

Case Studies: PIH Value Chain Implementation



The Value Chain Case Studies

Development of the Case Studies:

With generous support from Grand Challenges Canada, the Partners In Health (PIH) Mental Health Program developed four case studies to demonstrate how the Value Chain can be used as an implementation framework across at four distinct PIH sites.

Overview of Case Studies:

Each case study describes how a particular service user interacts with a mental health care system at each stage of the value chain. The case studies also describe the programmatic level supports that need to be in place to support the service user in the system of care.

- Case Study #1: Liberia Patient Level Example
- Case Study #2: Peru Patient Level Example
- Case Study #3: Mexico Patient Level Example
- Case Study #4: Lesotho Patient Level Example



Photo source: Patient Peer Support Group engages in livelihood activity, Kirehe, Rwanda. Taken by Jean Paul Ndayamabaje

Liberia Patient Level Example: Meet Olivia

Implementation framework for a mental health system of care



Liberia: 43 y/o housewife, identified by the psychosocial assistant during the outpatient clinic talk. She is in an abusive relationship with her partner and had been frequently presenting to the outpatient clinic with recurrent sexually transmitted infections (STIs). Her family refused to support her leaving the emotionally abusive relationship and she had no other source of income. She explained to the psychosocial assistant that she was constantly worried, not sleeping well, feeling sad and had withdrawn from many activities.

Value Chain Stage

Crisis Response

Prevention

Case-Finding

Assessment

Treatment

Follow-Up

Reintegration/ Recovery

Patient-level
Activities
(at Health Facility
and Community
Level)

Olivia was identified by a trained Mental Health Psychosocial Support Assistant (MHPSSA) during one of the outpatient health talk sessions at JJD

Received prevention messages at the Out-Patient; Referred to the mental health clinic for assessment and intervention

Identified during the health talks held at the outpatient clinic and referred to the mental health clinic

- Screened using the PHQ-9 and the CETA CMF and had high scores for depression.
- Referred to the OB/GYN for further assessment

- Given medications for an STI.
- CETA was provided.
- Food support provided.

- Assigned to a PSSA for weekly CETA sessions.
- Had regular follow-up at the clinic.
- Regular follow up at the OBGYN clinic.
- Family interventions.

- Symptoms have reduced significantly
- She applies self-care strategies to deal with difficult emotions
- Received small cash grant to start up a business
- intimate partner verbal abuse has reduced.

Program-level
support systems

What underlying support systems support the service user in this system of care?

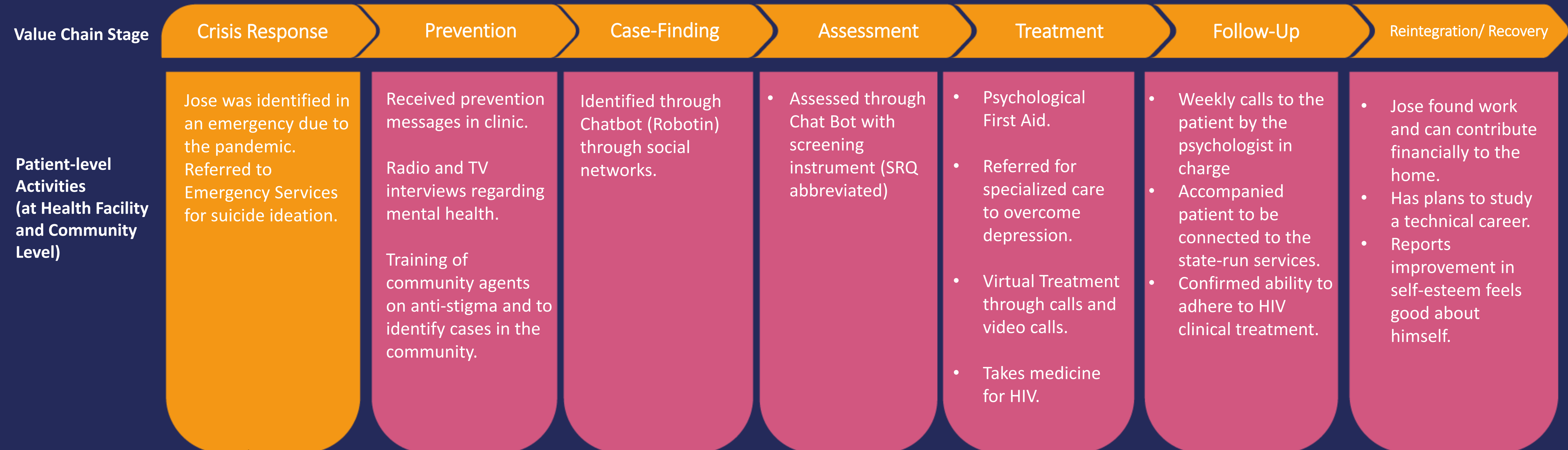
- *Training and supervision systems- MHPSSA cadre of health, health talks, CETA sessions*
- *Task-sharing and task-shifting between MHPSSA and clinicians, MHPSSA supervised by clinician.*
- *Psychosocial interventions for MHPSSA led CETA intervention*
- *Patient-level and program level indicators tracked in CETA*
- *Integrated care- mental health and OBGYN support given at the same health facility*

Peru's Patient Level Example: Meet Jose

Implementation framework for a mental health system of care



Peru: 20 y/o young man who lives with his father, who is a bus driver, and his mother who is a housewife and does not work. He has concerned about his family's economic situation. Jose was identified via the Chatbot, Robotin, during the pandemic. He is undergoing HIV treatment, experiences body pains, nausea and worries about his health. He had suicide ideation during the pandemic. Was referred to specialized mental health care in North Lima. He began treatment and was followed up with a psychologist on call weekly.



What underlying support systems support the service user in this system of care?

Program-level support systems

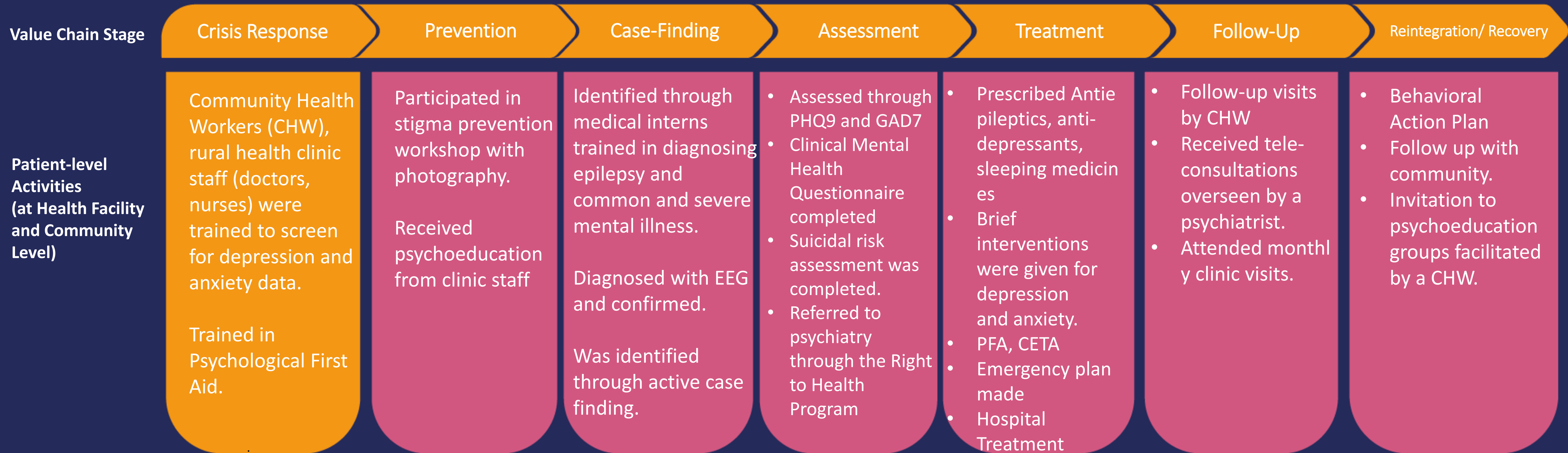
- Strong Partnerships with the Ministry of Health: Creating Links for Patient Referral
- Partnerships with local health centers for patient care.
- Program planning and partnerships with IT and Software Development to create Robotin the Chatbot
- External Engagement to publicize Chatbot Robotin through social media channels so prospective service users can be reached.
- Community Mental health Planning- to ensure referrals, coordination and care between SES/PIH and ministry-led health facilities.

Mexico's Patient Level Example: Meet Sarah

Implementation framework for a mental health system of care



Sarah: 26 y/o female who has been diagnosed with epilepsy since the age of 7. She lives in a marginalized community with her siblings and both parents. From childhood she was exposed to sexual trauma, food insecurity, domestic violence and a disabling environment. She had her first depressive episode at age 18. In addition, generalized anxiety disorder with panic attacks and functional neurological disorder were added. She has had suicide attempts, panic attacks and epileptic seizures.



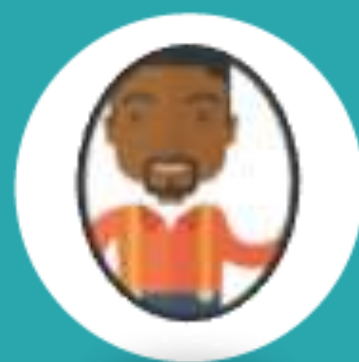
What underlying support systems support the service user in this system of care?

Program-level support systems

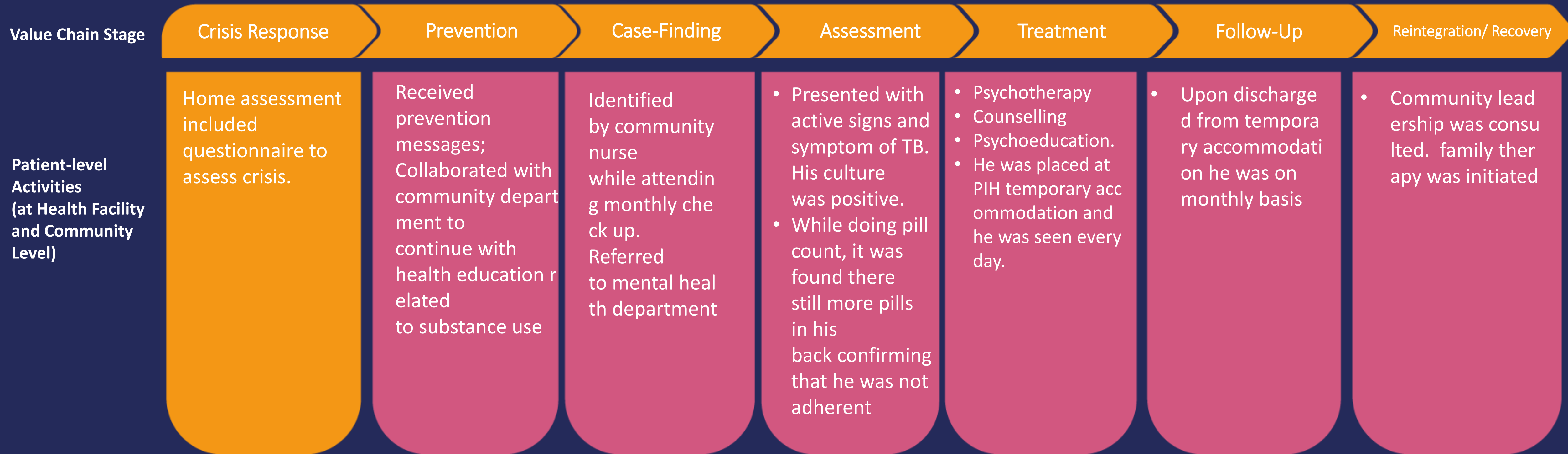
- **Training and Supervision Systems:** Competency-based training and supervision system for medical interns, weekly CHW supervision, CHW Continuing Education, CETA weekly Supervision
- **Strong Government Partnerships-** Agreement between the Ministry of Health and CES to work in the rural clinics
- **Partnerships and Community Mental Health Planning:** Right to Health partnership including food and transportation support, accompaniment for clinical and psychoeducation visits.
- **Psychoeducation and social support** to family and support persons.

Lesotho's Patient Level Example: Meet Mosito

Implementation framework for a mental health system of care



Lesotho: **38 y/o male** was diagnosed with MDRTB on 17/07/2020. Due to his clinical condition at that time he was hospitalized and discharged on 29/10/2020 (3 months later). He continued to come to his monthly scheduled check ups however he continuously loss weight. On 05/02/2021 he present with active sign and symptom of TB. His pill bag still contain more tablets, and culture was positive again. Community nurse referred him to mental health department



What underlying support systems support the service user in this system of care?

- Strong Partnerships with the Ministry of Health: Creating Links for Patient Referral
- Partnerships with local health centers for patient care.
- Training and supervision systems supported prevention, case-finding, assessment, treatment, through reintegration activities
- Integration of Depression Care through TB services

Program-level support systems



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