- At Kukan Hospital, baseline data from surveys of healthcare workers revealed high levels of observed stigma and discrimination toward members of key populations. To address the issue, the hospital implemented three interventions using QI methods: developing a hospital policy on stigma reduction; creating a “stigma event reporting system” and integrating it with existing risk management infrastructure; and training hospital staff on stigma using the national training package.
- As part of a 5-day training of trainers, methodologies for soliciting consumer feedback at participating sites were introduced. These methodologies included: news, listening to the voice of patient experience, a comment box system, a patient journey map, satisfaction interviews, and baseline data from the PLWH survey on S+D.
- Next steps of implementation include monitoring progress of S+D work plan, convening of a S&D QI workshop in May 2018, and development of a plan for QI coaching and monitoring and evaluation.

Vietnam

Presenters:

Dr. Do Huu Thuy
Chief, Communication and Community Mobilization
Vietnam Authority of HIV/AIDS Control, Ministry of Health

Ms. Do Thi Phuong
Project Officer
HAIVN

- Ethical approval to begin baseline data collection was obtained in March 2018. Due to a shift in PEPFAR prioritization, however, a new set of participating provinces and facilities was selected. As a result, baseline data collection is scheduled to begin in May 2018 with technical assistance from Chiang Mai University.
- The change in selection of participating sites reflects a PEPFAR pivot to intensify support for 11 provinces in the Ho Chi Minh City metropolitan area and the northern economic zone. The new sites include 3 facilities in Ho Chi Minh City (HCMC), 4 in Binh Duong Province, 3 in Thai Nguyen

Province, and 3 in Hanoi. The newly selected sites have variable experience in implementation of QI, and will therefore receive tailored support from QI coaching teams.

- QI coaching will be overseen by technical experts from the Vietnam Administration for HIV/AIDS Control (VAAC), the Vietnam Administration for Medical Services (VAMS), CDC-Viet Nam, and provincial technical teams (PTT). Trained QI coaches from HAIVN and HCMC Department of Health will provide site-level support.
- As part of national efforts to disseminate the new Ministry of Health Directive on reduction of HIV-related stigma and discrimination, 4 regional implementation workshops have been held with participants from 35 provinces.
- At the site level, next steps for implementation include piloting of the online data collection system with support from Chiang Mai University, commencement of baseline data collection, and review of measurement results and prioritization of QI activities.
- At the national level, planned activities include development and dissemination of communication materials on client rights, and convening of 3 workshops on implementation of Ministry of Health Directive, and 3 training of trainers' courses in Hanoi, Tien Giang, and Tay Ninh.

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