

Clinical Assessment for Systems Strengthening (CLASS)

[Track 1.0 Grantee] ASSESSMENT

Entrance Meeting with [Track 1.0 Grantee]

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[Date]

HRSA, HIV/AIDS BUREAU, GLOBAL HIV/AIDS PROGRAM

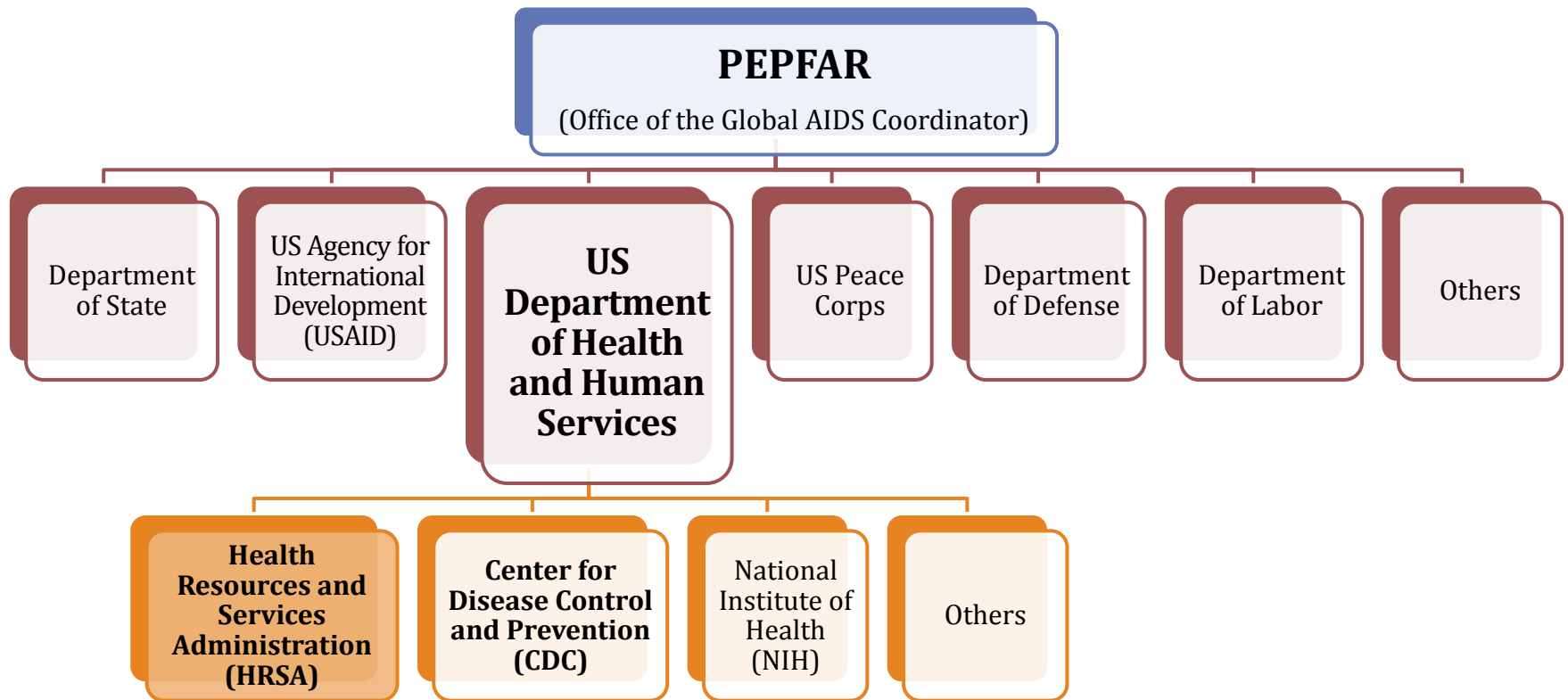
Meeting with [Track 1.0 Grantee]



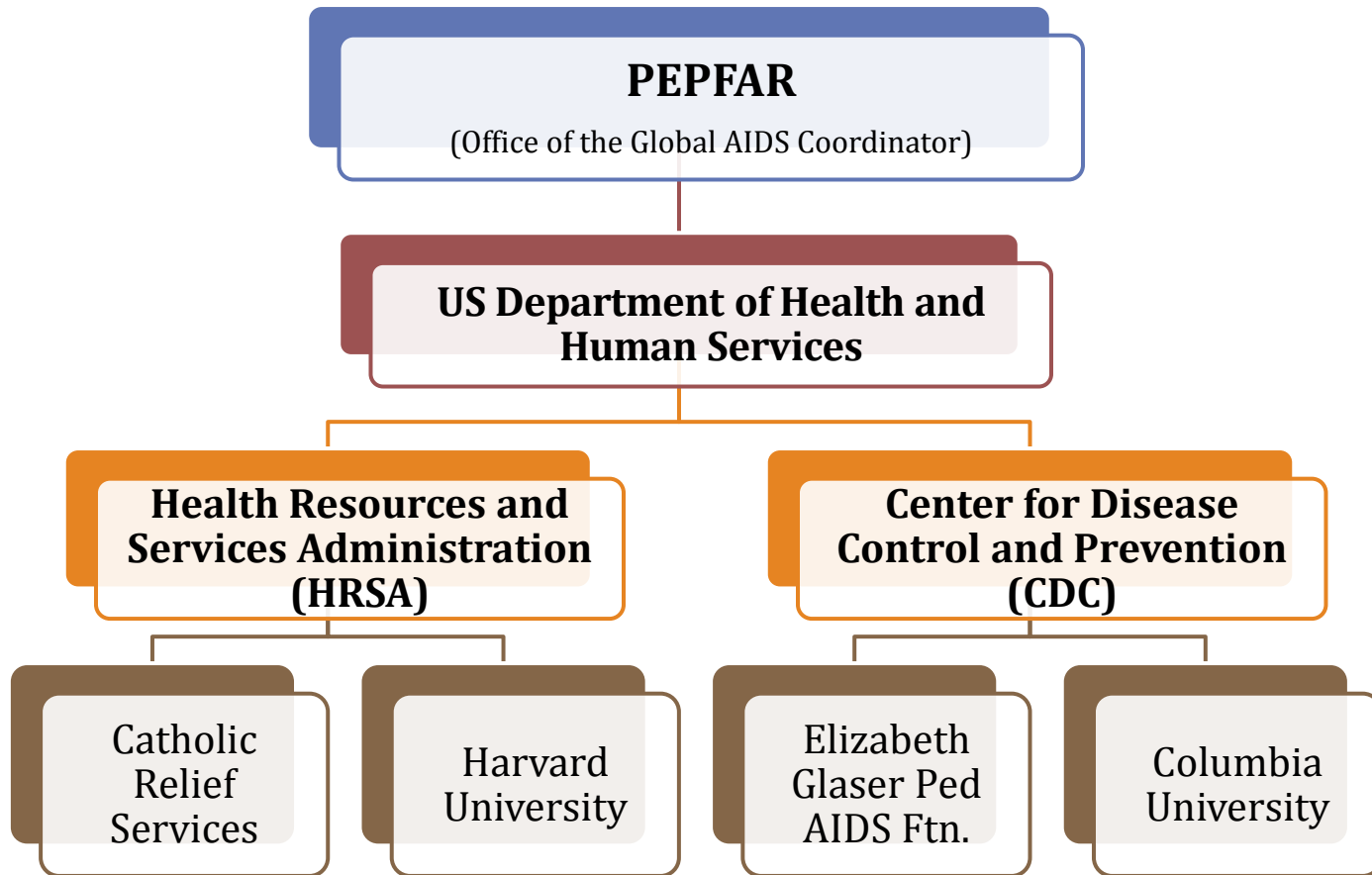
AGENDA

1. Introductions
2. CLASS [Track 1.0 Grantee] Assessment Overview
3. Discussion
4. Logistics
5. Way Forward

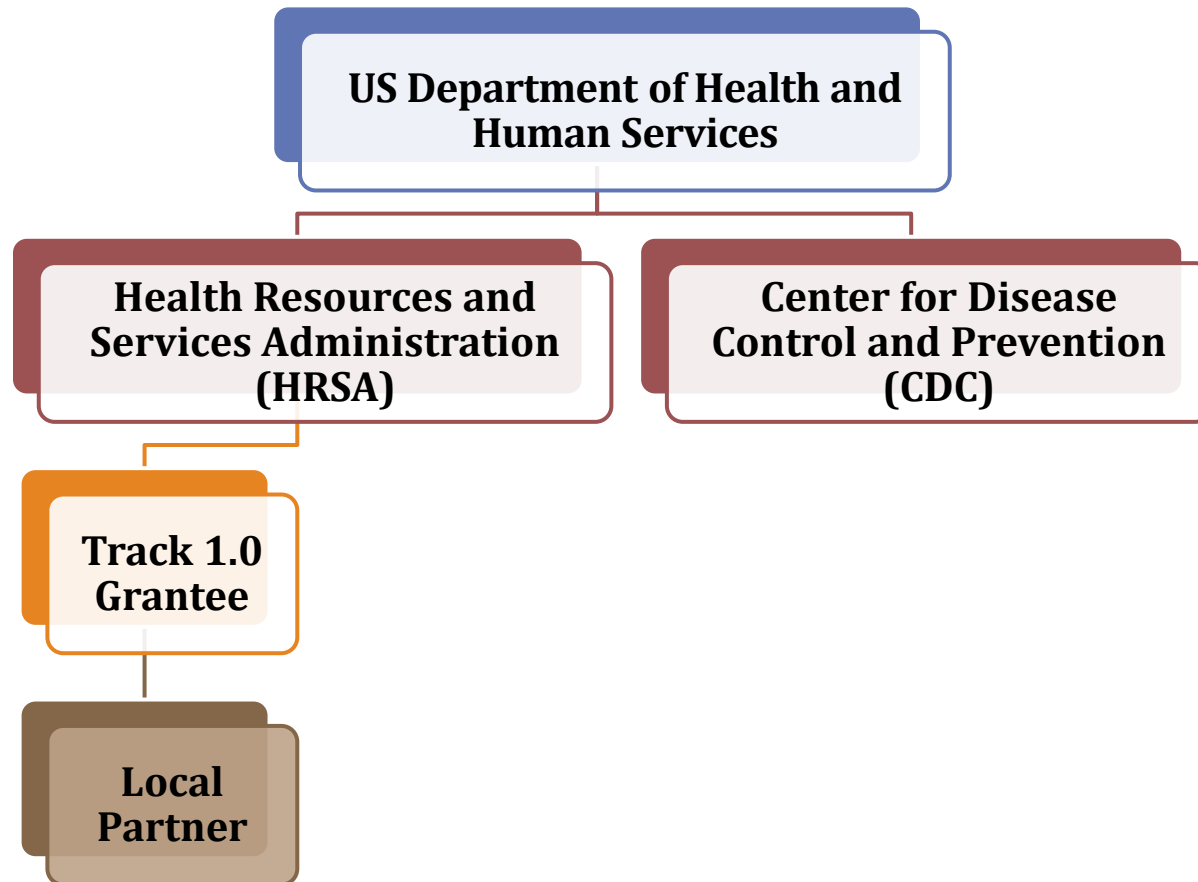
PEPFAR/DHHS/HRSA



Track 1.0 ART Programs

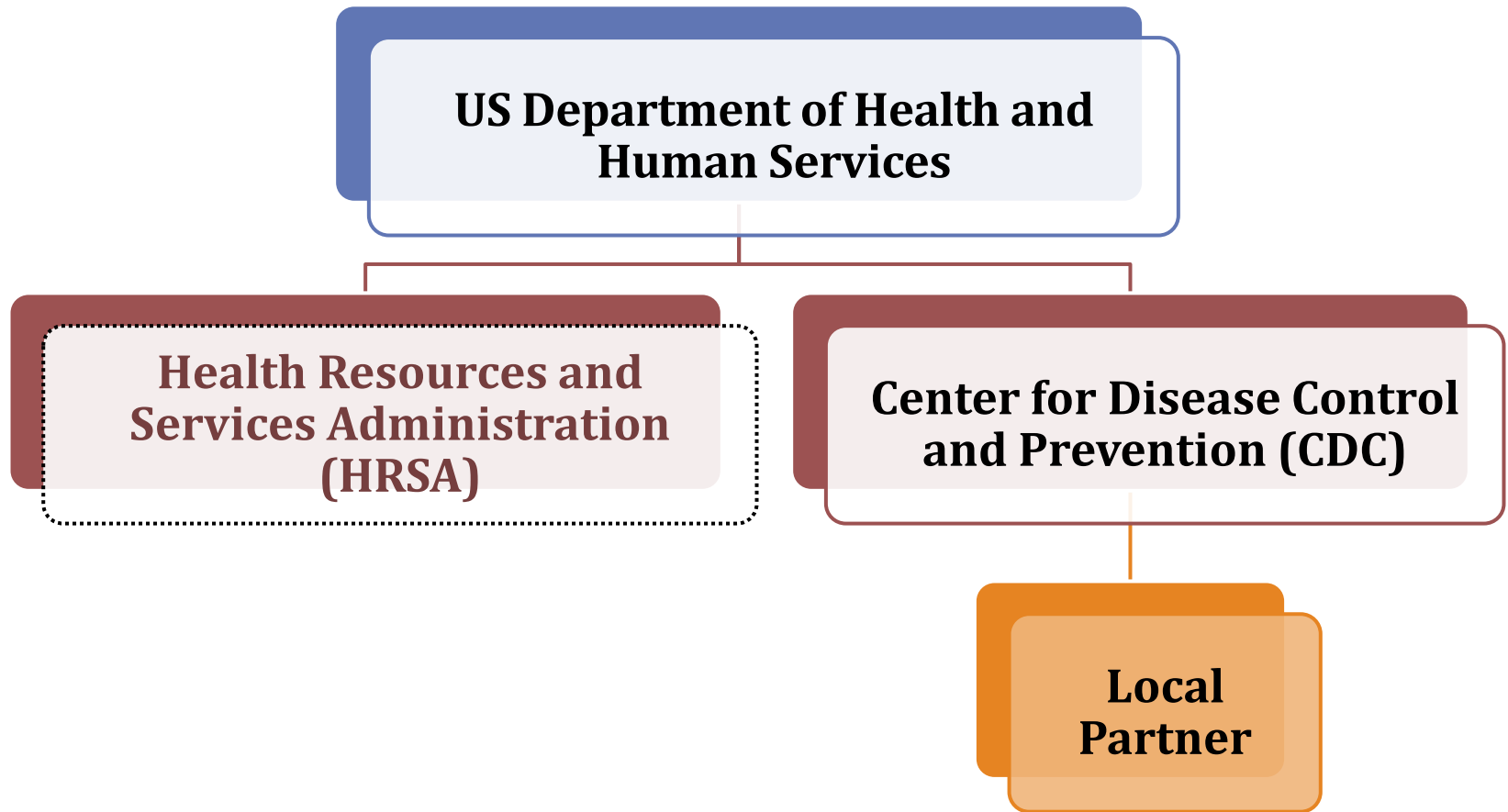


Funding Flow: Current



Funding Flow: Post-Transition

(Proposed)



Purpose

- To provide HRSA with an approach to assess the administrative, clinical, and financial capacity of USG-supported HIV/AIDS programs;
- To inform HRSA and relevant partners of existing technical assistance needs, identify available resources to address these needs, and enable technical and organizational strengthening at the Track 1.0 Grantee, Local Partner, and Local Partner Treatment Facility levels.
- To facilitate a process for HRSA and relevant partners to determine readiness and ensure a successful and sustainable transition of programs to local leadership.

Guiding Principles

- High quality services to people infected with and affected by HIV/AIDS;
- Systems strengthening through local capacity development; and
- Increased country ownership through transition of programs to local leadership.

Objectives

- Assess the **quality** of services and care provided to patients;
- Ensure that organizational **systems, policies, and procedures** are in place to accomplish program goals and objectives;
- Assess the **organization's capacity** to provide the funded services and manage funding;
- Identify program **strengths and weaknesses** and provide appropriate consultation to enhance their capacity to provide high quality, cost competitive health care and services;
- Specify areas of **system strengthening** to enable organizations to sustain their HIV service delivery; and
- Identify **model programs** or program components that can be **replicated** in other communities or organizations.

CLASS [Track 1.0 Grantee] Assessment

[Date]

Purpose

- The purpose of HRSA conducting a site visit and utilizing the CLASS tool is to assess and understand the organizational capacity of Local Partner Treatment Facilities, as well as the Local Partner(s). This assessment will inform technical assistance of this HIV/AIDS care and treatment cooperative agreement.
- The assessment methodology was developed in collaboration with CDC/[Country Office] and the Track 1.0 Grantee

Assessment Team

ROLE	TEAM MEMBER
HRSA LEAD	
TEAM LEAD	
ADMINISTRATIVE REVIEWER	
FINANCIAL REVIEWER	
CLINICAL REVIEWER	
PROJECT OFFICER	

Assessment Schedule: Week One

Date	Site/Organization Name	Time
Mon. [Date]	Briefing with CDC HQ and CDC/Country Office	AM
	Briefing with Track 1.0 Grantee	PM
Tues. [Date]	Meeting with Local Partner	All Day
Wed. [Date]	Meeting with Local Partner	AM
	Meeting with Local Partner	PM
Thurs. [Date]	Meeting with CDC/Country Officer	AM
	Site Visit: Local Partner Treatment Facility	PM
Fri. [Date]	Debriefing with CDC HQ and CDC/Country Office	AM
	Site Visit: Local Partner Treatment Facility	PM

Assessment Schedule: Week Two

Date(s)	Site/Organization Name	Time
Mon. [Date]	Site Visit: Local Partner Treatment Facility	All day
Tues. [Date]	Site Visit: Local Partner Treatment Facility	AM
	Site Visit: Local Partner Treatment Facility	PM
Wed. [Date]	Site Visit: Local Partner Treatment Facility	All day
Thurs. [Date]	Meeting with Local Partner	AM
	Debriefing session	PM
Fri. [Date]	Debriefing session	All day

Site Assessment Components

- **Entrance meeting:** The assessments begin with an opportunity for the team to meet with the organization's leadership, HIV clinical and laboratory Master Trainer Corps, and other key staff. This session allows the site to provide an overview of their history, services provided, and accomplishments achieved, as well as present any challenges currently being faced.
- **Facility tour** (as appropriate): The team tours the facility to gain the perspective of the impact of clinical and laboratory training on quality of care and support to decentralization.
- **Information gathering:** Team members conduct staff interviews and request follow-up documents to clarify or confirm information collected.
- **Exit Conference:** At the end of the site visit, the team meets with the organization's leadership to share findings of the assessment, including strengths and areas for improvement.
- **Debrief Meeting:** The site visit team meets with staff from partner organizations at the completion of all site and/or partner assessments to discuss cross-cutting findings.

Sample Site Assessment Schedule

Time	Clinical Reviewer	Administrative Reviewer	Financial Reviewer
Day 1			
7:00-8:00 am	Assessment Team Reviewer Meeting		
8:00-8:30 am	Travel to Site		
8:30 -9:00 am	Opening Session		
9:00 – 9:30 am	Facility Tour		
9:30-3:00 pm	Meet with Clinical Director/Clinical Mentoring Coordinator	Meet with Program Monitoring Director	Meet with Chief Financial Officer, Business Manager, and Grants Manager
	Review Project CQI plan and minutes of CQI committee	Review project meeting minutes, monitoring policies and reports	Review grantee/local partner grant files, invoice submissions,
	Review measurement and evaluation policies and procedures, data analysis and sharing processes.	Review supportive supervision, site visit policies and procedures, reporting documents, and technical assistance documents.	Grants Management review, procurement, and travel policies and documents, and financial monitoring processes and documents.
3:30-4:00 pm	Team meets to review findings and/or request additional materials.		
4:00-4:30 pm	Closing Session		
4:30-5:00 pm	Travel from Site		
6:00-7:00 pm	Team debrief, evaluation, and planning for next visit		

CLASS Tools

- Site Assessment Tools:

- Administrative
- Financial
- Clinical

- Partner Assessment Tools:

- Administrative
- Financial

Key Staff Interviews at Clinic Sites

Clinical Reviewer	Administrative Reviewer	Finance Reviewer
Principle Investigator (PI), Co-Principal Investigator (Co-PI), Executive Director, Site Coordinator/Administrator, Site Manager		
Core Master Trainers	Board members	Chief Financial Officer
Site-level Master Trainers (or those functioning in that role)	Human Resource Director	Site Accountants
Physicians	Program Monitoring Staff	Payroll Staff
Pharmacy Staff	Triage Nurse	Registration Staff
Laboratory Staff	Data Entry Staff	Management Information Staff
M&E Staff	Pharmacy staff	Grants Management Staff
Etc.	Administrative Support	
	Registration Staff	
	Patient Liaison Officer	

Focus for Staff Interviews

- Clinical Reviewer Interviews
 - ▣ How patients are offered and provided services
 - ▣ How well services are documented
 - ▣ Flow of services
 - ▣ How services are coordinated between different departments
- Administrative Reviewer Interviews
 - ▣ How management establishes and communicates processes, implements and problem solves when issues arise
 - ▣ Verify that staff know and perform the duties for which they were hired or assigned in the job description
- Finance Reviewer Interviews
 - ▣ Concurrent with the review of the financial system
 - ▣ May include management level staff
 - ▣ May include registration and billing staff

Assessment Final Report

- Key immediate outcome from CLASS assessment
- Report development stages:
 - ▣ Conduct the exit conference to share initial findings
 - ▣ Consolidate findings and recommendations for each technical area
 - ▣ Synthesize conclusions across technical areas and form initial cross-cutting recommendations.
 - ▣ Validate and finalize findings and recommendations
 - ▣ Disseminate the final report
- Used as a working tool for the project officer/activity manager to follow progress and manage the program

Discussion

