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Government as a CLM partner: What's working, what's needed, what's next?

CLM in Namibia: What's working, what's needed, what's next

CLM in Namibia

- introduced for HIV in Namibia in 2019

- uses a structured platform and rigorously trained peer monitors to systematically and routinely collect and analyse qualitative data

- tool has integrated TB medication and service availability

- Ministry of Health & Social Services is on the Steering Committee

- This year, a dedicated Division and Focal Person was appointed in the Ministry to support, facilitate and expedite CLM implementors needs

- Quality Assurance Division on board to respond to CLM findings in terms of quality health services improvements (acceptability, availability, appropriateness, quality health services (at all facilities)

- CLM incorporated as Quality Management in Community CHBC – Health Posts

What is working?

- Good relationship between MoHSS and implementors

- Leadership support
  - Director for Special Programmes is instrumental in spearheading the CLM feedback response and integration
  - MoHSS leadership at national, regional and district levels are eager to listen to the findings and offer solutions

- Data analysis and solution generation are conducted through clinic and/or district review meetings
  - State-of-Clinic/State-of-District reports are compiled
  - Duty bearers are engaged in reviewing the findings and solutions are suggested in the reports
  - Support groups actively participate and appreciate the opportunity to jointly share findings, agree on action plans and follow up actions

- Distance to facilities has bee highlighted is a critical issue through CLM
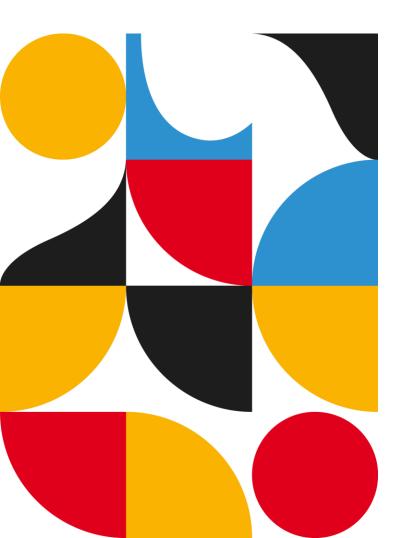 - MoHSS has offered to review criteria used for identifying additional outreach points

What is needed?

- An advanced database that can capture data offline and online, with data visualization, dashboards and automated reports functions

- Strengthened advocacy and dissemination by developing of an advocacy and dissemination strategy

- Strengthened feedback mechanism to MoHSS to ensure effective response

What's next?

- Institutionalization of CLM

  - data usage for real time responses at facility level

- Develop a CLM data dashboard

  - In DHIS or Multisectoral Information Management System (MIMS) or Community Based Health Care (CHBC) database

  - idea is to make the systems interoperable

- CLM to be incorporated as Quality Management in Community Based Health Care (CHBC) – Health Posts