



HIV STRATEGIC INFORMATION FOR IMPACT

IMPLEMENTATION TOOL

MODULE FOR ASSESSING AND STRENGTHENING THE QUALITY OF VIRAL LOAD TESTING DATA WITHIN HIV PROGRAMMES AND PATIENT MONITORING SYSTEMS

WEB ANNEX B: MAP OF PATIENT, VIRAL LOAD SAMPLE AND
DOCUMENTATION FLOW

SEPTEMBER 2020

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Name of interviewee _____

Name of facility _____

Facility code _____

Introductory script for data and service mapping

Thank you for having us at your facility today. We would like to locate and fix any data defects or bottlenecks within the data workflow to improve the quality of information gathered in real time and moving forward. We would like to help to strengthen and streamline the process for validating patient health information.

Today, we are interested in learning about the data and service quality challenges and successes at your site. These guiding questions and the site visit will be an opportunity to delve deep into the challenges, successes, best practices and

innovation in the health information systems here at your facility. To begin, we would like you to walk us through the process of ordering a viral load test for a patient. Where does the patient go for sample collection, what happens if a patient does not get a sample drawn? What happens when viral load test results are not received? Is there a mechanism to follow up with the laboratory on tests that have ordered but no results received? Are there any bottlenecks in the process and, if so, where are they?

Instruction: sketch a map of service delivery flow based on the responses to the questions highlighted above.

INSTRUCTIONS: SKETCH A ROUGH MAP AND MAKE NOTES OF SPECIFIC BEST PRACTICES OR POTENTIAL IMPROVEMENTS FOR EFFICIENCY IN DATA FLOW

Guiding questions

- Is viral load testing performed routinely or targeted at specific populations?
- Are any prompts or tools used to remind service providers to order a viral load test for eligible patients?
- What tools are used to order a viral load test and who completes them?
- How often are viral load samples picked up for transport to the laboratory? Is the schedule for pick-up followed? Reasons for deviations?
- How are results transmitted from the lab to the antiretroviral therapy clinic?
- What tools are used to record viral load test results
- Are any tools used to support the follow-up of patients with elevated viral load?
- How are the returned results entered into patient files and by whom?
- How are viral load results provided to patients?
- What is the process of updating registers after patient visits?
- Who enters the data in registers or electronic medical records (if relevant)
- Are any tools used to monitor sample collection kits and blood draw—related commodities?

Sketch flow

List any best practices in viral load patient, sample and documentation flow

1. _____
2. _____

Provide any comments or recommendations to improve efficiencies in patient, sample and documentation flow

1. _____
2. _____

List 3-5 critical challenges impacting viral load monitoring and scale-up in your facility

1. _____
2. _____
3. _____
4. _____
5. _____

Provide any comments, best practices or recommendations for strengthening viral load monitoring and scale-up that could be applicable to other settings

1. _____
2. _____
3. _____
4. _____
5. _____

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