

THE REPORT OF OVERSIGHT VISITS DURING THE PERIOD

DECEMBER 2018 – FEBRUARY 2019.

According to the plan of oversight visits, the members of OC have realized the oversight visits for some sub recipients of the GF grant during the period Dec. 2018- Feb. 2019. After this time the oversight visits were stopped, advised by the consultant of CCM evolution prioritizing some other tasks of the oversight committee (OC).

The list of the oversight visits is as below:

1. Oversight visit of “OPEN DOORS” and “Aksion +” in Tirana (December 2018).
2. TB service facility of Tirana, and two NGOs dealing with the preventive Programs among MSM (ALGA & ALGBT)
3. Oversight visit reports conducted at TB service facility and NGO Aksion + /Shkodra
4. Report of oversight visit at Aksion +/ Elbasan and TB service facility of Elbasan.
5. The oversight visit report of TB service facility of Vlora and Aksion+/Vlora.
6. Oversight visit report for STOP AIDS in Berat_ 15 Shkurt 2019

The main findings and the recommendations of the oversight visits

24th December 2018

Report from oversight visit of “OPEN DOORS” and “Aksion +” in Tirana .

1. NGO “OPEN DOORS”

This organization is dealing with comprehensive prevention programs for sex workers. Open Doors works in close collaboration with Aktion Plus using their outreach workers to capture SWs in the frequented streets/neighbors and referred them to Open Doors for VCT, testing and preventive education. Nurse and psychologist service hours 3-4h/day five days a week.

The project has reached out 64 female sex workers who were informed about the HIV prevention program, but only 56 female sex workers have been tested for HIV and knew about their results until December 2019. The services available for their beneficiaries were VCT, HIV test, Hepatitis B, Chlamydia, Gonorrhea, health education, prevention and referrals.

Monitoring quality of service.

During the oversight visit Open doors staff was the nurse, the psychologist and the administrator. The nurse and psychologist are IPH staff and university lecturer and school nurse, thus their professionalism to manage clients was correct.

Commodities were stored in a cupboard in the centre, due to the small quantities (administrator daily supervises) and nature not issues of expire/shortage/temperature and humidity is observed.

Service provision

A consent form and client's record form were used for each client, then registered in the computer on excel registry table.

During the oversight visit, two clients (sex workers) received VCT and were tested for HIV and Hepatitis B and results were communicated.

From the 2 interviewees, both were satisfied with the services and feel secured and respectfully treated. Confidentiality was observed despite the small space of the centre.

They have received VCT and are aware of transmission and prevention of HIV.

Commodities for HIV prevention (Condoms and leaflets) are available, however some FSW were illiterate and in those cases the staff explains and emphasizes the messages in a simple manner.

When a client is positive for any of the disease diagnosis available, she was sent to IPH for confirmation and from there to enter into the health system services. The 2 clients commented the stigma & discrimination treatment at hospital from infectious disease doctors and from the society in general.

The main challenges was to find and attract SWs from different levels of the society despite their efforts amongst their circle of work (university students).

Some of the problems raised from the staff of this organization:

1. Providing condoms in regular bases for SW.
2. Poor level of knowledge on usage of condoms
3. Legal support to violence cases
4. Necessity to train police how to treat the cases of SW violence by their clients.
6. Propose to provide the female SW with healthcare card to provide free of charge services in the Health centers and hospitals. Provide medicines in case of diseases for SW.

The staff of this organization is optimistic to reach the indicators. They believe that they are reaching the low level of sex workers or street sex workers, but they know that this phenomena is

extended among the different levels and they need to find different approaches to reach them in the future. .

Recommendations:

HIV testing every 6 months per client if consented

The NAP should provide a strategic approach to find SWs in a more effective way.

2. Aksion + (MMT)

Tirana MMT center was established in 2005, by Aksion + staff H in order to serve people who use drugs to heroin, especially to IDU.

The staff of the center includes psychologists, doctors, nurse and the coordinator of the harm reduction program. It is worth mentioning that being a staff of systematic, disciplined in work schedules as well as the correct set for the provision of methadone in this center to its clients.

The number of clients being served at the center until the end of November was 210 clients. In this period the service was fully supported by the GF, which means that they did not have any lack of the services provided to their clients such as : providing methadone, testing for HIV and other STIs, counselling and education on HIV and STIs transmission. The doses of methadone were determined by the doctors. Aksion Plus nurses in Tirana and other centers were very busy with the methadone distribution, dosage documentation. As a result it has become difficult to carry out the testing for all drug users.

The number of the clients who have got an HIV testing in total for all centers is around 240 clients. The staff of aksion plus clarified that the clients tend to get methadone and leave as soon as possible, while methadone needs to be dispersed at the same time and takes time to perform the test. This makes it impossible to carry out tests and disperse methadone at the same time. The center has requested to recruit another nurse who will perform HIV tests for the clients.

Apart this, they are assisting the other methadone centers located in other districts or to provide the methadone to the prisoners.

In the center, a daily registration system (electronic and in paper) was implemented in providing daily therapy for each client and reporting monthly inflows and outflows, stocks of finished goods and methadone consumption by a well-defined procedure by MMT center of Tirana; Methadone supply is provided by the MMT center in Tirana, which also makes and periodic center monitoring. Training and knowledge updates are provided from the center of Tirana.

It was also offered rapid tests, condoms, brochures and urine tests for the clients.

Difficulties/barriers:

1. The overload of the staff of Tirana center.
2. Staff turnover because of very low salaries.

3. The difficulties in providing methadone and testing at the same time by the nurse.
4. A specific category as drug users, who expose violent behaviors and lack of willingness to carry out testing and psychological counseling.

Recommendations:

- HIV testing every 6 months per client if consented
- Urine Opium tests should be provided by the grant. Quality of service for MMT demands a follow up of clients on their abstinence and adherence to the therapy
- Training on M&E and reporting system is much necessary for all SRs of the grant. There are not clarity on values to report and meaning of indicators all across SRs and PMU staff.
- The environment is friendly for clients, though clients and staff could benefit from a more heated facility, quite a cold temperature in the rooms.
- The hardship exposure of staff dealing with these types of clients, they can become violent, needs to be acknowledged at its right scale.

The oversight team: A. Hala, M.Dervishi, K. Hoxhaj.

13th January 2019

Reports from the oversight visits to TB service facility of Tirana, and two NGOs dealing with the preventive Programs among MSM (ALGA & ALGBT)

1. TB SERVICE FACILITY OF TIRANA

During the interview with the dispensary nurses they stated that despite the fact that the management of TB patients is done regularly and carefully, some aspects such as:

- Reconstruction of the dispensary premises
- Staff working with TB patients are not paid for the difficulty of TB infection.
- Lack of a computer for data entry for TB patients
- Lack of long-term training for dispensary staff
- Little data on household screening

Recommendations

- Report as soon as possible TB cases to the National TB Program

- Collaboration with the local physician for the best case management of TB
- Frequent meetings with TB patients and their families about education about TB disease to reduce stigmatization about this disease and increase support for TB patients by their relatives.
- Ongoing collaboration with district epidemiologist for TB cases
- Posting TB posters in dispensary and hospital settings as well as in primary health centers
- Distribution of TB leaflets for awareness of TB disease.

2. NGO ALGA

This organization was dealing with the preventive programs among MSM in Tirana and in 4 other districts. They have the main office in Tirana. The staff of Tirana involved psychologists, nurse, outreach workers and the coordinator of the Program while in other districts the outreach workers were collaborating with VCT in the respective Directories of Public Health Units.

The office in Tirana was full functioning from December 2018. The mobile unit was used in other districts to reach MSM which is a hard group because of stigma.

Service provision

ALGA is offering a full package of services:

1. Counselling of MSM
2. Testing for HIV and Hepatitis B,
3. IEM (leaflets)
4. Condoms and lubricants.
5. Training on STI for the outreach workers and members of the community.

Some of the indicators of the project supported by GF were as below:

Until the end of December, out of 77 tested people, they had reported only one HIV + case. This indicator was not reached because the functioning of the full service was established in December 2018.

3 clients were diagnosed with HEP. B and referred to further counseling / treatment and one of the client tested had no clear result about HEP. B. He was also referred to IPH in order to clarify his status.

4 clients tested for HIV and HEP. B refused to be tested for bacterial infections and one client who came to the Center in Tirana decided not to be tested after the counseling conversation

These are in short terms the results of the testing. An overview of the formalities of the tested persons you will find in the table enclosed to this report.

The staff was feeling optimistic that the achievement of the objectives set, within the ongoing and the remaining period of time will be absolutely realistic and possible.

During the last months the process of setting up the Rapid Testing Center and the reaching of the target group has been supported by the publication of an informational Leaflet/Brochure about the Rapid Testing center, the possibilities of testing and the services offered in the Center. Furthermore the level of communication with the target group member has been enhanced by the newly introduced social media platforms such as the Rapid Testing Center facebook and instagram pages.

Recommendations ;

The use of Unique Identifier Code is very important in order to avoid duplications.

The report and documentation of outreach workers register should be improved.

The need of the staff of ALGA for M&E capacities (they have difficulties in the reporting process).

3. NGO “ALGBT”

During this oversight visit we intended to estimate client’s satisfaction and to interview the staff of this organization, particularly the outreach workers, psychologists and the nurse about the services that they are offering in this center.

A check list was used for: client’s satisfaction, confidentiality respect and safety, staff professionalism and availability of primary documents, (direct observation of service was not done because two new clients were feeling embarrassed to get the VCT service in front of us),

During the monitoring visit, ALGBT staffs present were Manager Director, 1 psychologist, one nurse, 3 outreach workers (one from ALGA and one from Aksion +), 1 client and a psychologist and two new clients from the shelter.

Outreach worker of ALGB, was asked how they reached the members of MSM community.

They use Facebook or the coffee bars when this community is gathering and their parties as well. They offered them condoms, lubricants and IEM. The monthly number of MSM reached by her was ~30 and the number of those who came to the center to get HIV testing was 10.

The difficulty of their work is because some of MSM hesitate to go to the center for HIV testing, because they would prefer to go to the center when the clients were not attended the center. It was suggested by oversight team that they can use mobile unit for the clients who do not like to come to the center.

The outreach workers were requested to ask the new clients if they were involved in other preventive programs, so to avoid the overlapping of the clients.

Service provision

Aleanca LGBT was offering a full package of services:

- Counselling of MSM
- Testing for HIV and Hepatitis B,
- IEM (leaflets)
- Condoms and lubricants.
- And some other services as below:
- Entertainment for the members of MSM community.
- Assisting the clients and referring for legal support.
- Training on STI for the members of the community.

Observation of the documentation:

The staff was respectful and confidential based on what the client stated.

The client was satisfied with the services and feel secured and respectfully treated.

Commodities for HIV prevention (Condoms and leaflets) were available.

When a client is positive for HIV, he was sent to IPH for confirmation and from there to enter into the health system services. Some of the clients were tested more than two times from the beginning of the project based on their request.

The facilities of the center, testing, VCT do all had separate spaces for the different services.

Observations and Recommendations:

- The service offered by the Staff of ALEANCA is satisfied.
- The need for syphilis testing should be fulfilled for this target group.
- Mobile unit should be used for the clients who do not prefer to visit the center in order to get HIV testing.
- The registers should be correctly completed.

Oversight team: D. Mema , A. Hala, B.Hylviu

February 11th /2019

Report of oversight visit at Aksion +/ Elbasan and TB service facility of Elbasan.

The purpose of the visit was to evaluate the service performance of this center for its clients in methadone maintenance therapy.

This center has been in operation since 2010.

The methadone stock on 8.02.2019 was one liter of methadone.

According to the nurse, communication with Action Plus in Tirana was daily, about the number of new patients and the problems encountered every day.

The kits and reagents were near the center, but testing was carried out at the VCT Elbasan center, previously at the "Stop AIDS" center.

The nurse was not trained to perform rapid tests for the clients.

The center was still without electricity.







Methadone was stored in the DRSH Elbasan magazine.


The total number of clients at the end of January 2019 was 32, out of them , only 4 were new cases in January.

The counselling files were completed, along with the test results.

The staff of this center included: the nurse, the doctor and the psychologist.

During this visit, the following irregularities and problems were identified:

-  The clients did not sign up for the daily dose they were taking, or when they were taking the dose for several days.
-  The dosage change was done by the nurse, without the doctor's confirmation.
-  In the case of clients of Gramsh district, the dose given to family members was for 8 days.
-  The individual files had no date of opening of the file and no sign of the doctor.
-  There was not in the center a register of HIV/STI testing performed.
-  Some of the clients were at the same time heroin users, even enrolled in the syringe exchange program.

 There was not a safe box to store the amount of methadone in the center.

Recommendations:

- Any dose changes should be made by the physician, reflected on the client's file with the doctor's signature.
- The daily register of methadone should be completed correctly.
- Every patient or family member of the patient should sign for the dose of methadone taken.
- HIV testing to be performed at this center and should be reported in the specific register.

TB service facility

Based on the problems identified there were some recommendations provided to the staff of TB service facility of Elbasan:

Recommendations:

- Increase the number of screening among households where was confirmed any TB case, despite the inadequacy of nursing staff.
- Collaboration with the local physician for better management of TB case
- Immediate notification of cases that have interrupted the treatment.
- Collaboration with epidemiologist for TB cases.
- Promoting TB posters in dispensary and hospital settings as well as in primary health centers
- Distribution of TB leaflets for awareness of TB disease.
- Applying the DOTS strategy regularly to all patients receiving TB medication.

Oversight team: L. Dango, K. Hoxhaj, M. Dervishi

February 18th, 2019

The oversight visit report of TB service facility of Vlora and Aksion+/Vlora.

1. AKSION +/- VLORA FINDINGS AND RECOMMENDATIONS.

In Vlora, until a few weeks ago the MMT center was located within the polyclinic of Vlora. Due to the reconstruction of the polyclinic at the moment the center has been moved to a private house, completely unsafe according to the doctor and psychologist of the center.

In general, the MMT center operated from 15:30 to 17:00 adapting to the requirements of the clients.

Daily dosage registrations for each client were in the format required by Action Plus, but in the register of daily methadone, was noted that the register was filled in with pencil which was not correct.

The number of IDUs clients in MMT for Vlora was 85 in February 2019.

The number of condoms and lubricants distributed to the clients was 0 .

The number of counselling sessions in Vlora was 126.

82 IDUs have performed HIV testing at the center.

Service provision

The number of clients registered for Methadone therapy is 85 registered.

VCT, HIV test, Hepatitis B, psychological support, social rehabilitation support (work, housing, other social service available information) focus groups, clients relatives 'support and information, HIV prevention and referrals.

- Methadone substitution
- VCT
- HIV, Hepatitis
- Psychological support
- Awareness and education of HIV/STI/Drug abuse and withdrawal

There is a daily register for MMT, a register for testing, for psychological consultation and social work; During the oversight visit, there were a number of clients receiving MMT and some clients were interviewed by the oversight team.

Recommendations:

- All clients have a code that is followed for recording files.
- HIV testing every 6 months per client if consented
- Urine Opium tests should be provided by the grant. Quality of service for MMT demands a follow up of clients on their abstinence and adherence to the therapy.
- The environment should be friendly for clients, though clients and staff could benefit from a more heated facility, quite a cold temperature in the rooms.

2. TB SERVICE FACILITY OF VLORA.

During the interview with the dispensary nurses they stated that despite the fact that the management of TB patients is done regularly and carefully, some aspects such as:

- Reconstruction of the dispensary premises
- Staff working with TB patients are not paid for the difficulty of TB infection.
- Lack of a computer for data entry for TB patients
- Lack of long-term training for dispensary staff
- Few data on household screening

Recommendations

- Report as soon as possible TB cases to the National TB Program
- Collaboration with the local physician for the best case management of TB
- Frequent meetings with TB patients and their families about education about TB disease to reduce stigmatization about this disease and increase support for TB patients by their relatives.
- Ongoing collaboration with district epidemiologist for TB cases
- Posting TB posters in dispensary and hospital settings as well as in primary health centers
- Distribution of TB leaflets for awareness of TB disease.

Oversight team: D.Mema, L.Dango, M.Dervishi

26 /02/2019

OVERSIGHT VISIT REPORT OF “STOP AIDS” IN BERAT.

The monitoring visit was done to assess the availability of the primary documents, observation of the service in the center or in the field, the difficulties of this program.

During this monitoring visit we interviewed the outreach workers, psychologist and the doctor about the services that they are offering in Berat center. This is not a drop-in center, so the staff of Tirana was assisting the outreach workers of Berat to provide the service for IDU using the mobile unit.

The number of IDU reached in the harm reduction program was 55 until the end of January 2019. The number of IDUs that have received counselling sessions was 19 until the end of January 2019.

A check list was used for: client's satisfaction, confidentiality respect and safety, staff professionalism and availability of primary documents.

From the interview with one of the outreach workers we learned the way how they worked with the clients in the center. The commodities for HIV prevention (Syringes Condoms and leaflets, HIV tests and Hepatitis tests etc.) were available.

After the discussion in the office of the STOP AIDS, the oversight team observed directly one hot spot where IDUs preferred for drug injection, where two of the clients were interviewed.

The clients were very satisfied by the service, they feel safe and respected by the staff of Stop AIDS. The confidentiality was respected too. They stated that the package offered by the organization and other services protect them by HIV and other blood born infections.

Service provision

STOP AIDS is offering a full package of services through the mobile unit :

- Providing of syringes and other commodities.
- Counseling of IDUs.
- Testing for HIV and Hepatitis B,
- IEM (leaflets)
- Condoms and lubricants.

And some other services as below:

- Treatment of wounds
- Training of outreach workers.
- Friendly services for IDUs.

Observation of the documentation:

The register of the outreach worker was asked for review; it was correctly completed and observed by outreach workers team leader.

The staff was respecting the confidentiality based on what the client stated.

The clients were very satisfied with the services and feel secured and respectfully treated.

Commodities for HIV prevention (Syringes, HIV and Hepatitis tests, Condoms and leaflets) were available.

The referring system was established for specific cases.

There was only one room for testing, counselling and nursing room.

Observations and Recommendations:

- The service offered by the Stop AIDS in Berat was good and met the requirements.
- The mobile units were used for the clients who do not prefer to visit the center of Berat in order to get HIV testing.
- The registers of HIV testing were correctly completed.

Oversight team: L. Dango, D. Mema M. Dervishi

- Please see attached the plan of oversight visits.

