VIRTUAL INNOVATION SPOTLIGHT

RE-IMAGINING TB CARE
Re-imagine. Re-design. Re-create.

ONEIMPACT: COMMUNITY-LED MONITORING & ACCOUNTABILITY IN THE TB & COVID-19 RESPONSE

June 3, 2020
5:30 - 6:30 PM (CEST)

Presentations by
Caoimhe Smyth, CRG Project Officer, Stop TB Partnership
Sabyasachi Das, Head of Business Development, Dure Technologies
What is Community-based Monitoring (CBM), why is it important to the TB response and what are some of the results to date.

Demonstration of the OneImpact CBM Platform and how it has been adapted to include COVID19

What it takes to implement OneImpact CBM
What is Community-based Monitoring?

❖ Not monitoring of TB community activities by health care workers

❖ It is not M&E that includes TB community-centered indicators

❖ Monitoring the TB response by people affected by TB

❖ Monitoring indicators that are viewed as important by people affected by TB

❖ It provides a platform for the TB response to hear from people affected by TB and respond to their needs.
Importance of CBM to the TB response

P18. “Recognize the various sociocultural barriers to tuberculosis prevention, diagnosis and treatment services, especially for those who are vulnerable or in vulnerable situations, and the need to develop integrated, people-centred, community-based and gender responsive health services based on human rights”

Human Rights Data Gaps
- Data on the human rights barriers is not systematically collected.
- Real time data on human rights barriers is not reported.

Engagement Gaps
- People affected by TB are not meaningfully involved in all phases of TB programming.
- Right holders (people affected by TB) do not know and therefore claim their rights.
- Duty bearers are unaware of the link between human rights and TB.
- There is no accountability mechanisms.
Transforming the TB response - Equitable, Rights-based, People Centered

1. Enabling Environment
   - Government fulfilling their Obligations
   - Accountability
   - Responsiveness
   - Advocacy

2. Preventing Vulnerability to TB
   - Right to non-discrimination
   - Right to health
   - Right to work
   - Right to adequate housing
   - Right to adequate food
   - Etc.

3. Increasing Access to Quality TB diagnosis, treatment care and support
   - Right to non-discrimination
   - Right to information
   - Right to privacy
   - Right to participation
   - Etc.

Results
1. Reduced vulnerability to TB
2. Increased access to effective TB prevention, diagnosis, treatment, care and support
3. Empowerment of people affected by TB
4. Enhanced capacity and development in the TB response

Stop TB Partnership
“Engaging and empowering people affected by TB to report the barriers preventing them from being diagnosed and successfully treated, to improve the availability, accessibility, acceptability and quality of TB care and support services for all and to hold stakeholders to account”.

“Right to Health”

Availability  Accessibility  Acceptability  Quality

- **Global Plan to End TB**
  - Community and people centered approaches
  - Human Rights and Gender Based Approaches

- **End TB Strategy**
  - Strong coalitions with civil society and community organizations
  - Protection and promotion of human rights, ethics and equity
  - Patient Centered Care

- **UN Political Declaration on TB**
  - Transforming the TB response to be equitable, rights-based and people centered
CBM: Objectives

Individual level
- To engage people affected by TB to monitor the availability, accessibility, acceptability and quality of the TB response.

Monitoring, surveillance & advocacy
- To strengthen the TB M&E system with community reported data.
- To strengthen community advocacy with evidence.

Programmatic Management of TB
- To respond to the needs of people affected by TB in real time
- To inform the design of programmatic interventions from the perspective of the community.
- To evaluate interventions.
- To overcome the barriers preventing people from being diagnosed, treated or reported in an efficient and effective manner.
OneImpact CBM Principles and Approaches

Principles
- CRG Principles
- Flexibility
- Transparency
- Protection, Confidentiality & Privacy

Approaches
- Education
- Action
- Engagement
- Evidence
OnImpact CBM Platform

Affected TB Community App (free)

First Responder Inbox

National Accountability Dashboard
OneImpact CBM Implementation

1. Needs & Feasibility Assessment
2. Adaptation
3. Solution Development
4. Training & Launch
5. Implementation & Maintenance
6. M&E
7. Scale / expansion

*Follows the WHO Handbook on Digital Technologies for TB

1. Botswana
2. Tanzania
3. Azerbaïdjan
4. Indonesia
5. Kyrgyzstan
6. Belarus
7. Mozambique
8. DR Congo
9. Cambodia
10. Tadjikistan
11. Ukraine
<table>
<thead>
<tr>
<th>Availability</th>
<th>Accessibility</th>
<th>Acceptability</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the required TB health facilities, goods and services exist?</td>
<td>Are the TB health facilities, goods and services physically and geographically accessible?</td>
<td>Are the TB health facilities, goods and services respectful of medical ethics?</td>
<td>Are the TB health facilities, goods and services scientifically &amp; medically appropriate?</td>
</tr>
<tr>
<td>Is there a sufficient quantity of functioning TB health facilities, goods and services for the diagnosis and treatment of TB?</td>
<td>Are the TB health facilities, goods and services socially accessible?</td>
<td>Are the TB health facilities, goods and services culturally appropriate?</td>
<td>Are the health facilities, goods and services convenient?</td>
</tr>
<tr>
<td></td>
<td>Are the TB health facilities, goods and services economically accessible</td>
<td>Are the TB health facilities, goods and services sensitive to the needs of different genders?</td>
<td></td>
</tr>
</tbody>
</table>
Sample CBM Indicators

**Active Reporting**

- % of People Experiencing Barriers: 26%

**Age, Gender, Key Population**

**Efficiency Indicators**

- % of people with TB reporting barriers in accessing TB care and support services
- % of people with TB reporting barriers with the availability of TB care and support services at least once
- % of people with TB reporting barriers with the acceptability of TB care and support services at least once
- % of people with TB reporting barriers with the quality of TB care and support services at least once

**AAAQ Indicators**

- % split of types of access barriers reported by people with TB
- % split of types of availability barriers reported by people with TB
- % split of types of acceptability barriers reported by people with TB
- % split of types of quality barriers reported by people with TB

**Case / Barrier centered**

- % of cases open, resolved, declined
Countries implementing OneImpact CBM

Languages platform available (Azerbaijani, Bahasa, English, French, Khmer, Kyrgyz, Portuguese, Russian, Swahili, Tajik, Ukrainian)

Community / Civil Society Organizations using CBM data for Advocacy, and engaging with National TB Programmes

CHWs engaged in CBM

People affected by TB engaged in OneImpact CBM
### Results (Ukraine – Pilot Project)
April 2019 – March 2020

#### Usability

<p>| | | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Total number of people with TB who downloaded the app</td>
<td></td>
<td>175</td>
</tr>
<tr>
<td>Total number of people with TB reporting barriers at least once</td>
<td></td>
<td>44</td>
</tr>
<tr>
<td>% of people with TB reporting barriers at least once</td>
<td></td>
<td>25%</td>
</tr>
</tbody>
</table>

#### % Proportion of People Experiencing Barriers

<table>
<thead>
<tr>
<th>Reported Barriers</th>
<th>People with TB reported specific barrier at least once</th>
<th>People with TB reported any barrier at least once</th>
<th>% of People with TB reported specific barrier at least once</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of services</td>
<td>3</td>
<td>44</td>
<td>7%</td>
</tr>
<tr>
<td>Accessibility of services</td>
<td>14</td>
<td>44</td>
<td>32%</td>
</tr>
<tr>
<td>Acceptability of services</td>
<td>17</td>
<td>44</td>
<td>39%</td>
</tr>
<tr>
<td>Quality of services</td>
<td>24</td>
<td>44</td>
<td>55%</td>
</tr>
</tbody>
</table>

#### % Type of stigma reported

- I experienced stigma from a family member: 12%
- I experienced stigma in my work environment: 21%
- I experienced stigma in my community: 25%
- I experienced stigma from a doctor: 25%
- I experienced stigma from a health care provider: 17%

Health System:
Outcome: TBpeople Ukraine used the data on stigma to advocate for the assessment of TB stigma at a national level. Under USAID LON agreement, implemented by PATH, a national TB stigma assessment will be conducted and TBpeople will continue to implement CBM to capture real time data on stigma and other barriers to access.
Outcome (individual level):
KHANA PSG leaders informed respective health facilities and counselled each of the people who reported treatment discontinuation and encouraged and ensured they restarted treatment.

Results (Cambodia Pilot Project)
January 2019-January 2020

<table>
<thead>
<tr>
<th>Usability</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of people with TB who downloaded the app</td>
<td>122</td>
</tr>
<tr>
<td>Total number of people with TB reporting barriers at least once</td>
<td>60</td>
</tr>
<tr>
<td>% of people with TB reporting barriers at least once</td>
<td>49%</td>
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</table>

<table>
<thead>
<tr>
<th>% Proportion of People Experiencing Barriers</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with TB who reported specific barrier at least once</td>
<td>0</td>
</tr>
<tr>
<td>People with TB who reported any barrier at least once</td>
<td>60</td>
</tr>
<tr>
<td>% of People with TB reported specific barrier at least once</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Treatment Discontinuation</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of people with TB reporting treatment discontinuation at least once</td>
<td>6</td>
</tr>
<tr>
<td>Total number of people with TB who reported barriers to TB care and support services at least once</td>
<td>60</td>
</tr>
<tr>
<td>% of TB patients reporting treatment discontinuation at least due to barriers</td>
<td>10%</td>
</tr>
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Lessons Learnt

- Starting small is important
- CBM OneImpact provides an opportunity to have national multi-stakeholder dialogues on TB and Human Rights
  - The OneImpact CBM model offered a genuine opportunity for affected communities to engage with health care workers and NTP representatives and for people affected by TB to inform and evaluate the TB response
  - Empowering people affected by TB so that they Know their Rights is a key component of the CBM intervention
  - Ensuring rights and protections of populations engaged in the pursuit of CBM is an ethical and programmatic imperative. Mitigating risks to data privacy and security is therefore critical.
  - The OneImpact platform is flexible; demonstrated through how quickly it transformed to respond to COVID.
LIVE OneImpact DEMO & How it has incorporated COVID 19
OneImpact Key Features
Civil society and peer support network responding to issues at a local level

Use data for programmatic and policy decisions

NTP Manager, Ministry of Health, Local Government Authority, CCMs

Community Groups and Response Teams

Communities able to use the App and upload information

**OneImpact Features**

- **Knowledgeable:** Making relevant information available at your fingertips
- **Near Me:** Get access to all your near by facilities and services.
- **Community Forum:** Chat with your peer and expert.
- **Community Voice:** Raise issue, feedback and participate in surveys.
- **AI Based Chatbot:** Raise issue, feedback and participate in surveys.

**Stop TB Partnership**
Technical Features (Community Module and Response Module)

**COMMUNITY MODULE**
- Innovative content creation
- Innovative AI Chatbot
- Social Media Integration
- Innovative community sourcing of information
- Innovative plugins

**RESPONSE MODULE**
- Intuitive inbox response list
- Innovative chat feature
- Multi-parameter filtering
- Innovative case locator
- View media files
Technical Features (Dashboard and Smart Set-up)

**Interactive charts (AAAQ indicators)**

**Drill down maps**

**Filtering of data parameters**

**Multi-user access to data**

**Report export and download**

**Form and workflow builder**

**Content management system**

**Facility management module**

**User management module**

**Language change**
What it takes to implement OneImpact CBM
Implementation process for countries

**Month 0**
- **Inception and multi-sectorial meeting**
  Needs and feasibility assessment and commencement of adaptation process - for broad buy-in

**Month 3**
- **Training and launch**
  People who have TB, First Responders, Lead Community Organization, Health facility staff and NTP

**Month 4**
- **Adaptation**
  To adapt and the generic platform in collaboration with NTP and other stakeholders and Dure Technologies

**Months 5-12**
- **Implementation**
  Led by CBO with guidance from NTP

**Month 13**
- **Data Use**
  Lead CBO uses data for advocacy and to share with different stakeholders for action
- **M&E**
  Using the Stop TB M&E framework and take stock
Sustainability and Technical Scalability Approach

Global Template

Country Adapted Templates

Integration with other programs

Configure services (smart set-up)

Global Template

Country Adapted Templates

Integration with other programs

Configure services (smart set-up)

Country Adapted Templates

Integration with other programs

Configure services (smart set-up)
Technical Considerations for Scalability and Sustainability

- Integration with country data ecosystems
- Open source and complete ownership of the countries
- Scalable from pilot to national roll-out
- Modular components of the platform
- Compliance with country security and privacy policies
Data Ownership and Security

- Compliance with global and country security policies
- End to end data encryptions at multiple levels
- Unanimous data and masking personally identifiable details
- Can be hosted and deployable in country servers
- Data access control and log-in authentications
STP CBM using OneImpact – Investment Package

OnelImpact Website
https://stoptbpartnershiponeimpact.org/

Training manual and Videos
https://stoptbpartnershiponeimpact.org/
THANK YOU

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