



Improving quality and equitable access to care through the rollout of HIV User Fee. Community-Led Monitoring Program in Cameroon: Case of Yaounde city

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INTRODUCTION

- The Community-Led Monitoring (CLM) is a USAID funded initiative which was launched on the 10th August 2021 in Cameroon.
- **PURPOSE:** To monitor the implementation of the USER FEES policy and the beneficiary's satisfaction on quality of care.
- It is currently rollout in 400 health facilities across the nation by the National Network of Associations of PLHIV in Cameroon (RECAP+)
- In the City of Yaounde, the activity is **conducted in only 46 health facilities** and involves **21 site monitors from 6 community-based Organisations**

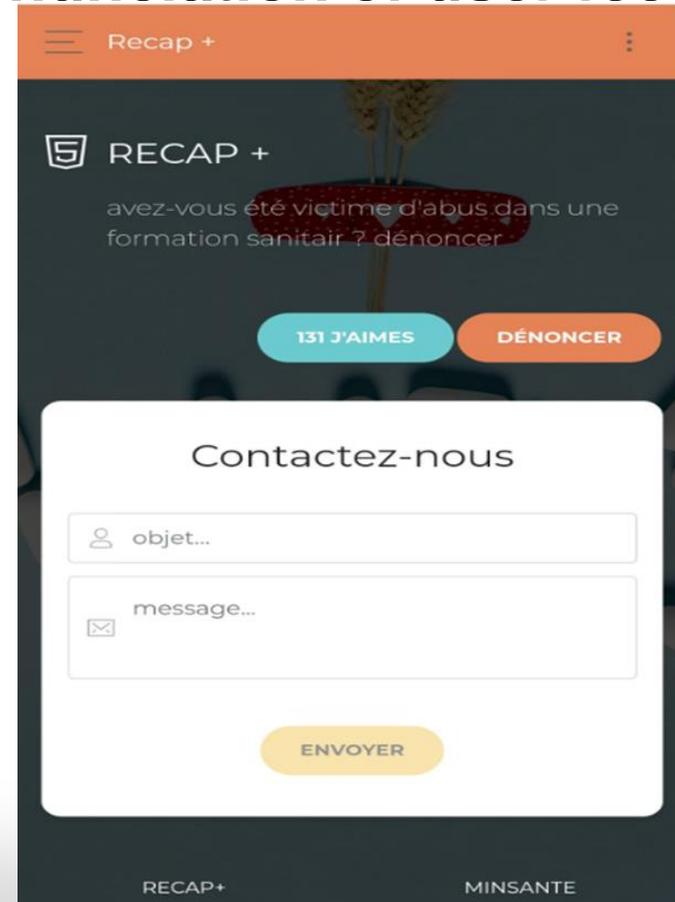


ACTIVITIES OF THE CLM (1/2)

Community sensitization on User fee policy



Development and sensitization on the use of a mobile application for denunciation of user fee malpractices



ACTIVITIES

- Monthly onsite data collection to inform on program indicators
- Data sharing with stakeholders and advocacy for change at all levels of the health pyramid
- Health facility, District , Regional and Central level



RESULTS

Preliminary findings from the first semester of data collection (Oct 2021- March 2022) indicate:

- **99,6% (254/255) health workers awareness** of the policy. This could be as a result of continuous sensitization by the CLM mechanism
- An overall increase in the proportion of PLHIV who accessed free services; **(67% (803/1200) in quarter 1 and, 87% (1422/1626) in quarter 2.**
- Over 13 community groups of at least 25 persons (with at least 325 persons reached) were sensitized in the city of Yaoundé on the user fees policy.
- Advocacies done to leaders mainly on permission to access site for implementation of CLM activities, reimbursement of use fee bills to health facilities and commodity stock out problems.

ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

Payment of the 13 user free services in HMY health facility causing a burden to PLHIV accessing the facility

11 services became free while the cost of full blood count test and blood sugar test greatly reduced after advocating to the coordinator(Captain) of the military hospital treatment centre

Activity manager of ATFAS advocating to the captain of HMY (close collaborator of the hospital Director)



ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

Stock out of medical booklet in Efoulan DH due to late reimbursement of user fees bills by the government

Poor reception of PLHIV at the Efoulan DH by health personnel due to lack of financial motivation

Success:

Medical booklets were produced and provided to PLHIV after advocacy done by ATFAS CBO

All staff of the Efoulan DH right to the cleaner now receive financial motivation for user fees implementation in an equitable manner thanks to advocacy action leading to better quality of care to PLHIV

ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

PLHIV were still paying for free services at BQG health facility

PLHIV were indirectly paying for viral load collection (buying gloves and tubes) as well as for dispensation of ARVs in Presbyterian and catholic health centres of Nkoabang

Success:

All 13 user free services are now offered for free at BQG thanks to CLM

The various indirect cost barrier removed thanks CLM. Viral load sample collection and ARVs pickup now completely free in these facilities

ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

The administration of the Nkoabang Baptist Hosp wasn't aware of the User fees policy thus services were still paid for

Success

CBO sensitize the administration and shared the ministerial decree with them. Most services became free while the cost of biological test for pregnant women were reduced

Director of Nkoabang Baptist Hospital so happy for new informations provided by CLM on service delivery to PLHIV



ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

Non reimbursement of user free bills by the government in BQG hospital since 2020

Success:

CLM contacted the paying institution (RFHP) to verify what the problem was. Couching of health facility was done by the RFHP on how to enter bills in the Open Imis platform which resulted to reimbursement of bills

Couching of BQG health personnel by CLM manager on procedures to get user fees bills reimbursed by the government



ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

No communication materials on user fees present in health facilities of the city

Success:

CLM printed 5000 posters on user fees communication and distributed to health facilities thus more health personnel and PLHIV gain knowledge on the free services

Handing over of communication materials to a facility by the CLM team



ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

No media engagement in promoting the government policy on user free

Success:

30 media representatives trained amongst which 10 media from the city of Yaounde were trained on communication on the free services and the CLM mechanism

Media engagement on user fees communication and accompanying of CLM activities for the fight against HIV



ACHIEVEMENTS OF THE CLM in YAOUNDE CITY

PROBLEM:

No online platform for sensitization on user fees and experience of PLHIV

Success

CLM created a mobile application and website where PLHIV can share their experience and equally learn more on the user fees policy and the fight against HIV

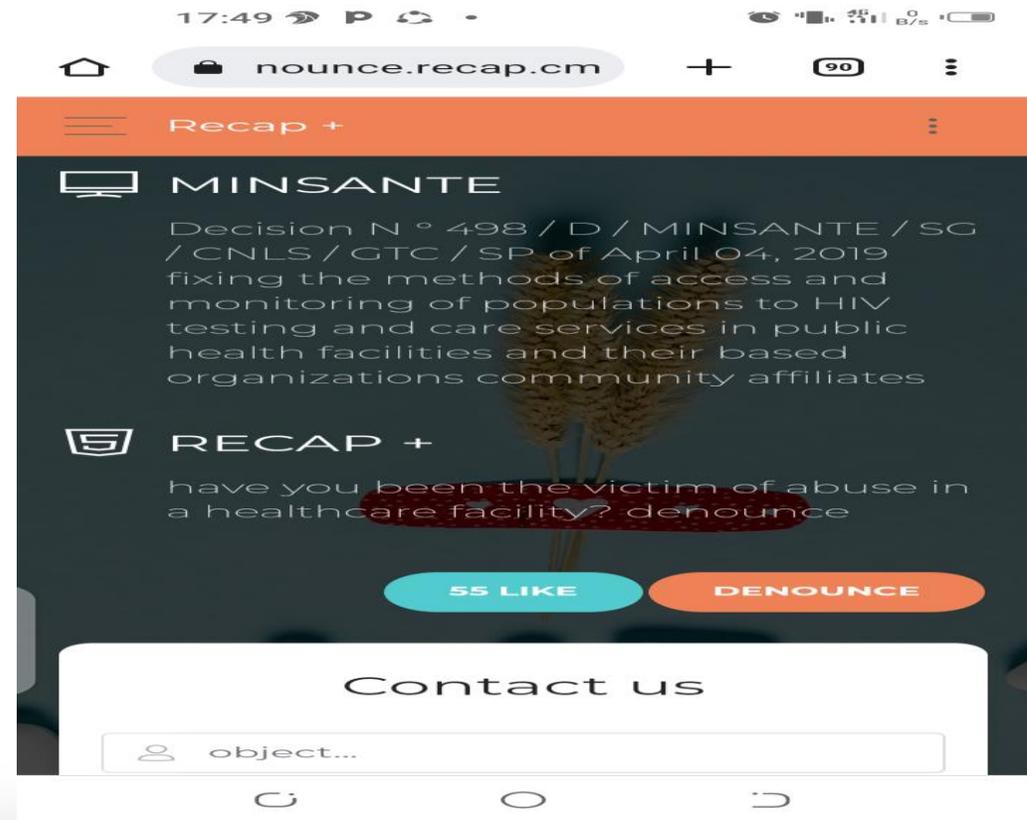
For appreciation of user fees and ReCAP+ CLM, visit the CLM web site:

<https://clm.recap.cm>

For anonymous denunciation of malpractices on user fees at health facility level:

User the link: <https://denounce.recap.cm/>

108 denunciations received amongst which 96 were on services paid for and 9 on stockouts on commodities. Verifications continue alongside advocacies





CONCLUSION- LESSONS

- The evidence from the city of Yaoundé has shown that CLM activities have a potential to improve the quality and access to health care services for PLHIV
- It is a simplified model for ensuring community participation in policy formulation through prompt identification of problems and advocacy for change at all levels of the health pyramid
- There is however an urgent need to scaleup this activity such that it integrates most health facilities offering HIV care and treatment services in the city of Yaounde.