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| **Voluntary Medical Male Circumcision (VMMC) Continuous Quality Improvement (CQI)**    **Level 2 – Quality of Services**  **Site Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Reviewer’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | | | | | | |
| **Infrastructure, Supplies, Equipment and Environment** | | | | | | | | | | |
| This section assesses standards to ensure:   * The infrastructure is appropriate for VMMC service provision * Adequate supplies of medicines and commodities (HIV test kits, condoms) are available for non-surgical aspects of VMMC service provision   All assessments should be determined through direct observation. Select “yes” if the item being assessed is present/adequate; select “no” if the item being assessed is not adequate; select N/A only if the item being assessed is not applicable. If an item is not available for observation but otherwise necessary, select “no”. | | | | | | | | | | |
| *Observe the facility infrastructure for the following:* | | | | **Y** | | **N** | **N/A** | | **Notes** | |
| L2.1. **Infrastructure, Supplies, Equipment and Environment** – Presence of wall cracks, peeling paint, loose cables, broken window, sagging doors. | | | |  | |  |  | |  | |
| L2.2. **Infrastructure, Supplies, Equipment and Environment** – Availability of smoke alarm/fire hydrant on-site. | | | |  | |  |  | |  | |
| L2.3. **Infrastructure, Supplies, Equipment and Environment** – Availability of emergency exit. | | | |  | |  |  | |  | |
| L2.4. **Infrastructure, Supplies, Equipment and Environment** – Appropriate space for client intake / reception and waiting area. | | | |  | |  |  | |  | |
| L2.5. **Infrastructure, Supplies, Equipment and Environment** – The consultation/exam and HIV testing rooms provide adequate privacy (auditory and visual), and space. | | | |  | |  |  | |  | |
| *Observe the facility supplies for the following:* | | | |  | | | | | | |
| L2.6. **Infrastructure, Supplies, Equipment and Environment** – Availability of a minimum stock of HIV test kits to meet the expected demand for at least one day. | | | |  | |  |  | |  | |
| L2.7. **Infrastructure, Supplies, Equipment and Environment** – Availability of condoms to meet the expected demand for at least one day. | | | |  | |  |  | |  | |
| **Key Functions** | | | | | | | | | | |
| This section assesses standards to ensure:   * The client passes through all elements of comprehensive VMMC service in an efficient manner * Client flow is organized to maintain referral and linkage standards   All assessments should be determined through direct observation. Select “yes” if the item being assessed is present/adequate; select “no” if the item being assessed is not adequate; select N/A only if the item being assessed is not applicable. If an item is not available for observation but otherwise necessary, select “no”. | | | | | | | | | | |
| *Observe the facility environment for the following:* | | | | **Y** | | **N** | **N/A** | | **Notes** | |
| L2.8. **Key Functions** – Space and client flow arranged to allow all the following steps to take place simultaneously without disrupting each other or affecting privacy: waiting, registration, education, history and physical exam, HIV testing and counseling, circumcision procedure, and recovery. | | | |  | |  |  | |  | |
| *Observe client flow from beginning to end of at least two clients to verify whether:* | | | |  | | | | | | |
| L2.9. **Key Functions –** Clients are received and directed to the VMMC registration and intake area. | **Client 1** | | |  | |  |  | |  | |
| **Client 2** | | |
| L2.10. **Key Functions –** Clients receive clear instructions on going from one station to the next. | **Client 1** | | |  | |  |  | |  | |
| **Client 2** | | |  | |  |  | |  | |
| *Observe the facility records for the following:* | | | |  | | | | | | |
| L2.11. **Key Functions –** There is a clear operational process for linking VMMC clients who test positive to care & treatment, including follow up process for those who are not successfully linked initially, and this is reflected in monitoring and evaluation through registers or other forms. | | | |  | |  |  | |  | |
| L2.12. **Key Functions –** Registers reflect appropriate referrals to other units (STIs, FP) | | | |  | |  |  | |  | |
| L2.13. **Key Functions –** Client records show clients who have been referred have received the services. | | | |  | |  |  | |  | |
| **Registration, Group Education and IEC** | | | | | | | | | | |
| This section assesses standards to ensure:   * The client information is correctly recorded in the register * The facility has appropriate information and educational materials on VMMC and other reproductive health * Group education delivered with correct information * Group education delivered with appropriate techniques   All assessments should be determined through direct observation. Select “yes” if the item being assessed is present/adequate; select “no” if the item being assessed is not adequate; select N/A only if the item being assessed is not applicable. If an item is not available for observation but otherwise necessary, select “no”. | | | | | | | | | | |
| *Observe two clients documents to see whether:* | | | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.14. **Registration, Group Education and IEC** – Client's information is correctly and completely entered into the register, addressing key data elements (Physical address, contact number, ID, age). | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.15. **Registration, Group Education and IEC –** Client is assigned a correct, unique ID | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.16. **Registration, Group Education and IEC –** Appointment card is correctly filled in with their name and unique ID, age, date for follow up instructions given. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.17. **Registration, Group Education and IEC –** Clients are provided with printed take-home materials on VMMC in their local language | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.18. **Registration, Group Education and IEC –** Clients' partners and family are provided with take-home printed materials on VMMC (if applicable). | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.19. **Registration, Group Education and IEC –** Client is given materials on other relevant sexual and reproductive health information to take home. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| *Observe during one group education session whether information and education being given about male circumcision includes the following and is delivered in an age appropriate manner based on composition of group counseled (see PEPFAR VMMC In-Service Communication Guide for full education and counseling checklists):* | | | | | | | | | | |
|  | | | **Y** | | **N** | | **N/A** | **Notes** | | |
| L2.20. **Registration, Group Education and IEC –** General information on HIV and AIDS. | | |  | |  | |  |  | | |
| L2.21. **Registration, Group Education and IEC –** Modes of transmission. | | |  | |  | |  |  | | |
| L2.22. **Registration, Group Education and IEC –** Risk factors for HIV exposure. | | |  | |  | |  |  | | |
| L2.23. **Registration, Group Education and IEC –** HIV risk reduction methods. | | |  | |  | |  |  | | |
|  | | | **Y** | | **N** | | **N/A** | **Notes** | | |
| L2.24. **Registration, Group Education and IEC –** Defines VMMC and how it reduces risk of HIV acquisition. | | |  | |  | |  |  | | |
| L2.25. **Registration, Group Education and IEC –** Benefits and risks of VMMC. | | |  | |  | |  |  | | |
| L2.26. **Registration, Group Education and IEC** – Basic steps of the surgical procedure (and option of device procedure, if applicable) | | |  | |  | |  |  | | |
| L2.27. **Registration, Group Education and IEC –** Partially protective nature of VMMC, necessitating maintenance of other HIV prevention strategies. | | |  | |  | |  |  | | |
| L2.28. **Registration, Group Education and IEC** – HIV-positive men can be circumcised, but VMMC will not reduce the risk of transmitting HIV to their partners. There is a window of a few weeks after circumcision before the healing is complete when the risk that an HIV-infected man could transmit the virus to a sexual partner actually increases. | | |  | |  | |  |  | | |
| L2.29. **Registration, Group Education and IEC** – Abstinence period of at least 6 weeks post-operation (or device wearing and 6 weeks after removal, if applicable) to allow for wound healing. | | |  | |  | |  |  | | |
| *Observe during one group education session whether counselor does the following:* | | |  | |  | |  |  | | |
| L2.30. **Registration, Group Education and IEC** – Has a nametag visible to clients. | | |  | |  | |  |  | | |
| L2.31. **Registration, Group Education and IEC** – Introduces her/himself to the clients. | | |  | |  | |  |  | | |
| L2.32. **Registration, Group Education and IEC** – Explains purpose of this session. | | |  | |  | |  |  | | |
| L2.33. **Registration, Group Education and IEC** – Uses standardized VMMC IEC materials. | | |  | |  | |  |  | | |
| L2.34. **Registration, Group Education and IEC** – Uses appropriate job aids, correctly. | | |  | |  | |  |  | | |
| L2.35. **Registration, Group Education and IEC** – Uses local language and terms that clients understand. | | |  | |  | |  |  | | |
| L2.36. **Registration, Group Education and IEC** – Confirms at intervals that the clients understand. | | |  | |  | |  |  | | |
| L2.37. **Registration, Group Education and IEC** – Encourages clients to ask questions. | | |  | |  | |  |  | | |
| L2.38. **Registration, Group Education and IEC** – Projects voice so all clients can hear. | | |  | |  | |  |  | | |
|  | | | **Y** | | **N** | | **N/A** | **Notes** | | |
| L2.39. **Registration, Group Education and IEC** – Summarizes key points. | | |  | |  | |  |  | | |
| L2.40. **Registration, Group Education and IEC** – Spends 25-35 minutes for group education. | | |  | |  | |  |  | | |
| L2.41. **Registration, Group Education and IEC** – Most of the clients (2/3) maintained from one session throughout. | | |  | |  | |  |  | | |
| **Individual Counseling and HIV Testing for VMMC Clients** | | | | | | | | | | |
| This section assesses standards to ensure:   * The counselor provides appropriate individual counseling on VMMC * The provider offers routine HIV testing in accordance with guidelines and PEPFAR policy * The provider is properly giving results and post-test counseling * The provider uses appropriate counseling skills throughout the session   All assessments should be determined through direct observation. Select “yes” if the item being assessed is present/adequate; select “no” if the item being assessed is not adequate; select N/A only if the item being assessed is not applicable. If an item is not available for observation but otherwise necessary, select “no”. | | | | | | | | | | |
| *Observe during the care of two clients that counselor explains the following:* | | | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.42. **Individual Counseling and HIV Testing –** Basics, benefits and risk of VMMC. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.43. **Individual Counseling and HIV Testing –** Surgical procedure (and device procedure, if applicable). | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.44. **Individual Counseling and HIV Testing –** Partially protective nature of VMMC, necessitating maintenance of other HIV prevention strategies. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.45. **Individual Counseling and HIV Testing –** HIV-positive men can be circumcised, but VMMC will not reduce the risk of transmitting HIV to their partners. There is a window of a few weeks after circumcision before the healing is complete when the risk that an HIV-infected man could transmit the virus to a sexual partner actually increases. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.46. **Individual Counseling and HIV Testing –** Abstinence period of at least 6 weeks post-operation (or device wearing and 6 weeks after removal, if applicable) to allow for wound healing. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
|  | |  | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.47. **Individual Counseling and HIV Testing** – Risk reduction methods if abstinence is absolutely not possible:   * Masturbation poses less risk than sexual intercourse; * Use a condom if intercourse is not avoidable, but note any type of sexual activity may result in complications or prolong wound healing; * In the case of wearing a device, sexual activity may displace the device, which could result in complications or surgery. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.48. **Individual Counseling and HIV Testing –** Review of other sexual reproductive health information (including but not limited to FP, STIs, fertility, etc.). | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.49. **Individual Counseling and HIV Testing** – Follow-up visits are critical to ensure proper wound care and healing. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.50 **Individual Counseling and HIV Testing** – The VMMC procedure is voluntary. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| *Observe during the care of two clients if the counselor:* | |  | | | | | | | | |
| L2.51. **Individual Counseling and HIV Testing** – Offers HIV testing services (HTS) if the client is sexually active (if client is pre-sexual, programs may elect to only provide HTS upon request) – no individual should be denied access to HTS if they request it. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.52. **Individual Counseling and HIV Testing** – Keeps a working timekeeping device in the counseling room. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.53. **Individual Counseling and HIV Testing** – Explains HIV test results are confidential and it is up to the client to share the result. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.54. **Individual Counseling and HIV Testing** – Explains how the test will be done. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
|  | |  | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.55. **Individual Counseling and HIV Testing** – Explains partner testing is important and sexual partner(s) should be referred by the client, including for possible future couples counseling and testing, if the client does not sense a risk of intimate partner violence. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.56. **Individual Counseling and HIV Testing** – If age appropriate and/or sexually active client, provides condoms. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.57. **Individual Counseling and HIV Testing** – Obtains client consent for test (or if client refuses, respects decision and reinforces messages on importance of testing and where they can access testing in the future, including VMMC clinic). | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.58. **Individual Counseling and HIV Testing** – Washes hands or uses alcohol hand rub solution. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.59. **Individual Counseling and HIV Testing –** Puts on gloves. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.60. **Individual Counseling and HIV Testing –** Cleanses the skin of the client before pricking. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.61. **Individual Counseling and HIV Testing** – Collects blood samples for HIV test. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.62. **Individual Counseling and HIV Testing** – Disposes of lancets in a sharps container. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.63. **Individual Counseling and HIV Testing** – Tests blood for HIV using national algorithm. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.64. **Individual Counseling and HIV Testing** – Waits the required amount of time, timed with a reliable timekeeping device, before determining test result. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
|  | |  | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.65. **Individual Counseling and HIV Testing** – Records the HIV test results in the HTS register. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.66. **Individual Counseling and HIV Testing** – Complete the HTS section on the VMMC Client Record. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| *Observe whether counselor provides appropriate post-test counseling: IF HIV NEGATIVE (if HIV POSITIVE, skip to question* L2.70.*)* | |  | | | | | | | | |
| L2.67. **Individual Counseling and HIV Testing** – Explains implications of negative rapid test result. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.68. **Individual Counseling and HIV Testing** – Reinforces client knowledge of HIV transmission risks and preventive measures. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.69. **Individual Counseling and HIV Testing** – Encourages re-testing based on client risk, per WHO guidelines. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| *Observe whether counselor provides appropriate post-test counseling: IF HIV POSITIVE* | |  | | | | | | | | |
| L2.70. **Individual Counseling and HIV Testing** – Delivers positive results directly and clearly. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.71. **Individual Counseling and HIV Testing** – Offers client emotional support. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.72. **Individual Counseling and HIV Testing** – Addresses client’s understanding and any misperceptions regarding their HIV-positive status. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.73. **Individual Counseling and HIV Testing** – Encourages disclosure to partner(s), unless client feels that this will put him at risk of physical danger, and offer assistance for disclosing their status. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
|  | |  | **Client 1** | | | | **Client 2** | | | **Notes** |
| L2.74. **Individual Counseling and HIV Testing** – Encourages partner and family HIV testing. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.75. **Individual Counseling and HIV Testing** – Encourages immediate linkage to care and treatment, and explains how VMMC site can facilitate linkage. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.76. **Individual Counseling and HIV Testing** – Clarifies if someone is HIV-positive and gets circumcised, he is more likely to transmit HIV to a partner during healing period than when he is not recovering from circumcision. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.77. **Individual Counseling and HIV Testing** – Discusses other indications/reasons for circumcision. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.78. **Individual Counseling and HIV Testing** – Offers the possibility of opting out of circumcision. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| *Observe whether counselor uses appropriate skills throughout the session:* | |  | | | | | | | | |
| L2.79. **Individual Counseling and HIV Testing** – Describes his/her role as a counselor. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.80. **Individual Counseling and HIV Testing** – Is patient with questions, and addresses client in respectful manner. Checks for understanding throughout session. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| L2.81. **Individual Counseling and HIV Testing** – Provides correct answers to questions. | | **Y** |  | | | |  | | |  |
| **N** |  | | | |  | | |
| **N/A** |  | | | |  | | |
| **Additional Comments/Notes:** | | | | | | | | | | |