

## IUATLD Workshop

### Quality Improvement – A Collaborative Approach

**Description:** The workshop, using case studies, aims to introduce participants to key quality improvement concepts and tools that can be successfully used to improve TB program outcomes. These improvement concepts and tools can be used by health managers and service practitioners to redesign case management processes that can result in increased case detection, higher compliance with treatment regimens, and better follow-up of TB patients.

**Key workshop components:**

- Quality improvement principles and methods.
- Develop facility-based quality improvement activities to improve case detection and case management.
- Monitor and evaluate quality standards and programs.
- Use of a collaborative approach to expand improvements rapidly through the system.
- Create leadership values that are crucial for sustained quality improvement.

**How the proposed workshop is related to the conference theme:** Using quality improvement methods and tools, health programs can achieve the MDG goal of reversing the TB incidence drastically. URC's experience in a number of countries shows that increased compliance among providers with TB DOTS guidelines and treatment adherence among patients significantly improves cure rates. Also, by redesigning clinical processes and service integration, case detection rates can be improved.

**Target audience:** Healthcare providers, TB and HIV program managers, and policy makers.

**Objectives:** At the end of the workshop, the participants will discuss and describe quality improvement principles and methods that can be used to improve case management at the facility level.

**Expected outcome:** The attendees will be able to apply quality improvement interventions in their programs to attain higher case detection and cure rates.

**Workshop Agenda: Friday, October 29, 2003, 8:30 PM to 12:30 PM**

**8:30-8:45** Introductions and Workshop Objectives

**Country Presentations**

8:45-9:00	South Africa
9:00-9:25	Bangladesh
9:25-9:40	Russia
9:40-9:50	Cambodia – PPM
9:50-10:15	Discussion
10:15-10:30	Coffee Break
10:30-11:15	Introduction to Quality Improvement
11:15-12:30	Discussions and Next Steps

**Section: Tuberculosis**

**Coordinators:** Refiloe Matji (South Africa)  
Neeraj Kak (USA)  
Gani Perla (Cambodia)

## **IUATLD Workshop**

### **Improving treatment adherence**

**Description:** Adherence to treatment regimens is crucial for improving health outcomes and the quality of life among TB and HIV/AIDS patients. Adherence is affected by a number of factors, which include: proper education about the treatment; side effects of medications; history of previous non-adherence; and depression and sense of helplessness among the patients. TB and HIV/AIDS programs can use a number of strategies to improve adherence with treatment regimens, including: active involvement of patients in determining treatment options; regular follow-up with patients; involvement of family members if disclosure is not an issue; use of job-aids for providers to help better counsel and educate patients; and aids for patients and care givers to ensure that they are taking medications per treatment plans; and use of support groups to provide additional motivation and psychological support to patients. The Quality Assurance Project (QAP) is currently engaged in a number of countries to improve adherence with treatment regimens for HIV, TB and other OIs. QAP is also helping health programs develop strategies for promoting optimal adherence among patients as ARV programs are rolled out.

This workshop will present the state-of-the-art thinking about how to improve treatment adherence among TB and HIV patients. During the interactive workshop, participants will identify barriers that affect adherence with treatment among chronic disease patients. Strategies to improve active patient involvement in treatment and patient education will be discussed. Participants will also learn how they can use quality improvement tools to improve treatment adherence among TB and HIV patients. Specific focus of the workshop would be:

- How to assess the presence of specific barriers to adherence;
- Ideas for strategies to address each barrier, based on QAP experience in Jamaica, Rwanda, South Africa, and Cambodia;
- Quality improvement methods to enhance treatment adherence among patients;
- Strategies and tools to monitor adherence; and
- Methods to measure effectiveness of various interventions in improving adherence.

**Target audience:** Healthcare providers, TB and HIV program managers, and policy makers.

**Objectives:** The workshop objectives include:

- define treatment adherence and its determinants;
- discuss and describe various barriers to adherence with the ARV/OI treatment regimens;
- discuss/identify various strategies and tools that can be used for improving treatment adherence;
- discuss how to monitor adherence with the treatment regimens.

**Expected outcome:** The expected outcome of this workshop would enable the attendees to begin planning implementation strategies for increasing treatment adherence in their programs.

#### **Workshop Agenda: Friday, October 29, 2003, 1:00 PM to 5:00 PM**

1:00-1:15	Introductions and Workshop Objectives
1:15-1:45	South Africa
1:45-2:00	Cambodia
2:00-2:15	Russia
2:15-2:30	Bangladesh
2:30-2:45	Discussion
2:45-3:00	Coffee Break
3:00-3:45	Introduction to Treatment Adherence
3:45-5:00	Discussions and Next Steps

**Coordinators:** Refiloe Matji (South Africa)  
Neeraj Kak (USA)