

TECHNICAL SUPPORT SERVICES PROJECT (TSSP)

JULY 2019



The Tanzania Technical Support Services Project (TSSP) supports the Ministry of Health, Community Development, Gender, Elderly, and Children (MoHCDGEC) and public health institutions in improving the health system to achieve and sustain HIV epidemic control in Tanzania.

The TSSP technical strategy is grounded in the US President's Emergency Plan for AIDS Relief's (PEPFAR) vision for an AIDS-free generation. The project is funded by the US Centers for Disease Control and Prevention. PEPFAR supports the Government of Tanzania in developing and implementing national HIV policies and a health-sector strategic plan to meet the UNAIDS 95-95-95 goals:

- 95% of people living with HIV knowing their status
- 95% of people who know their status on treatment
- 95% of people on treatment with suppressed viral loads

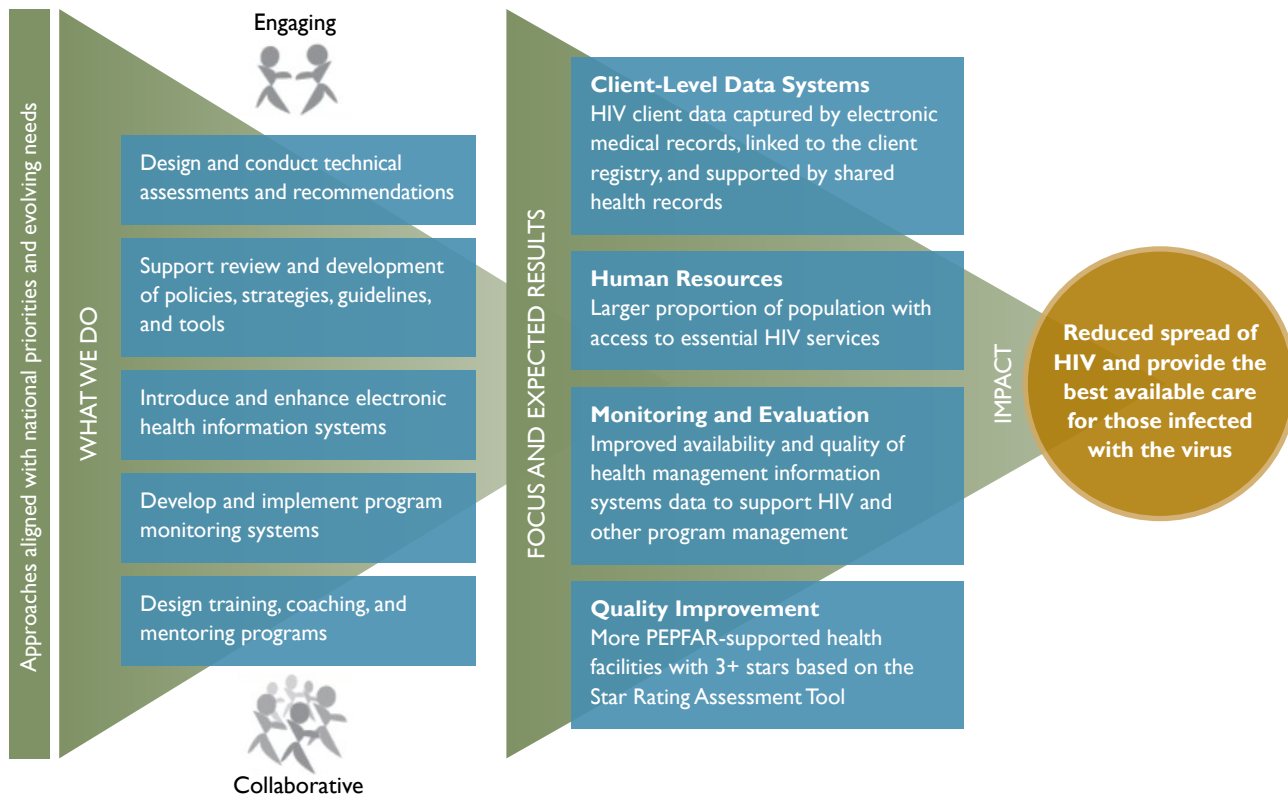
The five-year project (2016–2021) provides targeted technical assistance in four main areas:

- Client-level data systems
- Monitoring and evaluation (M&E)
- Human resources for health (HRH)
- Quality assurance and quality improvement (QA/QI)

APPROACH

Building on a strong partnership foundation with the MoHCDGEC and the President's Office-Regional Administration and Local Government, TSSP works collaboratively to address urgent HIV priorities, develop capacities over time by delivering evidence-based technical assistance, and promote innovative use of data sets for decision making. TSSP leads with technical assistance, but owners make key decisions at each step of the way to guide sustainable activities that are responsive to local needs.





Supporting Tanzania to Achieve and Sustain HIV Control

OBJECTIVES AND RESULTS

OBJECTIVE 1: Ensure digitization of HIV client data in PEPFAR-supported sites

Information system improvements will ensure continuity of medical care across the network of HIV service providers in Tanzania. This promotes timely HIV diagnosis and sustained antiretroviral therapy and helps to ensure that antiretroviral therapy results in viral suppression. TSSP provides technical assistance to the MoHCDGEC to plan and create shared information services and infrastructure that are leveraged to implement the health information systems PEPFAR supports.

Results to date

Developing a health client registry: TSSP is advancing a groundbreaking innovation that will establish best practices and promote effective health services in Tanzania. The national health client registry (CR) is a digital service, available throughout the health system, that gives each client—meaning each patient—a unique health sector identifier and enables continuity of services. Implementing the CR requires development of an electronic medical record (EMR)/ hospital management information system to support shared health records (SHR).

The team has developed technical requirements for the CR and is selecting implementation vendors. TSSP coordinated government partners and led the process of drafting National Health Client Identifying Standards for data access and sharing.

Developing an EMR: The project led the development and implementation of an EMR system in six health facilities. The system is key to increased data quality and granularity, integration and automation for next-generation data management, and informed decision making at the case management and central levels to stem the HIV epidemic. It averages 90% user satisfaction among health facility staff. The project also developed a guideline for migration of HIV services data to the EMR to ensure data quality and utility.

Conceptualizing data sharing: TSSP provided technical assistance in developing the SHR to facilitate accessibility of clinical information among health providers and promote service quality and efficiency. The project also played a part in the country's effort to implement a health enterprise architecture (EA) framework. TSSP is directly involved in several components of the EA.

Building capacity: TSSP helped mentor MoHCDGEC staff to manage various digital interventions in the health sector. The project contributed significantly to the development of health information-sector policies and guidelines and is assisting with the development of a sustainability framework.

OBJECTIVE 2: Improve availability, quality, dissemination, and use of health management information system data to support HIV program management

TSSP is strengthening the national health M&E system to support HIV and other health program management.

Results to date

Developing an M&E framework: TSSP supported the MoHCDGEC to develop an M&E strategic framework for 2019–2024. The framework will help to improve partner coordination on the M&E system and implementation approaches to support Tanzania's National Health System Strengthening Plan.

Creating health profiles for district councils: TSSP is supporting the development of district health profiles (DHPs)—a major analytical document that provides insight into HIV program status and other health priorities for each district. The project developed national DHP guidelines and an electronic DHP dashboard and trained a pool of focal points at the council level to support local administrators in using DHPs for decision making. To date, 52 DHP reports have been finalized.

The project also developed national regional health profile (RHP) guidelines and an electronic RHP dashboard and is currently working with the MoHCDGEC to roll out RHPs in all 25 regions of Tanzania.

Strengthening data quality in the national data health management system (DHIS2): TSSP is providing ongoing support to the MoHCDGEC to improve data quality in DHIS2. This support includes verification and cleaning of data for key indicators.

Building central capacity for M&E: TSSP supported the MoHCDGEC to organize a quarterly M&E technical working group. As the secretariat, TSSP's ongoing project support includes developing an agenda for the meeting, facilitating discussions, writing reports, and supporting follow-on activities.

OBJECTIVE 3: Improve HRH management to meet service delivery requirements

The project supports the development and implementation of the national task sharing program in the health sector with a focus on HIV/AIDS services; improved production, recruitment, and management of HRH; and increased retention and productivity of health care workers in priority (high HIV/AIDS burden) areas.

Results to date

Establishing a task sharing plan: TSSP facilitated a National Health Sector task sharing implementation plan to help the country address its critical shortage of health workers, which significantly affects access to and quality of health services. The plan guides public health institutions on implementing task sharing to increase essential HIV/AIDS services in short-staffed facilities.

Implementing task sharing: The project also facilitated the integration of task sharing into national plans, systems, and strategies, such as the National Supportive Supervision Guidelines; developed job descriptions for health workers at district facilities (dispensaries, health centers, and hospitals); and created learning modules that aim to teach mid-level health workers how to task share.

Enabling professional development and distance learning: TSSP facilitated the development of the National Health Sector e-CPD Coordination Framework for implementing sustainable health sector e-CPD activities in Tanzania.

Boosting recruitment: TSSP provided technical assistance on the development and approval of the National Health Sector Requirement and Recruitment plan. This evidence-based intervention aims to address the shortage of health workers to ensure a consistent, sustainable supply of trained staff.

Establishing staffing needs: TSSP facilitated a review of HRH staffing levels for the Revolutionary Government of Zanzibar. The resulting guidelines established appropriate staffing levels for each level of service delivery based on the Workload Indicators of Staffing Needs.

OBJECTIVE 4: Strengthen QI/QA to continuously improve services

TSSP is supporting the MoHCDGEC with various QI initiatives, starting with revising and integrating additional key indicators for HIV; TB; reproductive, maternal, neonatal, child, and adolescent health; noncommunicable diseases; nutrition; and global health security programs. The goal is to support health facilities in the appropriate use of limited resources, thereby contributing to sustainable quality and performance improvement.

Results to date

Supporting QI initiatives: TSSP continues to advise on harmonizing QI initiatives and key QA/QI program indicators and on incorporating these indicators into the Star Rating Assessment Tool (SRA), a five-star health care facility performance management rating system that is currently with the MoHCDGEC for final approval. TSSP also assisted with rolling out the system in each region of the country.

Institutionalizing QI: TSSP continues to guide the MoHCDGEC in strengthening QI in public health institutions. The project also supported the review of the National Tuberculosis and Leprosy Program Management Manual to ensure that it incorporates activities for continuous QI.

Introducing an accreditation system: TSSP advised the MoHCDGEC on how to introduce and manage a health facility accreditation system in Tanzania, using SRA as its basis.

Supporting the Tanzania Quality Improvement

Framework: TSSP reviewed the Tanzania Quality Improvement Framework (2019–2024) and submitted it to the MoHCDGEC for final approval.

Funded by the US President's Emergency Plan for AIDS Relief (PEPFAR) through US Centers for Disease Control and Prevention (CDC), TSSP provides support to the Ministry of Health, Community Development, Gender, the Elderly, and Children (MoHCDGEC) and public health institutions in monitoring and evaluation, health information systems and information and communications technology, quality assurance and quality improvement, and human resources for health in order to increase coverage of essential HIV services.

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