

## LARC Capability Maturity Model

Viral Load Cascade	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
	Initial – Processes are not repeatable, poorly controlled, and reactive	Managed – Processes are dependent on individuals and are not standardized	Defined – Processes are defined and standardized for the organization	Measured – Processes are measured and controlled	Optimized – Focus on process improvement
Demand Creation for Testing	<input type="checkbox"/> Clinicians unaware of access to viral load testing and have not been educated on its role in ART monitoring  <input type="checkbox"/> Community leaders/CSOs unaware of access to viral load testing and have not been educated on its role in ART monitoring  <input type="checkbox"/> Clients unaware of access to viral load testing and have not been educated on its role in ART monitoring  <input type="checkbox"/> No standard operating procedures for viral load testing and education	<input type="checkbox"/> Increased awareness of VL testing in clinicians, however minimal information is shared with clients  <input type="checkbox"/> Clinicians occasionally order viral load testing for clients  <input type="checkbox"/> Community leaders/CSOs have an increased awareness of viral load testing and its role in ART monitoring  <input type="checkbox"/> Clients have an increased awareness of viral load testing and its role in ART monitoring  <input type="checkbox"/> Standard operating procedures for viral load testing and education are in development	<input type="checkbox"/> Clinicians routinely educate clients about viral load testing and its benefits  <input type="checkbox"/> Clinicians routinely order viral load testing in-line with national guidelines  <input type="checkbox"/> Community leaders/CSOs play an active role in educating their community about knowing their viral load status  <input type="checkbox"/> Clients are aware of and actively seek viral load testing  <input type="checkbox"/> Viral load testing and education standard operating procedures are established and implemented across the organization	<input type="checkbox"/> Organization reviews routinely collected program data to measure performance in relation to standard operating procedures and national guidelines for clinician use of viral load testing and education of clients  <input type="checkbox"/> All stakeholders (e.g., clinicians, client groups, community leaders, etc.) play active role in community education about VL testing and promote campaigns for all individuals to know their VL	<input type="checkbox"/> Organization uses rigorous evaluation procedures and findings to demonstrate effectiveness and improve the process of demand creation for viral load testing

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Specimen Collection and Preparation	<input type="checkbox"/> No client access to viral load testing/specimen collection  <input type="checkbox"/> No standard supply chain system for specimen collection commodities (e.g., DBS bundles) so supplies limit ability to collect specimens  <input type="checkbox"/> Clinicians/personnel not trained to complete specimen requisition forms  <input type="checkbox"/> No standard operating procedures for appropriate viral load specimen collection and preparation	<input type="checkbox"/> Viral load specimens are collected occasionally and only on certain days, limiting client access to testing and increasing burden for clients to return for VL sample collection  <input type="checkbox"/> Increased capacity for supply chain system for specimen collection commodities, however not standardized  <input type="checkbox"/> Increased awareness in clinicians/personnel for properly completing requisition forms  <input type="checkbox"/> Standard operating procedures for appropriate viral load specimen collection and preparation are in development	<input type="checkbox"/> Viral load specimens are collected routinely with few barriers for clients  <input type="checkbox"/> Standardized supply chain system for specimen collection commodities  <input type="checkbox"/> Clinicians/personnel complete specimen requisition forms accurately and completely  <input type="checkbox"/> Viral load specimen collection and preparation standard operating procedures are established and implemented across the organization	<input type="checkbox"/> Organization reviews routinely collected program data to measure performance in relation to standard operating procedures and national guidelines for specimen and collection preparation  <input type="checkbox"/> All stakeholders (e.g., clinicians, personnel, clients, etc.) play active role in appropriate viral load specimen collection and preparation to facilitate clients to know their VL	<input type="checkbox"/> Organization uses rigorous evaluation procedures and findings to demonstrate effectiveness and improve the process of specimen collection and preparation

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Laboratory Testing	<input type="checkbox"/> Inadequate lab infrastructure for viral load testing (i.e. space/storage/equipment/reagents/kits for viral load testing) <input type="checkbox"/> Laboratory staff are not properly trained nor competent to test viral load specimens <input type="checkbox"/> Laboratory has little or no capacity for viral load testing <input type="checkbox"/> No standard operating procedures or competency standards for laboratory viral load testing	<input type="checkbox"/> Improved laboratory infrastructure, however, laboratory is only able to receive and test viral load specimens occasionally or must refer to another laboratory <input type="checkbox"/> Laboratory staff are trained, however, competencies are minimal <input type="checkbox"/> Laboratory is has minimal capacity and viral load testing is occasionally completed in a timely manner <input type="checkbox"/> Standard operating procedures and competency standards for laboratory viral load testing are in development	<input type="checkbox"/> Laboratory is able to regularly receive and test viral load specimens in timely manner <input type="checkbox"/> Laboratory has appropriately trained and competent staff <input type="checkbox"/> Laboratory is working at capacity and viral load testing is completed in a timely manner <input type="checkbox"/> Laboratory viral load testing standard operating procedures and competency standards are established and implemented across the organization	<input type="checkbox"/> Organization reviews routinely collected program data to measure performance in relation to standard operating procedures and national guidelines for viral load specimen testing	<input type="checkbox"/> Organization uses rigorous evaluation procedures and findings to demonstrate effectiveness and improve the process of laboratory viral load specimen testing

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Results Reporting	<input type="checkbox"/> Results are not received in a timely manner at the clinic from the laboratory  <input type="checkbox"/> Results are not recorded in the client’s chart in a timely manner  <input type="checkbox"/> No standard operating procedures for results reporting and documenting results in the client’s chart	<input type="checkbox"/> Results are occasionally received in a timely manner by the clinic from the laboratory  <input type="checkbox"/> Results are occasionally recorded in the client’s chart in a timely manner but often not returned to clients  <input type="checkbox"/> Standard operating procedures for results reporting and documenting results in the client’s chart are in development	<input type="checkbox"/> Results are regularly received by the clinic in a timely manner from the laboratory  <input type="checkbox"/> Results are regularly recorded in the client’s chart in a timely manner and returned to the client regularly  <input type="checkbox"/> Results reporting and chart documentation standard operating procedures are established and implemented across the organization	<input type="checkbox"/> Organization reviews routinely collected program data to measure performance in relation to standard operating procedures and national guidelines for results reporting  <input type="checkbox"/> Clinic ensures a facility-based person is accountable for timely recording of VL results in client charts and notification of clients with VL>1000 to return to clinic prior to scheduled appointment	<input type="checkbox"/> Organization uses rigorous evaluation procedures and findings to demonstrate effectiveness and improve the process for results reporting

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Results Interpretation and Client Management	<input type="checkbox"/> Viral load results are difficult to read and interpret and requires laboratory assistance  <input type="checkbox"/> Clinicians are not properly trained to interpret viral load results  <input type="checkbox"/> Clinicians are uncomfortable integrating viral load results into ART care  <input type="checkbox"/> Clients do not understand their viral load results  <input type="checkbox"/> Clinicians have no backup person to call to discuss difficult cases or clients who require 2 <sup>nd</sup> line treatment  <input type="checkbox"/> No standard operating procedures for result interpretation and client management	<input type="checkbox"/> Viral load results are occasionally readable and interpretable and requires minimal laboratory assistance  <input type="checkbox"/> Increased awareness of result interpretation by clinicians  <input type="checkbox"/> Few clinicians are comfortable integrating viral load results into ART care  <input type="checkbox"/> Clients have a limited understanding of their viral load results  <input type="checkbox"/> Intermittent availability of consultation for 2 <sup>nd</sup> line treatment  <input type="checkbox"/> Standard operating procedures for result interpretation and client management are in development	<input type="checkbox"/> Viral load results are consistently readable and interpretable by clinicians  <input type="checkbox"/> Clinicians are adequately trained in viral load result interpretation  <input type="checkbox"/> Clinicians regularly discuss VL results with clients  <input type="checkbox"/> Clients understand their viral load results and can repeat their understanding back to the clinician  <input type="checkbox"/> Standardized system in which all providers have a designated POC/referral system in place to consult for management of VL results and switch to 2 <sup>nd</sup> line  <input type="checkbox"/> Result interpretation and client management standard operating procedures are established and implemented across the organization	<input type="checkbox"/> Organization reviews routinely collected program data to measure performance in relation to standard operating procedures and national guidelines for client management  <input type="checkbox"/> All stakeholders (e.g., clinicians, personnel, clients, etc.) play active role in client management and their viral load  <input type="checkbox"/> Clinic has ability to identify missed opportunities for ensuring VL results are integrated with client management	<input type="checkbox"/> Organization uses rigorous evaluation procedures and findings to demonstrate effectiveness and improve the process of client management