**Simulation Exercise**

**6.3.2**

The complete RHIS curriculum is available here: <https://www.measureevaluation.org/our-work/routine-health-information-systems/rhis-curriculum>

**Monitoring of RHIS Data at HIV and AIDS Clinics to Improve Quality of Services in Africa**

**Instructions for Participants (Teams)**

Instructions for Teams

You are a team consisting of ministry of health (MOH) personnel and regional health office staff. You are visiting a hospital at which care and treatment services for PLHIV have been provided for the past three years. Recently, a measurement of some quality-of-care indicators was performed. One of the indicators, *Percentage of patients who had a CD4 count during a 6-month review period for which the result is available in the medical record*, scored quite low: only 55 percent of patients who were seen during the review period (July 1– December 31, 2009) had a CD4 result in their medical record of which the date fell within the review period. The patients who were not seen during the review period have been excluded from the study, meaning that 100 percent of the patients included in the study were seen at consultation during the review period. Your team is looking into the problem and has been tasked with establishing its cause(s).

For a start, you only have the result of the measurement. You are at the hospital and the director of the hospital has given you access to her staff as well as to any documentation that could assist you in your task. You have a meeting room that you can use and you are free to roam the hospital. You can request to meet with any hospital worker you like. For example, if you want to talk to the clinician responsible for HIV care and treatment, ask any of the persons who play the roles where you can find her/him. You can request to review any documentation that you think may help you in establishing the cause(s) of the problem. You are free to return to any of the hospital staff with whom you have already spoken if you need any additional information or documentation. As a team, you need to provide a brief answer to the following questions:

**First:**

* Describe/outline the system that has been established at this hospital to ensure that patients receive timely CD4 checks. Is the design of this system appropriate? (Drafting a flow chart may help you with this.)
* What kind of documentation is available that could help you to assess the different steps in the system?

**Next:**

* Identify the cause(s) of the low performance on this indicator.
* If you have identified more than one cause, rank them in order of importance (i.e., rank first the one that contributes most to the problem).
* ****Make very brief recommendations for improvement of the hospital’s performance on the CD4 count.