



Programmatic Considerations: Service Delivery

Dr. Buhle Ncube, WHO

Entebbe, Uganda, November 13 -14, 2013



Service Delivery

Key input considerations

- **Physical facilities, equipment, pharmaceuticals and supplies**
- **Staff requirements and skills including surgical backup**
- **Supply chain**
- **Financing (cost considerations)**
- **Communications**



Service Delivery

Communication programming

- **Device-specific messaging for different target audiences**
 - *Untrained providers able to recognize devices, healing by secondary intention, and care or referral for AEs*
- **Demand creation through community awareness and engagement**



Service Delivery

Key output considerations

- **Part of a comprehensive HIV prevention package**
- **Informed consent (best option for client)**
- **Client education and counselling (time constraints but multiple opportunities)**
- **Second visit requirement**



Service Delivery

Quality considerations

- **Clinical guidelines (procedure, complications, device events & referral)**
- **Training**
- **Quality standards (review and revise 10 WHO standards for surgical MC)**



Service Delivery

Modes of delivery

- **Multiple modes possible (fixed, mobile, outreach)**
- **Initial pilots for new settings**
- **Choice of mix depends on meeting requirements for device use including eligibility and availability of surgical backup facilities and skills**