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## Young Manager Leads Regional Lab Team to WHO 3-Star Rating

It is a dawn like no other at Temeke District's largest healthcare facility in Dar es Salaam, the bustling business capital of Tanzania.

Jubilant young men and women in white coats are cheering, laughing, and happily embracing one another. In the midst of this joyous outcry, a calm and modest looking young woman with intricately braided hair speaks quietly.

What she says causes her colleagues to cheer even louder. There is an explosion of applause as they surround her. She smiles at them, lifts her hands in the air, and shouts "TMK oyeee!"

"Oyeeeeee!" they resound.

One of the youngest female Regional Lab Managers in the city, Grace Maliva joined the Temeke Hospital lab team as a technician in 2008. At that time, the facility showed no promise of an exciting career for the young scientist.

Instead, the infrastructure was poor and the staff extremely limited, which contributed to an overall lack of motivation and little regard for quality of service.

In fact, over the next few years, the Ministry of Health and Social Welfare conducted two Strengthening Laboratory Management towards Accreditation (SLMTA) assessments

at Temeke awarding the lab zero stars each time.

As a result, the Ministry engaged AIHA's HIV/AIDS Twinning Center to roll out a comprehensive laboratory quality improvement program (LQIP) at Temeke.



**AIHA's PEPFAR-supported Lab Quality Improvement Project helped Temeke Hospital Lab's team achieve a WHO 3-star rating.**

Launched in 2006, the LQIP is implemented through a partnership that links the Ministry with Boulder Community Hospital in Colorado thanks to support from PEPFAR and CDC/Tanzania.

This initiative offered Grace — and team members working in some 23 regional hospital laboratories throughout

Tanzania — opportunities to develop skills and improve HIV/AIDS-related diagnostic services through in-service training, mentorship, and supportive supervision from both Tanzanian and American laboratory experts.

"The mentors helped us to develop quality manuals, procedures, and policies, and to map our processes against them, which eventually helped us to change not only our approach, but also our thinking," Grace explains.

Grace was promoted to Lab Manager in 2013 and she was determined raise the bar for the lab and her team.

With her eye on the prize of earning full accreditation for the lab, she redoubled her commitment to quality improvement. By the end of the year, the Ministry awarded Temeke Laboratory two stars following a SLMTA assessment. This milestone further invigorated Grace and her team and, in collaboration with the AIHA mentors, they intensified their efforts by utilizing Stepwise Laboratory Improvement towards Accreditation (SLIPTA), a World Health Organization (WHO) framework to strengthen lab services and quality.

"We fixed our efforts on helping patients receive more

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## Jamaica Partners, US Counterparts Conduct Infectious Disease Research Symposium



Professor Michael Lee, Head of UWI's Department of Medicine, welcomes participants to the partnership's Infectious Disease Research Symposium.

AIHA partners from the University of the West Indies Department of Medicine (UWI) and the University of South Carolina School of Medicine (USC) conducted an Infectious Disease Research Symposium on Dec. 12 at UWI's Mona Campus in Kingston, Jamaica.

AIHA launched the partnership in 2012 to establish a postgraduate infectious disease fellowship program to help close the Caribbean Region's critical gap in well-trained human resources for

health in this essential field of medicine.

UWI ID fellow Dr. Kathy-Ann Pate Robinson spoke about chikungunya, a mosquito-borne viral disease characterized by an abrupt onset of fever and severe, often debilitating, joint and muscle pain, headache, nausea, fatigue, and rash; Dr. Nikkiah Forbes, also a fellow, spoke about HIV/AIDS in the Bahamas.

Three USC partners also presented at the event. Dr. Sharon Weissman discussed

treatment options for Hepatitis C; Dr. Majdi Al-Hassan presented on antibiotic stewardship; and Dr. Helmut Albrecht spoke about HIV viral load detectability.

The event gave partners and fellows an opportunity to showcase their research. It also served to highlight the need to train more infectious disease specialists.

## AIHA, FPD Conduct Study Tour to Showcase Effective Programs Addressing GBV



Training to fight GBV! Botswana Ministry of Health officials Sinah Phiri, Kelebogile Motlhanka, and Veronica Leburu try out IkhayaIethemba Centre's fitness facility, where clients work out to improve their fitness and manage stress.

AIHA kicked off in October a new partnership linking the Botswana's Ministry of Health with the Foundation for Professional Development (FPD) in South Africa.

With support from PEPFAR and CDC/Botswana, partners are collaborating to train healthcare workers how to better address gender based violence (GBV) in Botswana.

A Ministry delegation traveled to Pretoria, visiting a broad range of organizations that support the GBV response in South Africa. These site visits will inform the continued development of initiatives to mitigate GBV in Botswana.

AIHA and FPD organized visits to IkhayaIethemba Centre, which provides an array of services for those seeking to escape the cycle of violence.

There, they toured a mock courtroom, which is used to help clients prepare to present their cases at court. They also visited the Centre's

fitness facilities, which help GBV survivors manage stress through exercise, and its vocational training facilities, which support the economic empowerment of clients by providing skills training.

The Botswana delegation also visited the Youth for Survival (YFS) Green Door project, which is sponsored by the South African Department for Social Development.

The project provides shelter and support programs for young girls and women who are experiencing abuse. Services include training and income generating activities, such as bead making, that can help clients become self-sufficient.

Sonke Gender Justice, which works across Africa to strengthen government, civil society, and citizen capacity to promote gender equality, prevent domestic and sexual violence, and reduce the spread and impact of HIV and AIDS, was another

organization visited by the group.

There, they learned about MenCare, a global campaign to promote the involvement of men as equitable, responsive and non-violent fathers and caregivers. Effective male involvement in the community is an important component of Botswana's response to GBV.

At Thuthuzela Care Centre, the delegation learned how standardized collection kits are used to assist healthcare workers and the police to properly collect evidence in both adult and pediatric cases of GBV.

At the conclusion of the week-long study tour, the Botswana team met with FPD and AIHA staff to debrief and discuss best practices that can be incorporated into the GBV training for healthcare workers in Botswana, as well as the country's overall GBV response.

## Young Manager Leads Regional Lab Team to WHO 3-Star Rating

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reliable and timely test results through constant feedback, monitoring of indicators, and continuous self-assessment,” Grace says, full of pride as she recounts being honored by the President of the United Republic of Tanzania with the 2014 Best Healthcare of the District accolade during a May Day celebration.

But for Grace and Temeke Hospital Laboratory, the best was yet to come.

In July 2014, a team of experts from WHO’s Africa Office arrived at Temeke Hospital. They spent a full day and night conducting a thorough examination of the lab before awarding it a 3-Star rating on the SLIPTA scale.

“It was at the break of dawn when the Quality Officer received an email notification and broke the news. People had refused to go home after the assessment and we were all waiting anxiously at the hospital,” Grace admits.

This triumph would open many doors for both Temeke Lab and its leader. Both the hospital and district administrations recognized the work of the lab and provided additional support.

The Ministry of Health and Social Welfare started to view the lab as a breeding ground for quality-minded laboratory scientists and soon began sending other workers to the facility to learn.

Because of her adroit leadership and commitment to quality, Grace has been requested to oversee quality improvement elsewhere at Temeke Hospital, including the radiology, surgery, pharmacy, and medical records departments. She is doing this by replicating quality assurance practices now observed and practiced at the lab.

Despite all this, Grace says she is not content with what she and her team have accomplished.

“We are working hard to receive full SLIPTA accreditation



The Temeke Hospital Lab team, led by Lab Manager Grace Maliva (below) worked to raise the facility from a zero-star rating to a 3-star rating from WHO.

by end of 2015,” she says proudly, expressing her wish to help members of her team develop the knowledge and skills they need to become international lab mentors and assessors.

“There is an amazing sense of quality awareness and adherence, as well as a revived passion among members of the team to offer the best diagnostic services. Now, any little complacency is reproached by everyone.”



## Zambia’s First Lady Honored as a Champion for eHealth, Underscores Work of ZDF Partners

Zambia’s First Lady, Dr. Christina Kaseba, was named the first Special Envoy on Electronic Health by the International Telecommunication Union at the 69th United Nations General Assembly in New York last September.

AIHA works extensively with partners in Zambia to promote eHealth and effective knowledge management for health through use of information and communication technologies through our PEPFAR-supported HIV/AIDS Twinning Center Program.

In particular, AIHA’s partnership with the Zambia Defense Forces has been at the forefront of knowledge management, telemedicine, and other eHealth initiatives in the country.

The First Lady’s appointment catapults eHealth to the frontline of development priorities in Zambia and helps showcase the need for and significance of AIHA’s work in knowledge management and telemedicine.

Dr. Kaseba is also a patron of

the Palliative Care Alliance of Zambia, another AIHA partner organization in Zambia.

Her dedication to improving access to quality healthcare services for people in Zambia, and in particular championing the welfare and well-being of women and children, is evident by this and other awards she has received, including the Frontline Award from the Global Coalition on Health and an Honorary Fellowship Award from The American Congress of Obstetricians and Gynecologists



Zambia’s First Lady, Dr. Christine Kaseba at the United Nations General Assembly in September.

Photo: Thomas Nsama, Lusaka Times.



## AIHA Conducts Ethiopia All-partnership Meeting, Graduates Successful Long-standing Partnerships

**To date, AIHA has managed nine twinning partnerships in Ethiopia, along with a very successful Volunteer Healthcare Corps (VHC) program, which is currently supporting the Ministry of Health's Medical Education Initiative.**

AIHA partners and volunteers working to strengthen Ethiopia's health system gathered in Addis Ababa on Nov. 7 for a dissemination meeting and to celebrate the graduation of three highly successful twinning partnerships.

AIHA conducted an all-partnership meeting for members of our HIV/AIDS Twinning Center partnerships in Ethiopia in Addis Ababa on Nov. 7.

The event was attended by some 80 U.S. and Ethiopian partners, VHC volunteers, local and U.S. government officials, and stakeholders from a number of national and international NGOs operating in Ethiopia's public health and development arena.

In recognition of AIHA's strong focus on health systems strengthening and supporting the country's push to develop local capacity to train human resources for health, Dr. Wendemagegn Enbiale, Director of the Federal Ministry of Health's Human Resource Development and Management Directorate, provided the keynote address and thanked AIHA and our partners for the many tangible contributions made through the PEPFAR-

supported twinning and volunteer programs.

The one-day event provided partners with the opportunity to shine a spotlight on their accomplishments, share challenges and lessons learned, and discuss areas for future collaboration — both among partnerships and with other stakeholders.

A highlight of the meeting was the graduation of three highly successful long-term partnerships: the Debre Berhan Referral Hospital / Elmhurst Hospital Center hospital partnership, the Addis Ababa University School of Pharmacy / Howard University clinical pharmacy partnership, and the Addis Ababa University School of Medicine / University of Wisconsin at Madison adult emergency medicine partnership.

The Debre Berhan partnership strengthened educational resources, human resources, and service delivery capacity

to improve medical and psychosocial care and services for PLHIV, as well as other patients.

Pharmacy partners ushered in a paradigm shift in pharmacy education across Ethiopia by developing and implementing a new 5-year clinical pharmacy degree program that incorporates hands-on learning experiences through attachments at local hospitals and health facilities — to date, 778 clinical pharmacists were graduated from this program and 4,000 students are enrolled throughout the country.

The AAU School of Medicine partners pioneered emergency medicine in Ethiopia, establishing the country's first Emergency Medicine Training Center at Tikur Anbessa Specialized Hospital.

While AIHA funding for these organizations has concluded, strong leadership and support from the Ministry of Health represents an important step toward local sustainability.



## Nigeria PSW Partnership Graduates, Celebrates Expansion of Model Project with USAID Support

On Sept. 12, AIHA celebrated the graduation of our HIV/AIDS Twinning Center partnership to strengthen local capacity to train Para Social Workers in Nigeria.

Para Social Workers (PSWs) are a new cadre of community-level social workers who work to provide better access to care and support services for orphans and vulnerable children and their caregivers.

AIHA has been working with the Federal School of Social Work and the University of Nigeria - Nsukka in Nigeria's Enugu State since 2008.

The jointly developed PSW Training Program has been recognized by the Nigerian Government as an important strategy for building the human resource capacity required to more effectively meet the needs of children made vulnerable by HIV and AIDS.

A group of 42 community-based workers from the Enugu South Local Government Authority completed the PSW Training Program and were honored at the graduation event, bringing the total number of PSWs trained through this PEPFAR-supported project to 1,141.

The celebration was bittersweet for AIHA and our Nigeria team as our Twinning Center program in country concluded, while two exciting new projects — one with Save the Children launched last year and another with Catholic Relief Services that will kick off in the coming weeks, which will be managed by AIHA's new local NGO, Twinning for Health Support Initiative, Nigeria (THSI-N).

Both are replicating the successful PSW Training Program in other regions of the country.



AIHA partners and staff celebrate the graduation of our Twinning Center Program in Nigeria, as well as expansion of the PSW project to other areas of the country with support from USAID/Nigeria.

## Clinical Associates Partners Play High-profile Role in Fall Public Health Events in South Africa

In late September, AIHA and our Clinical Associates partners in South Africa participated in the Rural Health Conference in Worcester.

The Clinical Associates profession, supported PEPFAR and CDC/South Africa, was featured prominently at the conference, with the Professional Association of Clinical Associates in South Africa (PACASA) taking a lead role.

Conference participants discuss the role and impact of the Clinical Associates cadre, with representatives from AIHA and PACASA, along with faculty from the University of Pretoria and University of the Witwatersrand among the presenters.

The National Department of Health (NDOH), Health Professional Council of South Africa (HPCSA), and the Professional Association of Clinical Associates in South Africa (PACASA) convened a Clinical Associates Summit on Nov. 28, along with a leader-

ship workshop on the 29th, at the University of Pretoria's Medical Campus. A third workshop on Clinical Associates in KwaZulu-Natal province was held on Dec. 5 at Osindisweni Hospital in Durban North.

Designed to identify gaps in knowledge among graduates and brainstorm ways to bolster knowledge about the profession among other health professionals and the public at large, the Clinical Associates Summit focused on issues including finalization of the scope of practice and the NDOH's current stance on the profession.

Practicing Clinical Associates were encouraged to join PACASA to ensure that the nascent organization can effectively advocate for the profession at the national level.

The Clinical Associates Leadership Workshop introduced a model for organizational success for PACASA and

established processes for approaching short-term planning to make PACASA an effective and successful representative body for the new mid-level cadre.

Specific planning approaches discussed included keeping the membership database updated, logging PACASA member contributions, mobilizing fundraising initiatives, and getting more involved in high-level strategic research planning.

At the Clinical Associates Workshop in KwaZulu-Natal Province, participants focused on the importance of joining PACASA, including the sense of professional identity and ownership that membership affords, data collection and research, and persevering in the face of challenges as this new medical profession takes root in South Africa.



Clinical Associate Nabeela Sujee (right), junior faculty member at University of Pretoria, presents a poster on the role of Clinical Associates in rural health. Sujee was given the award for best poster at the September conference.



Representatives of PACASA, local partnership institutions, and AIHA conduct a strategy session during the Rural Health Conference.

## Conferences and Opportunities



**AfricaHI 2014:  
3rd IASTED African  
Conference on Health  
Informatics**

September 1-3, 2014  
Gaborone, Botswana

**2014 Global Missions  
Health Conference Africa**

Nairobi, Kenya  
September 4-5, 2014

**2014 Southern African  
HIV Clinicians Society  
Conference**

September 24-27  
Cape Town, South Africa

**AMREF Health Africa  
International Conference**

Nairobi, Kenya  
November 24-26, 2014

**CUGH Annual Conference**

March 26-28, 2015  
Boston, MA

**Global Health &  
Innovation Conference**

New Haven, CT, USA  
March 28-29, 2015

**CORE Group Global Health  
Practitioner Conference**

Alexandria, VA, USA  
April 13-17, 2015

**Building Children's  
Nursing for Africa 2015  
Conference**

Cape Town, South Africa  
April 22-24, 2015

**WONCA 4TH African  
Regional Summit**

Accra, Ghana  
April 6-9, 2015

**4th East Africa Healthcare  
Federation**

Kigali, Rwanda  
May 17-19, 2015

**2015 Conference on Social  
Work and HIV/AIDS**

May 21-24 2015  
New Orleans, LA, USA

**American Academy of  
Physician Assistants  
Conference**

San Francisco, CA  
May 23-27, 2015

**7th SA AIDS Conference**

Durban, South Africa  
June 9-12, 2015

**International Conference  
on Mental Health and  
Social Work Practice  
Conference**

Washington, DC, USA  
June 11, 2015

## HIV/AIDS Twinning Center

**American International Health Alliance**

1250 Eye Street, NW  
Suite 350  
Washington, DC 20005

Phone: 202.789.1136  
Fax: 202.789.1277

Visit us on the Web at

[www.TwinningAgainstAIDS.org](http://www.TwinningAgainstAIDS.org)

The HIV/AIDS Twinning Center mobilizes and coordinates the resources of healthcare and allied professionals in the United States and abroad to effectively build capacity to reduce HIV infection rates and provide care to those infected with, or affected by, HIV/AIDS in support of the President's Emergency Plan for AIDS Relief (PEPFAR).

Funded by PEPFAR through a cooperative agreement with the US Department of Health and Human Services, Health Resources and Services Administration, the Twinning Center is a project of the American International Health Alliance, a US-based nonprofit dedicated to helping limited-resource communities make positive, sustainable changes that improve accessibility to a broad range of high-quality healthcare services and preventive programs.

The contents of this newsletter are the responsibility of AIHA and the Twinning Center and do not necessarily reflect the views of the United States government or other funding agencies.

