



USAID DISCOVER-Health

Guidance On Implementing High
Impact Prevention Interventions In
Institutions Of Higher Learning



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Background and Rationale

Zambia has made significant progress towards curbing and controlling the HIV epidemic but young people are lagging behind. In order to reach HIV epidemic control, new and innovative ways are needed to reach young people that may be at risk of HIV infection. To test them, start treatment if found positive and remain virally suppressed. This is in addition to using relevant HIV prevention interventions to protect them from acquiring HIV, such as Pre-Exposure Prophylaxis (PrEP); condoms; Voluntary Medical Male Circumcision (VMMC).

To this end, USAID DISCOVER-Health has designed *#I'mincontrol* Hubs that aim to provide a renewed focus on HIV prevention interventions in institutions of higher learning.

Objectives

- To increase awareness of USAID DISCOVER-Health prevention products and services among young people
- To generate demand for HIV prevention for young people
- To educate young people to effectively access and use products and services found at institutions of higher learning
- To strengthen integrated HIV service provision at institutions of higher learning

Before Service Delivery

Partnership Building

- Identify institutions of higher learning close to the UDH facility to provide integrated HIV prevention services, in line with the Ministry of Higher Education programme
- Meet with the relevant student authorities to agree on the terms of the collaboration
- Agree on the tentative dates for the orientation of university staff and key university stakeholders
- Engage the institution on the selection and training of student PrEP mentors

Selection Of Staff And Students To Be Involved In The Process

- Agree with the institution on staff members that will be a part of the training and mobilization, including university clinical officers and nurses
- Identify 20 short-term mobilisers that will be trained for the mass mobilization, with 2-4 that will serve as focal persons/ mentors for the roll-out of the programme at the institution

The identification process:-

- Develop and share adverts around the institution and on relevant platforms, such as campus radio and social media i.e. Facebook, Twitter and WhatsApp
- Select students (in line with criteria outlined on page 4)

Training

- The PrEP mentors and mobilizers will go through a 3 day training on HIV prevention
- Alternatively, hold a 5 day training during school breaks

Demand Generation

- Work with the hub manager to identify the service providers to work at the institution
- Mentors and short-term mobilizers will be responsible for mobilization of fellow students
- Create a mobilizer WhatsApp group to facilitate communication

During Service Delivery

- Service to be provided at the institution's clinic or established service delivery point, as according to an agreed upon schedule either on or close to campus
- Service to be provided by a USAID DISCOVER-Health service provider, supported by the mentor
- University clinical officers/nurses to be trained in youth friendly services and PrEP to ensure sustainability of service delivery
- USAID DISCOVER-Health clinical services will agree on an operational schedule with additional days supplemented by University clinical officers/nurses
- Services to be provided after normal working hours and weekends
- Mentors and short-term mobilizers to schedule appointments with clients and service providers

Ongoing Service Delivery

- Orient both University clinical and USAID DISCOVER-Health staff on the principals of youth friendly service provision
- Mentors and University clinical staff to provide ongoing counselling and adherence support to clients
- Carry-out monthly sessions in line with the SexLife Guide multimedia series, schedule to be agreed during training



Service Delivery Pathway

In each site, USAID DISCOVER-Health Teams to:

- Engage key stakeholders at the University
- Obtain relevant permissions to carry out HIV prevention mobilization and service delivery

Orientation

Target audience: University health personnel engaged with the programme

Purpose: To provide basic information about PrEP, VMMC, ART, as well as how the two organisations plan on collaborating

Timeframe: Half a day

Training

Target audience: University students selected as PrEP Mentors by UDH and University health committee

Purpose: To train them on the proposed approach, the collaboration and what is required of them

Timeframe: 3 days basic training, 1 day *#I'mincontrol* campaign training, followed by 5-10 days of focused mobilization on campus after the activation

Ongoing: Monthly sessions in line with the SexLife Guide multimedia series

Implementation Of PBI Prevention Mobilization Model

- After the training, mentors are to create demand for PrEP and other prevention interventions for 5 – 10 days.
- Thereafter, mentors will continue with mobilization and adherence support. They will coordinate a schedule with the clinical services lead, i.e. designated ART provider or PrEP/ART Nurse, to ensure that services are provided effectively.

Focus Areas	Key Considerations
Target Group	<ul style="list-style-type: none"> Students in higher institutions of learning and surrounding areas
Mobilization	<ul style="list-style-type: none"> This will evolve with newly enrolled clients and PrEP Champions, to support cross-learning and mutual support, plus those with different experiences of PrEP i.e. adherence and side effects
Inclusion Criteria	<ul style="list-style-type: none"> 18 - 25 years Student at the institution PrEP, ART, VMMC Client
Exclusion Criteria	<ul style="list-style-type: none"> Not a student at the university
Frequency And Duration	<ul style="list-style-type: none"> This will evolve as lessons are learned and will be guided by group members Initially agree on either monthly or bi-weekly meetings Supported by WhatsApp Support group, if needed Duration of each meeting is about 45min – 1 hour, this will evolve with time Link the meeting to social media and service access, in line with the SexLife Guide multimedia series
Facilitation	<ul style="list-style-type: none"> USAID DISCOVER-Health PrEP Mentor, supported by health provider and CMO
Meeting Types	<ul style="list-style-type: none"> Intro/ welcome activity Do a check in to find out how the participants are feeling Discuss the different prevention methods and allow the client to choose the service they are interested in Carry out any bloods, clinical, scripting or routine tests as appropriate and in line with clinical schedule Share experiences with PrEP Select a particular topic for the session Closing activity
Timing, Frequency And Day	<ul style="list-style-type: none"> Developed in consultation with groups
Logistics	<ul style="list-style-type: none"> Check the venue for the meeting Provide drinks and snacks at each meeting Supplies for meetings i.e. register, facilitation manual and reporting forms
How To Run A Session	<ul style="list-style-type: none"> Prepare the session in good time Ensure that everything that is needed is available (snacks, materials) Share reminder and advertise the session to new people
Topics	<ul style="list-style-type: none"> Based on SexLife Guide Magazine and accompanying multimedia series

Key roles and responsibilities in running monthly sessions

Staff Member	Responsibilities
PrEP Mentor	<ul style="list-style-type: none"> Maintain relationships with group members Arrange and run meetings Day to day oversight of group activities
CMO	<ul style="list-style-type: none"> Overall supervision of support groups Arrange logistics
USAID DISCOVER-Health Clinical team	<ul style="list-style-type: none"> Deliver services
PBI Team HQ	<ul style="list-style-type: none"> Capacity building in various areas Ensure budgets available for running of clubs
QA/QI	<ul style="list-style-type: none"> Ensure quality assurance and quality improvement of support groups

Other Considerations

- Confidentiality is critical. Run the group in a secure space and with the same facilitator(s) each time.
- Facilitator will need to undergo additional training to be able to run groups.
- Tools required include attendance register, registration form and facilitator manual.

Take Home Messages

- Support groups are an evolving concept
- Important to ensure content and format is relevant to the target group

Coordination And Reporting

- USAID DISCOVER-Health CMO, ART provider and PrEP Mentor to hold bi-weekly meetings, to discuss challenges and solutions.
- PrEP Mentor in charge of reporting, supported and supervised by CMO.
- PrEP Mentor to send through weekly progress reports to CMO.
- CMO to compile bi-weekly data, submitted by PrEP Mentor.
- CMO to submit a monthly report to USAID DISCOVER-Health Preventions and Behavioural Interventions unit on progress, with PrEP targets per centre.
- Team lead and CMO to conduct monthly PrEP Review meetings with University focal point.
- CMO to work with University focal point to share schedule with USAID DISCOVER-Health Providers for coordinated planning and integration of services.

Monitoring And Evaluation Tools

- PP_Prev register
- Patient locator
- PrEP Non-clinical 1st encounter form
- PrEP monthly summary/ aggregate form
- Referral form
- Adherence tool
- Counselling checklist
- Client consent form
- HIV test result slip
- PrEP register
- Appointment register
- PrEP tracking register

Data Collection And Reporting

- USAID DISCOVER-Health SI Data Reporting template
- Indicative budget items for training
- Venue / conference package
- Lunch allowance for participants for 13 days (2-3 days training and 10 days in the field)
- Identities (IDs) for participants, including for the mobilization period
- Stationery: A4 paper, coloured stickers and pens
- Transport refund for training and fieldwork
- Male and female condoms
- HIV Self-Test kits

Additional Resources

- Trainers required for quality control at the beginning of the process, such as CMOS, HQ staff or ART providers.
- Information Education and Communication (IEC) and Behaviour Change Communication (BCC) materials.
- CMOs equipped with vehicles for mobilization period.
- Service providers equipped with vehicles for service delivery at University clinic.

Focus Area	Key Considerations
Eligibility Criteria	<p>Client voluntarily opts for registering with facility's WhatsApp adherence support group. A client may qualify for WhatsApp Adherence Support if the client meets the following criteria:</p> <ul style="list-style-type: none"> • Aged 18 or above • Initiated on PrEP or interested in PrEP • Access to a WhatsApp compatible phone (Android, Windows, BlackBerry, iPhone) and with WhatsApp Messenger app already installed and registered (WhatsApp profile set up)
Guiding Principles	<ul style="list-style-type: none"> • The PrEP Mentor, in collaboration with the CMO or PrEP Provider, will be a "WhatsApp manager" for the facility/ service delivery point. • Only clients who meet the criteria for the WhatsApp adherence support should be enrolled in the WhatsApp adherence support. • Clients are informed that WhatsApp is not designed for confidential medical information and are encouraged to make use of password protection on their phone. • Clients joining a WhatsApp adherence support group chat or chatroom will be seen with the name that they registered with when they installed and activated WhatsApp, and this profile will be indicated in their chats.
Roles And Responsibilities	<p>The WhatsApp Manager (CMO or clinical provider) takes overall responsibility for the coordination, oversight and activities required to run the WhatsApp adherence support.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • Supporting monitoring and evaluation activities. • Administrator role on group chat to establish chat groups, extend and accept invitations or requests, monitor, participate and guide chat activity. • Maintains a good overview of the group and can provide the number of clients subscribed and the number of active chatrooms. <p>PrEP mobilizers and mentors using WhatsApp adherence support are responsible for contributing to the reach of the WhatsApp adherence support.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • Identifying clients who could benefit from WhatsApp adherence support and linking interested clients to the WhatsApp manager. • Monitoring group chatrooms and advising clients on privacy settings.
Staff Communication To Clients	<p>It is important for all staff to use standardized messages for WhatsApp adherence support.</p> <p>Key messages:</p> <ul style="list-style-type: none"> • WhatsApp is not suited for the secure communication of medical information. Messages and information provided need to be as neutral as possible, in order to protect privacy and confidentiality of the client. • Call any laboratory tests just "test" e.g. never use "HIV test". • Call any medication "medicine" or "pills" e.g. never use the term "ARVs" or "PrEP pills". • Refer any detailed health queries to a health facility visit with the PrEP Provider. • PrEP Providers and CMOs, and when agreed PrEP mentors, will send out simple messages like "how are you?" one-to-two times per month, to the group or individuals. This gives clients a feeling that they are being looked after, adopting the 'ask, don't tell approach'. • Check in weekly to find out how everyone is managing.

Process	<ul style="list-style-type: none"> • PrEP clients can be given information about WhatsApp adherence support during regular clinic visits, at adherence clubs or at any other contact with USAID DISCOVER- Health staff. • Health care workers and non-clinicians can also send out invites to clients and invite them to be in touch via WhatsApp adherence support as they may already have mobile phone numbers of clients. • PrEP clients sign up voluntarily for WhatsApp adherence support and will not need to commit to anything in return, and can opt out at any time.
Chatrooms And Buddy Systems	<ul style="list-style-type: none"> • Create group chatroom names to help distinguish the chatrooms i.e. male or female. • Group chatroom names should not identify the diagnosis of the clients, treatment types, or whether they are unstable or non-adherent. • Then add or invite client contacts as they register. Note: Group administrators can invite clients with their contact number. The client can accept or decline and leave the chatroom at any point. • Remind clients that WhatsApp offers 'privacy settings'. The default setting is "Everybody", which means that others in the chatroom can see their WhatsApp profile, which can include addresses and other personal information. To change, see WhatsApp – settings – account – privacy. • Peer networks can be encouraged as well, where clients can create their own group and ask questions without healthcare workers, PrEP mobilisers or mentors involved. To avoid potentially harmful actions, this group can be led by an expert/ champion PrEP client, who will have an opportunity to check in with WhatsApp manager and relevant PrEP mentors and mobilizers regularly.
Tracing Clients And Retention	<ul style="list-style-type: none"> • Reach harder-to-reach groups like adolescents, men and mobile populations. • Provide a direct line to problem clients who struggle with treatment adherence, due to personal challenges or life events. • Potentially prevent loss to follow up and increase retention in care for clients.
Monitoring And Evaluation	<p>As this is a new concept, ongoing monitoring will be conducted to ensure the quality of services, by periodically posing selected questions such as:</p> <ul style="list-style-type: none"> • Who are the clients who are likely to enrol to the WhatsApp adherence support service? • Has it reduced loss to follow up and increased linkage to care, adherence and retention for PrEP clients? • What is the experience of the clients using the groups? • Is this a tool that more clients should use?

Annexe 2: Training And Sensitization Process Summary

I. Training

Before the training:

- Communicate to the selected participants and confirm availability, sharing the time and date of the training.
- Confirm availability of members of staff.
- Prepare materials for the training, including printing all the required forms.

Day One

- Pre- Test
- USAID DISCOVER-Health PBI Model overview
- Module 1 – HIV
- Module 2 – Risk in tertiary insitutions
- Module 3 –VMMC
- VMMC demand creation strategies
- Positive living
- Q&A wrap up

Day Two

- Recap
- Module 4 – PrEP
- PrEP Demand creation strategies
- Adherence counselling for PrEP and ART
- Module 5 – Adherence counselling
- Module 6 – Roles of Prevention navigators
- Monitoring and Reporting
- Activation process
- Action Planning

2. Following Training: Student Sensitization And Mobilization

During the training the students are to develop action plans for 10 – 14 days, on mobilizing people to access services.

Students to conduct sensitization in pairs:

- Door to Door
- Classroom sensitization
- Distribute HIV self-test kits and condoms, as entry for discussion around PrEP
- Operate in line with ongoing activities on campus, including informal gatherings and popular events

Mobilization Aides

- PrEP flyers and posters
- Radio Announcements
- Free Captive WIFI messages with information about services available
- Announcements during ongoing activities on campus, including informal gatherings and popular events
- Online and anonymous self-risk assessment tools, available via Zambia Ending AIDS website or Chatbot

