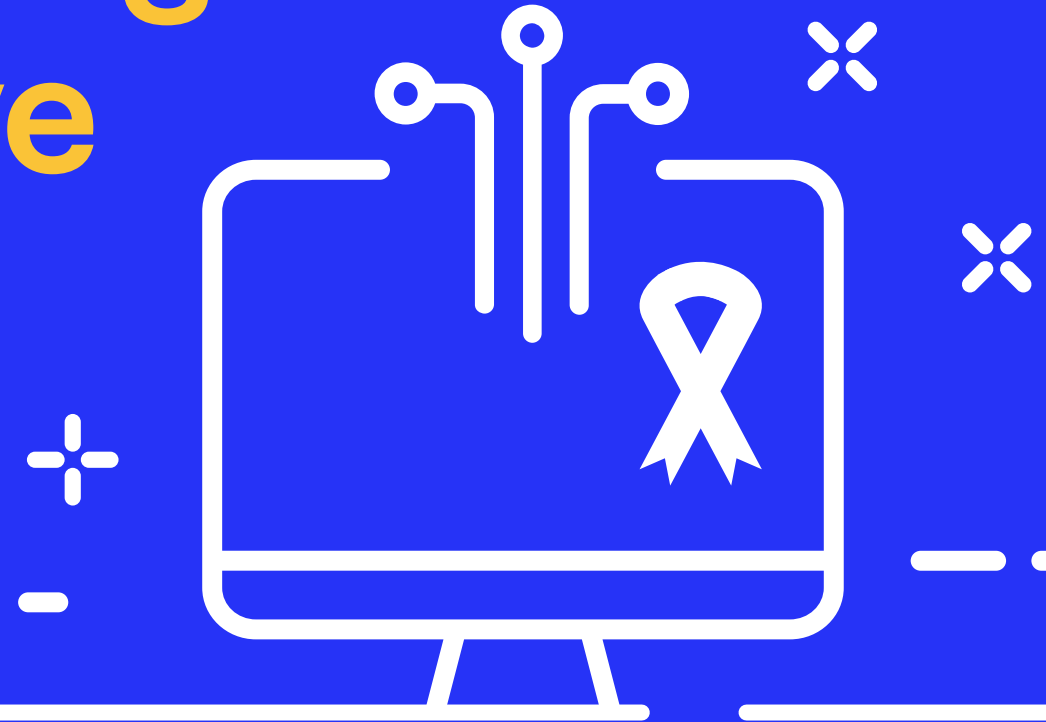


Improving Viral Load Suppression through Data-led Adaptive Management

Case Study

January 2023

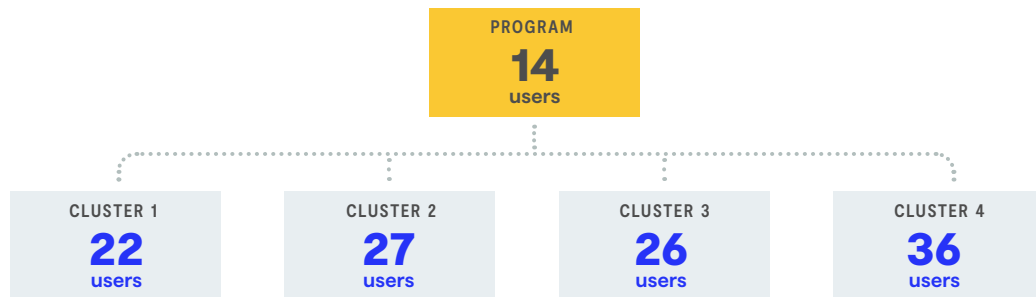


The Challenge

A US government funded HIV program implementer in East Africa had seen little movement in their viral load suppression rates which were hovering around 86% for several months. The program was primarily using quarterly data to review performance resulting in delayed actions. To contribute towards attaining HIV epidemic control more effectively, the program needed updated data at a weekly cadence for key performance indicators on viral suppression. The program also needed to widen the teams' engagement with data beyond the Monitoring and Evaluation (M&E) team. Translating data into collaborative decision making with an array of program driven interventions on the ground was a follow on focus area.

Desired Behaviours and Results

- Sharing best practices and celebrating successes
- Embedding Vantage into regular performance operations
- Continuously improving data quality
- A target of 70% adoption of the Vantage solution was set after an analysis of each role.

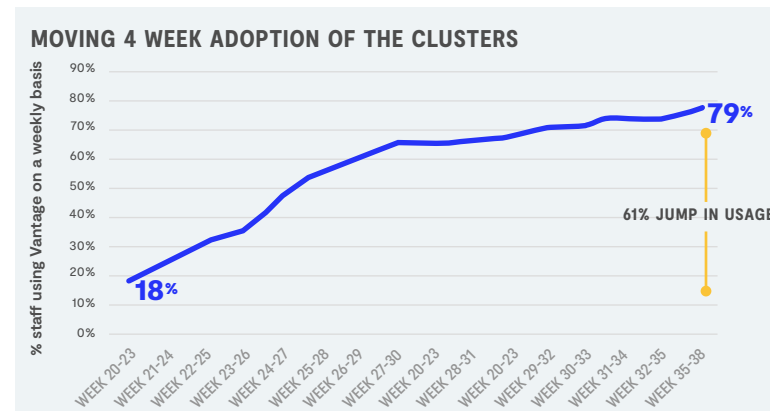


Each cluster is made up of staff at the cluster, district and facility level. Only the staff that were expected to use Vantage are shown in the above numbers.

The Approach

In addition to other program data related interventions, the client implemented the Vantage Program Oversight Solution and the Vantage team collaborated on a change management program to embed data-usage into the team's day-to-day activities.

1. Secure strong sponsorship from executive leadership towards being a data-led action-centric organization.
2. Expanding the use of data beyond M&E to the entire program team
3. Understanding role-based use cases for Vantage usage & monitoring adoption of the solution per role aggregated to cluster
4. Embedding the behaviour changes through continued reinforcement:
 - Identifying lagging facilities, implementing interventions, monitoring best practices towards sharing best practices and celebrating success
 - Shifting weekly performance meetings to Vantage-enabled evidence-based decision-making sessions
 - Carrying out continuous inter-system data triangulation, monitoring and quality checking towards improving overall data quality
5. Using gamification to promote behaviour changes:
 - Creating a "friendly" competitive environment
 - Rewarding desired behaviour changes and Vantage usage



Above 70% adoption achieved for the 111 Vantage users at cluster level



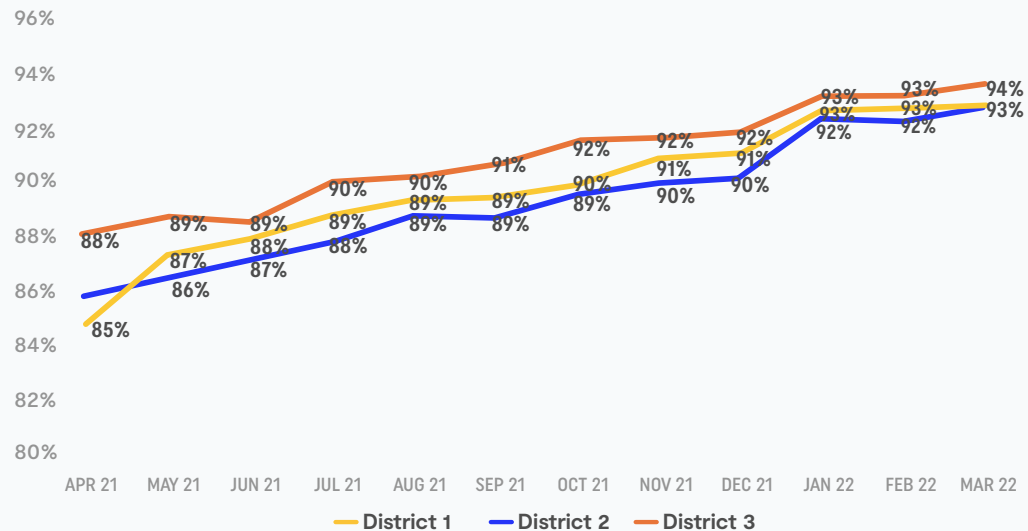
The Results



Improved outcome indicator of Viral Load Suppression to **93.5%**

The cluster that leads the bulk of high-volume facilities utilized multiple systems, including Vantage, to improve viral load suppression from **85% in April 2021** to **93.5% by March 2022**, nearing the target of 95%.

VIRAL SUPPRESSION TREND IN DISTRICTS 1, 2 AND 3 (APR 21 – MAR 22)



Client Experience

Sharing of best practices and improved evidence-based decision making

Real-time monitoring of KPIs is key during project implementation because it enables implementers to identify good practices that are yielding results... and transfer the learning to poorly performing facilities... enabling the IP to change strategy and improve performance on KPIs. ”

CLUSTER LEAD

Improved data quality across multiple systems

...used Vantage to triangulate the data in some of the reports we had from EMR and DHIS2...the cervical cancer data had gaps and was incorrect and I used Vantage to identify and correct the data in other systems. ”

M&E* MANAGER

Improved indicator understanding and usage beyond *M&E

...frequent monitoring, coaching and mentorship of the MROs and MRAs has improved their knowledge on the key project indicators. ”

M&E* SPECIALIST

* Monitoring and Evaluation

