

## 8. Support Launch of VMMC Services

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<b>Useful Tool</b>	18 Quality Assessment Toolkit
<b>Useful International Guidance Documents</b>	2 Considerations for Implementing Models for Optimizing the Volume and Efficiency of Male Circumcision Services, 2010

### Objective(s):

- To ensure a smooth startup of new VMMC services
- To reinforce the knowledge, attitudes, and skills of VMMC service provision acquired by new VMMC teams, and ensure that they have the necessary confidence, skills, and systems to provide quality services

**Description:** VMMC staff should begin providing VMMC services as soon as possible after training. By this point in the timeline for providing VMMC services, the VMMC site will have been prepared (see Section 3), and demand generation activities (see Section 5) will have been started. Demand generation should target a service launch date that occurs shortly after the completion of staff training—the shorter the gap between training and clinical practice, the higher the rate of education retention, and the greater the likelihood that the trained team will provide services that follow the recommended standards.

Despite the best efforts to prepare new VMMC sites, issues often arise that need to be addressed as service provision progresses. Even though the VMMC staff members will have been trained in their respective specialties (i.e., counseling, clinical, etc.), it is important to provide them with immediate on-site support and mentoring by a proficient VMMC provider, ideally by one of their trainers. This support will help them incorporate what they learned during training within their own service delivery setting. Designating an experienced, proficient VMMC provider as a mentor can help the team resolve any startup challenges. Mentors can provide support and advice to program managers and site managers in the areas of training, procurement, demand creation, client flow, and space designation. The use of mentors can ensure that, from the very beginning, the services are indeed being provided according to the accepted standards. During the launch of the site, the mentor can also orient the team to the VMMC standards for self-assessment, quality, and performance improvement (see TOOL 18). Most importantly, the mentor will ensure, from the beginning, the integration of efficiency models such as MODELS FOR OPTIMIZING VOLUME AND EFFICIENCY (MOVE) (GUIDANCE DOCUMENT 2).

### **Case Study—South Africa’s Support for the Launch of VMMC Services**

#### ***South Africa’s “Startup Approach”***

South Africa utilizes “startup teams.” These are specifically focused specialist VMMC support teams that assist sites to launch VMMC services. Government teams are often trained to offer VMMC services safely; however, additional follow-up support, through “Startup,” ensures that experienced staff accompany these newly trained teams back to their sites and assist with smooth service delivery initiation. This “startup approach” includes assistance with site layout and planning, equipment (selection and installation), clinical supervision, management of AEs, and implementation of efficiency models.