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 (ongoing): slow flow
- Space constraint – (ongoing Rental): space
  Area designation
  Participants quantity
- Staff Recruitment (resolved): Multi-skilled staff
  High caliber & dedicated staff
  Professional, Enthusiastic & goal-oriented staff
- Tight Time-Frame (ongoing)
- Adherence (resolved): gel leakage, too much wetness, traveling, forgetfulness
- Unavailability for visits (ongoing): 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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