PARIS

FAST-TRACK CITIES 2024

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Automated Dispensing Medication System (Lulamed) as a Differentiated Service Delivery Model: An experience sharing

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I. Introduction

➢ Eswatini: 210,000 PLHIV, HIV prevalence of 24.8% among adults >15 yo.

➢ Country achieved the 95-95-95 UNAIDS target.

➢ DSD models are instrumental to improve clients experience (reduce clinical visits and waiting and retain clients in care).

➢ December 2021, Georgetown University, supported by PEPFAR through the CDC, equipped AHF and 3 other facilities with Lulamed.

➢ Lulamed is an Automated Medication Dispensing System (AMDS).

➢ We aim to share the Lulamed experience as a convenient and innovative DSD model.

II. Process flow and Enrolment strategies

➢ AHF LaMvelase services around 15,000 clients.

➢ Lulamed SOPs and eligibility criteria developed in January 2022.

➢ The enrollment of clients started in February 2022.

➢ 2 enrolment strategies adopted: LulaMeds as a Fast-track DSD model (Figure 1) and Lulameds daily dispensing (Figure 2).

➢ The LulaMed is accessible 24 hours.

Process flow and Enrolment strategies:

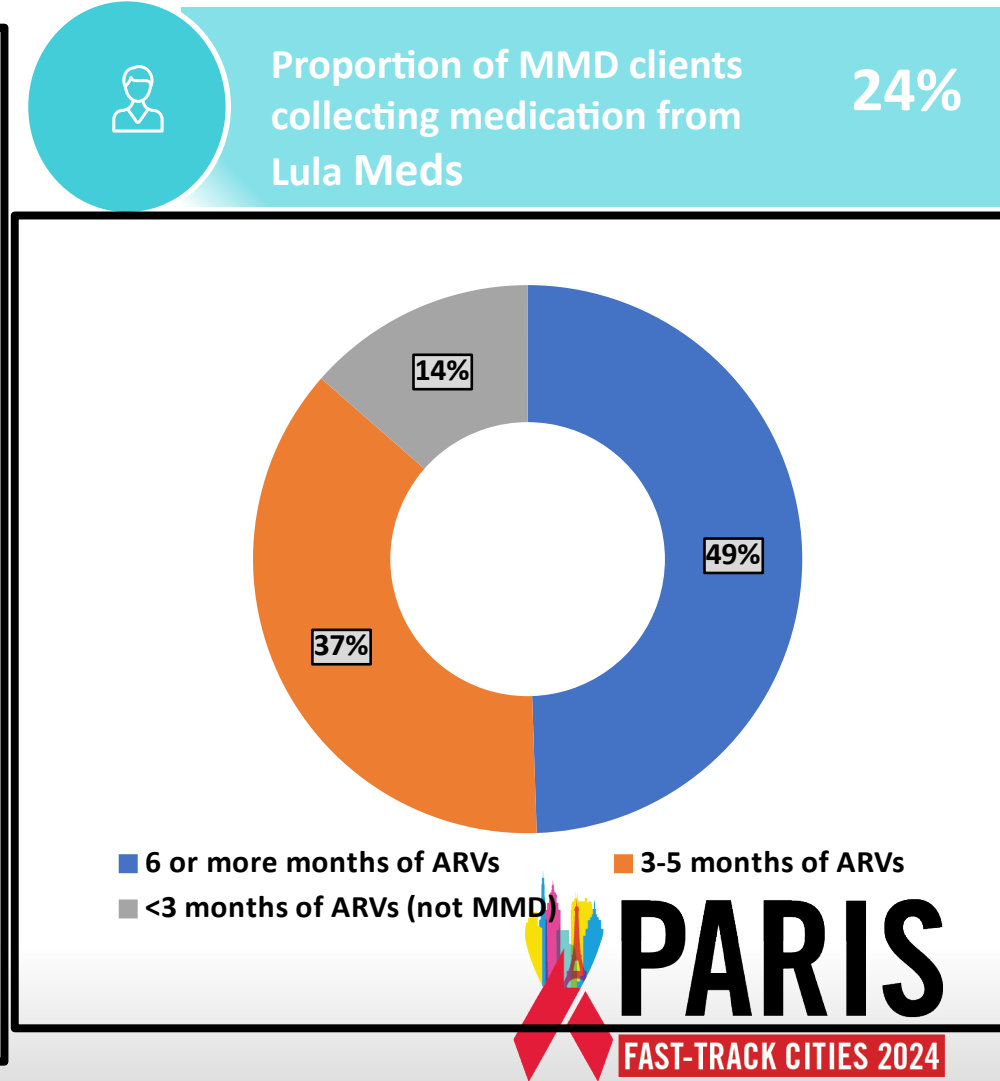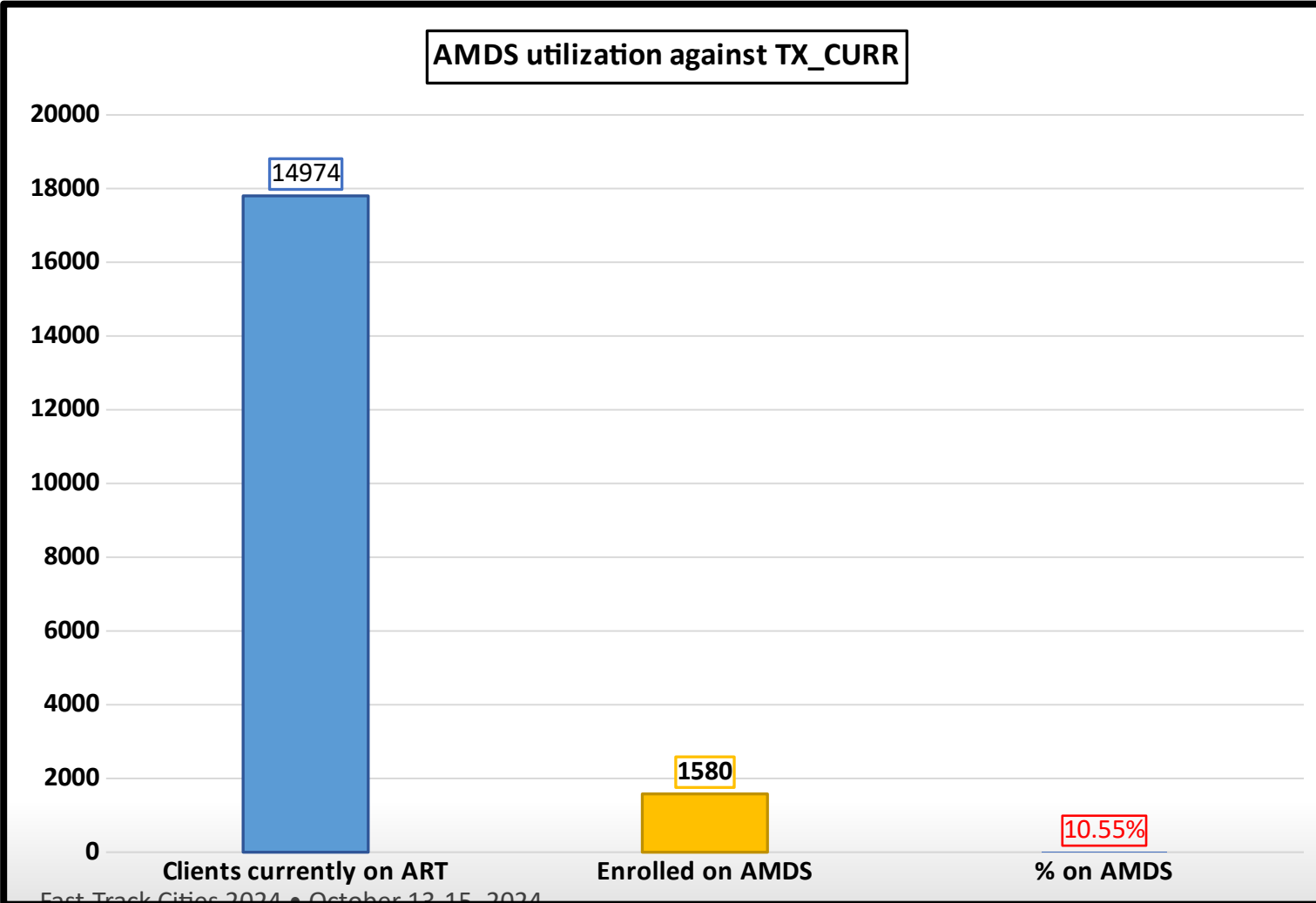*Figure 1: Lulamed as a Fast-Track model.*
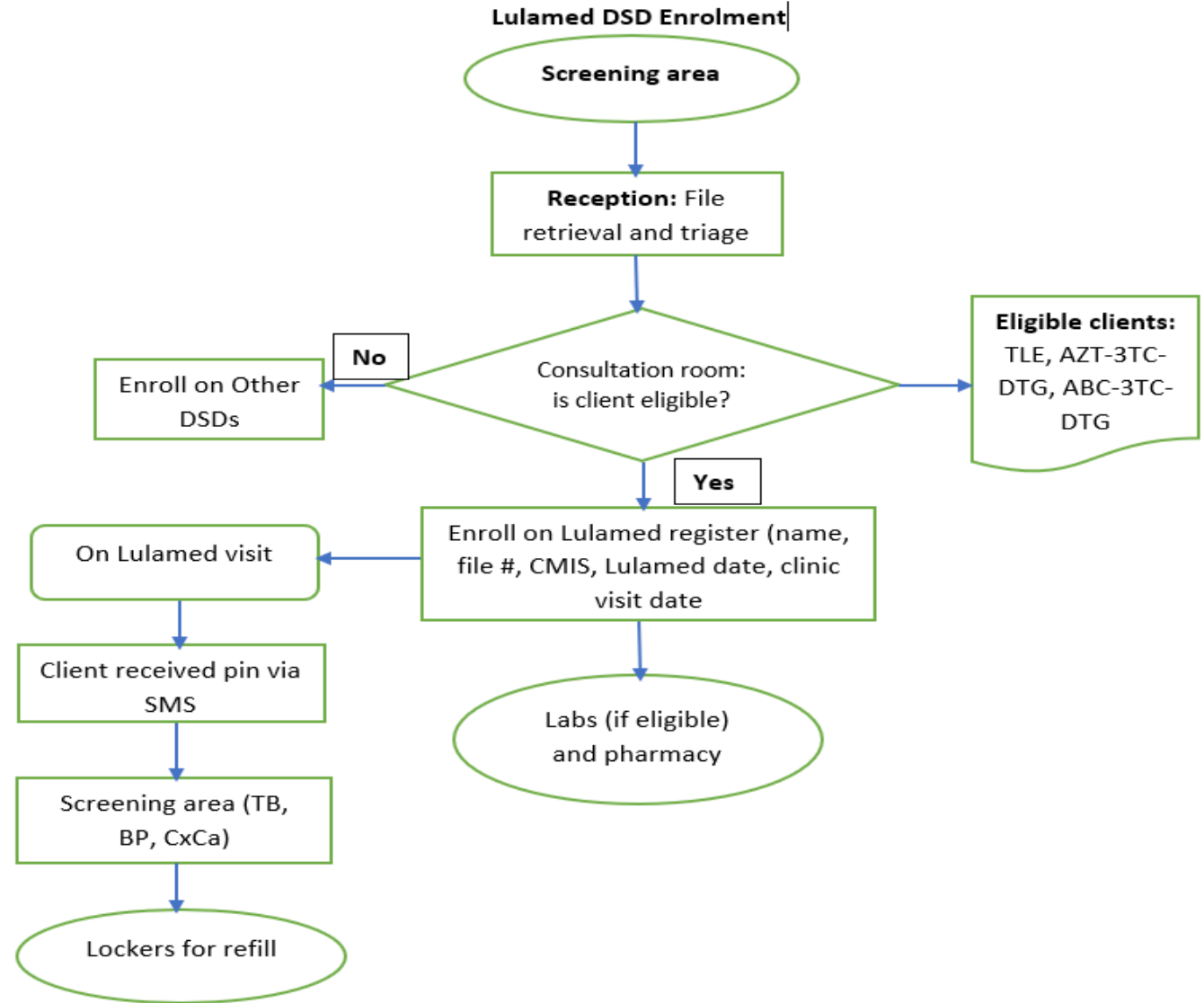
Process flow and Enrolment strategies:
Figure 1: Lulamed daily dispensing

Lulamed dispensing for stable, 6 MM refills
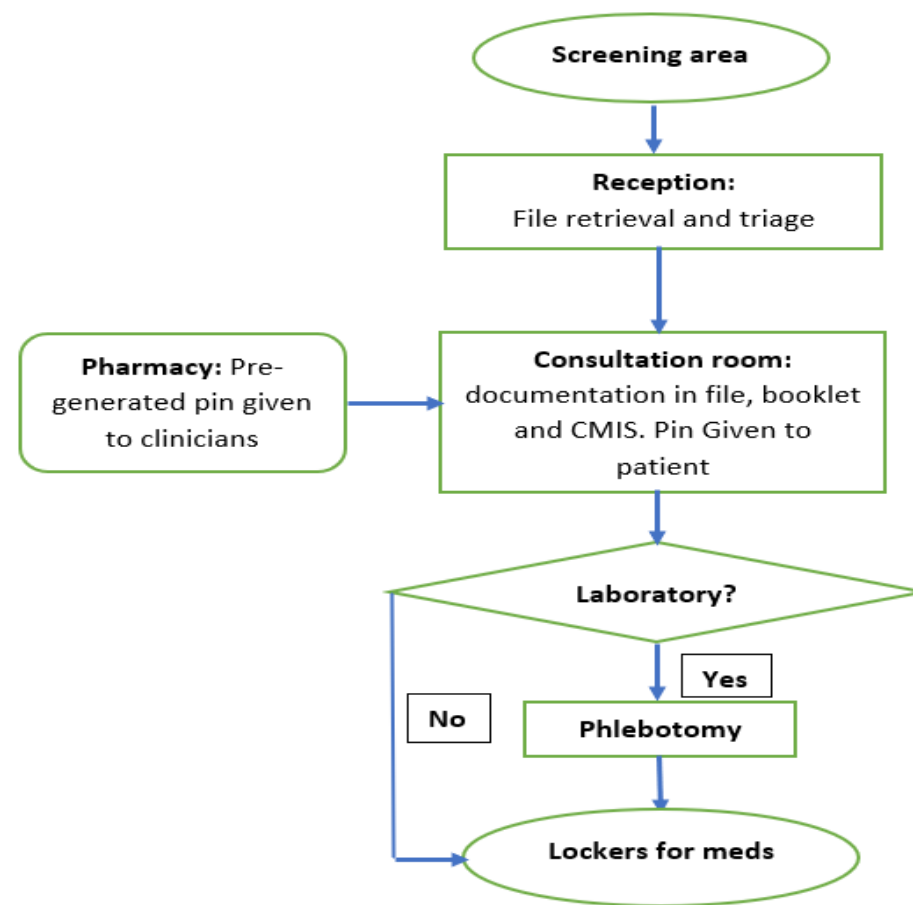
III. Recruitment trends (Feb 2022 to Feb 2024)

AHF LAMVELASE AMDS utilization against Tx_Curr

AMDS utilization against TX_CURR

- 14974 — Clients currently on ART
- 1580 — Enrolled on AMDS
- 10.55% — % on AMDS

Proportion of MMD clients collecting medication from Lula Meds — **24%**

- 49% — 6 or more months of ARVs
- 37% — 3-5 months of ARVs
- 14% — <3 months of ARVs (not MMD)

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AHF LAMVELASE AMDS Recruitment (Feb' 22- Feb' 24)

Trend for monthly new AMDS enrolments
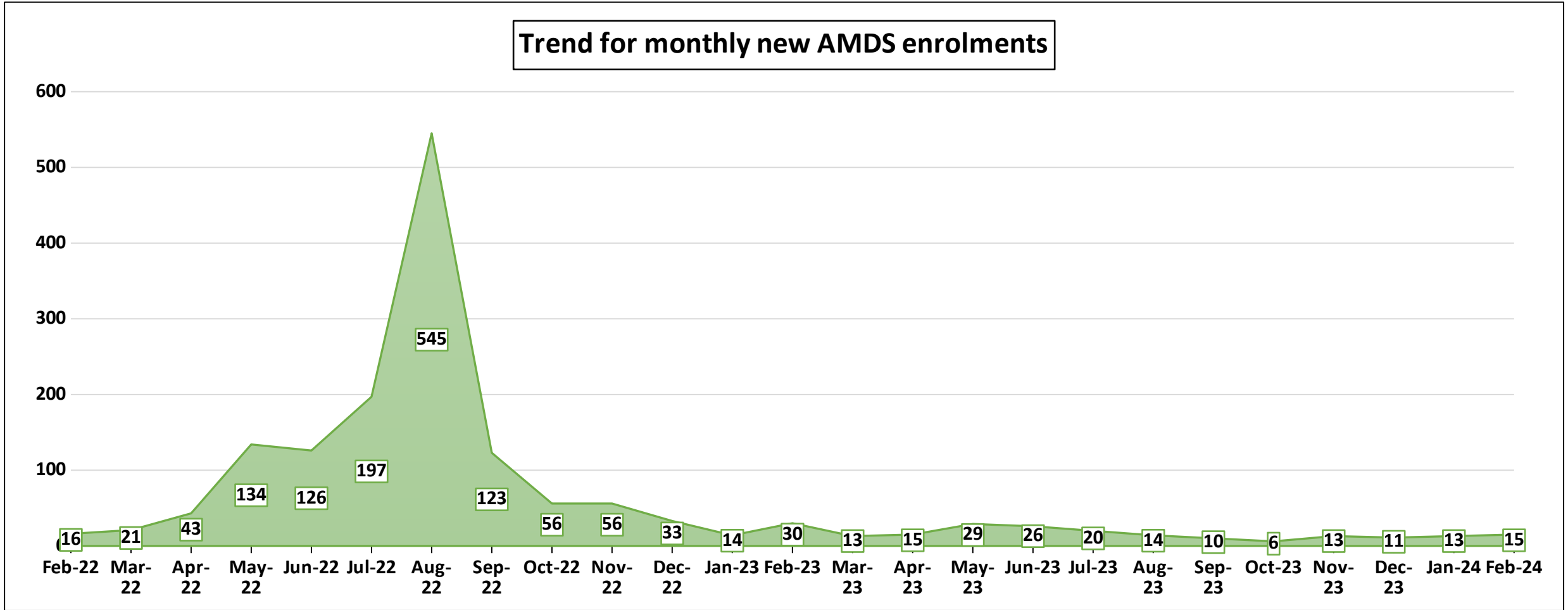
AHF LAMVELASE Parcels Pick-up by model (Feb '22- Feb '24)

Total Parcel Pick up By Model

25%

75%

■ Received OTP by SMS ■ Received OTP from HCW
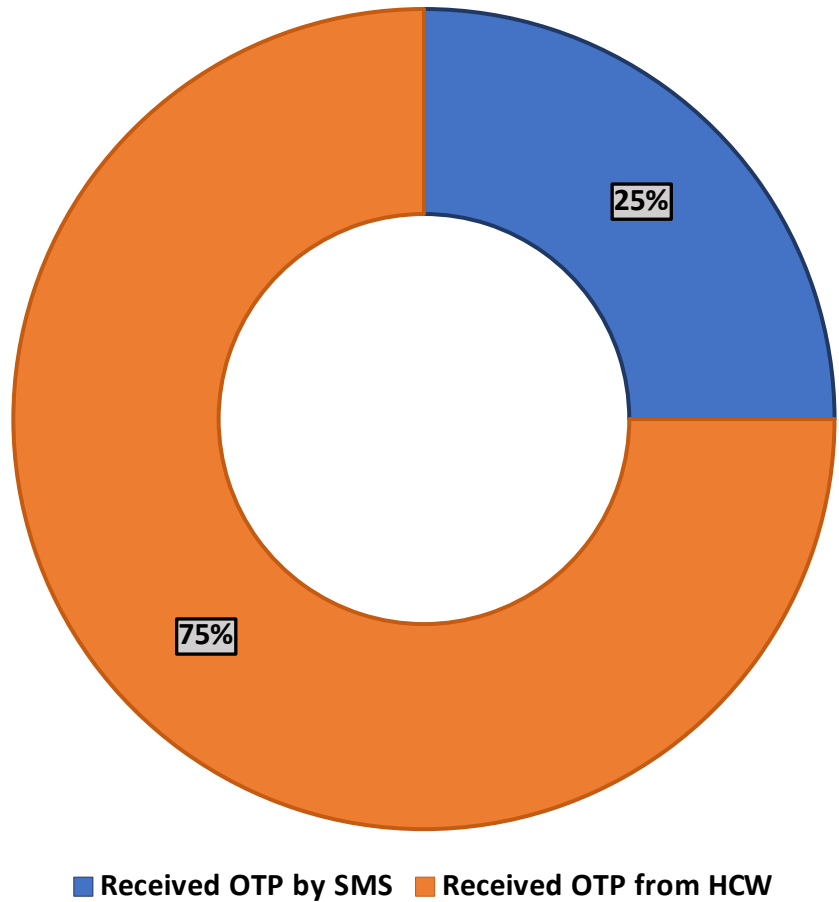
Cumulative collectives by model

8000

7000

6000

5000 — 5559

4000

3000

2000

1000 — 1850

0

AHF Lamvelase

■ Received OTP by SMS ■ Received OTP from HCW
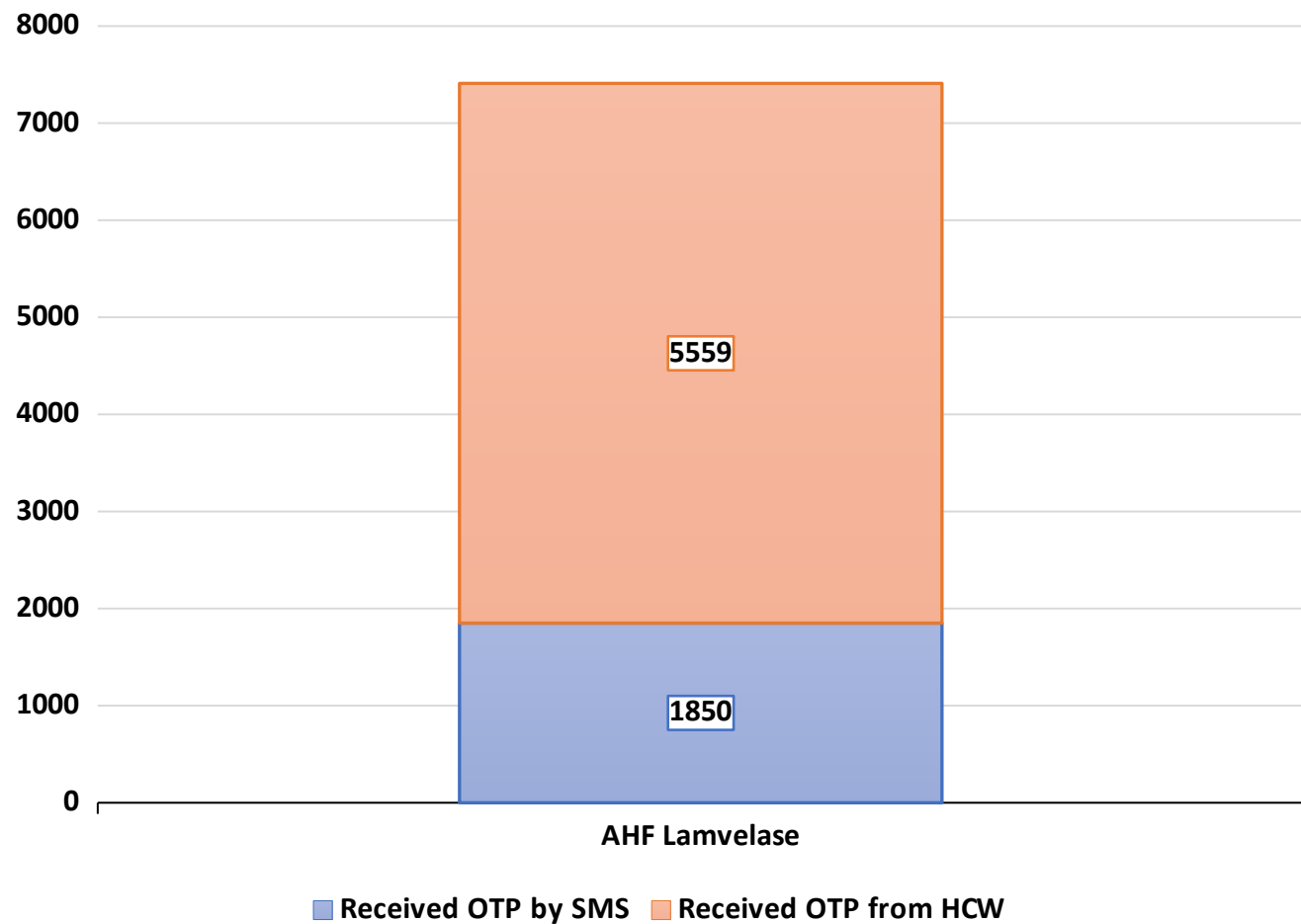
IV. Lessons learned

➢ As of February 2024, 1580 clients (10.55%) out of 14,974 were active on LulaMed.

➢ 24% of the 8723 clients on Multi-Month Dispensing (MMD) were collecting medication from LulaMed.

➢ The use of LulaMed increased, decongesting the pharmacy while reducing clients' waiting time.

➢ Follow up with clients to ensure timely collection of parcels and constant education of patients are needed.

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Lessons learned: Feedback from clients

➤ Clients generally prefer collecting drugs through smart lockers as opposed to pharmacy.

➤ Appreciate availability of contact number to which they contact focal person in case of challenges.

➤ Suggests facility should review current usage to include their NCDs medicines.

➤ Requests that smart lockers be widely distributed across major cities of the country for easy access

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V. Challenges and Actions taken

Challenges

➢ Clients ignore messages, mistaking them for network service providers.

➢ Frequent technical issues(late synchronisation/ bar code scanner not active)

➢ LulaMeds patients still showing up at the pharmacy.

Actions taken

➢ Constantly reminding patients to expect messages during patient education.

➢ Seeking technical assistance.

➢ Clinicians' strong emphasis on clients collecting through LulaMeds

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Recommendations and way forward

➢Integrate other services into LulaMeds(NCDs, PrEP, PEP)

➢Explore other means to upscale LulaMeds utilization.

➢Wide distribution of smart lockers across major cities of the country for easy access.

➢Stable network (internet connection) is needed for continued service provision.

Acknowledgements