LARC Coaches Training

Orientation

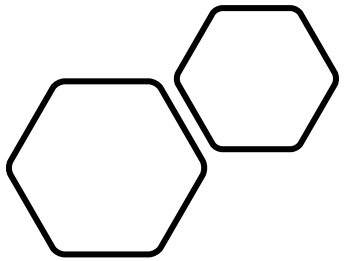
18 February 2021

Time	Topic	Presenter
12 Noon – 12:10	Welcome	MOH
12:10 – 12:40	Zimbabwe Context – HIV Viral Load	Ms. Nora Vere
12:40-12:45	LARC Overview – Why LARC?	Dr. Barbara McKinney
12:45-12:55	LARC Details – For Success	Dr. Barbara McKinney
12:55-1:15	Project Description with Metrics - "DATA is King"	Mr. Japhet Mabuku
1:15 – 1:20	LARC Scorecard	Ms. Fortunate Maketo
1:20-1:50	Technology Review – Zoom Training	Dr. Katy Yao
1:50-2:00	Q & A / Wrap-Up	

For Today - LARC

- LARC Voices 2019/20
- Headlines
- Overview
- A Story

LARC Voices

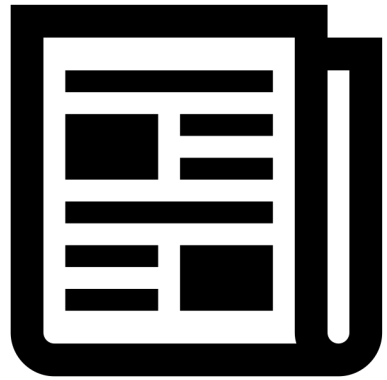


What does LARC mean to you?

USAID
OPHID

LARC Headlines

October 2019 – December 2020



LARC Clinic Sites improved the documentation of VL results in the patient's green books by 16 percentage points, from 61% to 77%.

12 Clinic Sites:

Seke North

St. Mary's

Chitunguiza Central Hospital

Overspill

Budiriro

Epworth

Mbare

Hopely

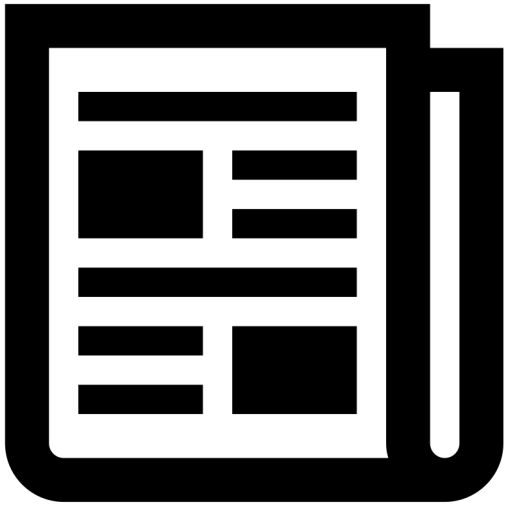
Parirenyatwa

Kuwadzana

Hatcliffe

Zengaza

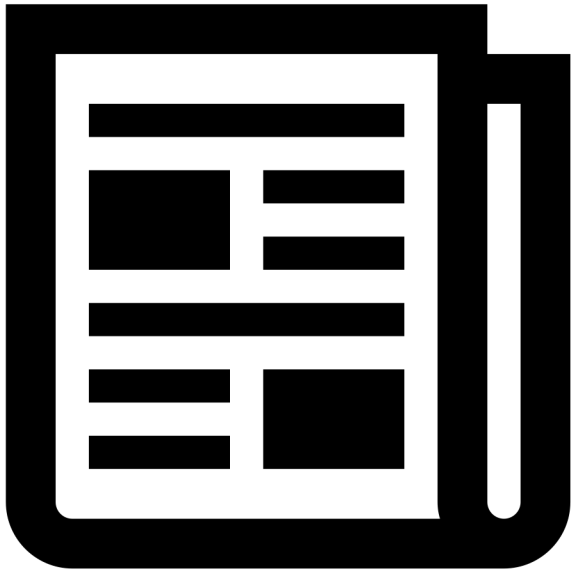
LARC Clinic Sites reduced the missed appointments for patients with high viral load by 5 percentage points, from 38% to 33%.



LARC Laboratories increased the proportion of Viral Load samples that reached targeted turnaround time (TAT)* by:

37 percentage points - BRIDH Lab

63 percentage points – PSI Lab



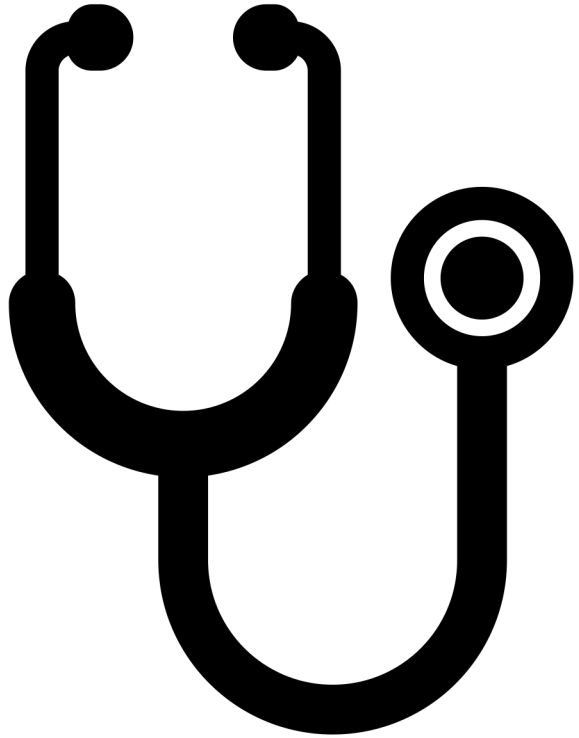
*Time from sample collection to results received by clinic

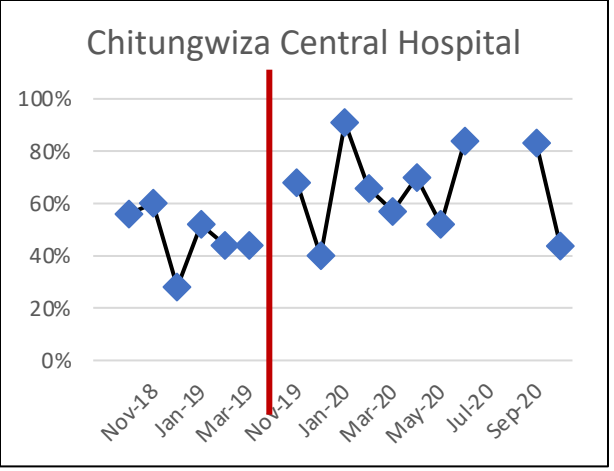
BRIDH LAB - From 50% to 87%

PSI Lab - From 34% to 97%

Look at the Run Charts

Documentation of VL results in the patient's green books

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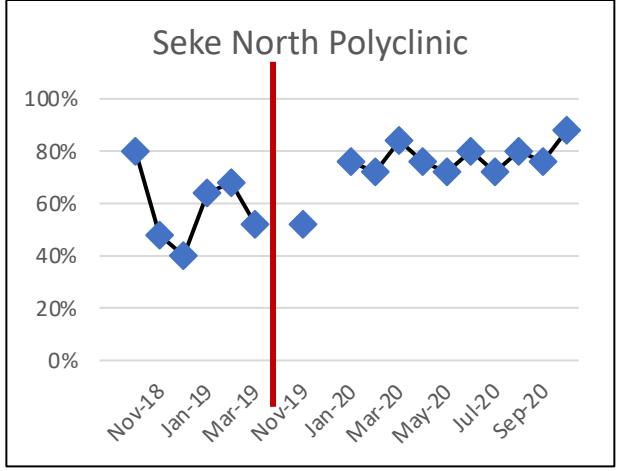
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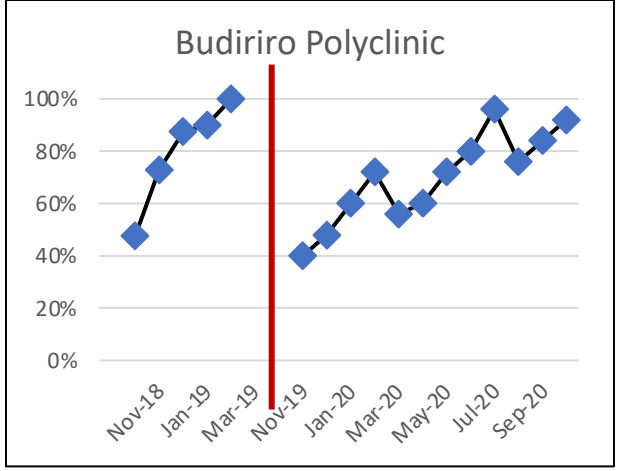
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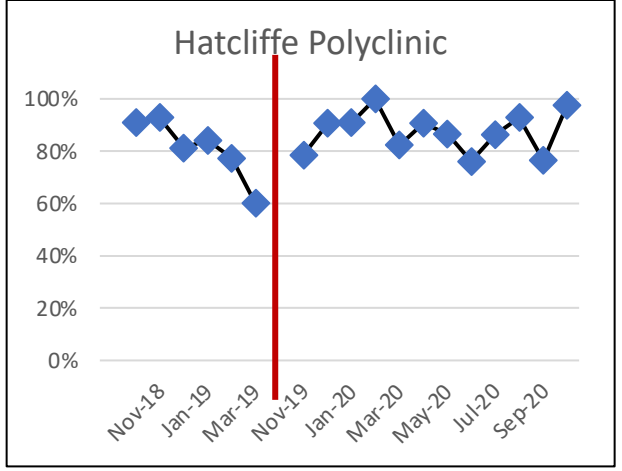
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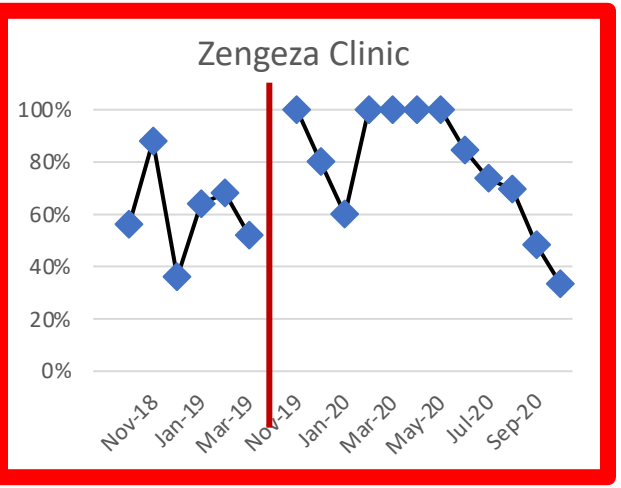
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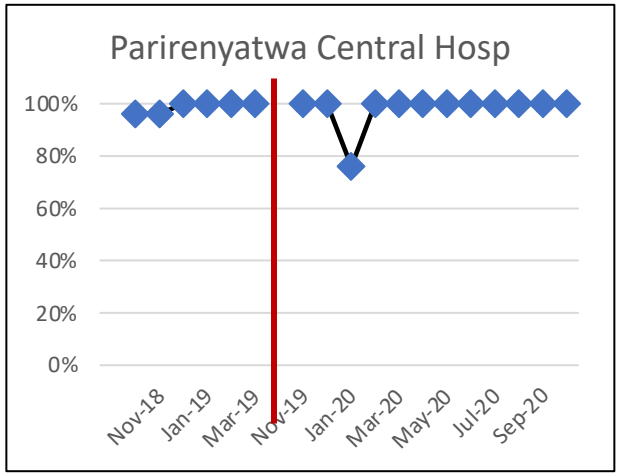
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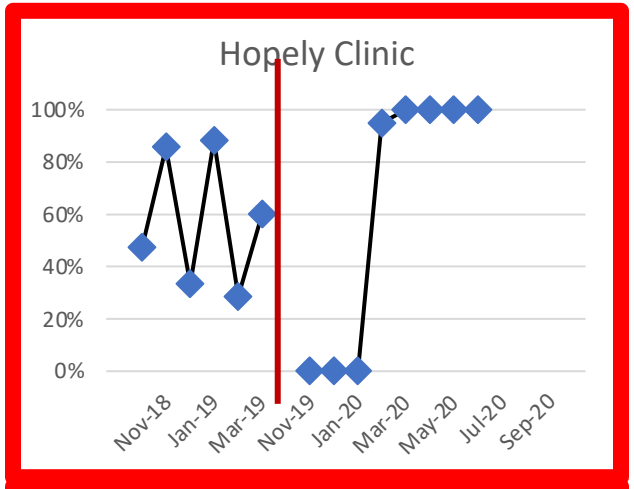
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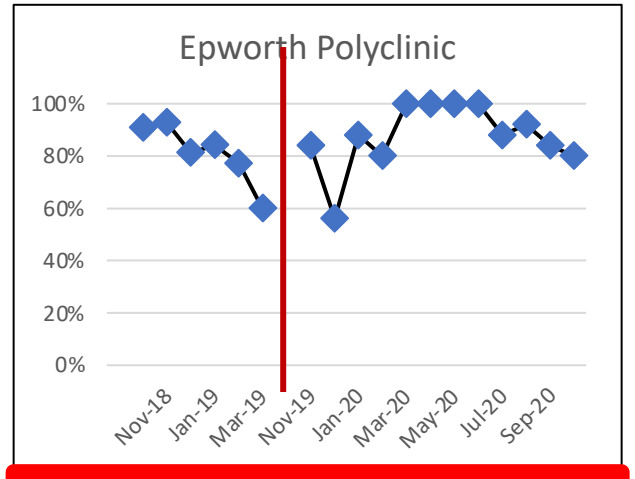
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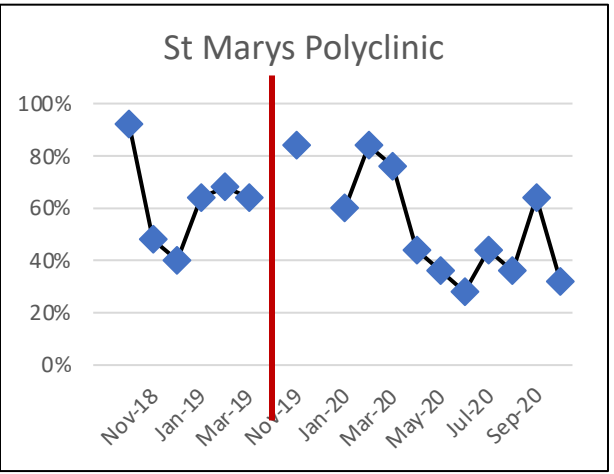
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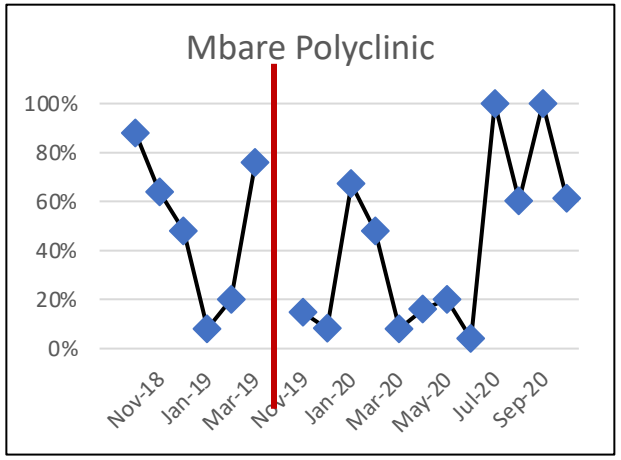
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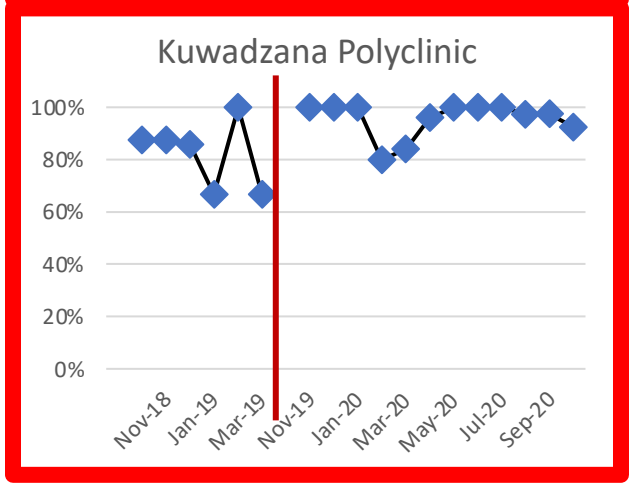
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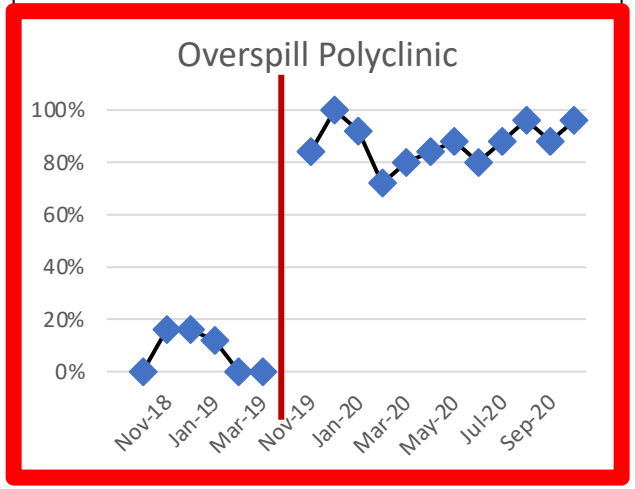
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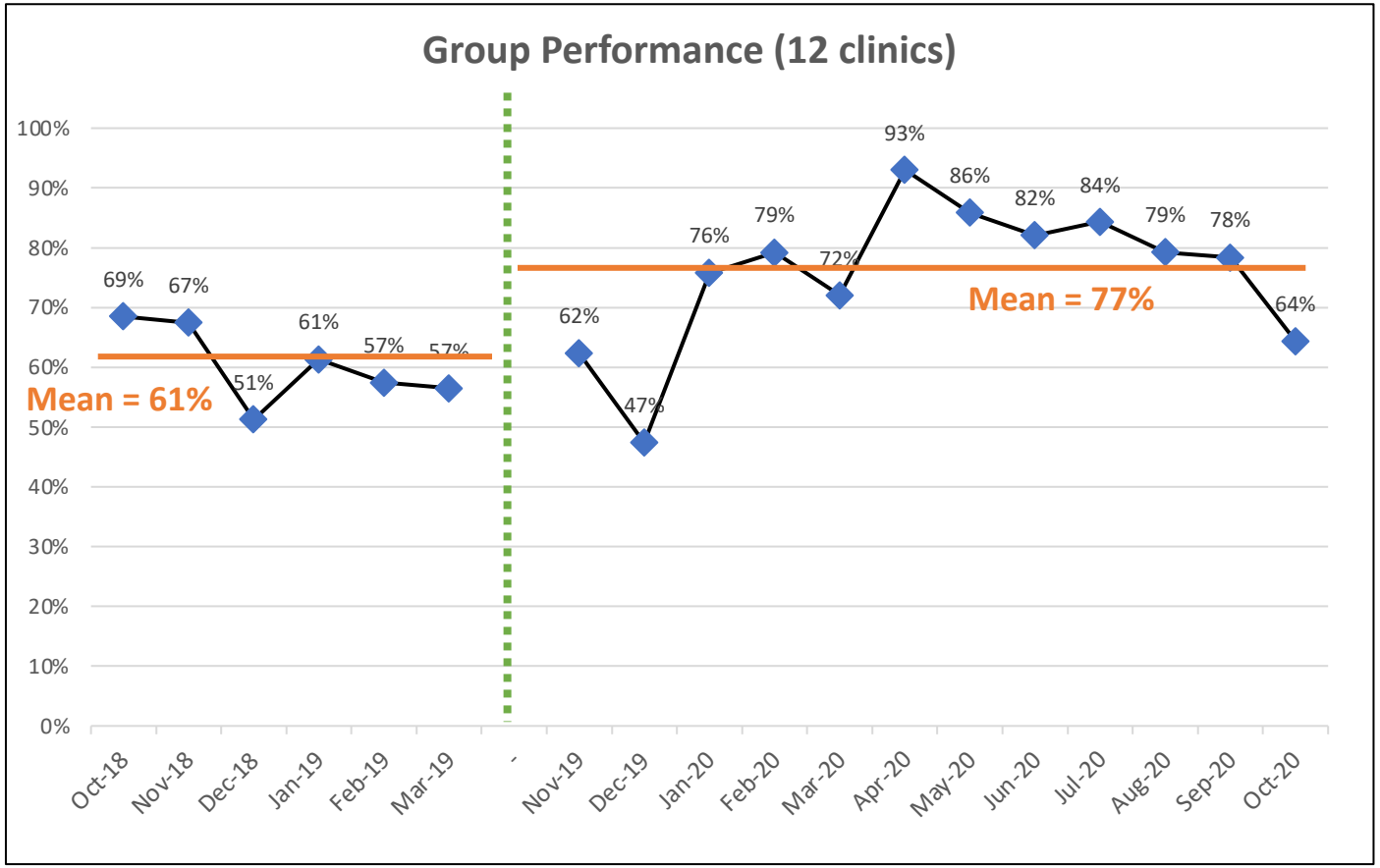
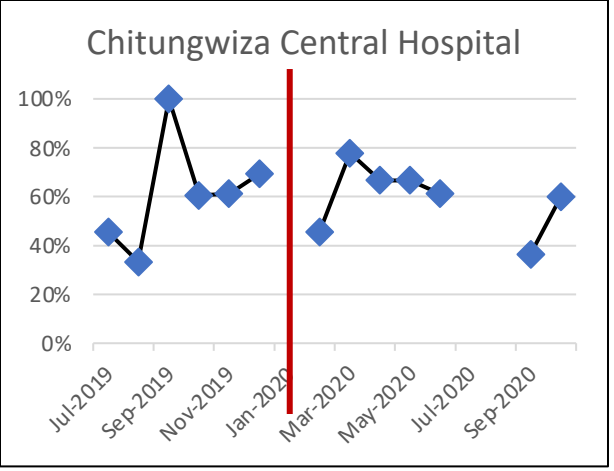
	Before Numer.	Before Denom	Before %	After Numer.	After Denom	After %	Diff.
Chitungwiza Central Hospital	71	150	47%	778	1267	61%	14%
Zengeza Clinic	91	150	61%	2257	2989	76%	15%
St Marys Polyclinic	94	150	63%	162	300	54%	-9%
Seke North Polyclinic	88	150	59%	207	275	75%	17%
Parirenyatwa Central Hosp	148	150	99%	294	300	98%	-1%
Mbare Polyclinic	76	150	51%	483	1006	48%	-3%
Budiriro Polyclinic	40	56	71%	209	300	70%	-2%
Hopely Clinic	53	88	60%	155	233	67%	6%
Kuwadzana Polyclinic	27	32	84%	1783	1859	96%	12%
Hatcliffe Polyclinic	91	113	81%	1152	1321	87%	7%
Epworth Polyclinic	91	113	81%	263	300	88%	7%
Overspill Polyclinic	11	150	7%	263	301	87%	80%
Aggregate	**881**	**1452**	**61%**	**8006**	**10451**	**77%**	**16%**



The quality Improvement interventions at the 12 clinics significantly improved the HIV Viral Load results documented in the patient green books by 16 percentage points, from 61% to 77% (p< 0.0001).

Missed appointments for patients with high viral load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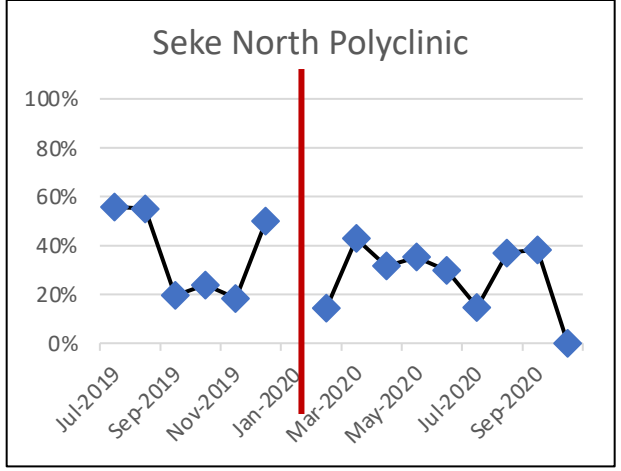
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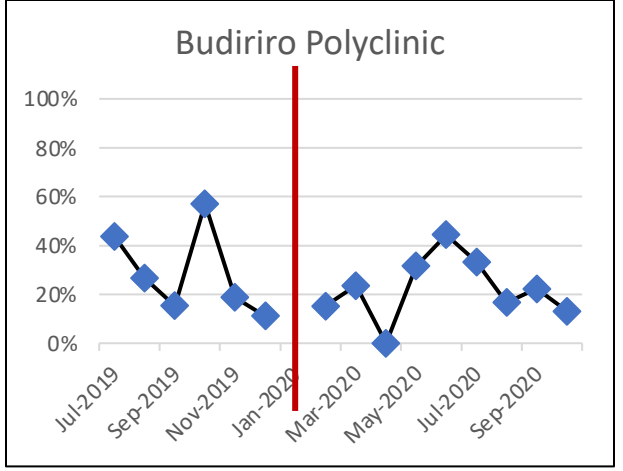
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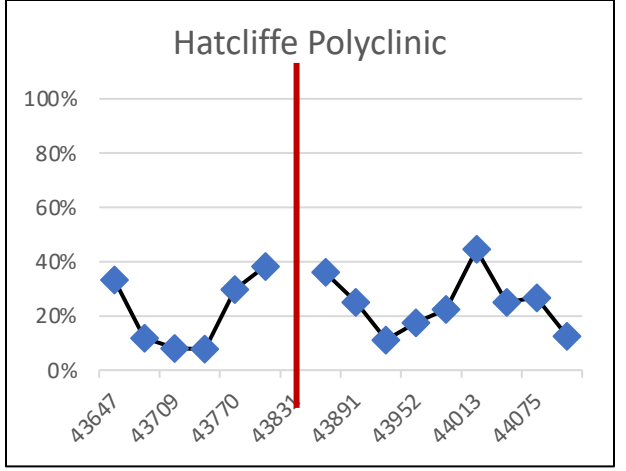
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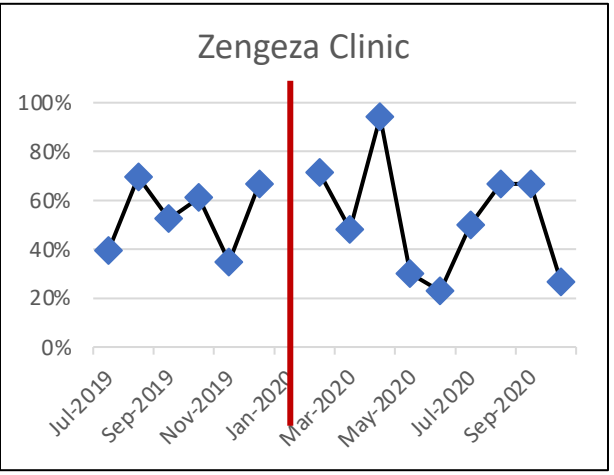
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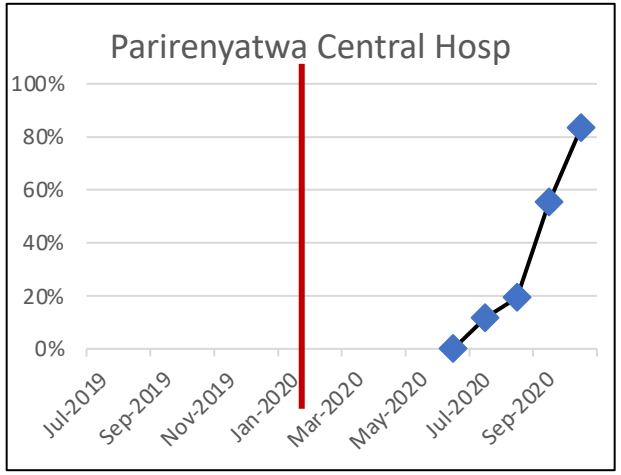
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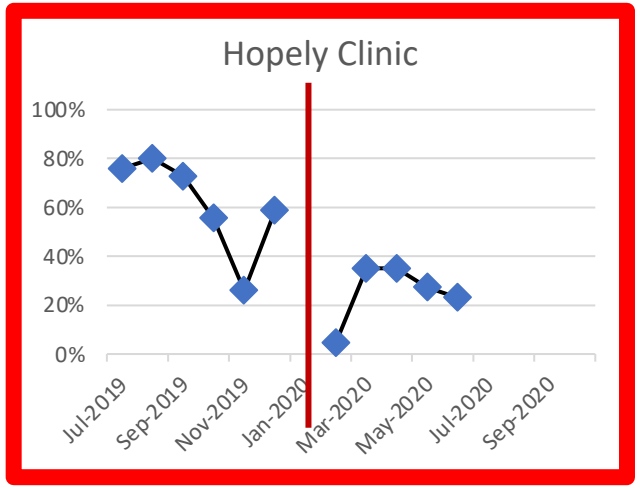
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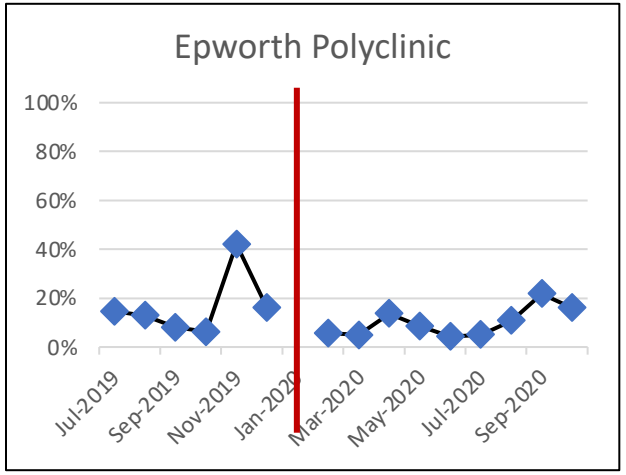
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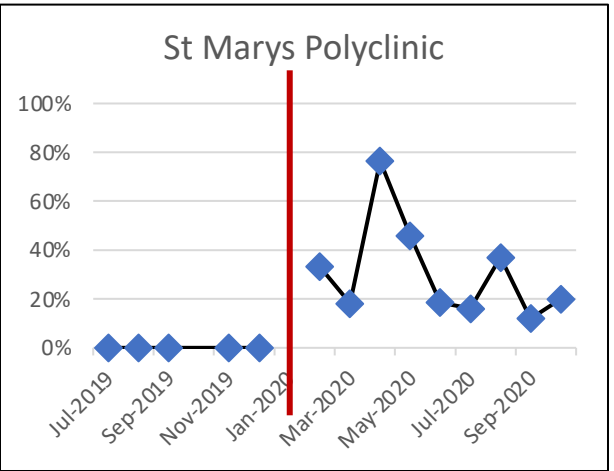
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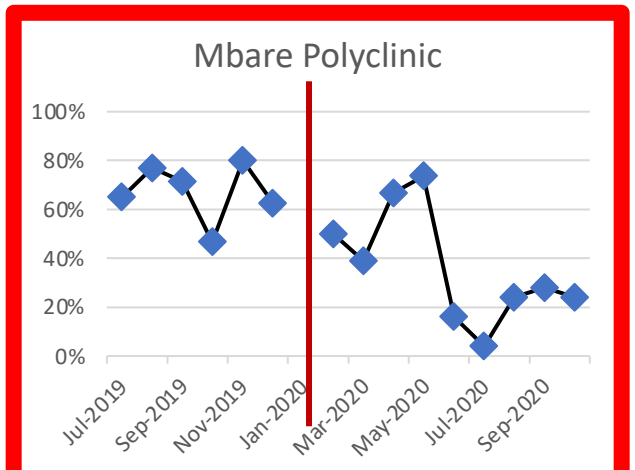
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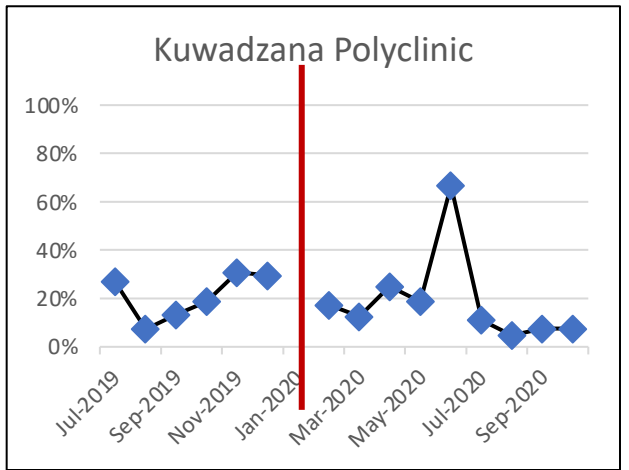
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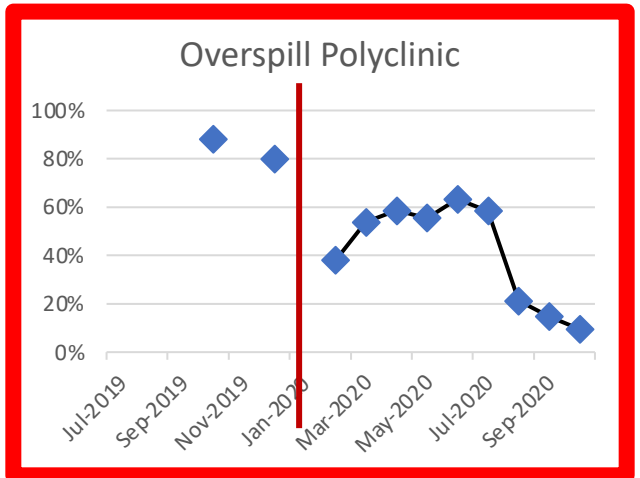
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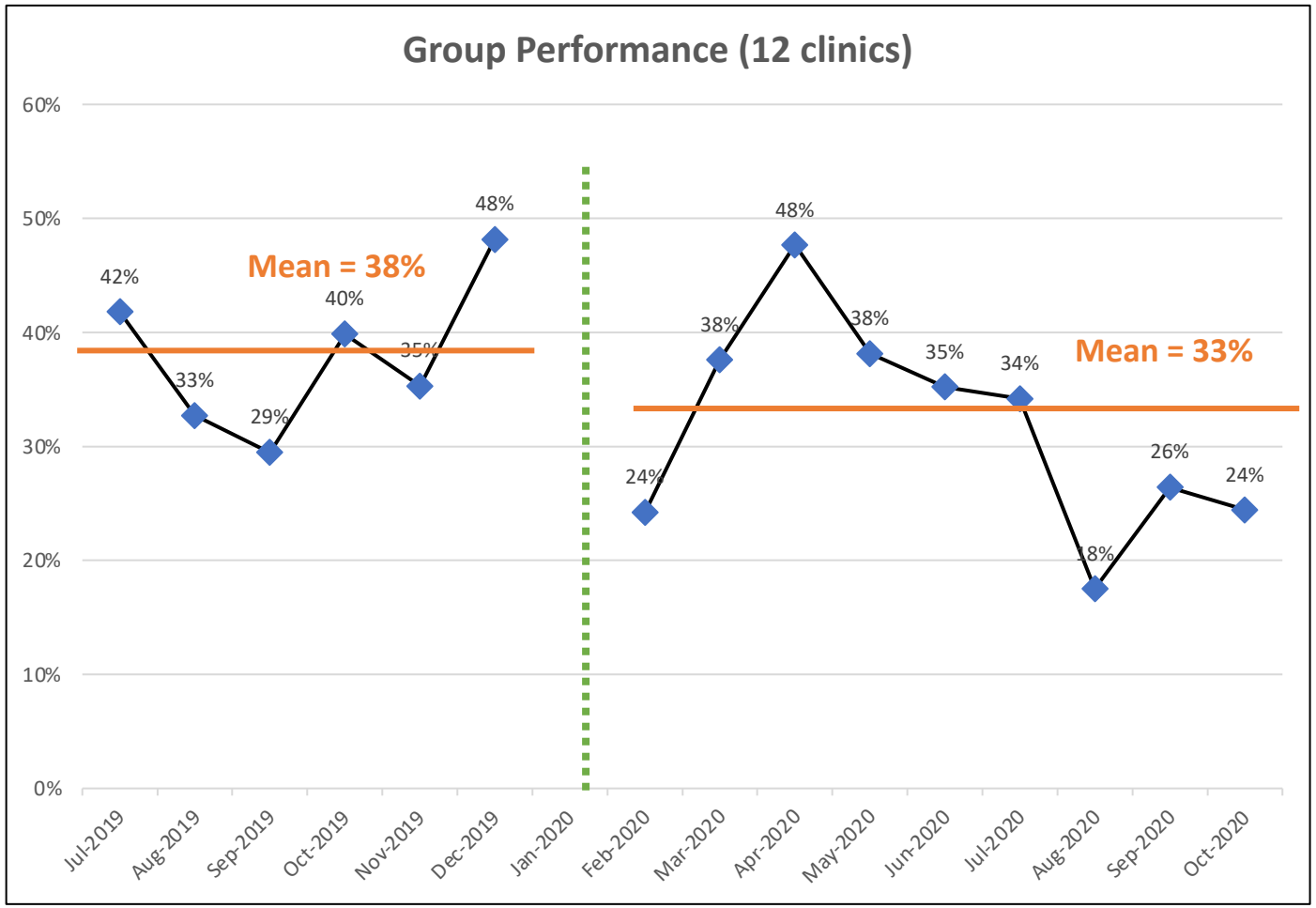
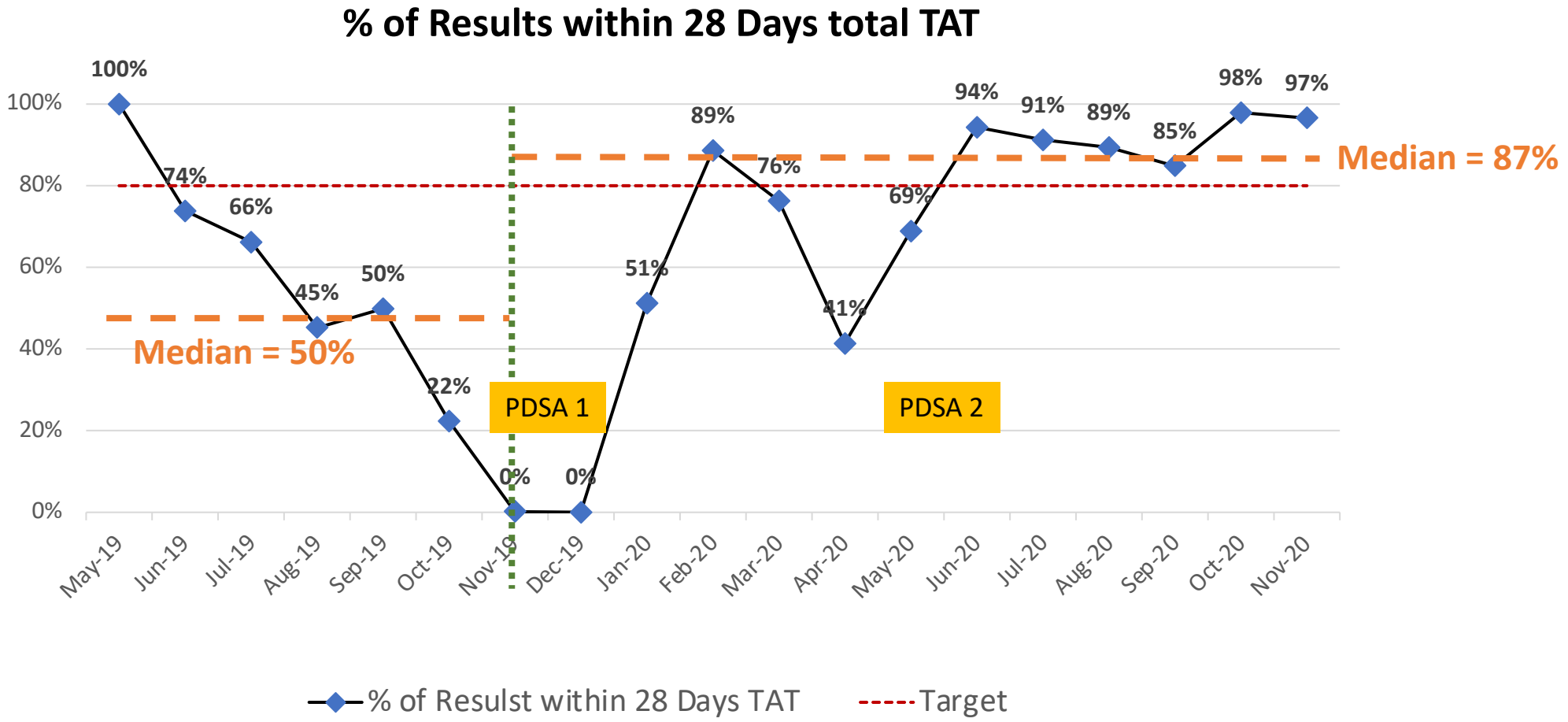
	Before Numer.	Before Denom	Before %	After Numer.	After Denom	After %	Diff.
Chitungwiza Central Hospital	85	141	60%	47	81	58%	-2%
Zengeza Clinic	84	160	53%	91	176	52%	-1%
St Marys Polyclinic	0	9	0%	81	274	30%	30%
Seke North Polyclinic	76	228	33%	96	347	28%	-6%
Parirenyatwa Central Hosp	-	-	-	49	124	40%	40%
Mbare Polyclinic	44	68	65%	57	182	31%	-33%
Budiriro Polyclinic	27	101	27%	41	179	23%	-4%
Hopely Clinic	99	166	60%	24	99	24%	-35%
Kuwadzana Polyclinic	23	114	20%	38	249	15%	-5%
Hatcliffe Polyclinic	42	184	23%	52	219	24%	1%
Epworth Polyclinic	40	242	17%	36	417	9%	-8%
Overspill Polyclinic	31	37	84%	458	945	48%	-35%
Aggregate	**551**	**1450**	**38%**	**1070**	**3292**	**33%**	**-5%**



The quality improvement interventions at the 12 clinics significantly reduced the missed appointments by patients with high Viral Load by 5 percentage points, from 38% to 33% ($p<0.0005$).

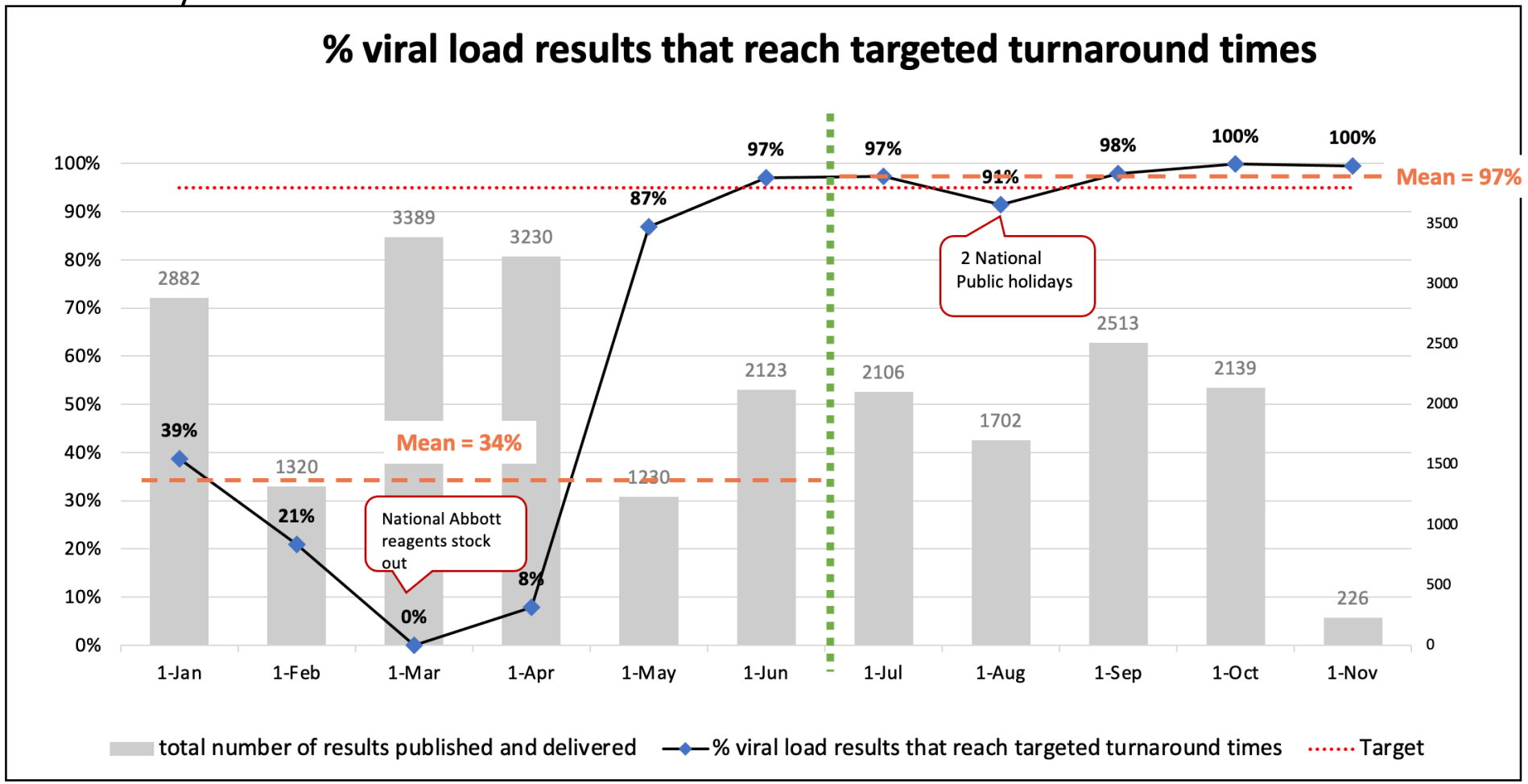
The proportion of Viral Load samples that reached targeted turnaround time*

Beatrice Road Infectious Diseases Hospital Laboratory (BRIDHL)



BRIDHL increased the proportion of Viral Load samples that reached targeted turnaround time (from sample collection to time results received by clinic) by 37 percentage points (from 50% to 87%).

PSI Laboratory

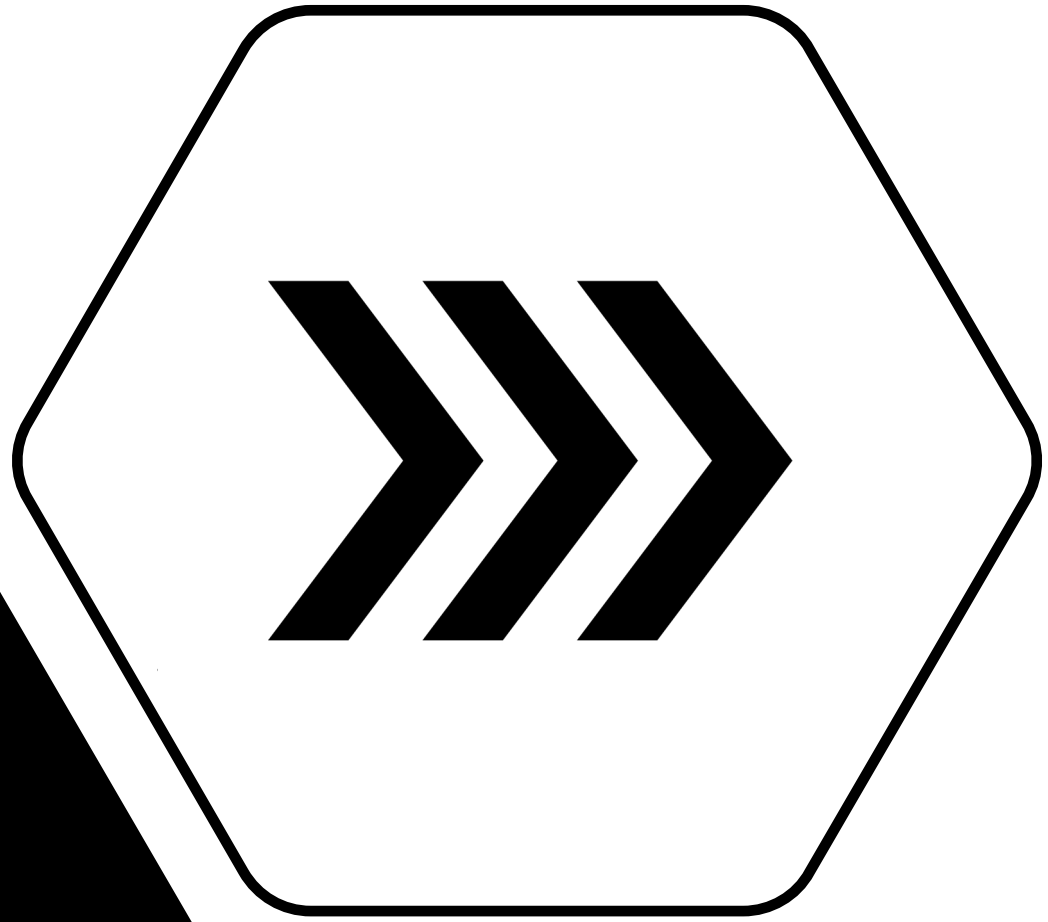


PSI lab increased the proportion of Viral Load samples tested meeting the targeted turnaround time (from sample collection to time results received by clinic) by 63 percentage points (from 34% to 97%).

What, you ask, did they do to accomplish these results?

Process Changes

- A lot of small process steps, implemented consistently in a standardized fashion over time



The LARC Interventions

AIMS	SUCCESSFUL INTERVENTIONS	Implementation Notes
	CLINIC AIMS	
Overarching	Assign clear roles & responsibility	For example, assign a VL Focal person for each site
	Team Building	Important to engage all team members by involving them in identifying & resolving challenges; **Teamwork deemed a key success factor**
	Effective Weekly QI Meetings	DATA - Discussion of and consolidation of data must be included; Monitor the metric regularly over time TEAM INVOLVEMENT - Important to include nurse-in-charge
	Site Visits – Face to Face Engagement	Site visits by LARC consultants & faculty encouraged adoption & better understanding of the QI tools
	Performance Reviews	Coaches / IPs assigning time-sensitive deliverables with routine follow-up, daily if needed
	Personnel	Having the right person in a position is key; Having someone who is energetic and influential, who communicates well with lab & coach
Aim #1: Viral Load Results in Patient Files	Personnel Change - Assign the responsibility of filing viral load (VL) results to a specified cadre	Some clinics assigned this role to the PC; Responsibility may be also be allocated to 2 cadres, such as Data Entry Clerks (DECs) overseeing Lay cadres (Expert Clients)
	Process Change – Daily result filing at specified times of day	Most clinics selected a time at the end of the day, but some clinics set aside a time at the beginning of the day
	Process Change – Weekly Blitz by all clinic staff, to eliminate any backlog of VL results	The blitz was also used as a one time effort to clear excessive backlogs at the beginning of the project
	Process Change – Tracking & tracing missing results using the Viral Load Register	Initially, the VL registers were "improvised". These registers were not standardized and needed data was missing, such as date of VL collection or date of VL results returned from lab. However, as the need for a **standardized VL register**

Take-Away Points

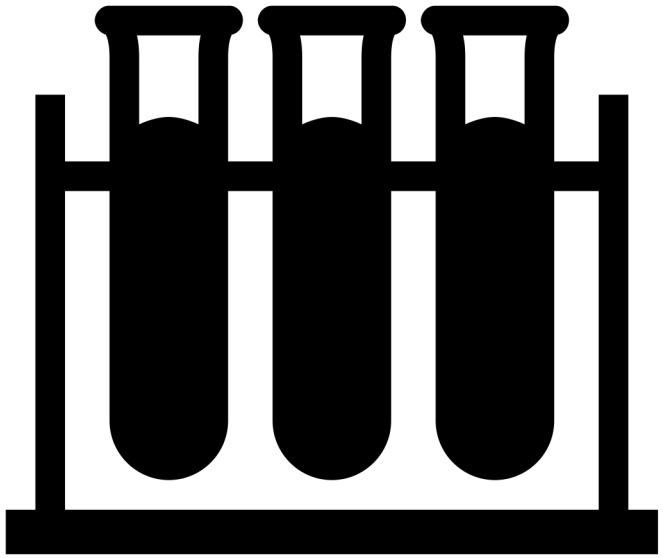
1. LARC CQI CLI Works
2. Here is what we are aiming for in this LARC Implementation →
   - Measurable Results
   - Headlines –
     - What are your results?
     - What did you do to accomplish those results?

LARC Overview

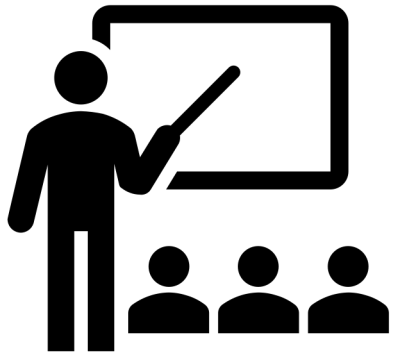
What you need to know to be successful in LARC!

WHY LARC?

Make every test count!



What's New for LARC in 2021

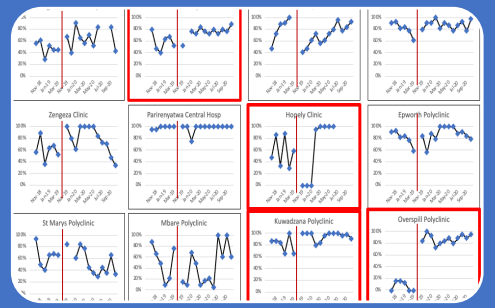


Didactic Curriculum

- Pre-Work for Webinars
- LARC Videos

Webinars

- Interactive
- Case Studies, Facility Presentations
- Peer-to-Peer Learning



Action Periods

- Project Implementation – Coaches engage facility teams
- Data is KING

The Flipped Classroom

Overview

Pre-Webinar

IHI Courses

LARC Videos w/ Quizzes

Webinar

Case Studies

Interactive Learning

Action Period

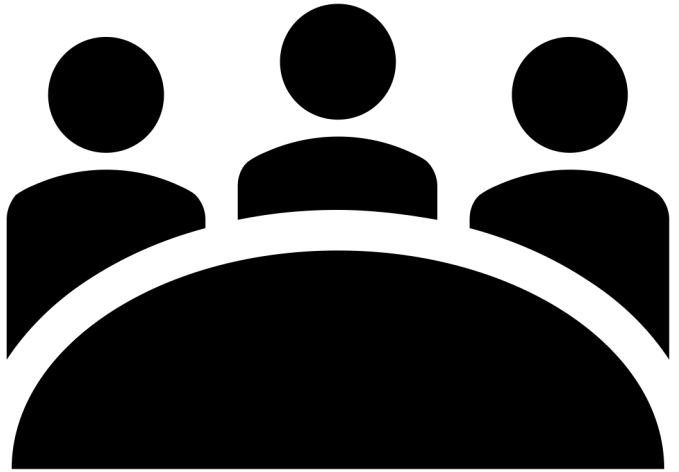
Project

Deliverables

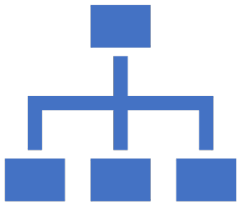
Site Visits

Webinar

- Case Studies
- Peer-to-peer learning
- Interactive polls, communication by chat box, & Breakout Rooms
- Interviews
- Sharing Best Practices
- Personal Testimonies
- QI Tips
- Sharing facility-level challenges and the solutions



Action Period



Facility-level Project

Curriculum-guided deliverables produced

Coaching Site visits to support implementation

Coaches Training - Overview

Pre-Training:

December 2020 - January 2021

Training:

February - April 2021

Post Training:

May - December 2021

Coaches Training

- **Day: Tuesday**
- **Time: 5 AM EST / 12 Noon Harare Time**
- **Duration: 2 hours for each Session**

Date:	Topic	Pre-Work Due 1 day prior to Session	Deliverables Due 3 days prior to Session
Week 1	Orientation	IHI Courses (7) LARC Videos* - Intro	IHI Certificates
Week 3	Setting up your project for success: Smart Start	LARC Videos* – Process Mapping, Project Management	Baseline Data Project Outline Elevator Speech Stakeholder Analysis
Week 5	Define	LARC Videos* - Define	Process Map, Impact Effort Grid, “Just Do It” List
Week 7	Measure/Analyze	LARC Videos* – Measure & Analyze	VOC
Week 9	Improve / Control	LARC Videos* – Improve & Control	Data Collection Plan Baseline Data → Run Chart Fishbone / 5 Whys
Week 12	Project Presentations		> 2 Tests of Change
Week 13	Project Presentations		> 2 Tests of Change
Week 15	Final Project Report Out		Final Project Report

* LARC Videos with Quizzes – Approximately 30-45 minutes pre-work / session

Coaches: Roles & Responsibilities

Coaches Training - Webinars

Curriculum

- Key curriculum metrics – IHI courses, LARC Videos, Quizzes, Attendance

Project Implementation

- Key project metrics – Project Deliverables, Data Submission

LARC Scale-Up

Project ECHO Hubs / Sub-Hubs

- Facilitating CQI via LARC

Improvement Project Implementation

- Providing site / project mentoring
  - Site Visits - # of site visits, Written reports of on-site coaching activities
- Data – Measurable Results

A Story

An ancient story…

How can you apply this ancient story in a new & fresh way to LARC?

Welcome to LARC!

May the seeds of LARC find good soil and bring forth a successful “crop”