

Steps to successful implementation of Spotlights

- This guide is an easy-to-read reference document intended for:
 - Facility-based staff e.g. QI teams including operational managers, clinicians, data capturers, lay cadres
 - Above-site QI managers, QI coaches and M&E personnel
- The guide contains nine practical steps on how to replicate the packaged evidence-informed change ideas (spotlights)
- Implementers are allowed to adapt the spotlights to suit the local context

Spotlight implementation guide.

1

Review data routinely

- Routinely review the data to identify gaps on the performance across the HIV/TB cascade (Preferably use trends)

2

Define the problem

- 40% of the patients who missed their appointment contacted telephonically could not be reached during the day because they were either at work or at school and their phones were off.

3

Define the AIM

- The AIM must be SMART

Specific
Measurable
Attainable

Relevant
Timebound

6

Select appropriate spotlight(s)

- Identify the change idea category on the spotlight compendium (e.g., Retention) and select spotlight(s) to address the prioritized root causes.

If there is no appropriate spotlight in the current compendium, brainstorm new ideas

5

Conduct process mapping and Root Cause Analysis

- This step is to understand the system and processes (e.g. process mapping) to identify the underlying causes (5WHYs, fishbone) as well as to prioritize (prioritization matrix) the root causes to address first.

4

Set up a QI Team

- The team must be inclusive of the consumers

7

Run the tests

- Adapt to the local context
- Establish outcome, process and balancing measures.
- Test change ideas from the spotlight using PDSA worksheets/cycles

8

Routinely monitor measures

- Monitor the process measures (daily/weekly)
- Document learning coming from replicating spotlight(s)

9

Implementation

- Institutionalize if the change idea is yielding positive/anticipated results