

STRENGTHENING UGANDA'S SYSTEMS FOR TREATING AIDS NATIONALLY

KEY INTERVENTIONS

Quality Improvement

Strengthening healthcare worker skills across various HIV/AIDS service delivery areas

- ◆ In collaboration with the Ministry of Health (MOH), improving technical skills for delivery of clinical HIV and laboratory services through training, coaching, and mentoring using national curricula, guidelines, and tools

Institutionalising quality improvement (QI) methodologies

- ◆ Strengthening the capacity of healthcare providers to apply QI approaches for improved client outcomes and systems performance
- ◆ Supporting hospitals to implement the National QI Framework and Strategic Plan, and supporting the formation and functioning of QI structures within existing hospital management systems

Improving routine laboratory service delivery work and management processes using QI methods

- ◆ Supporting laboratory teams to design and implement relevant improvement projects, including improving quality of samples, turn-around time for test results, and functionality of various equipment through provision of routine maintenance; and conducting external quality assurance for various test platforms

Tailoring care for people living with HIV/AIDS as a chronic condition

- ◆ Improving service delivery systems and processes, including efficient triaging of clients; improving client appointment systems to reduce daily patient load, reduce client waiting time, and coordinate follow-up; and improving client flow systems to ensure efficiency of limited resources



- ◆ Promoting client involvement in their own care by equipping them with skills to monitor and manage their condition, and, together with service providers, participate in making decisions for their care

Improving intra-facility, inter-facility, and facility-to-community linkages and networks

- ◆ Improving the use of referral and counter-referral tools and systems for tracking clients who have missed appointments or not returned for test results or enrolment into care
- ◆ Engaging peer educators and client peer support groups and their leaders at facilities, communities, and households
- ◆ Building the capacity of hospital Community Health Departments to facilitate linking of clients to community-based organizations and resources, thus improving the continuum of care