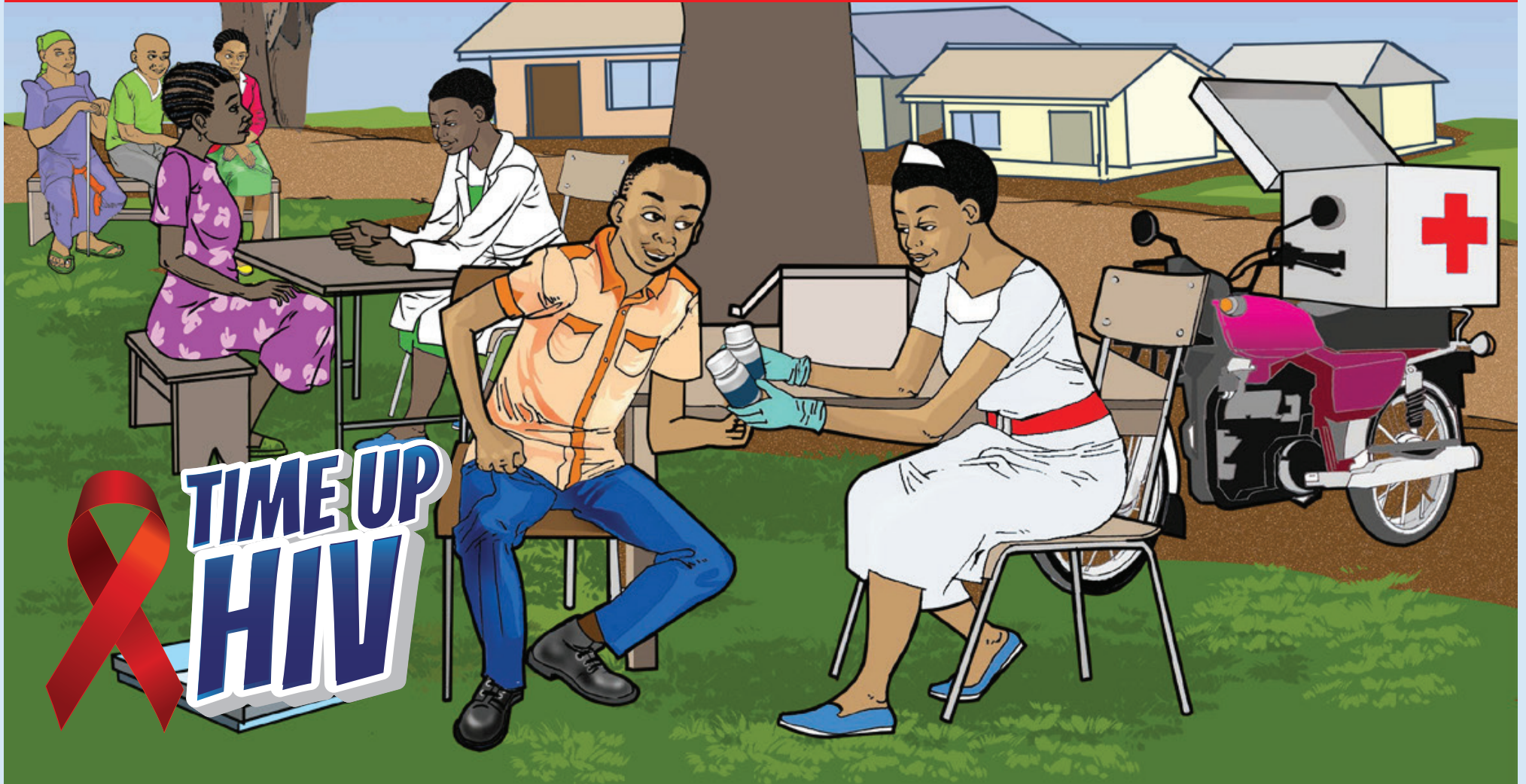




THE REPUBLIC OF UGANDA
MINISTRY OF HEALTH

DIFFERENTIATED SERVICE DELIVERY



What is Differentiated HIV Care Service Delivery

- Differentiated Service Delivery refers to various ways of providing HIV prevention, care and treatment services that are tailored to the needs and preferences of PLHIV with the aim of maintaining good clinical outcomes and improving efficiency in service delivery

What is a community in the HIV Care service delivery models?

- A community refers to a point other than the health facility where a client accesses the HIV services e.g. home, places of worship, pharmacy etc.



What are the community HIV Care service delivery models?

- **Community Client Led ART Delivery (CCLAD):**
The CCLAD model comprises of client groups (3–6 members) living in the same community living near each other.
- Members take turns to pick up ARVs at the health facility and distribute them among the other group members in the community.
- **Community Drug Distribution Points (CDDPs):** In this approach, health workers pre-pack medicines and deliver them to a group of clients (10–50 living in the same locality) and appointed at a particular community venue.
- During this visit, the health worker is also able to provide viral load tests, counseling and others.



What are the facility based HIV Care Delivery models?

- Facility Based Individual Management (FBIM): It is an approach for all unstable/ complex clients where an individual client is given a scheduled appointment for a thorough clinical assessment, review of blood tests and other services e.g. counselling.
- Facility Based Groups (FBG): This approach is applicable for both stable and unstable clients desiring peer support. This includes family support groups for pregnant and lactating mothers, children, adolescent groups etc., regardless of the age and duration on ART (but most likely clients will have AT LEAST made a month on ART).
- Fast Track Drug Refills (FTDR): It ensures that stable clients who choose to remain at the facility are able to get their medicine refills without having unnecessary clinical evaluations and hence spending minimal time at the facility.

Who qualifies for the community HIV Care Service Delivery models? Stable clients.

- Virally suppressed within the last 12 months.
- No opportunistic infections (WHO stages 1,2).
- TB clients who have completed 2 months intensive phase treatment and are sputum negative.
- On 1st or 2nd line ART regimens
- Demonstrated good adherence (over 95%) in the last 6 consecutive months ART stable clients.
- PLHIV on current ART regimen for more than 12 months.
- PLHIV 20 years plus.



How the client and the provider agree on a suitable model

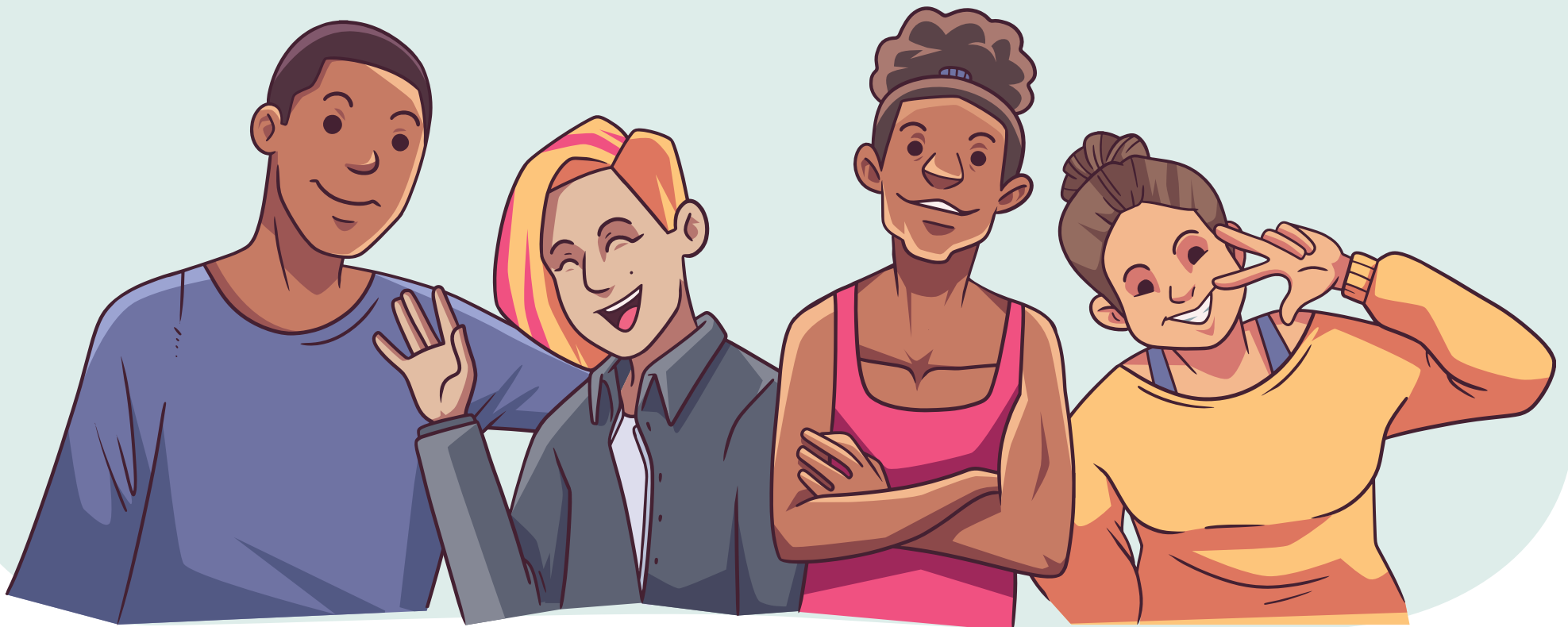
- Health worker will assess the suitability, discuss with the client and agree on the best model.

What are the client benefits of Community Care HIV Service delivery?

- Reduced number of facility visits for clients leading to reduced costs.
- Clients are empowered to manage their own health.
- Reduced waiting time and improved client satisfaction.
- Increased access leading to improved adherence.
- Through the groups, clients get peer support.

What are the client benefits of Community HIV service delivery?

- Reduces on transport costs.
- Easily accessible even when one is weak.
- Creates time for one to plan and do other tasks.





What are the provider benefits of Community HIV service delivery?

- De-congesting the health facility and allowing the health workers to focus on the unstable clients.

Does a client have opportunity to choose to be in the community or the facility based model?

- Yes, the process of enrolling the client on the community or health facility models involves a discussion and an agreement on the best option.



Under what circumstances can the client return to the facility based model?

- When the client becomes unstable on treatment or is uncomfortable with the community based models.
- One becomes pregnant.



What are client roles in the Community HIV Service delivery?

- Maintain group confidentiality and unity.
- Clients should adhere to medicine given.
- Report any medicine or service related challenges or concerns to the health workers



Call 0800-211-046 & 0800-100-066,
text 8080 Toll-free or
visit a health centre near you
for more information.