

EXPANDING ACCESS TO PrEP THROUGH COMMUNITY-BASED DELIVERY

AUGUST 27, 2020

Global PrEP Learning Network



CHOICE Collaboration for HIV Prevention Options to Control the Epidemic



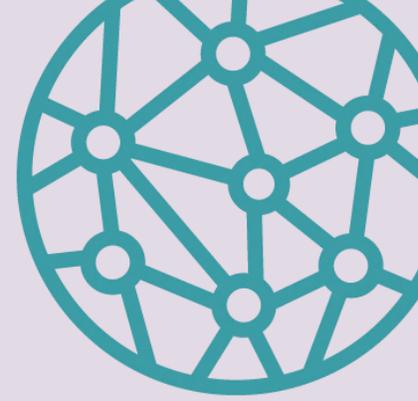
OPENING & INTRODUCTIONS

**THE LUKE COMMISSION:
PrEP COMMUNITY SERVICE DELIVERY**

**RIGHT ePHARMACY: LAST MILE DISPENSING
AND DISTRIBUTION SOLUTIONS**

UP NEXT

Today's Speakers



Tiffany Riggleman, The Luke Commission

Tiffany serves on the executive leadership team of The Luke Commission (TLC) in Eswatini and as technical director for TLC. Working with a local team, she seeks to build robust systems, responsive strategies, and detailed trainings to empower compassionate efforts to move toward epidemic control of HIV/AIDS.

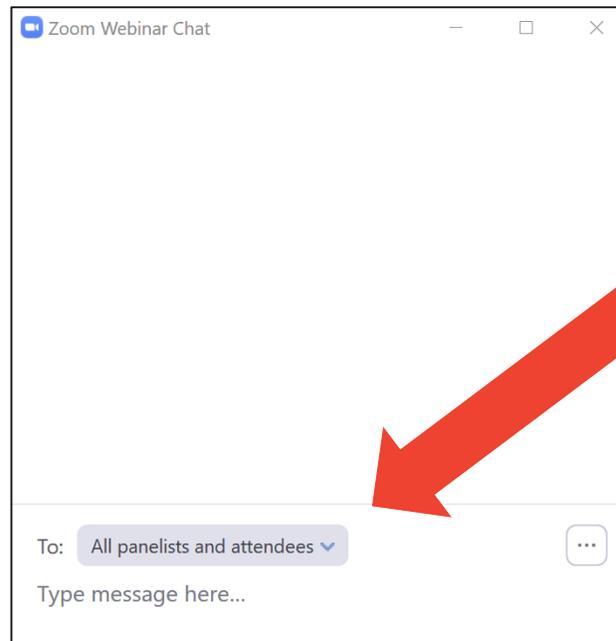


Fanie Hendriksz, Right ePharmacy

Fanie Hendriksz is the Managing Director of Right ePharmacy, a subsidiary of Right to Care. His focus is strategic collaboration with key stakeholders including technology providers to pioneer, customize, and develop technology to enhance efficiencies and healthcare outcomes in the “last mile” dispensing, distribution, and collection of medicine.

Reminder: Use “Chat” Function

Please feel free to ask questions and add comments to the chat box at any point during today’s presentations. At the end of the session, we will dedicate time to Q&A.



Choose “*all panelists and attendees*” from the drop-down menu when adding a question or comment to the chat box.

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UP NEXT

PrEP: Community Service Delivery

The Luke Commission



The Luke Commission

- Compassionate, comprehensive healthcare services to the rural and underserved populations
- Patient-centered, solutions-oriented, dissolving barriers
- Take the services to the people
- Strong logistics support for outreach modalities



Operational Workflow



IF2C (Intensified Facility to Community)

- Follow-up on index, LTFU, or unlinked clients
- PrEP/ART/NCD Refills for stable clients



DREAMS on Wheels

- Comprehensive wellness, HTS, VIA, PrEP, Eye Screening, ART
- Team = 1 Nurse + 2 Counselors + 2 Operations Staff



Matsapha Mobile Clinic (MMC/PPP)

- Provide early morning and evening general services to urban working population
- (VIA, FP, PrEP, Minor Medical Treatment, HTS, Lab, Eye Screening, COVID screening and testing)
- Team = 1 doctor/1 nurse, 3 counselors, 6-10 support staff

Miracle Campus Hub (Sidvokodvo near Tri-cash)



- Open 24/7/365
- HTS, VMMC, VIA, OPD, In-Patient, Eye Screening, Counseling, Emergency, ART/TB Services, Rehab Services, SRH, ANC, PrEP, and more
- Cataract Surgeries, Cornea Transplants, Eye Procedures
- Outreach Restock
- Training
- Fleet & Facilities Maintenance
- Strategic Support (Procurement, ICT, Media, Fleet, Staff Housing)

Outreach (OR)

- Provide 40+ medical services including comprehensive wellness assessment, HTS, VIA, PrEP, Eye Screening, Disability, Lab, X-Rays, ART
- Team = 4 medical staff + 50 support staff (including lab, radiology, and pharmacy personnel)

Door to Door (D2D) VMMC Recruit

- Recruit clients for VMMC
- Team = Recruiter + Driver
- 2-3 teams per day

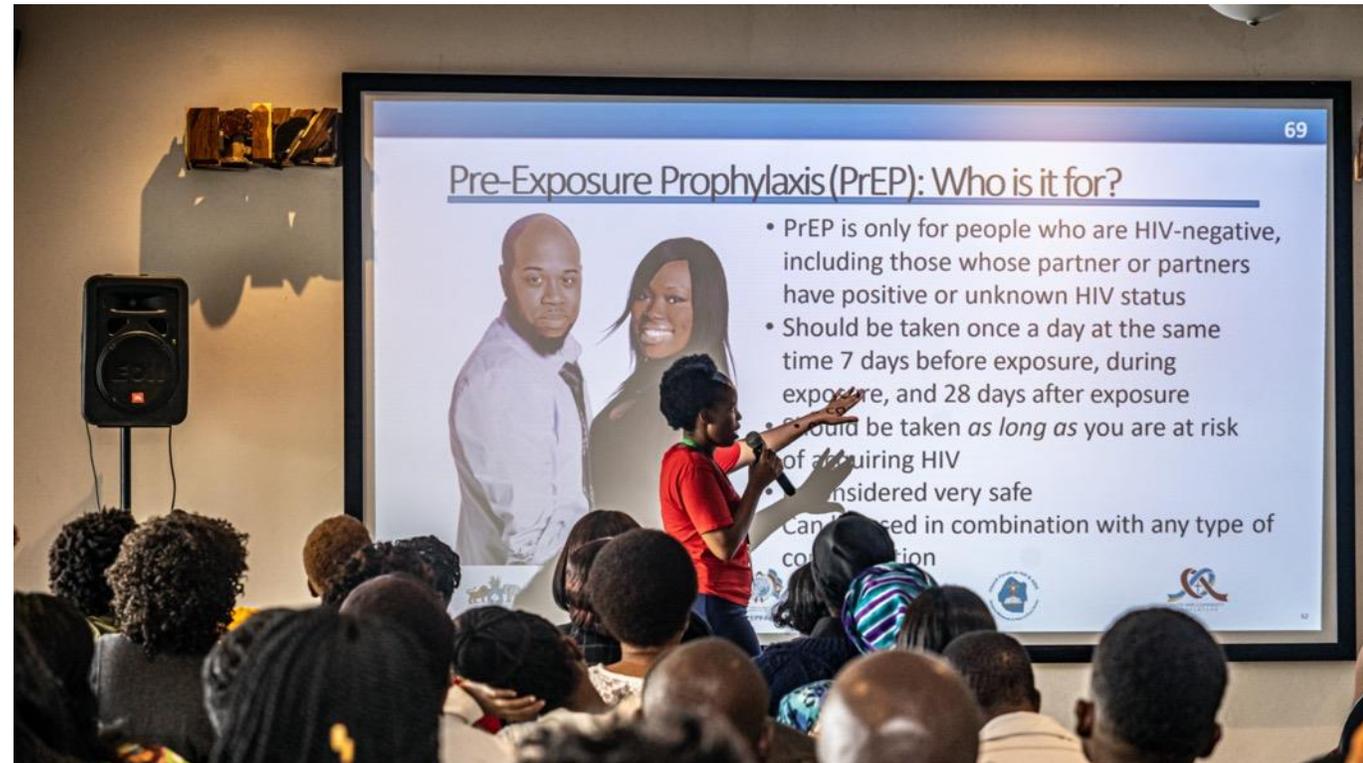
KP Clinics (x2)

- Comprehensive wellness, HTS, VIA, PrEP, Eye Screening, ART/TB Services
- Team = 1 Nurse + 2 Counselors + 2 Operations Staff



PrEP Strategy

- Integrate PrEP into comprehensive care platform
- Link to HIV testing and counseling
- Significant training and staff buy-in for PrEP



PrEP Strategy

- PrEP refills provided alongside other chronic care services such as ART, TB, NCD's
- Community refills provided through IF2C (Intensified Facility to Community/DDD model)



PrEP Services

- HIV Testing linked to same-day PrEP Initiation at all outreach modalities
- Community cadre distribute HIVST kits and refer clients for PrEP
 - PrEP initiation teams sent to communities on demand or in conjunction with other services



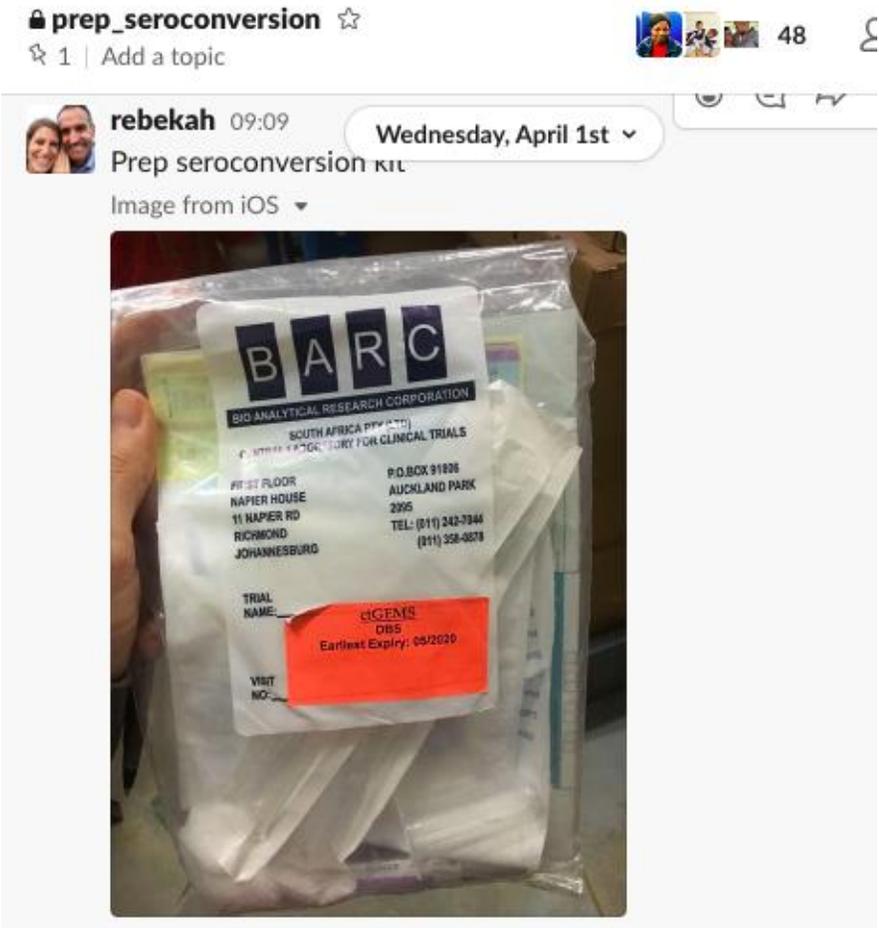
Key PrEP Populations

- Urban working population
 - PrEP initiations at business wellness functions and urban mobile clinic with extended hours
- Adolescent girls and young women
 - DREAMS on Wheels community clinical services



Logistics Support

- Lab samples taken when needed by trained staff and transported safely back to facility for processing
- Real-time consultation with entire medical team if needed in case of adverse events, sero-conversion, or other challenges



Logistics Support

- PrEP medications received through Central Medical Stores
- Medications stored in pharmacy at facility and managed with electronic inventory system

TDF/3TC (Tenofovir/Lamivudine) - 300/300mg [30 tab]		
TOTAL		On Hand
		1159
	PH-12L2 TNL18048 (Oct 31, 2020)	57
	PH-12L2 3100269 (Apr 30, 2021)	58
	PH-12L5 TNL18048 (Oct 31, 2020)	324
	PH-12L5 3100269 (Apr 30, 2021)	720



Logistics Support

- Medications, HTS supplies, lab equipment and other medical supplies packed in advance for each outreach team

STOCK LIST			
IF2C-O_PH			
×	13717	LPV/r (Lopinavir/Ritonavir) Pellets, Ped - 40/10mg [1 each]	500
×	5376	Paracetamol (Acetaminophen) - 500mg [30 tab]	30
×	6614	Phenobarbital - 30 mg [1x1500 tab]	1
×	7214	Pyridoxine (Vit B6) - 25mg [30 tab]	30
×	7129	Sodium Valproate (Epilim) - 200mg [100 tab]	5
×	6696	TDF/3TC (Tenofovir/Lamivudine) - 300/300mg [30 tab]	60
×	7489	TDF/3TC/DTG (Tenof/Lamiv/Dolut) - 300/300/50mg [30 tab]	25
Add Item to Stocklist			



Coordination Team

- Coordinator works with community leaders to plan sites in advance for IF2C/DDD
- Sites are scheduled in calendar and Electronic Medical Record Admin Portal

Dashboard Patients Visits Facilities Sites Providers Outreach Admin						
+	Site Name	Type	Region	Inkhundla	Chiefdom	Schedule
✎	IF2C-O - Motshane (Inkhundla)	IF2C-O	Hhohho	Motshane		1/26/2021
✎	IF2C-O - Maseyisini (Inkhundla)	IF2C-O	Shiselweni	Maseyisini		1/25/2021
✎	IF2C-O - Ngwempisi (Inkhundla)	IF2C-O	Manzini	Ngwempisi		1/27/2021
✎	IF2C-O - Dvokodvweni (Mpaka)	IF2C-O	Lubombo	Dvokodvweni		2/1/2021
✎	IF2C-O - Mandlangempisi (Zandondo PS)	IF2C-O	Hhohho	Madlangempisi		2/3/2021
✎	IF2C-O - Hosea (Hluthi Central PS)	IF2C-O	Shiselweni	Hosea		2/3/2021
✎	IF2C-O - Mafutseni (St Philomenia PS)	IF2C-O	Manzini	Mangcongco		2/4/2021
✎	IF2C-O - Lugongolweni (KaLanga Nazarene PS Sports Ground)	IF2C-O	Lubombo	Lugongolweni		2/5/2021
✎	IF2C-O - Mayiwane (eBuhleni Sports Grounds)	IF2C-O	Hhohho	Mayiwane		2/8/2021
✎	IF2C-O - Mhlangatane (Inkhundla)	IF2C-O	Hhohho	Mhlangatane		2/8/2021
✎	IF2C-O - Mkhiweni (Inkhundla)	IF2C-O	Manzini	Mkhiweni		2/10/2021
✎	IF2C-O - Matsanjeni North (Inkhundla)	IF2C-O	Lubombo	Matsanjeni North		2/11/2021
✎	IF2C-O - Ndzingeni (Inkhundla)	IF2C-O	Hhohho	Ndzingeni		2/12/2021
✎	IF2C-O - Ngudzeni (Inkhundla)	IF2C-O	Shiselweni	Ngudzeni		2/15/2021



Coordination Team

- On site manager leads each IF2C/DDD team
- Communicates throughout the day with IF2C/DDD coordinator



ops_if2c_team2comms ☆
1 | Add a topic



91



Today ▾



maggie 11:35

~~Thandi Shongwe~~ at Mdumezulu art patient is calling reporting last visit she went for a guest refill at Mafutseni Nazarene clinic even this visit still transport is not available since lock down ,what plan we can make for her ,patient condition ; she can't walk a long distance ,



This file was deleted.

do we have a trip that can pass via her place [@thokozani.nkabindze](#)
[@tiffany](#)

or else can continue at Mafutseni clinic until transport is sorted in her place



thokozani.nkabindze 11:40

we have a team in Kukhanyeni today so i think they can attend them after they are done there [@maggie](#) [@zonke](#)

Appointment Scheduling

- PrEP clients can refill at over 60 convenient refill locations nation-wide
 - Specific dates for each location, scheduled in advance

August 2020						Washington, D.C. ↕	Today 83°F/72°F	Tomorrow 80°F/69°F
Day	Monday	Tuesday	Wednesday	Thursday	Friday			
	27	28 IF2C-O Maseyisini MMC-OR	29 IF2C-O Motshane MMC-OR	30 IF2C-O St. Joseph's MMC-OR	31 IF2C-O Ngwempisi MMC-OR			
	3 IF2C-O Dvokodvweni	4 IF2C-O MMC-OR	5 IF2C-O Hosea (Hluthi) MMC-OR	6 IF2C-O Mafutseni (St) MMC-OR	7 Term 2 Closes IF2C-O Lugongolweni MMC-OR			
	10 IF2C-O Mayiwane	11 IF2C-O Shiselweni 1 MMC-OR	12 IF2C-O Mkhiweni MMC-OR	13 IF2C-O Matsanjani MMC-OR	14 IF2C-O Ndzingeni MMC-OR			



Appointment Scheduling

- Clients select preferred location for next refill at the end of each visit
- Convenient times and days (after hours and weekends)

Select Site

Return

Search If2c

- IF2C-O - Motshane (Inkhundla)
- IF2C-O - Maseyisini (Inkhundla)
- IF2C-O - Ngwempisi (Inkhundla)
- IF2C-O - Dvokodvweni (Mpaka)
- IF2C-O - Mandlangempisi (Zandondo PS)
- IF2C-O - Hosea (Hluthi Central PS)
- IF2C-O - Mafutseni (St Philomena PS)
- IF2C-O - Lugongolweni (KaLarane PS Sports Ground)
- IF2C-O - Mayiwane (eB...)

Select Outreach

Return

October 27, 2020

January 26, 2021

Appointment Scheduling

- Coordinators call 1 week in advance to confirm date and location
- Day prior and same-day reminder calls
- SMS visit reminders and missed visit messages
- Re-booking at the facility or alternative community location for missed visits

Today 8:19 PM

We look forward to your visit to The Luke Commission tomorrow. You are our VIP! Questions or concerns? Send a 'please call me' to [7613 8814](tel:76138814)

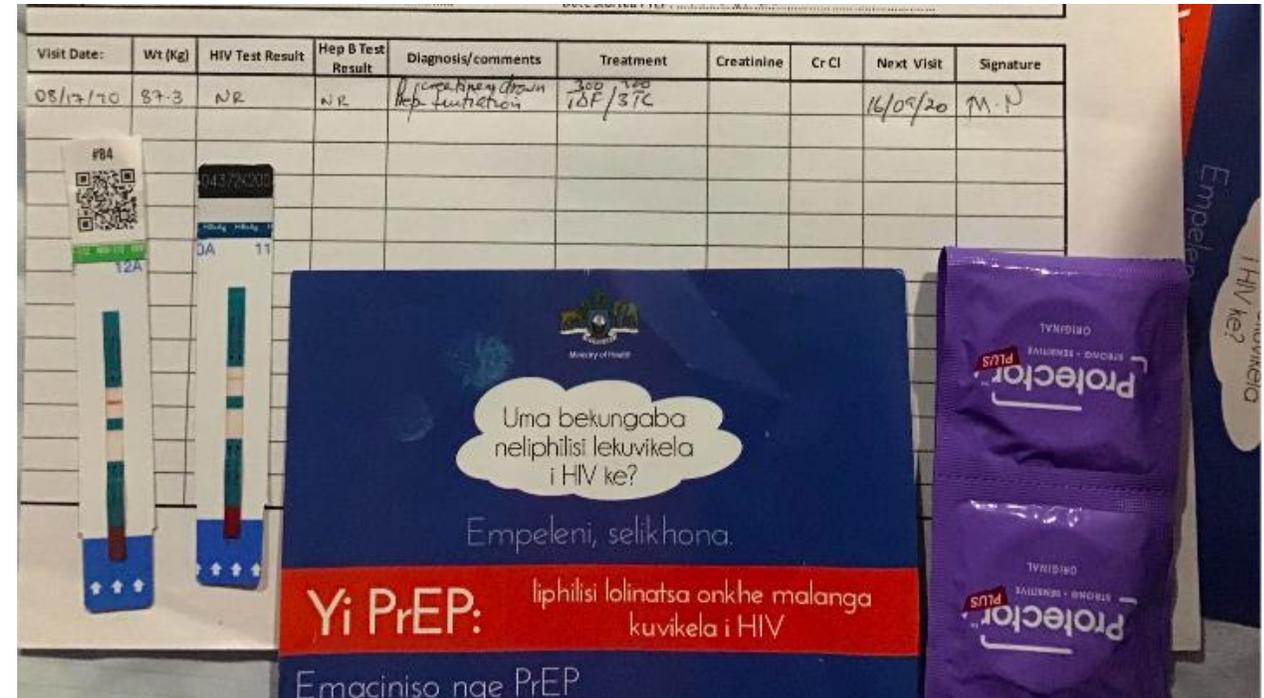
Sibuke phambili kuta kwakho ka Luke Commission kusasa. Umcoka kakhulu kitsi! Imibuto noma kuvakalisa kukhatsateka? Tfumela please call me ku [7613 8814](tel:76138814)

We missed seeing you at The Luke Commission yesterday. Please visit as soon as you can. Questions? Send a 'please call me' to [7613 8814](tel:76138814). You are our VIP!



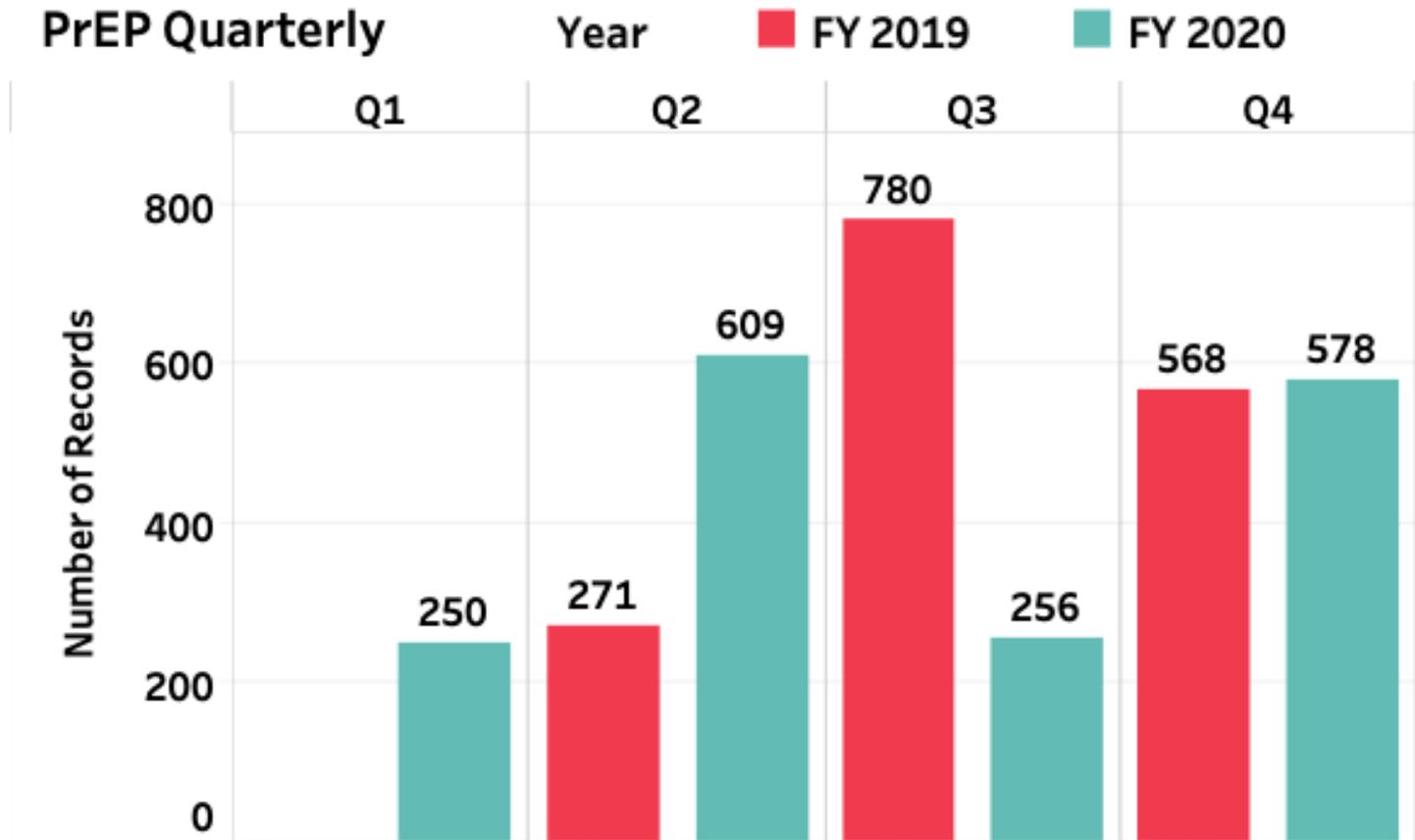
Communication

- 24/7 Patient Hotline available for any questions, concerns
- IEC material and patient appointment card given to all PrEP initiations



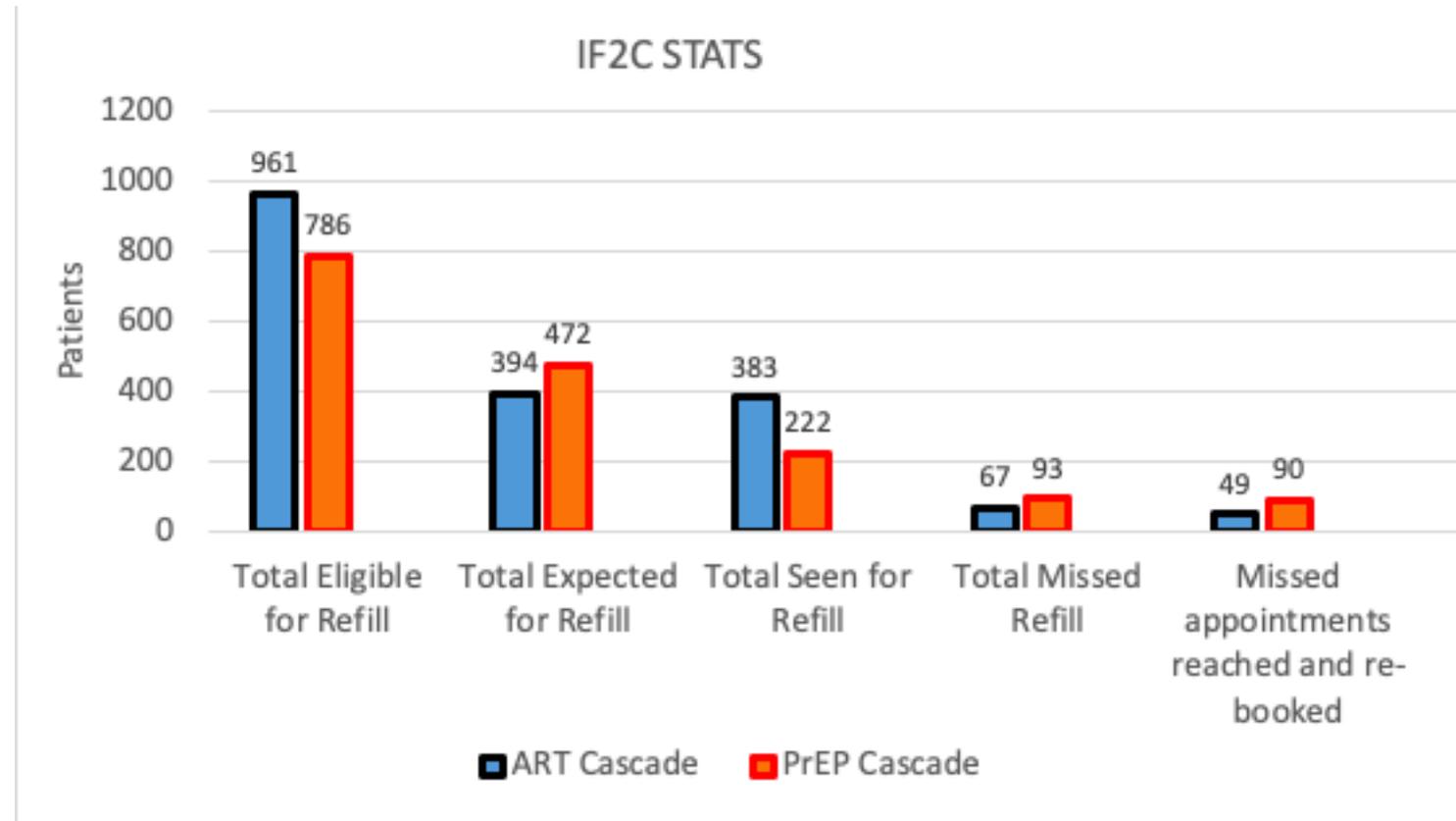
PrEP Reach

- TLC began PrEP in FY19Q2
- FY20Q3 hit hard by COVID-19 country lockdown and suspension of outreach services



PrEP Refills at Community Level

- 800+ active clients on PrEP
- 786 given the option of community refills
- 222 refilled at community level between May – August 2020



Summary of Learnings

- Client-centered approach – go to where the client is
- Comprehensive package – integrate PrEP with other services
- Coordinated logistics – combine PrEP services with other community visits to increase efficiencies



Thank you



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**RIGHT ePHARMACY: LAST MILE DISPENSING
AND DISTRIBUTION SOLUTIONS**

UP NEXT

Right ePharmacy Last Mile Dispensing & Distribution Solutions

Fanie Hendriksz (BPharm NWU)
Managing Director – Right ePharmacy



Healthcare Challenges: **Public Sector**



High Demand



**Shortage of
Pharmaceutical
Services**



**Limited
Infrastructure**



**Medicine
Availability**



**Manual Patient
Information Records**



**Overburdened
Facilities**



**Patient
Experience**



**Negative Economic
Impact**



**Negative Impact
on Adherence**



**Poor Healthcare
Outcomes**



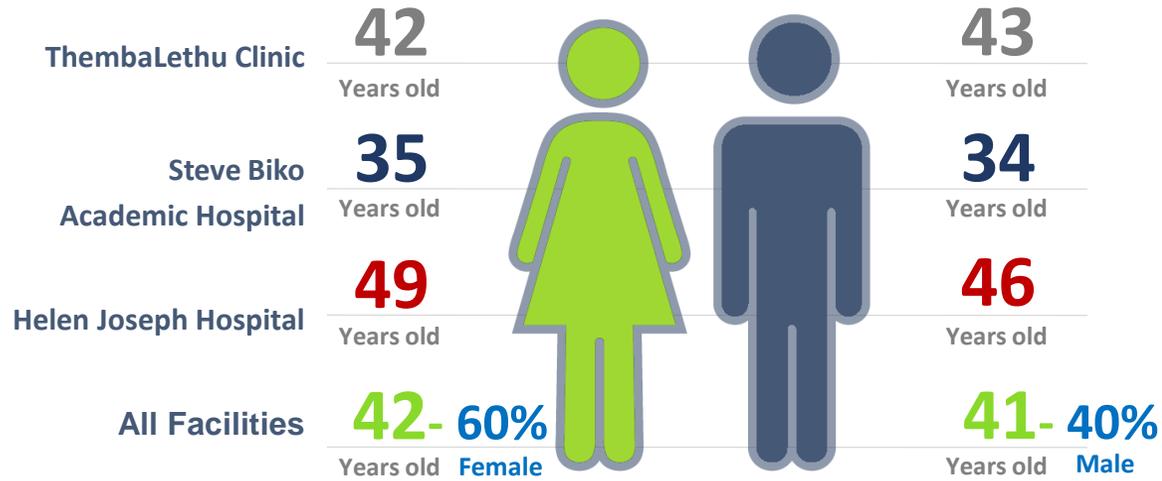
In-pharmacy Automation

- Thembalethu ARV Clinic: (Jhb)
- Steve Biko Academic Hospital: (Pta)
- Helen Joseph Tertiary Hospital: (Jhb)

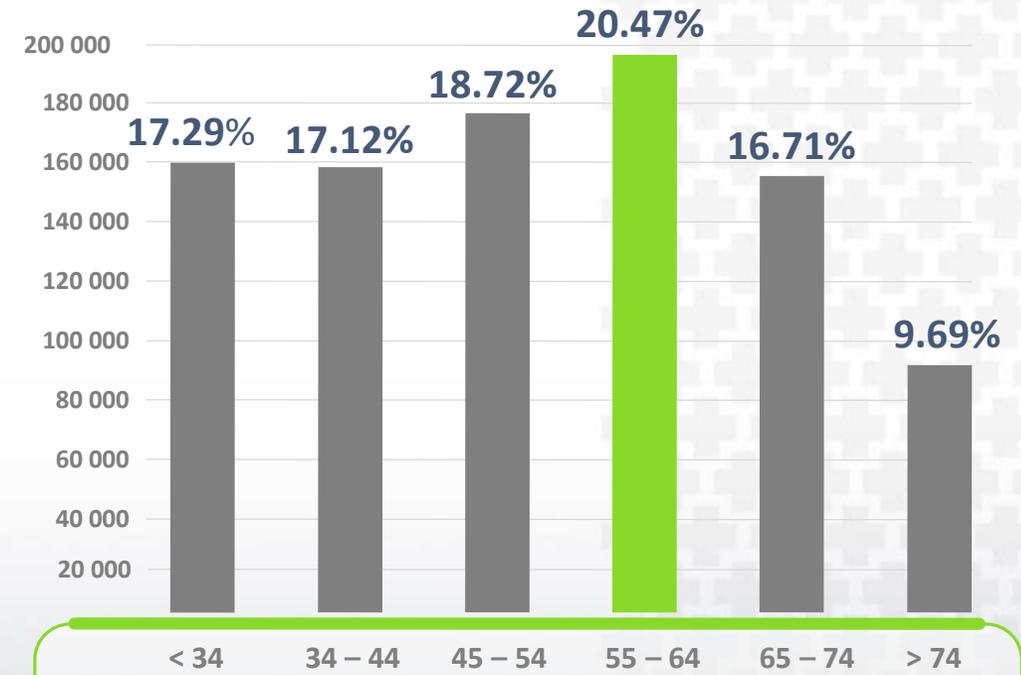
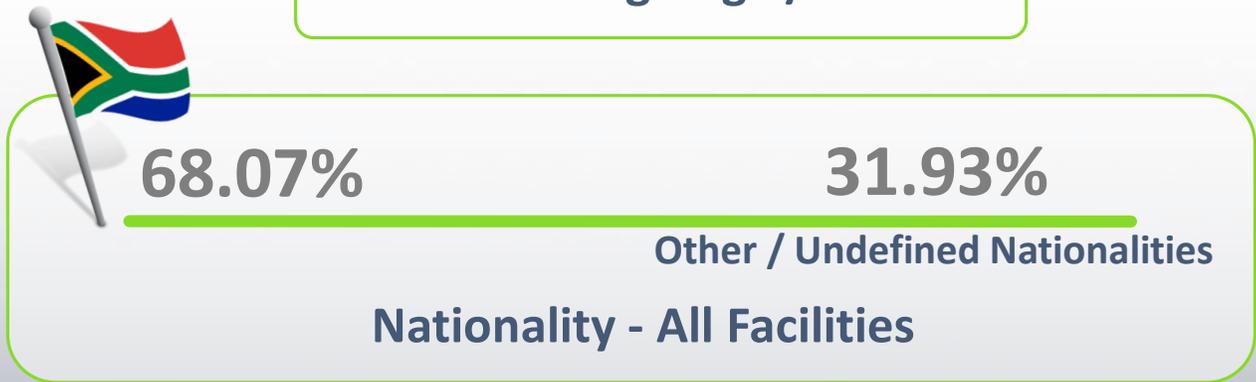




Outcomes: Demographics



Patient Average Age / Gender



Script Contribution / Age Band - All Facilities

Scripts Dispensed per Automated Facility

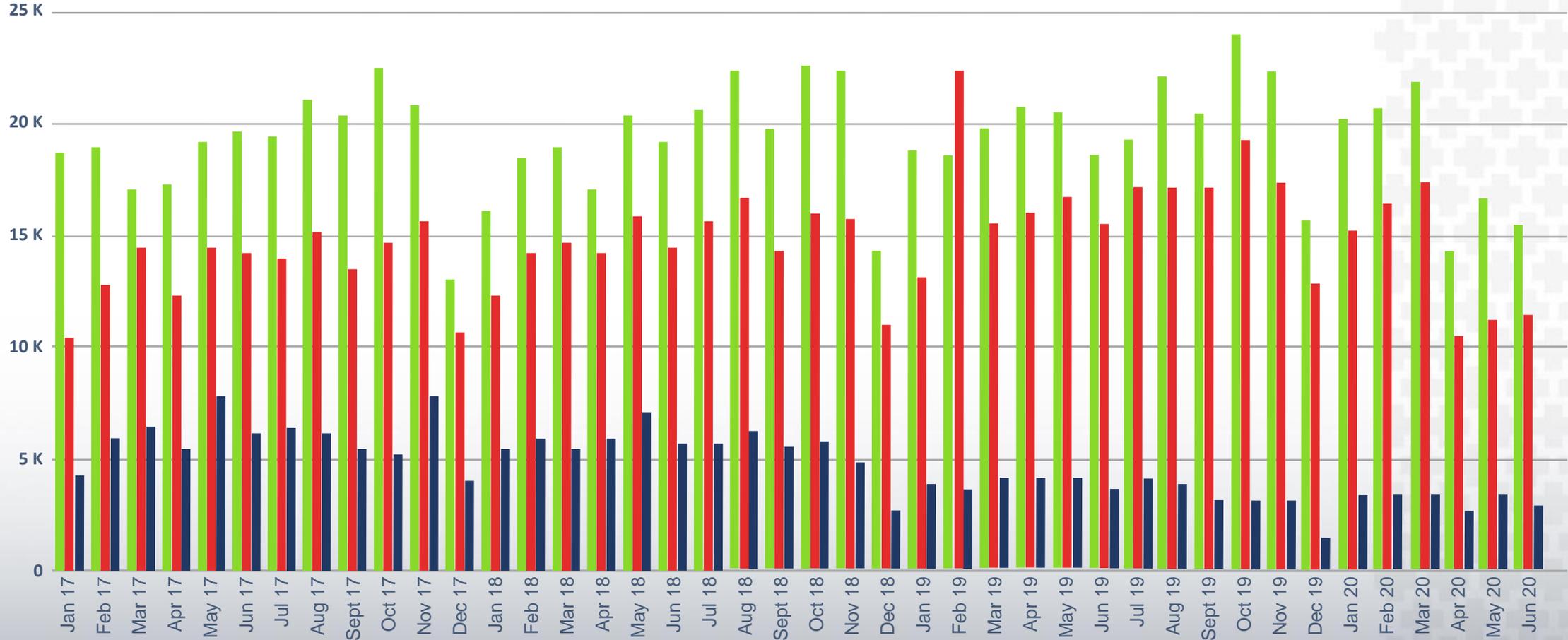
* Data from Jan 2017 - Jun 2020

ThembaLethu Clinic
539 577 Prescriptions

Steve Biko Academic Hospital
703 591 Prescriptions

Helen Joseph Hospital
809 886 Prescriptions

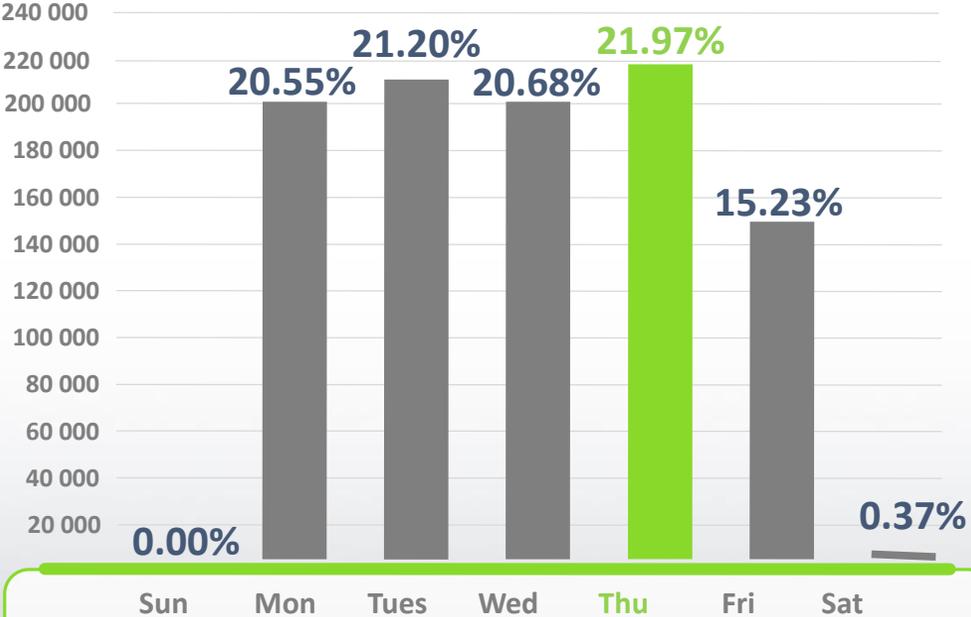
Total: 2 053 054 Rx's



Outcomes: Dispensing Trends - ALL Facilities



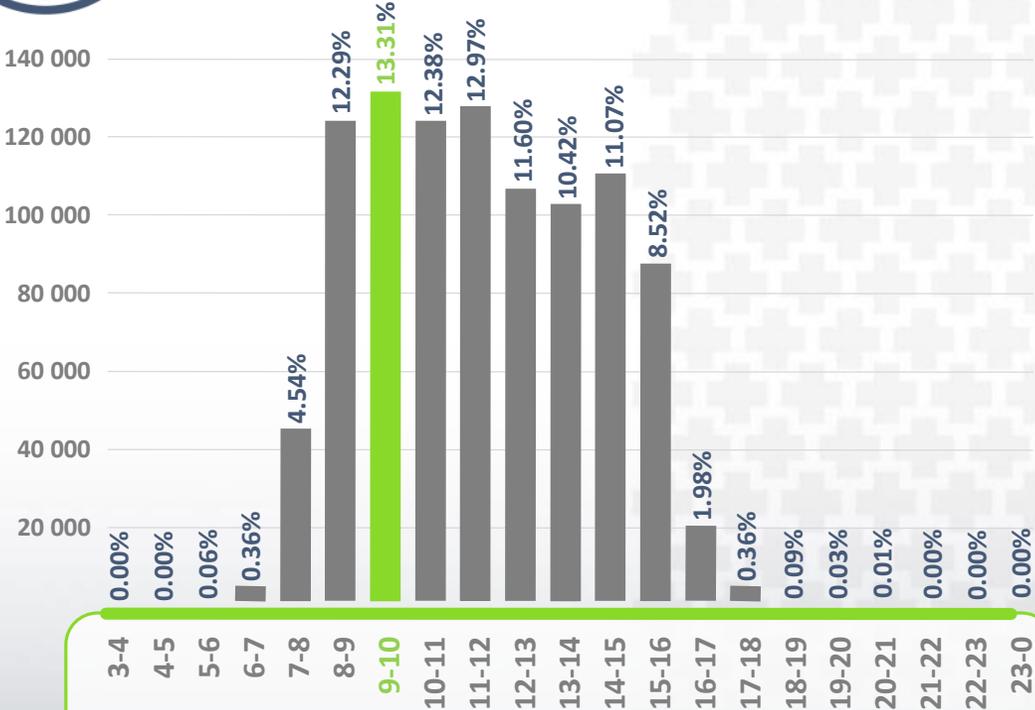
Popular Dispensing Day



Dispensing Trends - Day of the Week



Popular Time of Day



Dispensing Trends - Time of the Day

Outcomes: Top 5 Medicine Categories (ATC)

ThembaLethu Clinic : 100.0%	
Direct Acting <u>Antivirals</u>	38.0%
Lipid Modifying Agents, Plain	9.1%
Vitamin B-Complex; Incl. Combinations	5.6%
Sulfonamides And Trimethoprim	5.4%
Other Plain Vitamin Preparations	4.7%
Others	37.1%

Helen Joseph Hospital: 100.0%	
Other <u>Analgesics And Antipyretics</u>	12.2%
Lipid Modifying Agents, Plain	7.0%
Drugs For Peptic Ulcer And Gastroesophageal Reflux Disease (Gord)	5.8%
Ace Inhibitors Plain	5.4%
Selective Calcium Channel Blockers With Mainly Vascular Effects	5.1%
Others	64.5%

Steve Biko Academic Hospital: 100.0%	
Other <u>Analgesics And Antipyretics</u>	9.3%
Lipid Modifying Agents, Plain	5.3%
Ace Inhibitors Plain	5.3%
Drugs For Peptic Ulcer And Gastroesophageal Reflux Disease (Gord)	5.2%
Opioids	5.2%
Others	69.6%

All Facilities: 100.0%	
Other <u>Analgesics And Antipyretics</u>	9.9%
Lipid Modifying Agents, Plain	6.6%
Drugs For Peptic Ulcer And Gastroesophageal Reflux Disease (Gord)	5.1%
Inhibitors Plain	5.0%
Direct Acting Antivirals	4.5%
Others	69.0%

Automation Benefits

		Before	After
Enhanced Process Flow & Efficiency		✗	✓
Personalised Labelling		✗	✓
Electronic Stock & Staff Monitoring		✗	✓
Electronic Demographic, Dispensing Records		✗	✓

		Before	After
Electronic Prescribing Capability		✗	✓
Improved Output Capacity		✗	
Dispensing Accuracy		✗	 +98%
After-hours Automated Stock Replenishment		✗	✓



Pharmacy Dispensing Unit (ATM Pharmacy)

-  Alex Plaza: Alexandra Township (Jhb)
4 PDU™ s
-  Soweto - Ndofoya Mall: (Jhb)
5 PDU™ s
-  Soweto - Bara Mall: (Jhb)
3 PDU™ s
-  Diepsloot: Bambanani Mall: (Jhb)
4 PDU™ s



GAUTENG



RightTM
ePharmacy





ATM Pharmacy

PDU™ Collection Compliance

91.3% last 12 months (patients return to facility for acute treatment)



Dispensing Trends (All Sites)

Patients & Repeat Dispenses

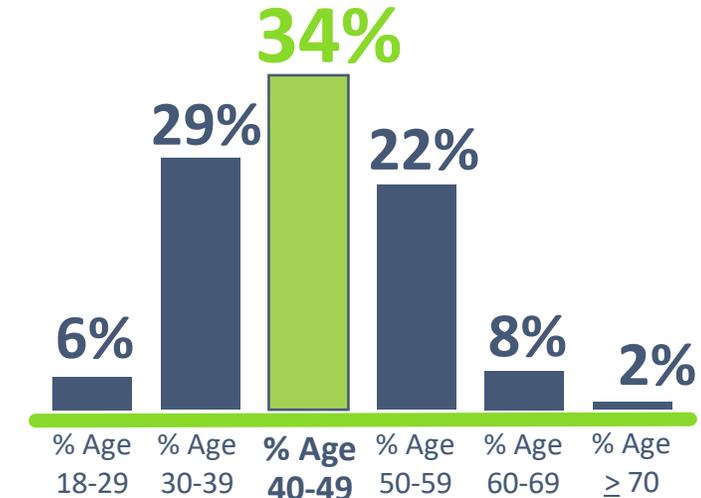
■ Patient Collections 242 868

■ Repeats Dispensed 477 058

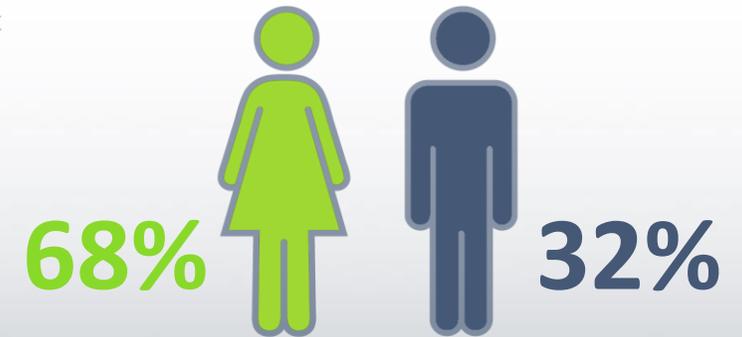
Unique Patients 51 878



← Technical Maturity & Testing Phase



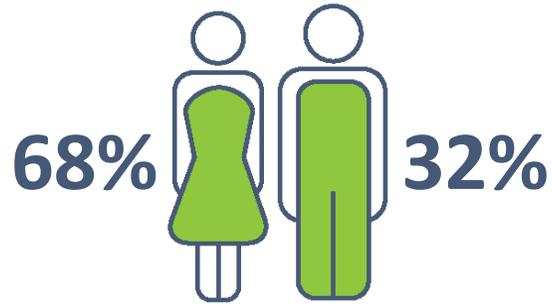
Age Band Distribution



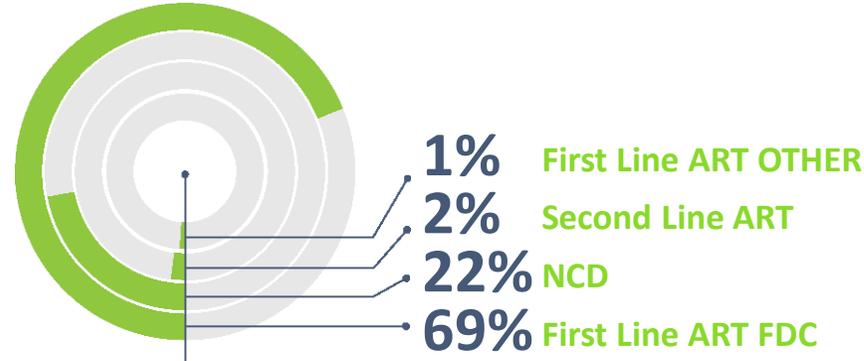
Gender Distribution

Outcomes: Patient Demographics (All Sites)

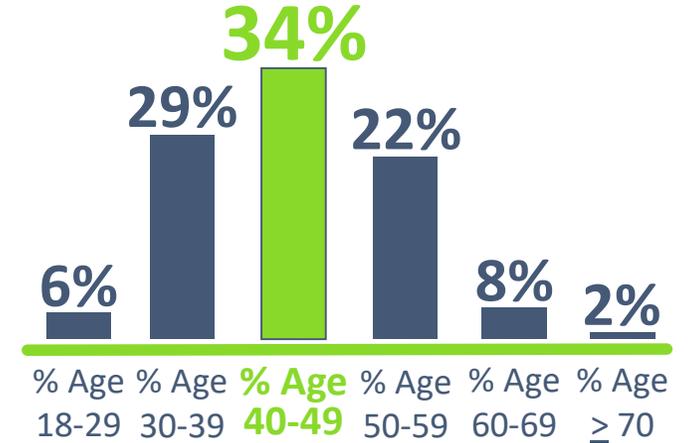
85 684 Patient Collections



Gender Distribution



Therapeutic Categories Dispensed



Update - Apr 2019

Nationality

	87.3%	South African
	10.4%	Zimbabwean
	1.1%	Botswana
	1.1%	Mozambican
	.2%	Swazi

Other conditions covered include:

- Asthma
- Hypertension
- Diabetes Mellitus Type 2
- Hyperlipidaemia
- Epilepsy
- Gout
- TB Prophylaxis

PDU™ Benefits:

		Before	After
Location Convenience			
Optimised Process Efficiency			
Electronic Patient Records			
Electronic Inventory Management			
Personalised Labelling			

		Before	After
Dispensing Accuracy			
Improved Capacity & Scalability			
Patient Adherence Monitoring & Retention In Care			
Economic Benefits			
Quality Patient Care			



Collect & GoTM Smart Lockers

- **Gauteng**
40 Collect & Go Smart Lockers
- **Mpumalanga**
11 Collect & Go Smart Lockers
- **FreeState**
13 Collect & Go Smart Lockers

64 Total

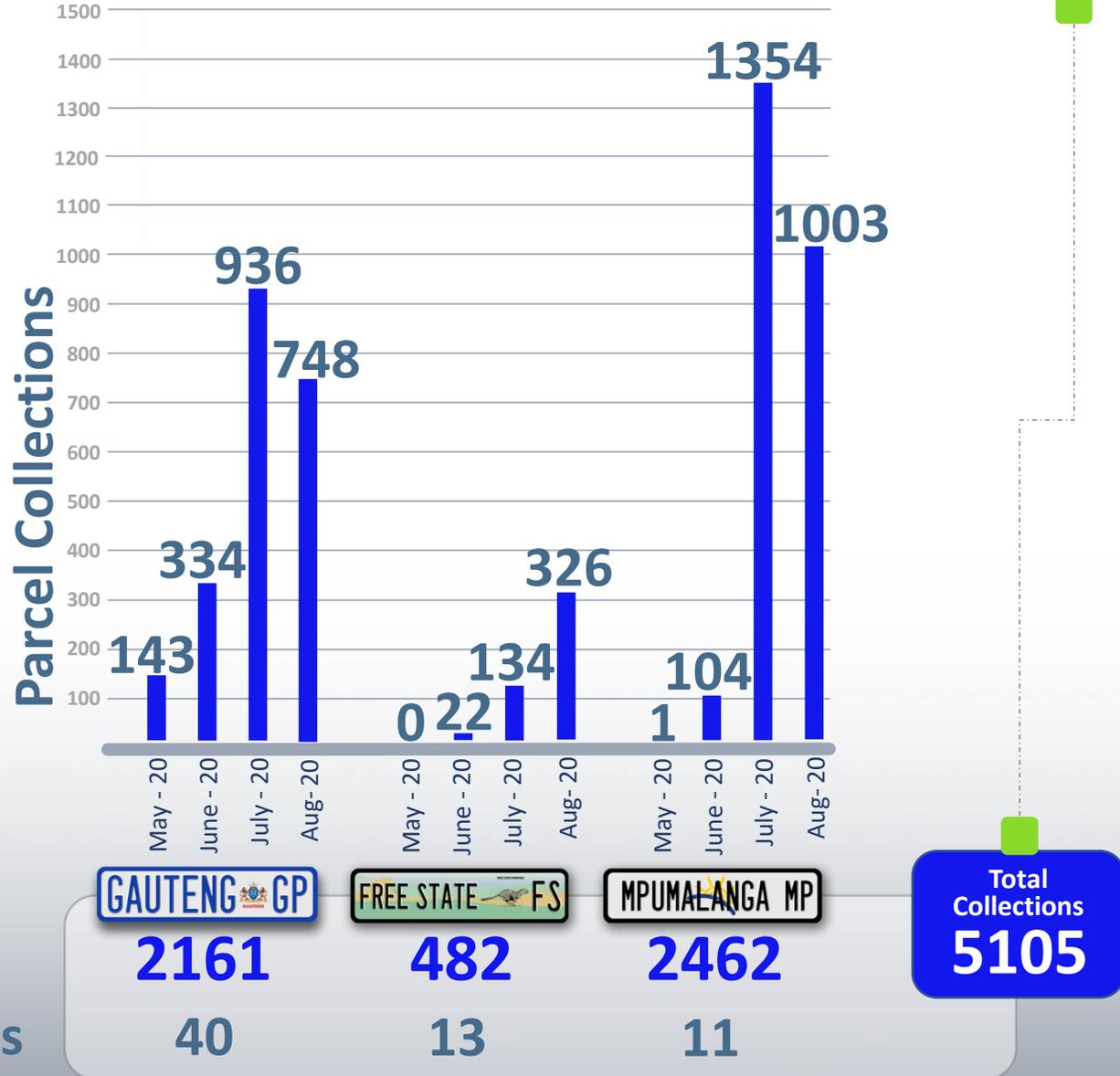
SOUTH AFRICA





Collect & Go: DDD Collections

Update: May – 25 Aug 2020



Benefits

- Improved patient adherence
- Convenience and easy to access
- 24 x 7 (limited by facility)
- Automated SMS reminder service
- Call Centre support
- Optimised supply chain management
- Accurate & live commodity tracking (Supply Chain)
- Dashboard (Parcels, Delivery vehicles, Commodities)
- Controlled Reverse Logistics
- Software and mobile App integration
- Low cost scalability



Sites



**CDU
Central
Dispensing
Unit**



**Collect & Go™
Smart Lockers**



**Pharmacy
Dispensing Unit**

Free State Mangaung 3 in 1 Solution



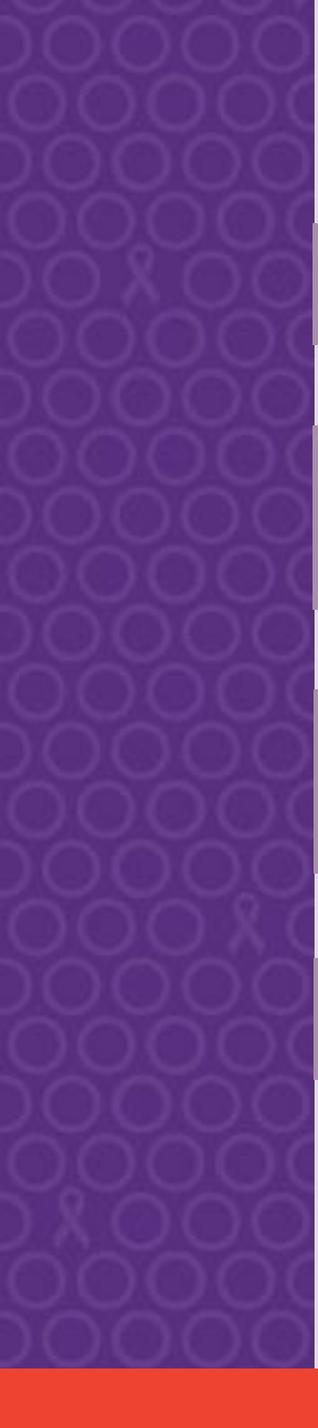
“ Without Innovation and Collaboration,
We Cannot Advance”

Right ePharmacy

Thank You

Q&A





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UP NEXT



Upcoming Sessions

**AUG
27**

**SEPT
24**

**OCT
22**

**NEXT GENERATION
HIV PREVENTION:
THE DAPIVIRINE
VAGINAL RING**

**TOPIC
TBD**

Visit www.prepwatch.org/virtual-learning-network for up-to-date information.

Follow Us & Visit PrEPWatch

- Follow **@PrEP_LN** on Twitter!
- All webinars are recorded and will be accessible on PrEPWatch within a week post-presentation date.
- Complementary resources will also be shared on PrEPWatch—including relevant research articles and tools.
- Registration for upcoming webinars is also located on PrEPWatch.



Virtual Learning Network

The PrEP Learning Network, hosted by CHOICE, provides national and sub-national ministries, implementing partners, community-based organizations (CBOs), and others working with PrEP around the world with the tools and resources, best practices, and opportunities to learn from others to help to advance PrEP scale-up. Prior to July 2020, the PrEP Learning Network was hosted by OPTIONS, EpiC and RISE.

Its monthly webinar series features presentations from experts in specific content areas, lessons learned and insights shared from implementing partners and government ministries, and new tools or research on specific topics related to PrEP scale-up, ranging from demand creation to continuation.

The following pages include links to register for upcoming PrEP Learning Network webinars, watch previously recorded webinars and access complementary resources, research and tools on webinar topics.

Upcoming Webinars

- Expanding Access to PrEP through Community-based Delivery
Thursday, August 27, 2020, 9:00am EDT | 1:00 CAT | 10:00 EAT
[Register here.](#)

Previous Webinars

- Addressing the Elephant in the Room: Stigma and PrEP Rollout
Thursday, July 23, 2020
Research shows that stigma is an important barrier to the uptake of most services along the HIV prevention cascade, including PrEP. In this webinar, we heard about evidence-based approaches to address provider-level stigma, so clients feel comfortable and supported when accessing PrEP services. We'll also hear how Kenya has tried to de-stigmatize PrEP use by positioning it as an HIV prevention option "for all."
[Recording / Slides](#)

Visit www.prepwatch.org/virtual-learning-network for up-to-date information.

**Thank
You!**

