



Introducing a Client Appointment Diary to improve mother-baby-pair retention-in-care in the PMTCT cascade



Stephano Sandfolo¹, Zuze Joaki¹, Elizabeth Mkandawire¹, Esca Scheepers¹, Dr. Kathrin Schmitz¹,
¹mothers2mothers

Background

- mothers2mothers is an Africa-based, global NGO, that unlocks the potential of mothers and their families through scalable, high-impact interventions because a healthy generation starts with mothers.
- It trains and employs mothers living with HIV from local communities as Mentor Mothers, to work alongside health workers.
- Mentor Mothers educate, support and empower pregnant women and lactating women to take up PMTCT/RMNCH services and health behaviours.
- In the PMTCT cascade, many women are lost to follow-up at several points of care, resulting in missed opportunities to reduce vertical transmission and promote maternal and child health.
- The Client Appointment Diary is a new tool that mother2mothers uses to track uptake of PMTCT priority events and to identify and follow up on clients who have missed appointments.

Methods

- Mentor Mothers record clients' priority appointments in the Client Appointment Diary which is structured like a normal calendar-based diary.
- Missed appointments are tracked and followed up through text messages, phone calls, and home visits.
- Daily records are aggregated on Monthly Summary Sheets in the diary and shows uptake of priority PMTCT services, missed appointments, clients followed-up, and clients returning to the facility after follow-up.

Figure 1: Client Appointment Data Flow

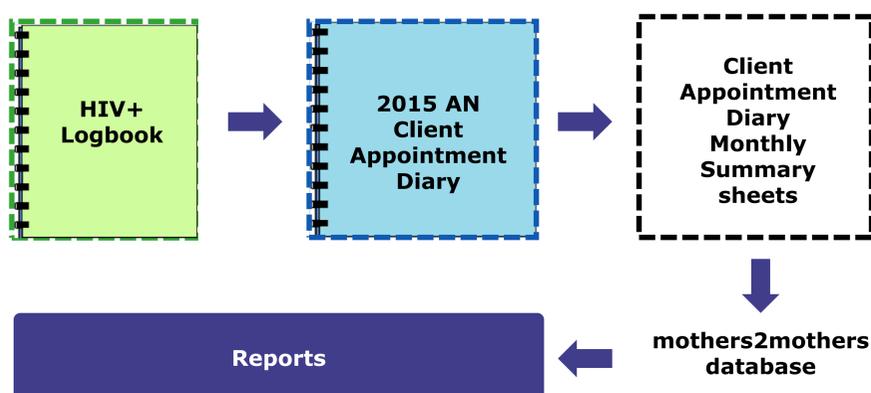
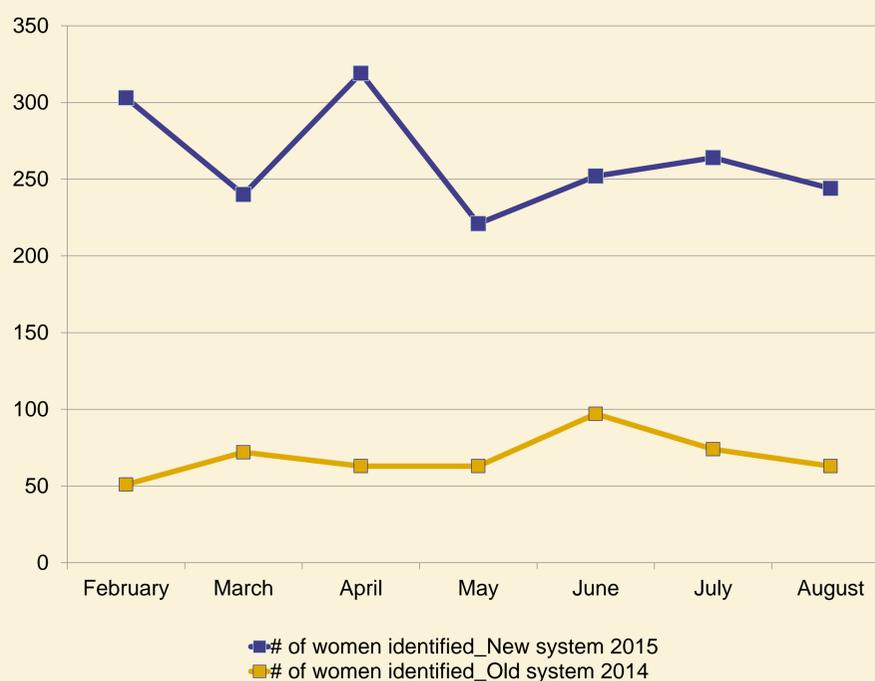


Figure 1 shows that how the data flows from point of collection to the point where the electronic reports are generated

Results

- Results of the implementation in 23 health facilities in Malawi for 6 months (February - August, 2015) show that 1843 women who missed priority appointments were identified.
- Through the previous system, only 483 women were identified during a comparable period of time
- This represents an increase of 282% in identifying women who miss appointments.
- 74% of the clients who missed their appointments were reached and 82% of the women reached came back to the facility to access their scheduled services.

Figure 2: Women identified – Previous System vs Client Appointment Diary



The graph in figure 2 shows that the new system has been identifying more clients in all the six months as compared to the old system. The gap between the two graphs depicts the effectiveness of the old system.

Conclusion

- Client tracking using the Client Appointment Diary is effective in identifying clients who missed priority appointments and therefore in bringing clients back to the facility for care and treatment.
- The tool is easy to use, and adds efficiency and effectiveness to Mentor Mother service delivery. Involvement of front line staff in data analysis builds a sense of responsibility in program improvement and fosters ownership of outcomes.
- After pilot and implementation in Malawi, the Client Appointment Diary will be rolled out in the remaining five m2m supported countries – Kenya, Uganda, Swaziland, Lesotho and South Africa

For further information, please contact:

Dr Kathrin Schmitz | mothers2mothers South Africa | P.O. Box 841, Cape Town, 8000, South Africa | Phone: +27 21 466 9160 | Fax: +27 21 466 9162 | Email: info@m2m.org | Website: www.m2m.org

