

mothers2mothers



# m2m in times of COVID-19

## UNICEF Webinar

29 June 2020





## mothers2mothers' (m2m) eServices

Through m2m's face-to-face services, Mentor Mothers build trusted relationships with clients to ensure they get the care they need.

m2m is using technology to augment its face-to-face services, to increase and intensify reach and follow up of even more clients.

### Peer Services: Face-to-Face

Examples include:

1-1 & group sessions (counselling & education)

Screening & testing for HIV & other illnesses

Post-natal baby clubs

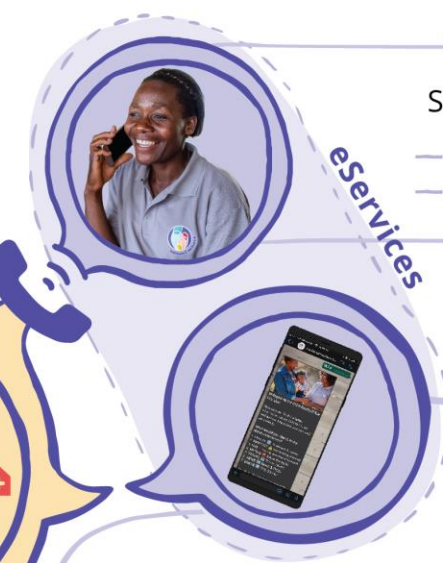
Active follow up of clients who do not report for services or treatment



### Peer Services: Via Phone

Scripted one-to-one phone calls

- Tailored by client risk status
- Supported by mHealth apps



### Virtual Mentor Mother Platform (WhatsApp)

m2m client



### EXTERNAL FACTORS:

- 🦠 COVID-19
- ❤️ Non-communicable diseases (i.e. Diabetes)
- 🚫 HIV prevalence

June 2020

One: COVID-19-focused information

July-August 2020

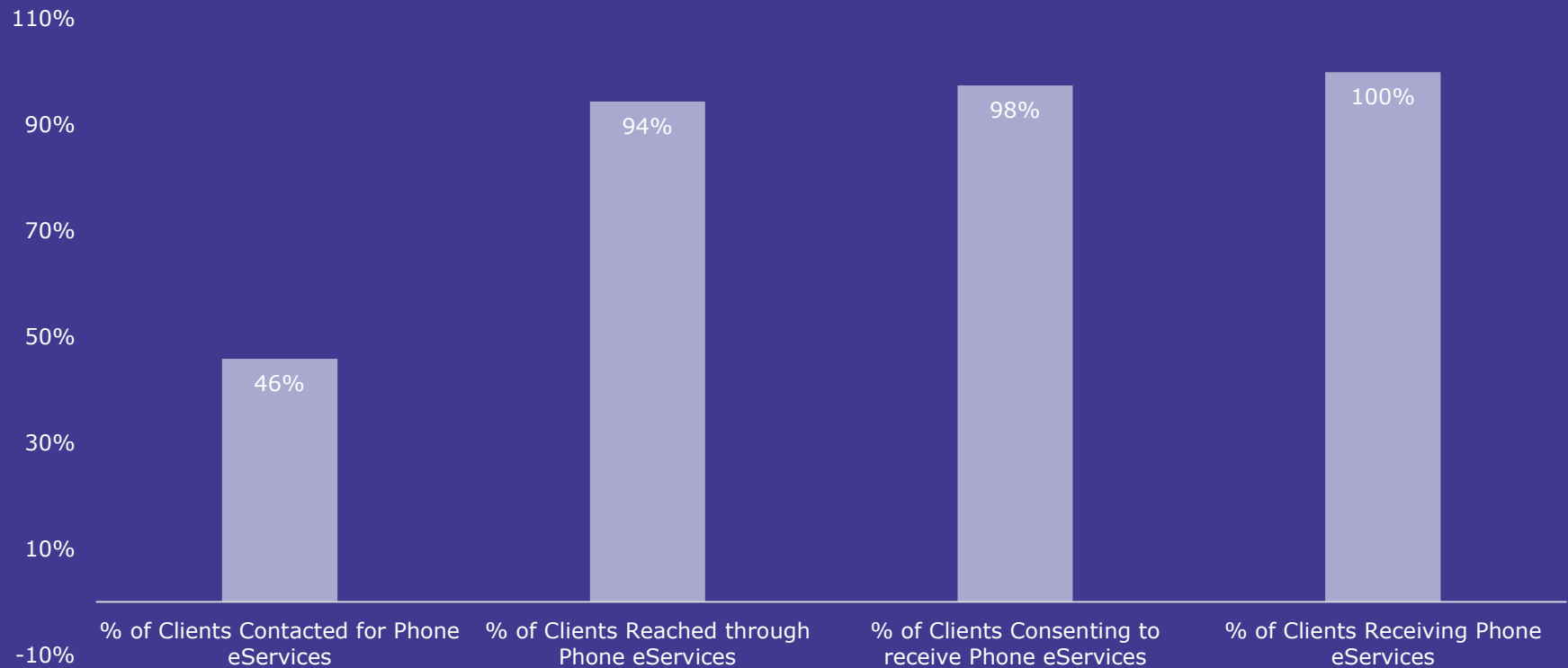
Two: Content on HIV, maternal & sexual

End of 2020

Three: Additional interactive



# PEER VIA PHONE PERFORMANCE DASHBOARD



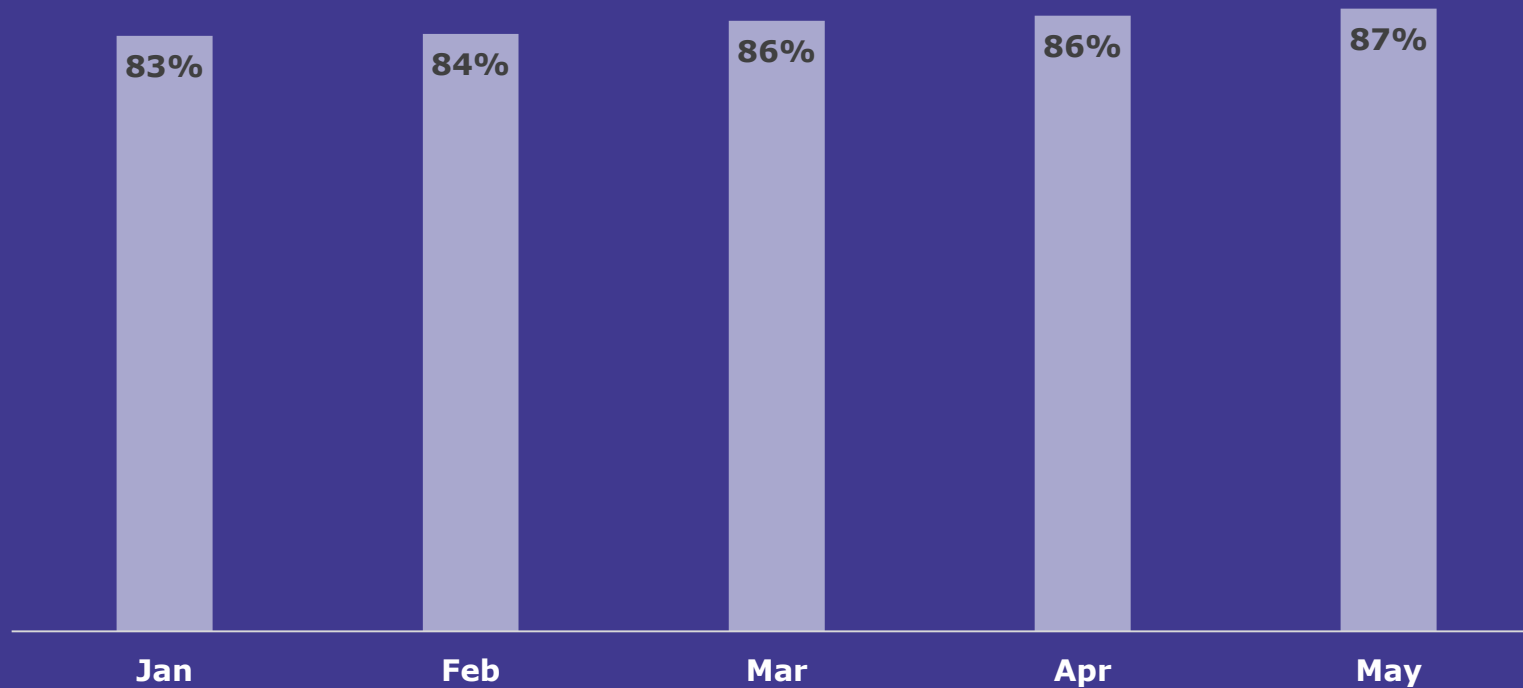
Indicator	m2m	Prop
Number of clients Identified for Phone eServices	161724	
Number of clients Contacted for Phone eServices	75259	46%
Number of clients Reached - Phone eServices	71095	94%
Number of clients Consenting to Phone eServices	69328	98%
Number of clients Receiving Phone eServices	69332	100%

# PEER-LED COMMUNITY ART DISTRIBUTION AMONG PREGNANT AND POSTNATAL WOMEN AT RISK OF DROPPING OUT OF CARE: A CASE OF UGANDA



Indicator	#	%
Clients at risk of dropping out of care	254	
Clients missing ART appointments (out of those at risk)	200	79%
Clients receiving ART refills through home & community deliveries by Mentor Mothers	229	90%

# SNEAK PEEK: ART PICK-UP ACCORDING TO CLINICAL SCHEDULE AMONG HIV POSITIVE WOMEN


























<b>HIV-positive women picking up their ART refill according to schedule</b>	<b>Due</b>	<b>Done</b>
Jan	12508	10430
Feb	11375	9518
Mar	11920	10192
Apr	11405	9833
May	8898	7759



# PLANNING FOR REOPENING : REFLECTIONS

# PUTTING IT ALL TOGETHER: THE HYBRID MODEL



			Face-to-Face at the health facility	Peer-via Phone	Household Visit ART distribution	VMM WhatsApp client-led interactions
<b>Lock-down</b>	All HIV positive clients	4 MM Interactions per month  1 additional Facility-based interaction as per Clinical appointments	1 Facility visit 	4 phone calls 	Community ART Distribution as needed	Continuous Interactive messaging 
<b>Post lock-down Or No lock-down but disrupted community activities</b>	All HIV positive mother-baby pairs in the PMTCT programme All HIV positive children All HIV positive Adolescents	4 MM Interactions per month  1 additional Facility-based interaction as per Clinical appointments; group interventions aligned	1 Facility visit 	2 phone calls 	2 HH visits 	Continuous Interactive messaging 
<b>Post-lock-down Or No lock-down but disrupted community activities</b>	High-risk HIV positive Adult men and women (General ART )	2-3 Expert Client Interactions per month  1 additional Facility-based interaction as per Clinical appointments; group interventions aligned	1 Facility visit 	2 phone calls 	1 HH Visits 	Continuous Interactive messaging 
<b>Post-lock-down Or No lock-down but disrupted community activities</b>	High-risk HIV Negative moms e.g. PIH Malnourished babies	2 Client Interactions per month	1 Facility visit 	1 phone call 	1 HH Visit 	Continuous Interactive messaging 
<b>Level 3 Lock-down: Non-Communicable diseases – Phila Ngcono in Western Cape</b>	Clients uncontrolled for diabetes and hypertension	4 NCD MM interactions per month  1 additional Facility-based interaction as per Clinical appointments; group interventions aligned	1 Facility visit 	3 phone calls 	1 HH Visits 	Continuous Interactive messaging 
<b>Irrespective of COVID-19 Pandemic</b>	HIV Negative Clients	1 Facility-based face-to face interaction as per Clinical appointments	1 Facility visit 	1 retesting reminder 	1 HH visit if discordant couple 	Continuous Interactive messaging 



What to do if you have questions or need support

Professional behaviour

**Workload**

**ATTITUDE**

Airtime and data

Use of client management tools

**CONFIDENTIALITY**

Telephone etiquette

Schedules and appointments

**Discussing HIV and COVID-19**

What to do if the call is interrupted

**Working hours**

**Location**

What to do if you cannot reach the client

**Respect for clients**

**Job aids**

Responses to client behavior or disclosure of sensitive information

**DOSAGE**

**Preparing for the call**

Record keeping and security





## Importance of Wellness Support

On the frontline, Mentor Mothers are experiencing the pandemic and its effects first-hand. Work stress, as well as concerns about country restrictions and/or funding challenges affecting their employment, has made supporting MMs' mental health a priority as part of each country's response.

- m2m's **South Africa** wellness provider (ICAS) has been conducting virtual support groups and counseling.
- In **Uganda**, ICAS facilitated group and individual sessions with the senior management team, who then reached out to site staff individually to check on them.
- In **Zambia**, the HR Officer called each Mentor Mother<sup>9</sup> to provide support.



## **“Better Health Starts at Home, First”**

A field staff assessment tool is used to track, follow up, and update the health status of m2m’s frontline health workers.

- An internal international Clinical Oversight Team regularly reviews the assessment form of each country to ensure Mentor Mothers at high-risk of COVID-19 infection (e.g., not HIV virally suppressed) are withdrawn from frontline services.
- The roll out of this tool, tracking, handling confidential details, and close communication to our frontline health staff’s health challenges has been a promising practice.

Thank you!

