

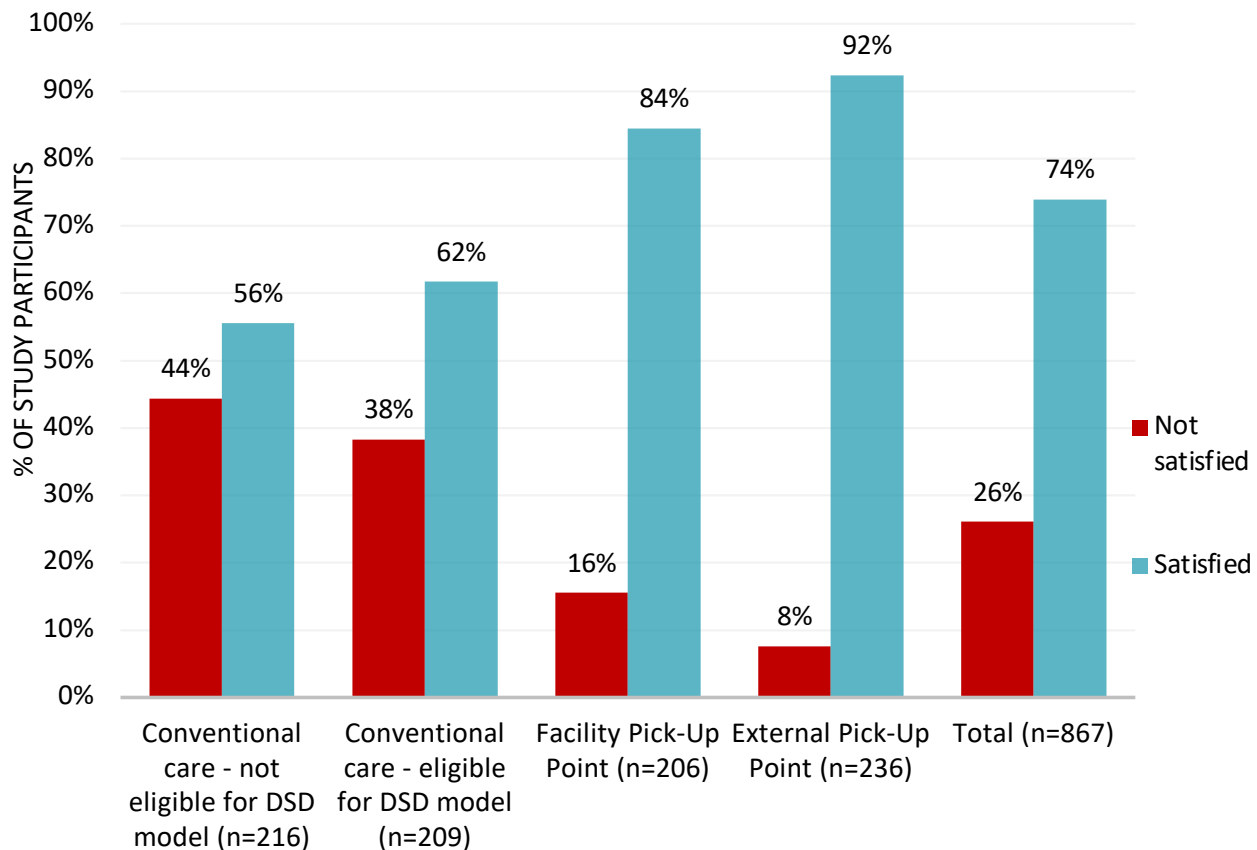
# CCMDD IN SOUTH AFRICA: CLIENT SATISFACTION WITH CCMDD AND CONVENTIONAL CARE

## Background

- ❖ Many countries in sub-Saharan Africa and elsewhere are scaling up differentiated service delivery (DSD) models for HIV treatment, in order to improve health outcomes, achieve patient-centred care, and increase healthcare system efficiency.
- ❖ South Africa introduced its decentralized Central Chronic Medicine Dispensing and Distribution (CCMDD) programme in 2014. CCMDD offers two main DSD models for established ART patients, facility-based medication pickup and external (community-based) medication pickup.
- ❖ The impact of CCMDD on ART clients' satisfaction with the care they receive, compared to conventional care, has not been well documented. This brief presents data from the first round of the AMBIT Project's SENTINAL survey of self-reported satisfaction with care of ART clients enrolled in CCMDD compared to those remaining in conventional care.
- ❖ Study sites included 6 clinics in King Cetshwayo District (KZN), 6 in Ehlanzi District (MP), 6 in West Rand District (GP), and 3 in Ekurheleni District (GP). We enrolled a total of 867 participants.
- ❖ Nearly all sites offered external pickup points (96%) and facility-based pickup points (91%). A few sites also offered medication lockers, adherence clubs, youth clubs, and/or home delivery

Characteristic (n, %)	Conventional care—not eligible for CCMDD (n=216)	Conventional care—eligible for CCMDD but not enrolled (n=209)	CCMDD—Facility pick-up point (n=206)	CCMDD—External pick-up point (n=236)
Number of years on ART				
Median (IQR)	5.0 (2.3-8.0)	4.0 (1.8-7.0)	5.0 (3.4-8.5)	6.0 (3.0-10.0)
1-5 years	46%	59%	41%	38%
5-10 years	36%	28%	40%	37%
≥10 years	19%	13%	18%	25%
Any additional diseases treated at current facility? (yes)	35%	16%	16%	12%
Seek health care from other providers outside of this facility? (yes)	25%	24%	21%	20%
Mean number of nurse + medication refill visits/year	7.3	6.3	3.7	2.3
1-2 visits	4%	8%	29%	70%
3-4 visits	16%	20%	28%	23%
5-12 visits	80%	73%	33%	6%
Mean number of medication refill-only visits per year	0.8	1.2	3.0	3.2
1-2 visits	88%	79%	39%	35%
3-4 visits	6%	14%	32%	39%
5-12 visits	7%	7%	30%	26%
Mean number of self-reported missed visits in the past year	2.4	2.1	1.9	1.7
None	53%	65%	69%	76%
1 visit	15%	16%	13%	14%
≥2 visits	32%	19%	18%	10%
Perceived quality of care				
High	92%	85%	90%	92%
Low	8%	15%	10%	9%

## Client satisfaction with HIV care in DSD models compared to conventional care



### Results

- ❖ Clients enrolled facility and external pickup point models had high levels of self-reported satisfaction with their care (84% and 92%, respectively).
- ❖ Around 40% of clients enrolled in conventional care expressed at least some dissatisfaction.
- ❖ In addition to model of care, clients who said they also seek care outside the current clinic and those with a higher number of healthcare system interactions (visits and refills)/year were less likely to be satisfied.

### Clients are saying:

- ❖ *"Although the waiting times are long, the nurses are friendly and they help us in managing our health."* – Conventional care client
- ❖ *"The waiting time is too long since I was taken out of facility pick-up point, so I am not satisfied as I wasn't able to go to work due to long waiting hours."* – Conventional care client
- ❖ *"At the external pick-up points the queues are always short it's very convenient as I can go at any time without worrying that I need to go early for collecting meds like at the clinic."*—External pickup point client
- ❖ *"I am not satisfied because I felt comfortable coming to the clinic."*—External pickup point client
- ❖ *"Because it makes my life easier I don't have to wait too long at the facility since I was upgraded to the facility pick-up and I am happy in such a way that I would rate them 100%."*—Facility pickup point client
- ❖ *"The facility is far from home. It takes long walking distance to get to the clinic on scheduled days."* Facility pickup point client