

MTN VOICE IMPLEMENTATION CHALLENGES

Vathiswa Papu-Zamxaka, Ph.D.
Perinatal HIV Research Unit
University of Witwatersrand
Johannesburg
South Africa





Presentation Outline

- Challenges Implementing VOICE
- Strategies to Address These Challenges
- Lessons Learned
- Unresolved Challenge

Challenges Implementing VOICE

- Parallel Application (resolved) :local Ethics Committee
:RHRU similar application
- Clinic Flow Management (on-going) : slow flow
- Space constraint – (on-going Rental) :space
:Area designation
:Participants quantity
- Staff Recruitment (resolved) :Multi-skilled staff
:High caliber & dedicated staff
:Professional, Enthusiastic & goal-oriented staff
- Tight Time-Frame (on-going)
- Adherence (resolved) : gel leakage, too much wetness, traveling, forgetfulness
- Unavailability for visits (on-going) : new employment opportunities



Strategies to Address These Challenges

- Space (2 additional rooms) sourced from other premises (available in Dec 2010).
- Adherence: advise on use of panty-lines, application in the morning, not at night – to avoid wetness at night.
- Parallel application: PHRU applied as subordinate to RHRU.
- Clinic flow: implementation of time clinic flow sheet.
 - : Distribution of activities according to personnel
- Successful Strategies: adherence, parallel application
- Other strategies: still require assessment time.



Lessons Learned

- **Staffing needs** – very intensive study and more staff required than usual.
- **Training needs** – continuous training sessions in executing procedures especially at the beginning of the study.
- **Clinic space** – space to be compatible with personnel
- **Visit flow/length of study visit** – long visits :different strategies to be implemented until a better flow- achieved.
- **Visit procedures**
 - mixture of long & short procedures
 - Staff flexibility
 - Fair distribution of workload



Unresolved Challenge

- Clinic Flow Management
 - quick & manageable clinic flow?
 - flow with good quality results?
 - satisfactory clinic flow to participants?



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