



Self-Assessment Checklist: Community Home-Based Care and support for PLHIV

The World Health Organisation (WHO) defines Community Home-Based Care (CHBCS) as 'any form of care given to ill people in their homes.' Such care includes physical, psychosocial, palliative and spiritual activities. The goal of CHBCS is to provide high quality and appropriate care that helps ill people and families maintain their independence and achieve the best possible quality of life.

CHBCS programmes have been established in many parts of the world as a community response to the HIV epidemic that resulted in a great number of people living with HIV (PLHIV) experiencing HIV-related illness in the face of limited health care resources. Additionally, the HIV epidemic has placed severe strain on communities in relation to social structures in the family and in communities, meaning that present needs often extended beyond traditional health care.

The WHO has identified seven essential elements of CHBCs:

- provision of care- includes assessment and entry criteria, care plan and exit strategy
- continuum of care
- education
- supplies and equipment
- staffing
- finance and sustainability
- monitoring and evaluation

On the ground, home-based care organisations have identified an additional element – the need for effective governance and management structures to facilitate the provision of home-based care.



The Code of Good Practice for NGOs Responding to HIV ('the Code') identifies two key principles that are linked to providing quality home-based care services in the context of HIV:

- We provide and/or advocate for comprehensive treatment, care and support programmes.
- We enable PLHIV and affected communities to meet their treatment, care and support needs.

This self-assessment checklist will help you assess the degree to which your organisation is successfully implementing these principles. The questions are designed to be thinking points/guidelines to help you identify areas that are already at a 'good practice' level, as well as areas that need to be developed and strengthened.

author

This checklist was developed by the Hospice Palliative Care Association (HPCA) of South Africa.



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Self-Assessment Instructions

This checklist should be completed by a group of three to five staff members who are involved with community home-based care work at your organisation.

Please indicate your answer to each question by marking the appropriate box.

- Y** Yes, we undertake this work/activity
- I** Insufficient, in preparation, or is not followed in practice
- N** No, we've not yet tackled this work/activity
- NR** Not relevant to our work

Please be honest in completing this checklist. It is expected that your scoring will vary between modules, depending on your area of expertise.

There is no formalized scoring process for this assessment. Instead, we suggest that you look at the questions that you answered 'no' or 'insufficient' to, and then select areas that are most relevant for your organisation to improve upon in the short-term.

Action Plan

We challenge you to use this tool to identify areas that your organisation needs to strengthen in order to reach a 'good practice' level, and then develop a brief Action Plan that highlights examples of HOW you will improve your work on CHBC over the next six months. You can use the Action Plan template provided at the end of this module or create your own.

There are eight Key Questions highlighted in the checklist in red. These questions address fundamental issues that you need to consider first when assessing your organisation's community home-based care work. As you develop your Action Plan, keep these questions in mind. If you have answered 'no' to any of them, addressing these issues is a good starting point for improving your programmes.

How to save the Action Plan:

Complete the self-assessment module and Action Plan electronically, save the file and submit it to the Code Secretariat by email. The Secretariat will credit all NGOs that submit Action Plans as 'Implementing' NGOs and full signatories of the Code. After the period of six months, we will ask you to measure your progress against your Action Plan.

the Code

The Code of Good Practice for NGOs Responding to HIV/AIDS (the 'Code') was created by a broad consortium of NGOs to provide a shared vision of good practice to which NGOs can commit and be held accountable.

The Code outlines principles and practices that are informed by evidence and underscore successful NGO responses to HIV. It identifies a series of areas that are key to HIV programming and articulates fundamental principles that should be applied to HIV programmes in each of these areas.

These principles are aspirational, setting out examples of good practice that NGOs can work towards over time.

For more information on the Code, go to www.hivcode.org



Checklist

Below you will find a number of questions on human rights. Please indicate your answer by marking the appropriate box.

- ☐ **Y** Yes, we undertake this work/activity
- ☐ **I** Insufficient, in preparation, or being considered
- ☐ **N** No, we've not yet tackled this work/activity
- ☐ **NR** Not relevant to our work

A

Organisational

This section will help you determine if your organisation has effective organisational structures to facilitate the provision of quality home-based care.

☐ **Y** ☐ **I** ☐ **N** ☐ **NR**

1. Does the organisation have a written strategic plan that includes the provision of CHBC for PLHIV?

☐ **Y** ☐ **I** ☐ **N** ☐ **NR**

2. Has your organisation identified the local populations that are most at-risk to HIV infection?

☐ **Y** ☐ **I** ☐ **N** ☐ **NR**

3. Has your organisation built partnerships with health care providers, local NGOs, etc, in an effort to coordinate a multi-sectoral response to HIV in your community?

☐ **Y** ☐ **I** ☐ **N** ☐ **NR**

4. Does your organisation have a written and enforceable policy that ensures confidentiality of patient information?

Actions needed to support Section A:



Checklist

B

Human Resources

Questions in this section are designed to help you assess the labour relations policies and procedures within your organisation to ensure that you have optimal staff recruitment, training and retention.

Human Resource Management

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	1. Does your organisation's strategic plan accurately identify the staffing needs of the organisation and reflect issues of equity, including gender equity?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	2. Does your organisation have documented policies and procedures for recruitment, appointment and retention of staff and volunteers that include up-to-date job descriptions and contacts?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	3. Are staff members made aware of basic conditions of employment including grievance and disciplinary procedures?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	4. Is there a 'care for the caregiver' programme that affirms the contribution made by staff and volunteers, promotes job satisfaction and reduces 'burn-out'?

Human Resource Development

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	5. Are staff and volunteers trained in relevant aspects of community home-based care?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	6. Are staff trained to address the different needs of women and men, girls and boys?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	7. Does your organisation provide regular in-service training, supervision and support of home-based care givers?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	8. Does your organisation have a documented and implemented performance management system to ensure provision of quality home-based care and to identify staff development needs?

Actions needed to support Section B:



Checklist

C

PLHIV Rights and Access to Care

These questions are designed to help you assess whether your organisation recognises the rights of PLHIV and provides information that enables PLHIV and family members to access home-based care from your organisation.

Patients' Rights

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	1. Does your organisation have written statements documenting clients' rights displayed and made known to them, their family members and organisational personnel?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	2. Are PLHIV and family members provided with information regarding the nature and scope of care and services provided by your organisation?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	3. Are PLHIV and family members provided with written information regarding the costs and limitations of care provided?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	4. Are mechanisms in place to effectively monitor the care provided?

Access to Care

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	5. Is the criteria for admission to and exit from the home-based care service documented and available to the community and referral agencies?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	Are there individual care plans for each client?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	6. Does your organisation have a policy that promotes access to care for all PLHIV requiring CHBC?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	7. Does your organisation have and implement a policy of providing culturally and gender sensitive, respectful care to PLHIV?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	8. Are staffing levels – including both paid and volunteer staff – adequate to meet the needs of clients?

Actions needed to support Section C:



Checklist

D

Provision of Community Home-Based Care for PLHIV

These questions are designed to help you assess whether your organisation provides comprehensive quality home-based care to clients and family members.

Holistic Care

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	1. Does your organisation ensure that qualified healthcare professionals are responsible for client and family care and the supervision of non-professional caregivers, employed by or advising the organisation?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	2. Is care offered in a gender-sensitive manner?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	3. Is there a multidisciplinary approach to care to meet the physical, psychosocial, palliative and spiritual needs of the client and family members?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	4. Is there an established assessment process of identifying the holistic needs of PLHIV?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	<ul style="list-style-type: none"> Are the needs of all PLHIV, including women and men, girls and boys, assessed?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	5. Is an individualised management plan developed to meet the needs of each client?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	6. Are adequate resources available for your organisation to provide safe community home-based care to clients and family members?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	7. Are comprehensive records of client care kept and stored in a secure setting?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	<ul style="list-style-type: none"> Are records confidential?

Medication Management

<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	8. Does your organisation have, and actively use, policies to guide all aspects of medication management to ensure client safety that comply with all relevant laws and regulations?
<input type="radio"/> Y <input type="radio"/> I <input type="radio"/> N <input type="radio"/> NR	9. Is there a reliable and secure method of transporting required medication to clients at home?



Checklist

☐ Y ☐ I ☐ N ☐ NR

10. Is there a secure supply of essential medication required for the provision of community home-based care?

Equipment and Supplies

☐ Y ☐ I ☐ N ☐ NR

11. Is there an identified and consistent supply of essential equipment and supplies for the provision of community home-based care?

☐ Y ☐ I ☐ N ☐ NR

12. Is there an identified and consistent supply of essential equipment and supplies for the provision of community home-based care?

Actions needed to support Section D:



Checklist

E

Communication

These questions are designed to help you assess whether communication within the organisation and with external stakeholders and networking partners promotes quality home-based care and a continuum of care for clients.

Within the Organisation

☐ Y ☐ I ☐ N ☐ NR

1. Does your organisation have regular, documented meetings between management staff and volunteers?

☐ Y ☐ I ☐ N ☐ NR

2. **Are there adequate communication methods to facilitate provision of quality community home-based care?**

- This includes care team meetings and client records (for example, documentation of needs of PLHIV; of care plans; of response to care; of referral to other agencies and response).

☐ Y ☐ I ☐ N ☐ NR

3. Does your organisation have a formal mechanism to address client or family complaints?

With External Stakeholders

☐ Y ☐ I ☐ N ☐ NR

4. Does your organisation have a recognised procedure for referring clients to clinics, hospitals or other health care facilities for management of problems that cannot be addressed in the home?

☐ Y ☐ I ☐ N ☐ NR

5. Does your organisation have a recognised procedure where clients are referred to your organisation by other providers of health care or social services?

☐ Y ☐ I ☐ N ☐ NR

6. Does your organisation have a recognised method of informing the community about your activities, requests for donations and volunteer recruitment?

Actions needed to support Section E:



Checklist

F

Monitoring and Evaluation

These questions are designed to help you assess whether your organisation has valid and reliable monitoring, evaluation and reporting activities in place.

This recognises that information is a resource that must be managed effectively by the organisation's management to improve client outcomes and the home-based care service.

☐ Y ☐ I ☐ N ☐ NR

1. Does your organisation have written policies and procedures to guide the collection, collation and use of information with regard to community home-based care services?

☐ Y ☐ I ☐ N ☐ NR

2. Does your organisation have a process by which quality of care and client outcomes are measured?

☐ Y ☐ I ☐ N ☐ NR

- Is data collected disaggregated by age and gender?

☐ Y ☐ I ☐ N ☐ NR

3. Does your organisation have an established process of assessing and improving the quality of your service regularly?

☐ Y ☐ I ☐ N ☐ NR

4. Has your organisation identified the stakeholders that require regular reports, such as the community, funders, and referral agencies?

☐ Y ☐ I ☐ N ☐ NR

5. Does your organisation use the information generated to plan service delivery?

Actions needed to support Section F:



Action Plan: Community Home-Based Care for PLHIV

In completing this self-assessment checklist, you are likely to have identified some areas that are in need of improvement and some that are already at a 'good practice' level.

Please complete the Action Plan table on the next page and highlight examples of how

you will improve your organisation's work on Community Home-Based Care for PLHIV over the next six months, thinking first about the Key Questions below. If you answer 'no' to any of these questions, it would be important for you to start here in improving your work!

Key Questions

1. Is there a 'care for the caregiver' programme that affirms the contribution made by staff and volunteers, promotes job satisfaction and reduces 'burn-out'?
2. Are staff and volunteers trained in relevant aspects of community home-based care?
3. Does your organisation have a policy that promotes access to care for all PLHIV requiring CHBC?
4. Are staffing levels – including both paid and volunteer staff – adequate to meet the needs of clients?
5. Is there a multidisciplinary approach to care to meet the physical, psychosocial, palliative and spiritual needs of PLHIV and family members?
6. Is there a secure supply of essential medication required/available for the provision of community home-based care?
7. Are there adequate communication methods to facilitate provision of quality community home based care?
8. Does your organisation have a process by which quality of care and client outcomes are measured?

Please remember to save your completed action plan and email it to **info@hivcode.org** or send it to **PO Box 372, 1211 Geneva 19, Switzerland.**

Name of Organisation	Contact Person	Email Address
Signed		Date



Action Plan:
**Community Home-Based
Care and support for PLHIV**

Expected Outcomes
(What do we want to achieve?)

Key Activities
(What do we need to do?)

Action Points
(How do we do it?)

Resources
(What kind of support do we need to do it?)

Timeframe
(When will we do it?)
