Ek Hain Hum (We are one)

The terrain of Himachal Pradesh makes it much more difficult to find LFU as the weather conditions, limited transport options, and fewer treatment facilities add to the difficulties. Moreover, during mentoring visits and review meetings, it has been observed that LFU clients from districts without ART Centres or CSCs were more likely to drop out. The SACS took the initiative and worked with the support of MAMTA, the Vihaan SR partner for Himachal Pradesh, to identify and track LFU cases in districts without ART Centres or CSCs. These efforts have improved coordination between ART Centres and CSCs and helped not only to bring back LFUs but also in reducing the number of LFU cases. These efforts have improved coordination between ART Centres and CSCs and helped not only in bringing back LFUs but also in reducing the number of LFU cases in the state.

(Contributed by Dr. Jasjit Singh Mallhi, RC (CST), NACO, Northern Region)

Vihaan Updates

16,25,707 PLHIV registered and reached with care & support services

Vihaan Newsletter | August 2016

Once lost, now found!

Improving the LFU tracking programme is one of a kind in size, scale, and ambition. It has witnessed a massive expansion from eight ART centres in 2004 to over 900+ centres today providing HIV treatment to more than 1.2 million PLHIV. With this expansion, the challenge of addressing such issues as mobility, migration or other personal issues, and it was difficult to find and return these people to the ART programme.

Bringing back lost-to-Follow-Up (LFU) clients is a key activity of the Vihaan programme on which we have made remarkable progress through tracking and follow-up outreach. However, internationally this is a challenge that troubles treatment administrators and policy makers. In this issue of Vihaan News, we share stories that highlight the remarkable efforts of our Vihaan teams across India to bring PLHIV back to treatment through collaboration, creativity and tireless compassion.

Jayant Tiwari (Pride of Gujarat)

Community coordination issues were identified between ART Centres and CSCs in Gujarat that affected LFU tracking activities in the state. The Vihaan SR Gujarat State Network of People Living with HIV/AIDS (GSNP+) collaborated with SACS to introduce the following strategies to improve LFU tracking:

• Data sharing between ART Centre and CSC was streamlined. Coordination meetings were held uniformly, and data managers at ART Centres were given responsibility to share information with CSCs or ORWs. Colour codes were also given in the master list at ART Centres to clearly differentiate LFU and other clients who had recently missed appointments from those in active care.

A WhatsApp group was created to manage inter-CSC & Help Desk coordination issues. The group includes the Joint Director (CST) at SACS, data managers of all ART Centres, project coordinators of all Vihaan CSCs and members of the SR team at GSNP+. A joint programme review meeting at state level is conducted every month, along with the GSNP+ teams from PLHIV, LGIs and GSNP+. This helps ensure immediate response to any LFU case issues.

These efforts have improved coordination between ART Centres and CSCs and helped not only in bringing back LFUs but also in reducing the number of LFU cases in the state. (Contributed by Dr. Sudhakar Chauhan, JO (CST), Gujarat SACS)

Coordinating with more than one outreach team in a state can add complexity to the LFU process. A simple way to streamline coordination is to increase the number of relevant outreach team members. A WhatsApp group was created to manage inter-CSC & Help Desk coordination issues. The group includes the Joint Director (CST) at SACS, data managers of all ART Centres, project coordinators of all Vihaan CSCs and members of the SR team at GSNP+. A joint programme review meeting at state level is conducted every month, along with the GSNP+ teams from PLHIV, LGIs and GSNP+. This helps ensure immediate response to any LFU case issues.

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Vihaan News
Ek Hain Hum (We are one)

The terrain of Himachal Pradesh makes it much more difficult to find LFU clients, as well as verify the weather conditions, limited transport options, and fewer treatment facilities add to the difficulties. Moreover, during mentoring visits and review meetings, it has been observed that LFU clients from across the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

1. One State, One Outreach Strategy: Himachal Pradesh has 12 districts but there are only three CSC/D and two Help Desks covering them. In order to increase coverage to all districts and make service delivery more effective, specific districts were assigned to ORWs based on district load per month. The same strategy was adopted at ART Centres. ORWs were distributed so that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

2. Improved Inter-CSC & Help Desk Coordination: After receiving the LFU list from the ART Centre, CSCs and Help Desks sorted cases district-wise and shared them with the ORWs. Data managers at ART Centres were now aware of the status of LFU clients and coordination to ensure data transfer, tracking, feedback and record updates at ART Centres.

3. Contact through Registered Post: One of the major limitations of outreach was the documentation of tracking outcomes such as incorrect address or death without proof. The CSC in Gunjan reached out to LFU cases like these by sending a greeting letter by registered post to all addresses in the LFU lists. Letters was sent on the occasion of Ek Hain Hum (We are one) and the responses were recorded. All ORWs were distributed so that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

The ownership, oversight and leadership shared by SACS, Vihaan SR and CSC teams in Himachal Pradesh has led to significant improvements in LFU tracking. The state has ensured that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

Vihaan Updates

2016.30,727 PLHIV registered and reached with care & support services.

3,183,517 PLHIV and family members linked with social protection schemes.

1,15,356 Lost-to-Follow-Up (LFU) tracked and returned to ART services.

4,000+ mobiles reserved for TB services.

Vihaan News

Vihaan Updates

MP...Dajab Hal (MP is special)

At the Vihaan’s National Review Meeting held in December 2014, the State AIDS Control Society (SACS) from Madhya Pradesh (MP) (MPNP+) introduced a phased approach to LFU tracking. A state-level workshop was organized in Bhopal in January 2015 with key officials from ART Centres and Vihaan.

This workshop achieved consensus on data sharing between ART Centres and Care & Support Centres (CSCs), and the responsibilities and agreements on each, as well as agreement on district-specific plans.

The ownership, oversight and leadership shown by SACS, Vihaan SR and CSC teams in Himachal Pradesh has led to significant improvements in LFU tracking. The state has ensured that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

Two critical issues that came up were duplications in the total number of people registered at ART Centres and lack of supporting evidence of address change, death, or migration. A two-pronged approach was taken to mitigate these issues. A drive was undertaken to track LFU cases and verify addresses of PLHIV registered at ART Centers. During the tracking exercise, MPSACS and the Vihaan Sub-Recipient (SR) team from the Madhya Pradesh Network of People Living with HIV/AIDS (MPNP+) gave mobile phones with cameras to outreach workers (ORWs) to capture documentation of LFU clients as photocopying is not available in rural areas. Then Vihaan CSC project coordinators and ART Center data managers worked together to clear duplications.

To reduce delays to strengthen address verification and follow up, the top performing ORWs were given awards at the state-level review meeting. They each received an Outreach Kit, containing a register for line management, a file, water bottle, life, soap. The ownership, oversight and leadership shown by SACS, Vihaan SR and CSC teams in Himachal Pradesh has led to significant improvements in LFU tracking. The state has ensured that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

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The ownership, oversight and leadership shown by SACS, Vihaan SR and CSC teams in Himachal Pradesh has led to significant improvements in LFU tracking. The state has ensured that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.
Vihaan Updates

Vihaan Sub-Recipient (SR) team from the Madhya Pradesh State AIDS Control Society (MP SACS) and the Vihaan SR partner for the state, the Madhya Pradesh AIDS Control Society (MPACS), collaborated with MAMTA, the Vihaan SR partner for the state, and Maha NDAC to introduce the One State, One Outreach Strategy. This initiative was successfully implemented across all districts of the state, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

Ek Hain Hum (We are one)

The terrain of Himachal Pradesh makes it much more difficult to find LFU cases, due to the weather conditions, limited transport options, and fewer treatment facilities. Moreover, during mentoring visits and review meetings, it has been observed that LFU clients from rural areas are likely to drop out. The SACS took the initiative and collaborated with the Himachal Pradesh ADPC to introduce the Contact through Registered Post strategy.

Data sharing in progress at the State data cleaning & coordination workshop.

Vihaan News

Once lost, now found!

Bringing back Lost-to-Follow-Up (LFU) clients is a key activity of the Vihaan programme on which we have made notable progress. In our latest campaign, from May 2016 to July 2016, we returned nearly 38,117 PLHIV to HIV services. This achievement is a testament to the collaborative efforts of ART Centres and CSCs in States, and the Vihaan teams across India.

One State, One Outreach Strategy

Vihaan has 12 CSCs and two Help Desks covering them. In order to increase coverage to all districts and make service delivery more effective, specific districts were assigned to ORWs. All ORWs were distributed so that all districts of the state were covered, regardless of the location of their CSCs or Help Desks, thereby maximizing coverage and minimizing travel cost.

Ek Hain Hum (We are one)

The terrain of Himachal Pradesh makes it much more difficult to find LFU cases. Due to the weather conditions, limited transport options, and fewer treatment facilities, it is much more difficult to find LFU cases. In addition, the terrain of Himachal Pradesh makes it that LFU is less likely to be found.

A joint programme review meeting at state level is conducted every month, along with joint visits by Vihaan teams from the ART Centres and CSCs, help ensure immediate response to any coordination issues.

Gujarati Update (Pride of Gujarat)

Coordination issues were identified between ART Centres and CSCs in Gujarat that affected LFU tracking activity in the state. The Vihaan SR Gujarat State Network of People Living with HIV/AIDS (GSPAN+) collaborated with Gujarat SACS to introduce the following strategies to improve LFU tracking:

- Data sharing between CSC and ART Centre was streamlined. Coordination meetings were held uniformly, and data managers at ART Centres were given responsibility to capture information from ORWs. Colour codes were also given in the meeting (Us or AT ART Centre) to clearly differentiate UPL and other clients who had recently missed appointments from those in active care.

- A WhatsApp group was created to manage inter-ART Centre and CSC data, with access for all ART Centres, project coordinators of all Vihaan CSCs and members of the SR team at GSPAN+.

- A joint programme review meeting at state level is conducted every month, along with joint visits by Vihaan teams from the ART Centres and CSCs, help ensure immediate response to any coordination issues.

These efforts have improved coordination between ART Centres and CSCs and helped not only in bringing back LFU clients but also in reducing the number of LFU cases in the state.

(Contributed by Dr Jasjit Singh Mallhi, RC (CST), NACO, Northern Region)

Vihaan Updates

10,25,707 PLHIV registered and reached with care & support services

3,21,187 PLHIV and family members linked with local social protection schemes

1,58,558 Lost-to-Follow-Up PLHIV tracked and returned to ART services

4,393 PLHIV registered for TB

(Monthly June 2016)

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