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

# CLM in Quezon City: What's working, what's needed, what's next



# CLM in Quezon City



- Commusta.ph was launched in 2023
- Between March and December 2023, 2,734 CLM reports received from eight clinics
- CLM data highlighted:
  - 99% of clients were able to receive what they needed (service availability)
  - 88% received quality services
  - The level of client satisfaction was 4.64/5
  - There were two reports of breaches of confidentiality, 16 reports of ARV stockouts and 67 reports of stigma and/or discrimination
- Best practices from the pilot were identified across cycles 1, 2 and 3.

# What is working?



AIDS 2024

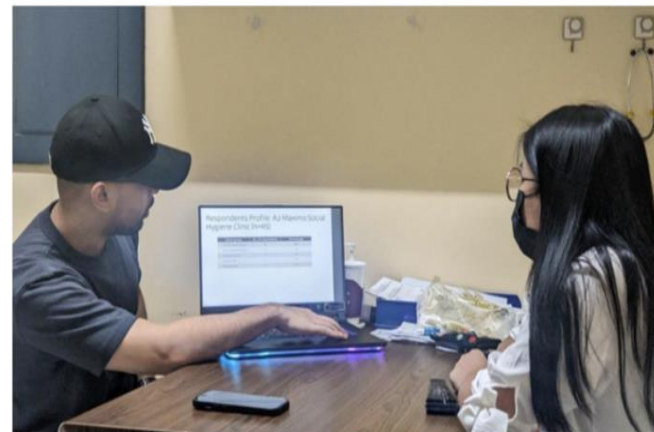
- CLM results provide data for triangulation
- CLM provides an opportunity to fix the problem before it gets worse
- CLM can provide the evidence needed for advocacy, influencing policy changes at local, national, and international levels to improve HIV services
- When community members are involved in CLM, it builds trust between the community and healthcare providers.
- CLM leads to tailored solutions



Project 7 SHC



Klinika Project 7



AJ Maximo SHC



Klinika Novaliches

# What is needed?

- Consistent data collection and analysis of CLM data
- A trimming down CLM questionnaires
- Simplifying the process of co-creation of solutions
- Sustaining monitoring of key actions points and agreements
- Disseminating best practices and perform data appreciation
- Linking CLM outcome indicators to improvement of HIV cascade

# What's next?

- Streamlining CLM to the different local feedback mechanism
- Including CLM in the City's HIV Strategic Plan
- Including CLM results in quality improvement (QI) processes of the facilities
- Strengthening community-led organization participation in the Quezon City AIDS Council

**Bahagi ka ng  
SOLUSYON!**  
PREVENT + DETECT + TREAT HIV