



# SACENDU

SOUTH AFRICAN COMMUNITY EPIDEMIOLOGY NETWORK ON DRUG USE

Treatment Demand Data • Service Quality Measures (SQM)  
• Community-Based Harm Reduction Services

## Service Quality Measures (SQM):an overview

Kim Johnson



## The Service Quality Measures (SQM)

Building an accountable and person-centered substance misuse treatment system in South Africa

# What is the SQM Initiative



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A performance measurement system designed specifically for South Africa's substance use treatment services.

- This system collects data on patient-reported outcomes of treatment and on perceived access and process of care.
- The system uses three forms (SACENDU, SAATSA and Discharge) to generate information on a core set of indicators of treatment quality.
- Operational only in the Western Cape Province up until 2021.

# Goal of the SQM Initiative



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- **Goal:** To improve the quality of South African substance misuse treatment services through the routine use of service quality measures (SQMs)
- **Aims:**
  - To develop a system of SQMs for South Africa's substance misuse treatment system
  - To use these SQMs to assess the performance of treatment services in key domains
  - To use findings to guide policy, planning and service improvement initiatives



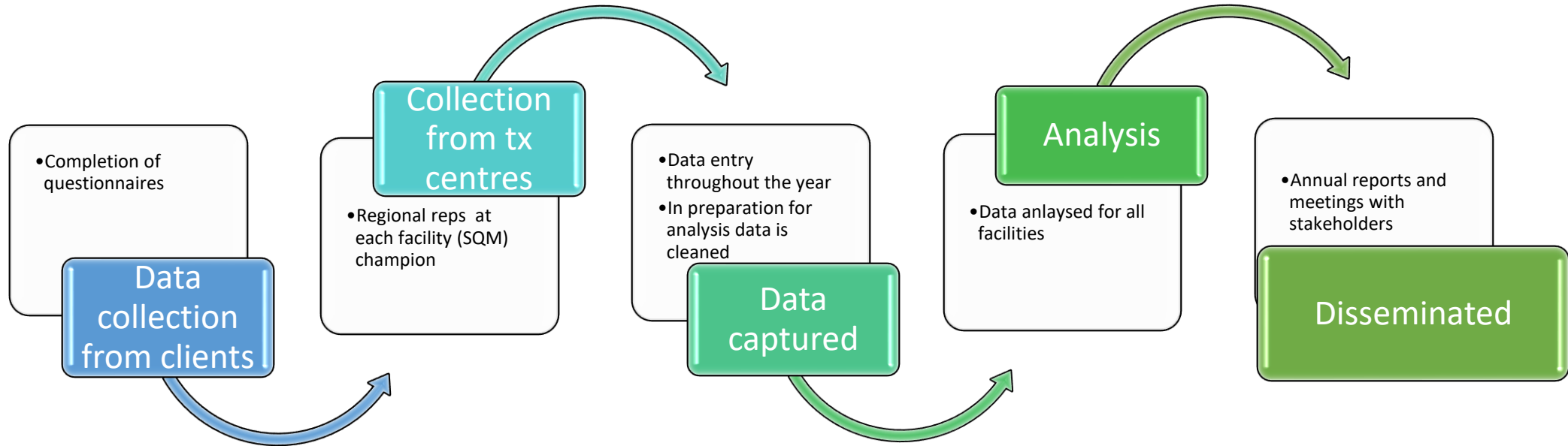
# DATA COLLECTION PROCESS



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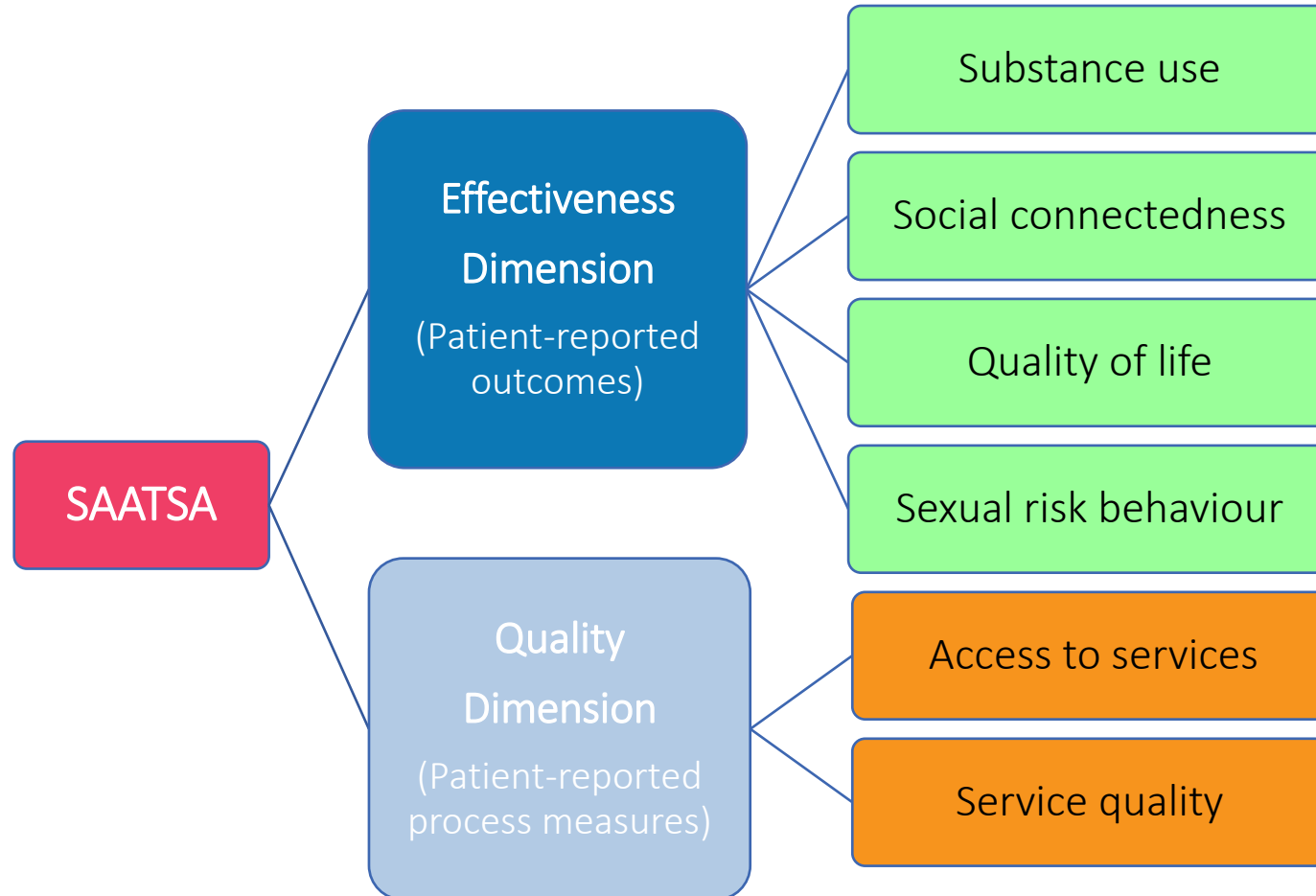
# Composition of the SAATSA



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## Key findings for the Western Cape (2021-2022)



## Key findings for the 2021-2022 period



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- For this reporting period (1 April 2021 to 31 March 2022) data was collected across **29 treatment sites** in the Western Cape.
- The system was implemented for 2415 adult patients between the ages of 18-71 years.
- Of this population, **71%** were males and **29%** were females.
- Of these patients, **10.23%** (n=247) were enrolled at inpatient facilities and **89.6%** (n=1906) at **outpatient/community based** facilities.



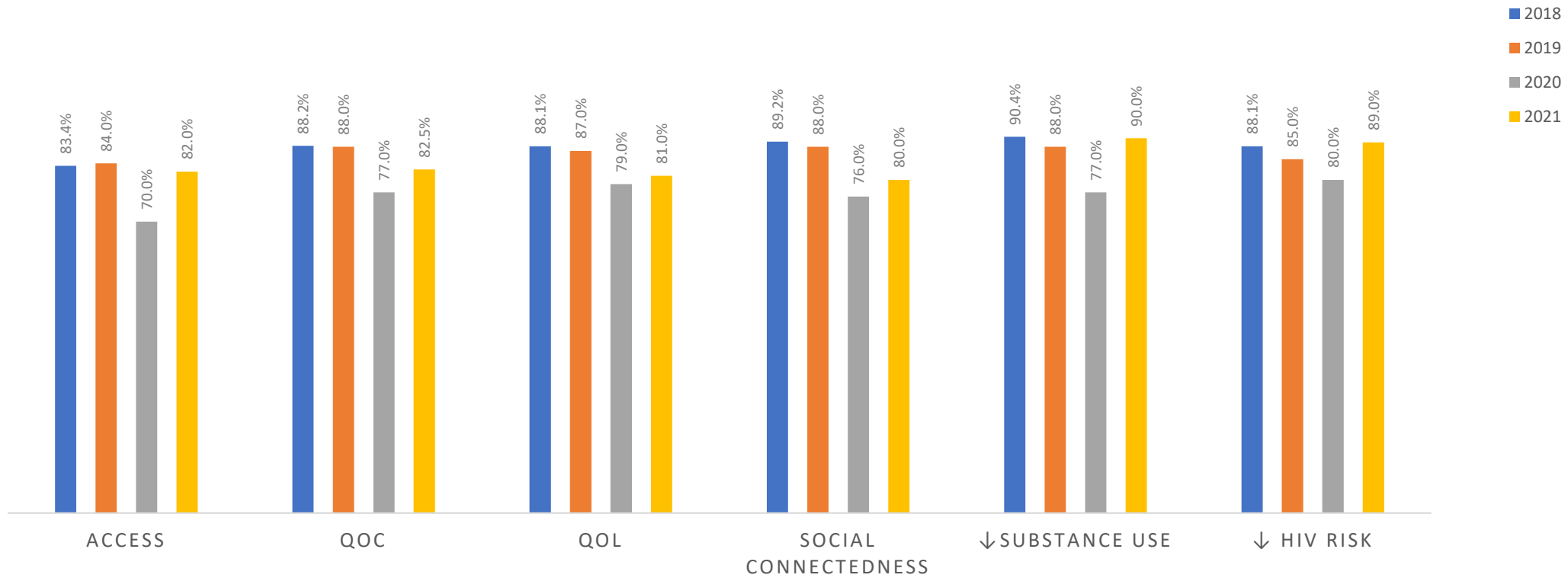


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## PATIENTS PERCEPTIONS (%)





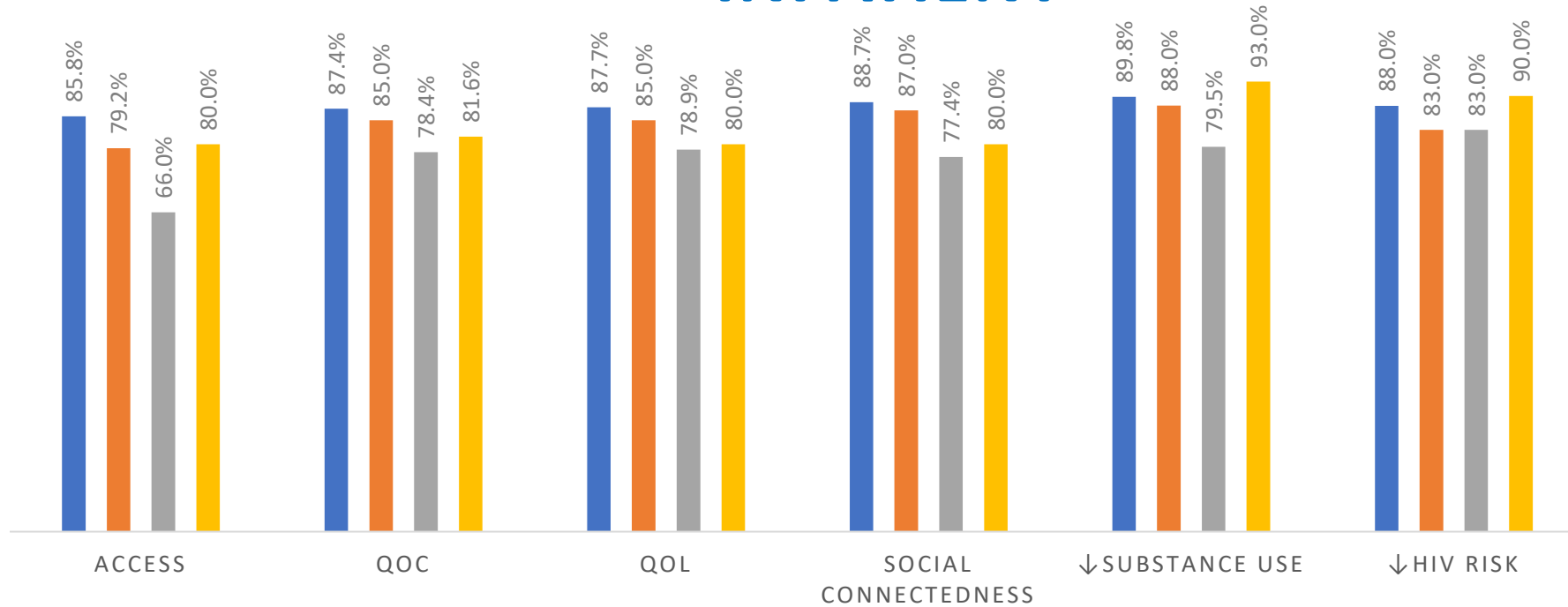
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## INPATIENT

■ 2018  
■ 2019  
■ 2020  
■ 2021



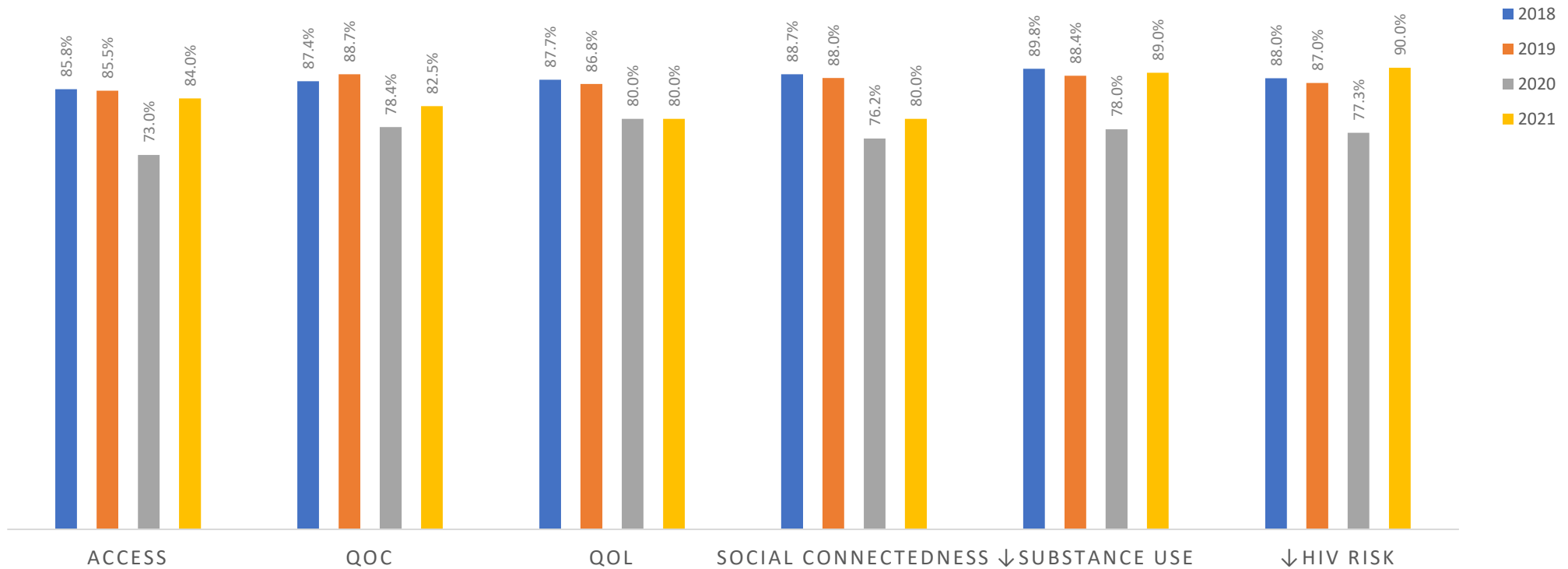


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## OUTPATIENT/COMMUNITY BASED



# SAATSA outcomes by gender



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	2018		2019		2020		2021	
	M	F	M	F	M	F	M	F
<b>Access</b>	83.8%	83.5%	82.8%	82.65%	63%	72.3%	83%	82.5%
<b>Quality of Care</b>	87.1%	89.2%	87.37%	88.37%	74%	76.9%	82.5%	81.6%
<b>Quality of Life</b>	85.8%	87.8%	87.66%	88.75%	76.9%	81.6%	82%	80.8%
<b>Social Connectedness</b>	87.1%	89.4%	88.70%	89.93%	71.3%	78.3%	81.5%	80%
<b>Substance Use</b>	87.7%	89.8%	89.81%	90.81%	79.6%	88%	93%	92.7%
<b>HIV risk</b>	86.4%	86.0%	87.9%	88.03%	73%	67.85%	90%	92%



# SAATSA outcomes by age



	2018		2019		2020		2021	
	18-24	>=25	18-24	>=25	18-24	>=25	18-24	>=25
<b>Access</b>	80.8%	82.8%	82.5%	83.5%	64.58%	64.05%	84%	83%
<b>Quality of Care</b>	86.0%	87.9%	86.87%	88.2%	75.62%	74%	83%	82.5%
<b>Quality of Life</b>	83.4%	86.8%	88.41%	88%	74.3%	77.5%	82.5%	81%
<b>Social Connectedness</b>	83.6%	88.3%	90.12%	89%	70%	82%	82.5%	81.6%
<b>Substance Use</b>	82.4%	89.0%	91%	90.2%	74%	72.3%	93%	93%
<b>HIV risk</b>	84.2%	87.2%	86%	88.4%	64%	71.14%	89%	91%



# Proportion of patients who completed and dropped out of services



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Variable	Overall	Inpatient	Outpatient
Completed	55%	72%	61%
Dropped out	45%	28%	39%
Terminated due to non-compliance	10.44%	2.94%	23.5%
Transferred to other care	5.86%	9.7%	5.43%



# Drop out rate by week of treatment programme

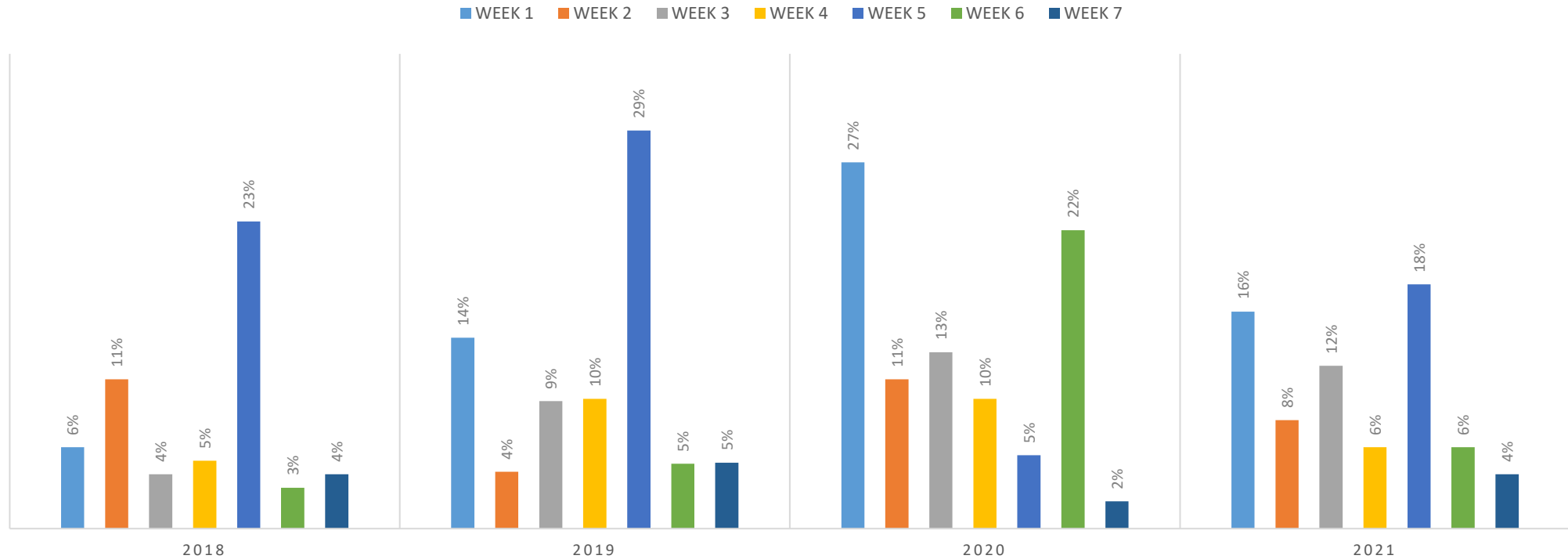


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## DROPOUT



# Summary of findings



In this implementation period, the SQM measurement system continues to generate useful findings that can be used to guide policy and clinical decisions around service provision.



Overall, a decrease can be seen in the number of centres that participated for this period- one less than the previous period. A noticeable decrease can be seen in the number of SAATSA forms collected vs SACENDU and Discharge forms.



Treatment centres performance on patient reported outcomes remained stable despite circumstances.



A large orange circle is positioned on the left side of the slide, partially overlapping the white background. The text 'Summary of findings' is written in white, sans-serif font inside this circle.

## Summary of findings

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Access to treatment for women remains an important issue and should continue to be a priority.

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For this specific period, there seems to be a trend towards older patients reporting better outcomes on the quality of life, social connectedness and HIV risk reduction scales than the younger group.

# Summary of findings

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HIV information and education continues to have a positive impact on HIV risk behaviour.

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High levels of drop out and early drop out of treatment remains a problem. In order to promote longer stays in treatment and prevent early drop out, facilities should strive to reduce barriers to retention in services and seek to provide care that patients find acceptable and satisfactory.

# Limitations



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- Reporting period overlapped with COVID-19 pandemic
- Part of 2021, the SQM initiative experienced funding constraints
- SAATSA form to be completed from week 3 of treatment and is often forgotten
- Patient unique identifier which serves to link forms is recorded incorrectly



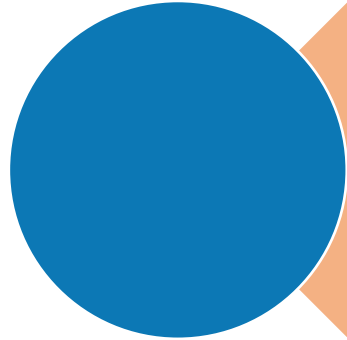
# Limitations



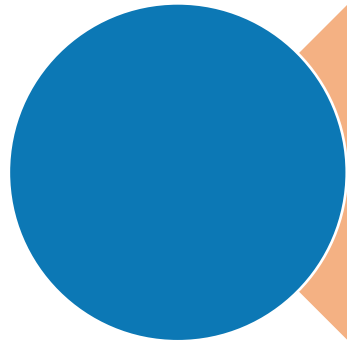
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Information for patient recorded incorrectly or under incorrect patient ID



Discharge form should be completed 30 days after no contact with patient- sometimes only completed after one year



# Currently Happening



Taking SQM online



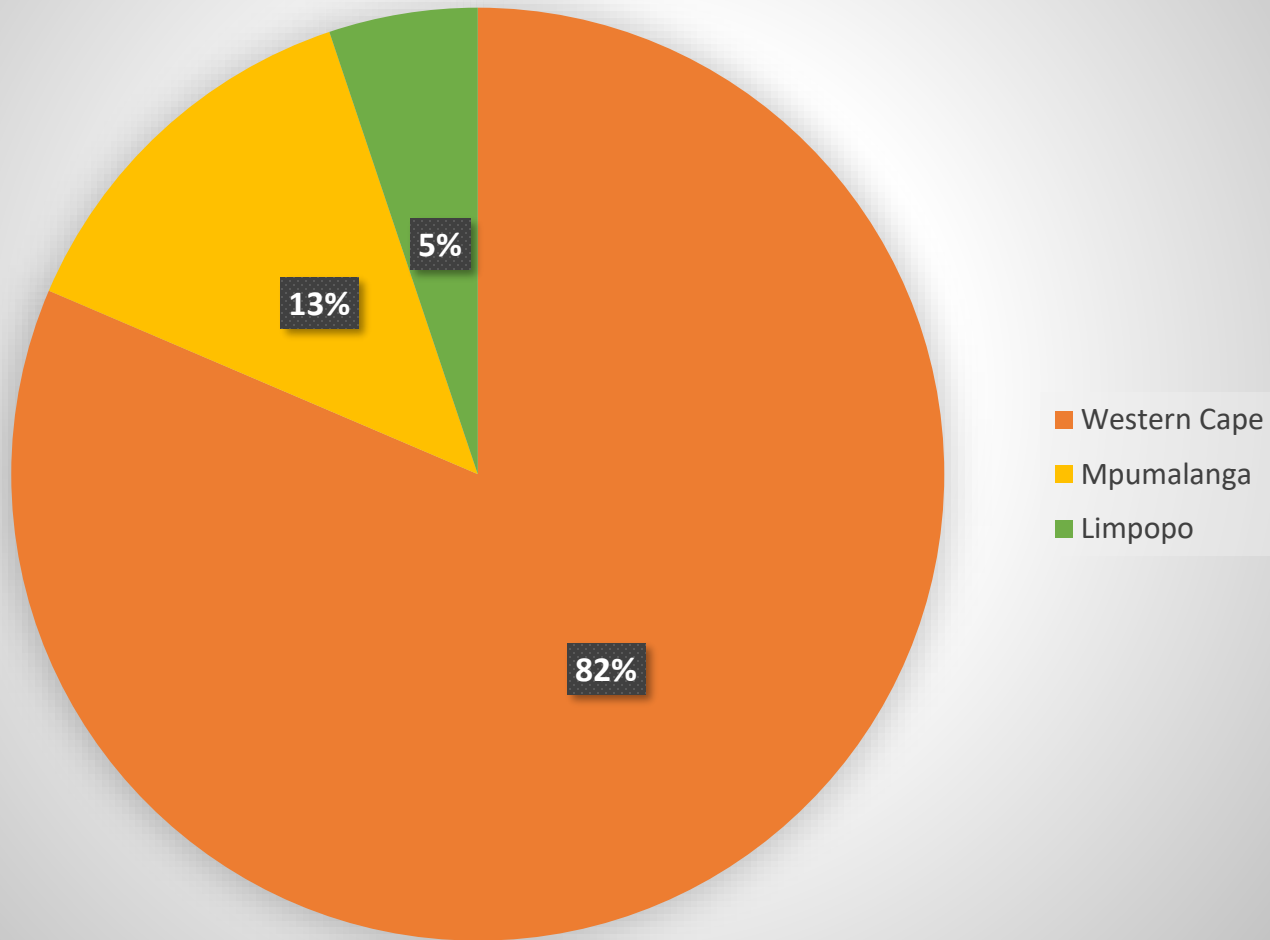
Pilot in four provinces



Implementing to all tx  
centres nationally in  
2023



## TOTAL SAMRC FORMS CAPTURED PER PROVINCE

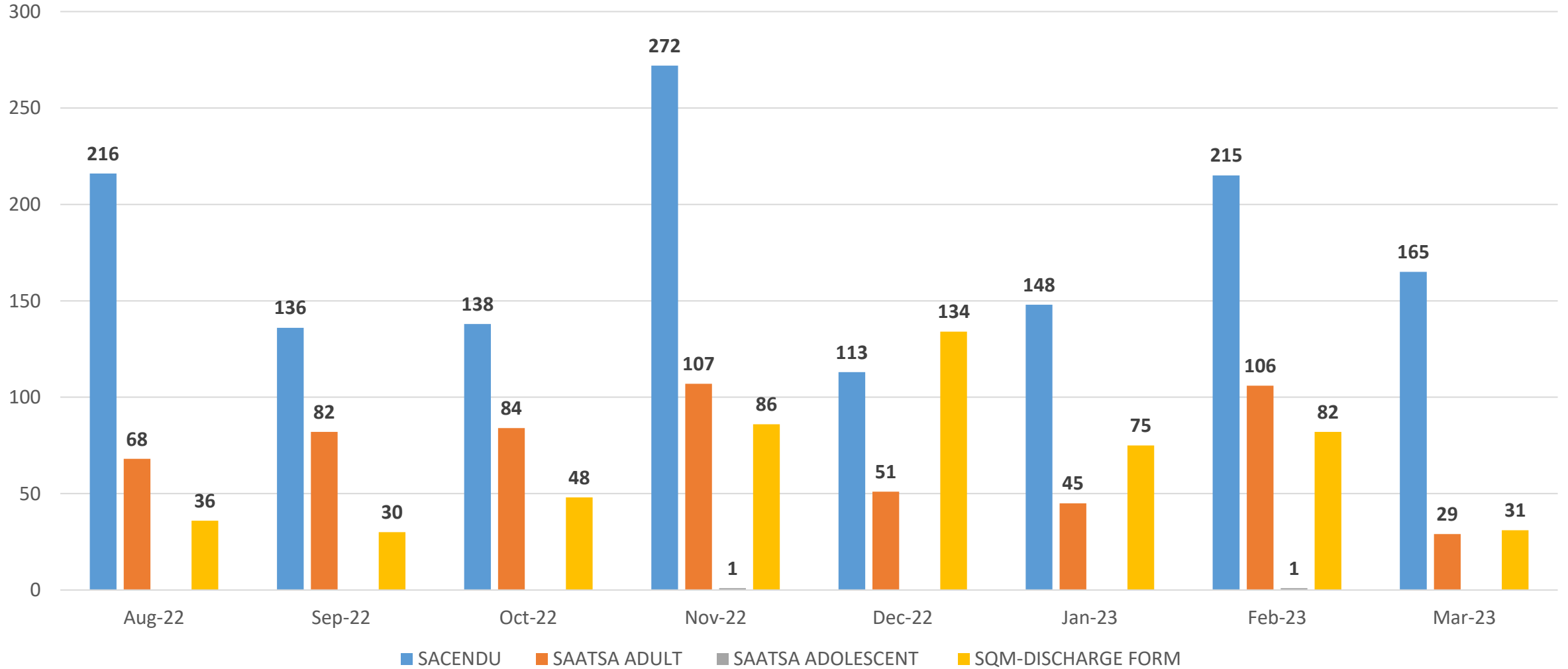


1<sup>st</sup> August 2022 – 24<sup>th</sup> March 2023

Treatment Centre	Number of forms captured
Western Cape	2070
Mpumalanga	341
Limpopo	19
<b>TOTAL</b>	<b>2430</b>

<b>PERIOD</b>	<b>SACENDU</b>	<b>SAATSA ADULT</b>	<b>SAATSA ADOLESCENT</b>	<b>SQM-DISCHARGE FORM</b>
August 2022	216	68	0	36
September 2022	136	82	0	30
October 2022	138	84	0	48
November 2022	272	107	1	86
December 2022	113	51	0	134
January 2023	148	45	0	75
February 2023	215	106	1	82
March 2023	165	29	0	31
<b>TOTAL</b>	<b>1403</b>	<b>572</b>	<b>2</b>	<b>522</b>

## Number of forms captured Monthly







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THANK YOU TO OUR PARTNERS AND THE  
CENTRES THAT PROVIDE US WITH  
INFORMATION AND SUPPORT.

