Supporting Most Vulnerable Children in Accessing HIV and Social Services in Tanzania through Community Quality Improvement Activities

The implementation of community-based Quality Improvement (QI) in MVC service delivery was initiated in 2010 through support of the USAID Health Care Improvement (HCI) project, followed by the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project of 2012 to 2017. From 2010-2017, community QI went through numerous stages at different structures and levels of the government, as described below. The initiation of community QI activities for MVC service delivery started at the national level to create buy-in from government and paving the way towards actual implementation at the community level. Multiple stakeholders were ultimately included in the design and implementation of community QI. ASSIST provided QI technical assistance to the Ministry, Regional Health Management Teams (RHMT) and District Health Management Teams (DHMTs), implementing partners (IPs), and community teams, all of which collaborated with one another on activities. The aim was to make sure different parties are involved to ensure smooth implementation of QI activities at various level to bring positive results to vulnerable children and families. This document details the specific changes and activities that were implemented and the best practices for initiation and follow-up when supporting community QI activities for vulnerable children. This document describes what was done from the national level to the community level. The implementation sites are termed as learning sites for different stakeholders to learn and spread the QI learning across councils, wards and villages.

The objectives of this guidance document are:

- To describe the process undertaken to improve quality of services for vulnerable children.
- To document change ideas that were used to strengthen capacity of community QI teams on improving access to HIV and social services among vulnerable children.
- To display lessons learned and recommendations based on efforts that resulted in improved access to HIV and social services among vulnerable children using locally available resources.
- To present tested change ideas and activities that strengthened facility and community linkage in improving retention to HIV care.

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