

Performance Standards for Providing Antiretroviral Treatment (ART) in Zambia

Preparedness/Support Systems

Facility Name: _____ District: _____ Province: _____

ZDF Service: _____

Date of Assessment: _____ (day/month/year)

Assessor(s) Name(s):

1. _____

2. _____

3. _____

4. _____

STANDARD	N°	VERIFICATION CRITERIA	OBSERVATION (YES, NO, N.A.)	COMMENTS
SS-01 The pharmacist or equivalent person properly manages a requisition system for provision of ART drugs	01	Determines reorder levels for each ARV drug		
	02	Places the reorders to the appropriate depot		
	03	Follows up the reorders to ensure their delivery within one-month period, or one week in case of emergency orders		
	04	Reconciles the reorders by confirming that delivered drugs tally with the requests, and signs the good receipt note		
	05	Updates the bin cards with the new available stock		
SS-02 The pharmacist or equivalent person properly stores and manages the ART drugs	01	Ensures that the storage room is properly ventilated during working hours		
	02	Ensures that the storage room is not humid and temperature is under 25°C		
	03	Ensures that the storage room is protected from sunlight		
	04	Keeps the storage area ordered and clean		
	05	Stores drugs on shelves and properly labels them		
	06	Ensures safety using a “lock and key” system		
	07	Controls stock using bin cards		
	08	Keeps drugs within their expiration date and uses “first in – first out” and “first expire – first out” system		
	09	Follows standard operating procedures for distribution of drugs within the facility		
SS-03 The pharmacist or equivalent person gives information and counsels the clients on ART drugs	01	Treats the client respectfully. DETAILS IN THE NEXT PAGE		
	02	Performs pill count		
	03	Reinforces messages about importance of adherence to treatment		
	04	Explains the client the ARV regime s/he is taking		
	05	Explains the client how to use the medication dairy chart		
	06	Asks the client about concurrent medications and checks for interactions with ART drugs. Discusses this issue with the clinician if necessary		
	07	Provides information about ART drugs. DETAILS IN THE NEXT PAGE		
	08	Explains to the client how to take the ART drugs. DETAILS IN THE NEXT PAGE		
	09	Explains possible side effects of ART drugs. DETAILS IN THE NEXT PAGE		

Treating the client respectfully

- Greet the client and companion
- Introduce him/herself
- Call client by his/her name or appropriate title
- Show concern and respect client culture, beliefs, and ideas

General information on ART drugs

- ART is a combination of at least three drugs that are given to clients with AIDS
- These drugs will not cure AIDS but will help clients live healthier and longer
- Some medications may cause side effects
- If clients have side effects they should come to the clinic to be evaluated
- Some medications need to be taken with food, others without food, while others have no food requirements
- It is important to follow the instructions provided by the adherence counselors and pharmacists and discuss with them the best plan for taking ART medications
- It is important to take ART medications at the correct time
- If clients miss doses the treatment might not be effective and the medications might stop working
- Clients should not stop taking ART medications without talking to their provider
- Clients should not start any new medications, including traditional/herbal medications, without talking to their provider
- He/she is available to answer any questions the client may have, and then answers them appropriately

How to take ART drugs

EFV

- 600 mg every day at bed time on an empty stomach or with low-fat meal
- Explain that it could produce vivid dreams and confusion go unnoticed during sleep
- If client has sleep problems, recommends to shift the drug early in the morning

TDF

- 300 mg every day

FTC

- 300 mg every day on empty stomach

NVP (Initiation)

- 200 mg every day for 2 weeks, followed by 200 mg in the morning (7 am) and 200 mg in the evening (7 pm)

NVP (Continuation)

- 200 mg in the morning (7 am) and 200 mg in the evening (7 pm)

LPV/rtv

- 3 caps of 400/100 mg in the morning (7 am) and 3 caps of 400/100 mg in the evening (7 pm), both with food
- Tell the client to keep the drug cool and dry

AZT

- 300 mg in the morning (7 am) and 300 mg in the evening (7 pm)
- Explain the client that food may decrease AZT-induced nausea, vomiting and abdominal discomfort

3TC

- 150 mg in the morning (7 am) and 150 mg in the evening (7 pm)

Possible side effects of drugs taken during initiation of ART

- When taking these drugs, the client may experience the following side effects:
- Bad
- should avoid driving or engaging in activities that require concentration if she/he is not sleeping well, has problems concentrating, feels confused or tired (only for clients on Regimen 1a)
- The client should come to the clinic immediately if she/he has yellow eyes, and/or skin rash, and/or painful stomach, and/or persistent vomiting and/or diarrhea
- The client should not stop the medications without talking to the doctor first

STANDARD	N°	VERIFICATION CRITERIA	OBSERVATION (YES, NO, N.A.)	COMMENTS
SS-04 At treatment initiation, the pharmacist or equivalent person develops an individual plan to monitor adherence and toxicities with the client	01	Identifies with the client the best schedule for taking the ART drugs that will fit best with his/her lifestyle, discussing potential reminder options		
	02	Accommodates in the schedule other medications that the client is taking		
	03	Revises and explains to the client how s/he will use the dairy card		
	04	Reinforces the importance of not sharing the ART drugs with other people		
	05	Dispenses enough medications until next visit		
	06	Asks if the client has questions and addresses them		
	07	Tells the client to come to the clinic in case of doubts, side effects or complications		
	08	Records the counseling session		
SS-05 At follow-up visits, the pharmacist or equivalent person checks adherence with the treatment	01	Asks the client how s/he is taking the drugs and reviews client's dairy chart		
	02	Calculates the adherence rate, informs it to the client and reinforces the importance of keeping the adherence rate over 95%. DETAILS IN THE NEXT PAGE		
	03	If the client missed doses, investigates why and discusses how to improve adherence		
	04	Confirms that the client has an adherence supporter and asks how it is working		
	05	Reinforces how to take the medications, including adjustments to the client's plan		
	06	Asks if the client has started new medications including traditional/herbal medications, checks for interactions, and discusses with the clinician if necessary		
	07	Dispenses enough client's medications until next appointment		
	08	Asks the client is s/he has questions and addresses them		
	09	Tells the client to come to the clinic if s/he has any side effect or complication		
	10	Makes required referrals		
	11	Records counseling session		

Calculation of adherence rate

- Perform pill count
- Ask if the client has missed any doses in the last 2 weeks
- Calculate the number of pills taken by subtracting the pills counted from the total of pills received in the last visit
- Divide the number of pills taken by the number of pills received, and multiply the result by 100

Example:

Pills received in the last visit: 50

Pills counted: 8

Pills taken: $50 - 8 = 42$

Adherence: $\frac{42 \times 100}{50} = 84\%$

STANDARD	N°	VERIFICATION CRITERIA	OBSERVATION (YES, NO, N.A.)	COMMENTS
SS-06 The facility manager or lab staff ensures access of clients to required laboratory tests	01	Ensures that the clinic receives direct support from a laboratory that performs all the tests needed for ART provision. DETAILS IN THE NEXT PAGE		
	02	Prepares the collection of blood samples ensuring clients and staff safety. DETAILS IN THE NEXT PAGE		
SS-07 The phlebotomist correctly performs blood taking	01	Treats the client respectfully		
	02	Explains the procedure to the client		
	03	Performs hand hygiene correctly. DETAILS IN THE NEXT PAGE		
	04	Puts on new disposable gloves		
	05	Follows blood taking procedures correctly. DETAILS IN THE NEXT PAGE		
	06	Keeps a cotton swap over the puncture site a short time until ensuring that blood is not flowing. Cleans the puncture site		
	07	Disposes gloves, cotton swap and any other material used in the procedure in container for contaminated waste		
	08	Performs hand hygiene correctly. DETAILS IN THE NEXT PAGE		
	09	Tells the client where to go next		
SS-08 The provider properly collects and transports blood samples to the laboratory	01	Collects and transports blood samples in a safe container		
	02	If samples are for lactic acid, ensures that appropriate equipment and procedures are used. DETAILS IN THE NEXT PAGE		
	03	Monitors and records turn-around time, taking actions to improve it in coordination with the laboratory		
SS-09 The facility manager ensures availability of minimum staff for daily operations	01	Organizes staff shifts, vacations, and time-off (including off-site training and duties) to ensure that the facility keeps providing ART services continuously		
	02	Ensures that there is at least one staff present during working hours who can speak/understand locally spoken languages		
	03	Enforces the use of name tags and appropriate uniform by all staff		

Laboratory tests needed for ART provision

- CD4 count
- Viral load
- Full blood count
- Liver function test
- Fasting lipid profile
- Fasting glucose
- HIV PCR
- TB
- Viral hepatitis
- Pap smear
- Iron studies
- Lactic acid
- Urea and electrolytes
- ESR
- Clotting profile
- Malaria
- Blood culture
- Renal function tests
- Cardiac enzymes

Ensuring safety during blood samples collection

- Ensure availability of a trained phlebotomist during programmed working schedule
- Ensure that the blood sampling area, furniture and equipment are kept clean and disinfected:
 - Cleaning personnel must use utility gloves, mask, plastic/rubber apron, protective eyewear and shoes
 - Floors are wet mopped with a disinfectant solution (0.5% chlorine solution + soap) using the two-bucket or three-bucket techniques
 - Walls are cleaned with a clean cloth or mop wet in a cleaning solution
 - Chairs, lamps, tables, tabletops, lights, top of doors and counters must be wiped with a damp cloth, containing disinfectant cleaning solution
 - If the equipment is visibly soiled with blood or body fluids or the patient is under contact precautions, it must be cleaned and disinfected before reuse.
- Ensure availability of running water, soap and paper towel, or dispenser of alcohol gel 70%
- Ensure availability of disinfectant solutions for blood sampling
- Ensure availability of enough disposable gloves: a pair for each procedure
- Ensure availability of puncture-proof container for needles
- Ensure availability of deposits with properly colored bags for contaminated and non-contaminated waste

Hands hygiene

- Washes their hands with water and soap for 10-15 seconds, paying attention to areas under the finger nails and between the fingers; dries hands with an individual clean towel or air dries them

OR

- Rub both hands with approximately 5 ml of alcohol gel 70%, paying attention below to the areas the under the finger nails and between the fingers, until dry

Blood taking procedures

- Position the arm with support
- Palpates and locates the puncture site
- Using a fresh cotton swab, cleans the site with 60-90% alcohol, in a circular motion starting at the center
- Allows alcohol to dry
- Collects blood in appropriate specimen tubes
- Put the needle in the puncture-proof container without recapping

Equipment and procedures for managing blood samples for lactic acid

- Blood taken in a pre-chilled flouride-oxalate tube
- Tourniquet is NOT used when taken blood sample
- Blood is kept on ice and quickly delivered to the laboratory for processing
- Blood is processed within 4 hours

STANDARD	N°	VERIFICATION CRITERIA	OBSERVATION (YES, NO, N.A.)	COMMENTS
SS-10 The facility manager ensures that the facility is suitable for clients' and staff comfort and safety	01	Ensures that the facility has clearly visible external and internal signs to facilitate clients' information and flow		
	02	Ensures that the facility is handicapped-friendly (e.g. has wheelchair ramps, bathrooms are suitable for handicapped clients)		
	03	Ensures that the reception and waiting area is clean and adequate. DETAILS IN THE NEXT PAGE		
	04	Ensures that bathrooms for clients and staff are clean and operative. DETAILS IN THE NEXT PAGE		
	05	Ensures that the facility has enough seats for clients and staff in the different rooms		
	06	Ensures proper cleaning of all rooms according to schedule. DETAILS IN THE NEXT PAGE		
SS-11 The facility manager ensures appropriate provision of critical supplies	01	Organizes and implements a supply requisition system		
	02	Ensures adequate storage of supplies, including stock control		
	03	Manages supply provision to ensure a 6-week minimum stock of supplies. DETAILS IN THE NEXT PAGE		
SS-12 The facility manager ensures that basic management systems are working	01	Organizes a referral system that keeps tracking of clients transferred to/from other health units		
	02	Organizes a scheduling system for clients considering staff availability, and estimated number of new and follow-up clients		
	03	Organizes the clients' flow specifying the responsible and procedures to be completed in each step		
	04	Organizes lines of authority and internal communication through organogram and monthly staff meetings		
	05	Ensures that clear and updated job descriptions are known and understood by every staff member		
	06	Organizes and tracks progress for the implementation of annual plans		
	07	Keeps track of key input, process and outcome indicators according to national guidelines		

Expected characteristics of the reception and waiting area

- Room has adequate number of seats for clients and staff
- There is a desk and file cabinet for receptionist
- Room is well ventilated
- Room is well lighted
- A TV set with VCR is available
- Educational materials are available

Expected characteristics of bathrooms

- Separated bathrooms for clients and staff
- Clients' bathroom separated for males and females
- Bathroom doors lock
- Sinks, faucets and toilets are working
- Soap is available
- Paper towel is available
- Tissue is available
- A dist bin is available
- Bathrooms are clean, and are properly cleaned according to schedule or when necessary

Standard cleaning procedures

- Cleaning personnel must use utility gloves, mask, plastic/rubber apron, protective eyewear and shoes
- Floors are wet mopped with a disinfectant solution (0.5% chlorine solution + soap) using the two-bucket or three-bucket techniques
- Walls are cleaned with a clean cloth or mop wet in a cleaning solution
- Chairs, lamps, tables, tabletops, lights, top of doors and counters must be wiped with a damp cloth, containing disinfectant cleaning solution
- Non-critical equipment (e.g. stethoscope and blood pressure cuffs) must be wiped with a damp cloth with water and detergent. If the equipment is visibly soiled with blood or body fluids or the patient is under contact precautions, it must be cleaned and disinfected before reuse.

Expected list of supplies available at any time

- Sterile disposable gloves
- Examination gloves
- Heavy-duty gloves
- Cotton or gauze
- Bandages
- Syringes and needles
- Lab materials
- Sheets of paper for the examination tables
- Pillows
- Robes
- Venipuncture supplies
- Paper towel
- Soap or detergent
- Hand soap
- Alcohol gel 70%
- Colored plastic bags for waste
- Stationary and forms

STANDARD	N°	VERIFICATION CRITERIA	OBSERVATION (YES, NO, N.A.)	COMMENTS
SS-13 The facility manager ensures that waste is properly handled and disposed	01	Enforces the appropriate disposal of waste according to its nature in the respective colored bags		
	02	Enforces that staff handling waste bags and puncture-proof containers use all the recommended protection equipment		
	03	Ensures the daily collection of bags and puncture-proof containers when ¾ full		
	04	Ensures that puncture-proof containers and bags with contaminated waste are properly incinerated		
	05	Ensures that ashes and residues of incinerated materials are properly buried in a restricted designated area of the facility		
SS-14 The facility manager ensures the implementation and use of an adequate clients' information system	01	Ensures that all clients are appropriately identified in files		
	02	Ensures that clients' files are easily available during consultation and procedures; files are collected from the facility rooms, and appropriately filed at the end of each working day		
	03	Enforces policies and guidelines for ensuring confidentiality of clients' files and information		
	04	Ensures that staff members read, understand and sign a code of conduct regarding confidentiality of clients' files and information		
	05	Ensures that clients' files are kept locked		
SS-15 The facility manager ensures that health information is collected, analyzed and reported timely and appropriately	01	Ensures that all the required information forms are available.		
	02	Ensures the organization and implementation of a clients' attendance tracking system.		
	03	Ensures the completion of monthly, quarterly, and annual reports		
	04	Ensures that reports are sent to the higher corresponding level in a timely way		
	05	Ensures that key performance data is properly displayed		
SS-16 The facility manager ensures the implementation of performance improvement	01	Leads the implementation of performance assessment according to schedule		
	02	Supervises the implementation and updating of action plans		
	03	Requests external support when local staff cannot cope with a performance gap		
	04	Promotes partnerships with local stakeholders for improving quality		
	05	Leads recognition of staff for achievements in bridging performance gaps		

