

# Application of Total Quality Leadership and Accountability (TQLA) approach using Client Experience Associates (CEA) to improve retention in ART: A snapshot from Zambia National Service (ZNS) Makeni Garrison Mini Hospital

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## BACKGROUND

- Located 15 km from capital city center
- Catchment estimate 9,000 military and civilian population.
- March 2020 (SAPR FY 19) close results were;
  - TX\_Curr 2,318
  - VLC 867 (37%)
  - VLS 840 (97%)
- Facility was 29% short off the 325-set annual restart target by month 5
- We share experiences of applying TQLA and CEA to improve retention in care and VLC

## APPROACH

- Adopted FHI 360 TQLA<sup>®</sup> approach and introduced Client Experience Associates to coordinate TQLA efforts
- **TQLA<sup>®</sup>** uses adaptive management to co-create solutions; uses daily data for strategic information; and mutual accountability for promote quality client experience and loyalty

Additional steps taken;

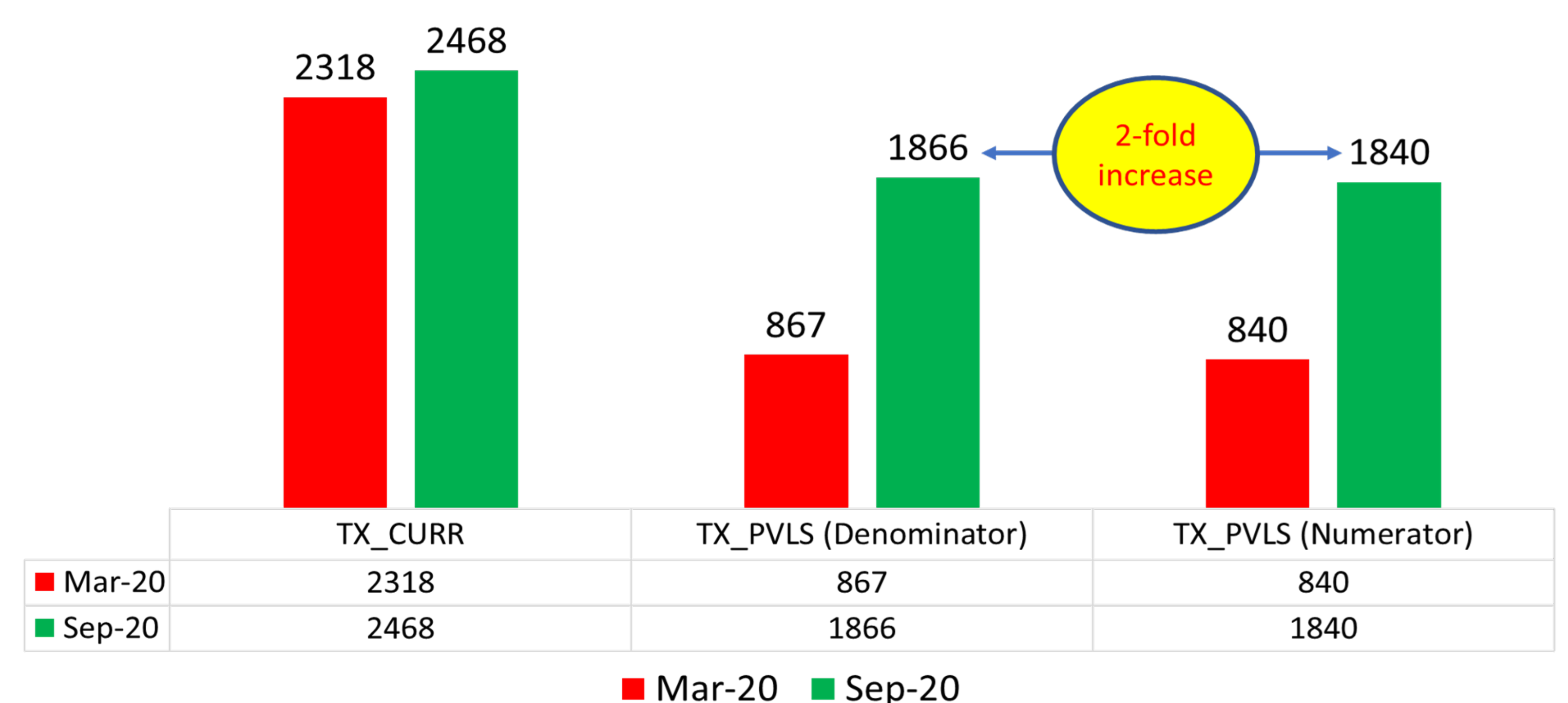
1. **Local leadership engagement:** Ward master & HCWs
2. **Smartcare interrogation:** Line listing, triangulation & updating
3. **Client involvement:** Met clients to identify challenges & solutions
4. **Client Segmentation:** Based on pharm-pick/lab needs
5. **Flexi-hours :** Introduced weekend clinics & night shift
6. **Fast-tracking:** Scheduled clients per their request
7. **Documented:** Before & after, outcomes and key lessons learned.



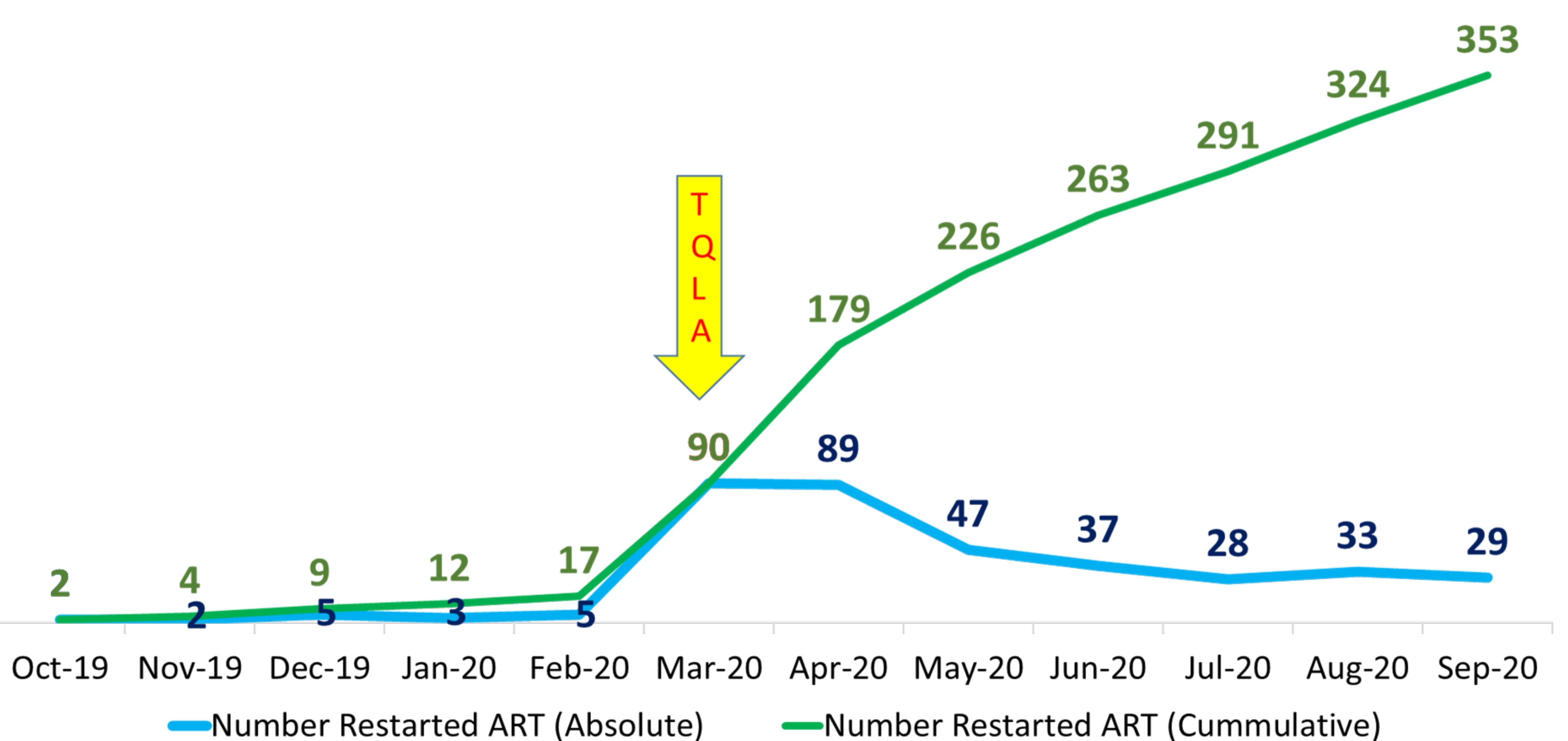
## RESULTS

- Over the 7-month intervention period of implementation (March to September 2020) the following results were achieved

Baseline and Endline Comparison



Trends: Interruption In Treatment Tracking & Restarts on ART



## LESSONS LEARNED

- Overall, introduction of TQLA and CEA demonstrates that using adaptive management to co-create solutions with the host leadership improves buy-in and ownership of initiatives.
- The use of daily data for strategic information also promotes mutual accountability for quality client experience and loyalty.
- Thus, we recommend scaling up the TQLA approach as an effective means for retention for ensuring compliance to prescriptions and appointments, both key ingredients for attaining epidemic control.



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