

MODULE 6 EXERCISE

HIV SELF-TESTING FLOWCHARTS, SERVICE LAYOUTS & SOPs

OBJECTIVE

This exercise will help health workers design and implement HIV self-testing (HIVST) flowcharts, service layouts, and standard operating procedures (SOPs) for effective facility-based HIVST integration, ensuring streamlined service delivery and client support.

LEARNING OUTCOMES

By completing this exercise, participants will:

- Design HIVST client flowcharts for different facility settings.
- Develop HIVST distribution flowcharts for facilities.
- Optimize service layouts for privacy, accessibility, and client comfort.
- Ensure proper linkage to care and prevention services.
- Learn how to develop SOP for standardization of HIVST implementation at facilities.

TAKEAWAY MESSAGE

Well-structured flowcharts, service layouts, and SOPs ensure efficient, confidential, and effective HIVST implementation. Proper client flow and linkage mechanisms facilitate a seamless self-testing experience, improving HIVST uptake, effective use of self-testing, and post-test follow-up and linkage to prevention and treatment.

SCENARIO

You are a health worker responsible for designing and optimizing HIVST client flow and service layout in a clinic. Your role includes ensuring clear patient flow, adequate privacy, and linkage to care while standardizing HIVST operating procedures (SOPs) to improve quality of care and effective use.

TASKS

1. DESIGNING CLIENT FLOWCHARTS FOR HIVST

Instructions:

- › In groups, map out the step-by-step process for a client receiving and using an HIVST kit in a facility.
- › Identify key flowchart components:
 - Client arrival & registration
 - Pre-test information
 - HIVST kit distribution
 - Test performance & results interpretation & post-test counselling
 - Linkage to confirmatory testing/treatment or prevention services

Focus Areas:

- Adapt client flow for high-volume vs. low-volume clinics.
- Ensure flowcharts account for privacy and confidentiality.

2. DEVELOPING SERVICE LAYOUTS FOR HIVST

Instructions:

- › Sketch a service layout for an HIVST station within a facility.
- › Consider:
 - Entry & exit points for smooth client flow.
 - Private spaces for test performance & results interpretation.
 - Educational materials placement (brochures, videos, posters).

Focus Areas:

- Ensure clear signage for easy navigation.
- Optimize waiting areas and consultation spaces.

3. CREATING STANDARD OPERATING PROCEDURES (SOPs) FOR HIVST

Instructions:

- › Develop SOPs for HIVST distribution, test use, and linkage to care.
- › Ensure SOPs address:
 - How to provide pre-test information.
 - Kit distribution procedures.
 - Support for clients needing assistance.
 - Confirmatory testing and referral processes.

Focus Areas:

- Ensure SOPs are clear, standardized, and easy to follow.
- Consider digital and print resources for client education.

4. LINKING CLIENTS TO CARE & PREVENTIVE SERVICES

Instructions:

- › Develop a referral pathway for clients based on their HIVST results:
 - Reactive result: Guide clients to confirmatory testing.
 - Non-reactive result: Offer prevention services (e.g., PrEP, VMMC, risk reduction counseling).
- › Discuss challenges in ensuring follow-up and linkage.

Focus Areas:

- Integrate digital tools (e.g., SMS follow-ups, WhatsApp support).
- Ensure stigma-free client referral processes.

FINAL REFLECTION

Instructions:

- › Individually reflect on:
 - How can flowcharts, service layouts, and SOPs improve HIVST implementation?
 - What challenges might arise in facility-based HIVST setup, and how can they be addressed?
- › Share reflections in a group discussion.

Discussion Points:

- How can visual tools improve staff adherence to SOPs?
- What are the best practices for service layout optimization?