



VOICES OF ONEIMPACT

Community Led Monitoring
Morrumbala and Milange (Zambezia)



January, 2023

ACRONYMS

ADPP– Associação de Ajuda de Desenvolvimento de Povo para Povo

CCR – Consultation Children at Risk

CLM– Community-Led Monitoring

DPS – Provincial Health Authority (Direcção Provincial de Saúde in Portuguese)

HC – Health Centre

HF – Health Facility

LTBR – Local TB Response

MCH – Maternal and Child Health

DR-TB – Drug-resistant tuberculosis

NTP – National Tuberculosis Program

SDSMAS – District Service for Health, Women and Social Services (Serviço Distrital de Saúde, Mulher e Acção Social in Portuguese)

TB – Tuberculosis

TPT – Tuberculosis Preventive Treatment

Although Mozambique has made impressive progress in recent years, tuberculosis (TB) remains a pressing public health issue. Mortality has reduced 35% since 2015, and treatment coverage has increased to 85% (NTP Annual Report 2021), however challenges continue, with many new TB infections, undiagnosed TB and difficulties completing treatment, especially for people with drug-resistant TB (DR-TB).

People affected by TB know that diagnosis and drugs alone will not end TB. People need much more to fight TB: a supportive environment without stigma and discrimination; information, not disinformation; love and empathy. If we really want to have a lasting and sustainable response that ends TB, we need to change the dynamic so that people and communities are at the center of the response, to ensure that we understand, engage, prioritize and meet the needs of people affected by TB.

OnelImpact Community-Led Monitoring (CLM) is an approach that engages and empowers people and communities affected by TB to participate in a meaningful and accountable process so that all barriers to TB prevention, diagnosis and successful treatment can be addressed. In this way, OnelImpact CLM is a game changer in the TB response.

The OnelImpact CLM complements national TB data by collecting information about these challenges, which would not otherwise be available, producing reports that will inform governments about reported challenges, and creating evidence to inform civil society and community advocacy for better care and services.

OnelImpact CLM is a digital platform that is comprised of three tools that work together to provide a comprehensive solution for Community-Led Monitoring:

- An app for people with TB - the app provides people with TB with information about TB, their rights, TB care and support services, and space to connect each other virtually as well as the opportunity to report the challenges they face. People who do not have a smar-

phone can use the assisted model, where community Activists/ TB Survivors are trained and equipped to help people affected by TB to use OnelImpact and report challenges.

- A first responder dashboard - the dashboard allows first responders to track and coordinate local responses to the reported challenges.
- An accountability dashboard - a platform for community advocates and other stakeholders, including National TB Programs to monitor CLM indicators for advocacy, action and change.

OnelImpact CLM is implemented in Maputo and Zambezia Provinces, with funding from the Stop TB Partnership Challenge Facility for Civil Society. In Zambezia Province, where consented interviews were conducted for the production of this brochure, ADPP implements the OnelImpact in Morrumbala and Milange Districts since 2021, in close collaboration with ADPP's USAID funded Local TB Response (LTBR) Project. The LTBR Activists in these two districts were trained to promote OnelImpact and support people with TB to use the assisted model. In Morrumbala ADPP implemented OnelImpact CLM in partnership with UNIDOS and trained 10 Activists to promote and use OnelImpact in coordination with LTBR Activists. At this moment, OnelImpact is being expanded to the districts of Quelimane, Nicoadala, Namacurra, Mocuba and Lugela.

The OnelImpact CLM process involves: a) raising awareness about TB, including the importance of prevention measures including TB Preventive Treatment for eligible child contacts, and about Human Rights. Activists and community leaders conducted awareness raising. b) Engagement of people with TB and facilitating the use of OnelImpact to report possible problems. The first responder validates the reported barrier and channels the problem to those who can solve it in the community or health facility (HF). The Activists, Case Managers, Community Leaders and health staff, including HFs managers, work in close coordination and meet regularly to analyze the data on the Dashboard together to define actions to improve responses and make strategic decisions. During community meetings, data is presented and discussions are held on how to solve and mitigate the problems faced by people with TB.

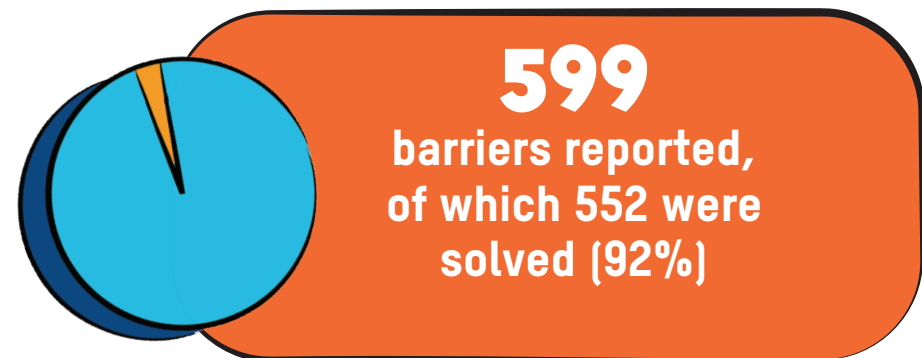
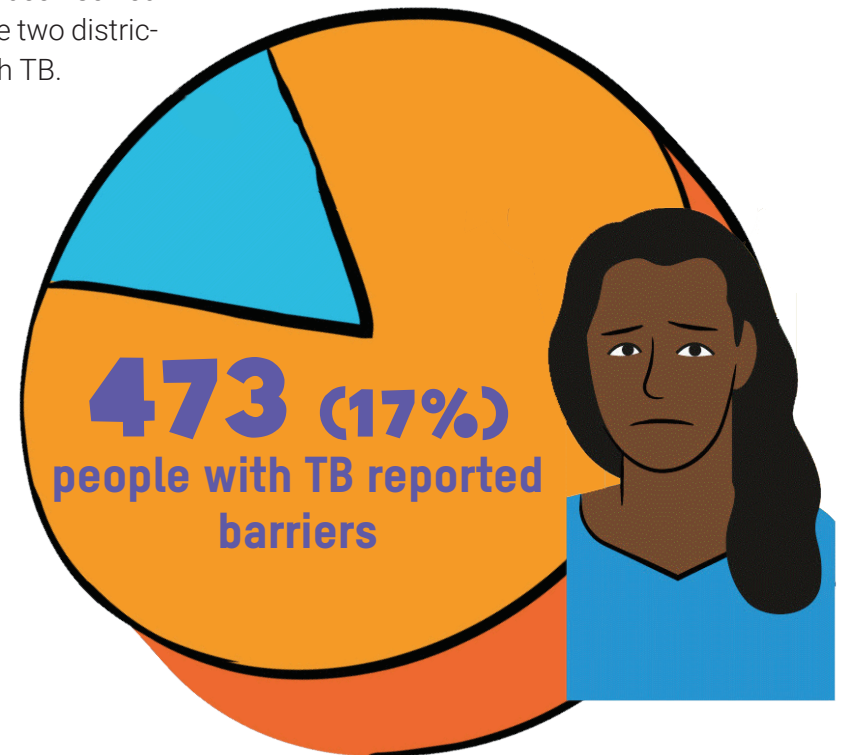
After the first round of OnelImpact CLM, we invite you to read 26 testimonials in this brochure that gives voice to TB-affected people who have benefited from OnelImpact interventions. It brings the viewpoints of the collaborators and key partners of OnelImpact about its contribution and benefits to TB-affected people and the National Health Service. All interviewees signed a Consent Form for recording the interviews and taking the photographs. It is important to mention that the names of all TB-affected people interviewed have been changed.

We thank all the interviewees who consented to share their life story and their viewpoint about OnelImpact, and allowed us to learn from their testimonies. We hope that this brochure will inspire more TB-affected people facing barriers to seek help, and inspire those who are considering taking up this cause of contributing to improve access and quality of TB services in HFs and communities. Our greatest value is life!

ONEIMPACT ZAMBEZIA IN NUMBERS

E Between July and December 2022, reached 2,969 people registered and used one or more components of the Onelmpact CLM app, of which 2,732 (80%) were people with TB.

Out of 2,732 people with TB, 473 (17%) reported in total 599 barriers, of which 92% have been solved so far. Onelmpact coverage across the two districts is approximately 55% of people with TB.



BARREIRAS REPORTADAS (599)

- ★ 26% Stigma and discrimination
- ★ 39% Barriers in TB health services
- ★ 14% Barriers in TB support services
- ★ 21% Violations of Human Rights



VOICES OF ONEIMPACT



ARLINDO QUEMBO

COMMUNITY LEADER OF MEPINHA, MORRUMBALA

“...we are happy to see that many concerns are resolved after being reported in the OnelImpact app”



“In my community people with TB were very discriminated by family and friends, were isolated, and had no interest in getting treatment. ADPP’s Local TB Response Project is helping many people in the

community in the last years and when OnelImpact CLM came, the two projects started working together bringing more results, which is helping to decrease TB deaths in the community. ADPP organized a training for us, Community Leaders, and together with OnelImpact Activists and Case Managers, we help people with TB by providing information about TB and their rights. They become more motivated to take treatment. We also help Activists identify people with TB who have problems that need to be addressed, and we are happy to see that many concerns are resolved after they are reported on the OnelImpact app.”

NELSON SANTOS

ONEIMPACT CLM COORDINATOR (PARTNER UNIDOS) IN MORRUMBALA

“OnelImpact CLM empowers People with TB with knowledge about their rights...”

“OnelImpact CLM has shown us that there are rights of people with TB that were violated and that people with TB did not know about them. OnelImpact CLM empowered people with TB with knowledge about their rights and gave them a voice to share their concerns. This initially made the health staff at the HFs not look favorably upon this approach because they thought that OnelImpact was creating conditions for people with TB to complain. But after the healthcare staff and the officials of the HFs had been trained, they realized that OnelImpact only brings benefits to both the community and the health services. OnelImpact CLM is bringing great changes such as better treatment adherence,

because the work of Activists and Case Managers is contributing to reduce stigma and discrimination reported through the OnelImpact app, People with TB are more accepted in the communities and are adhering more to TB care and treatment in HFs.”



IVO EUGÊNIO

DIRECTOR OF MORRUMBALA SEDE HEALTH CENTRE

“OnelImpact helps a lot in solving the problems that people with TB face, when they report a problem, usually it is solved very quickly”

“OnelImpact is contributing so that more people with TB go to HFs. The OnelImpact Activists work with Local TB Response Activists and Community Leaders and they are sensitizing many people with TB in the communities about their rights, what TB is, the importance of treatment and of not discriminating people with TB. When there are problems of poor service or medication stock out (which hasn't happened lately), the HF does everything possible to solve the problem. OnelImpact helps a lot in solving the problems that people with TB face, when they report a problem, usually it is solved very

quickly. Since OnelImpact started we have realized that people with TB are adhering more to care and treatment in the HFs”



CESÁRIO

“The OnelImpact Activist also helped me when there was no medicine in the hospital, he put the information on the app and then talked to people from the hospital and they resolved the issue.”



Cesário, resident in the Locality of Pinda, Morrumbala District:

“When I knew I had TB I had problems at my home because my wife was very strange (discriminating). She refused to be near me. My friends did not want to come near me anymore either.

But one day the Activist came to my home with the OnelImpact Activist who registered my concern in the OnelImpact app in his phone. Then he talked with my wife, and

me and she realized that she should not treat me that way. Then I met with the Activist and we spoke to my friends as well. Now my wife and my friends do not treat me harshly anymore. The OnelImpact Activist also helped me when there was no medicine in the hospital, he put the information on the app and then talked to people from the hospital and they resolved the issue. Now I am fine and I only have one month left to finish the treatment.

VASCO

“Thanks to the Onelmpact, I am fine now; my friends are socializing with me again”.



Vasco, a resident of Pinda Locality, in the Morrumbala District: “In the beginning, I didn’t know I had TB, I started coughing a lot, I couldn’t walk well. Then the Activist came to my house with vials for testing and said that I had TB. I suffered from the disease, but also because my friends turned away from me. They said they did not want me to infect them and said I would die this year. The Activist who tested me came to my house one day with another Activist who was promoting Onelmpact. I explained that my friends had abandoned me and he helped me to report this in the

app so that my problem could be addressed. Days later, the Onelmpact Activist came to my house to share information and discuss my situation with my family and friends. Now my friends are comfortable with me, they know that TB has a cure and that it is important to support and to treat well the people with TB. Now I am fine and when I see a neighbor or friend who has a cough I tell them to look for Onelmpact Activists and mobilize them to go to the hospital. Thanks to the Onelmpact, now I am fine; my friends are socializing with me again”.

SIDÓNIO

“I was about to give up the treatment, but thanks to Onelmpact my problem was solved, I am taking medicine and I know I will be cured of TB”.



Sidónio, a resident of Pinda Locality, in the Morrumbala District: “I had been sick, I was coughing a lot, and I was getting very thin. One day an Activist came and screened me, and then the result was positive for TB. He accompanied me to the Health Center and I started treatment. But there was a month that the Health Center didn’t have medicine. I talked to the Activist who tested me and explained that there were no pills at the Health Center. He introduced me to

Activist prompting Onelmpact, and he explained that he was going to help me by using the Onelmpact to report the problem of lack of medicine. The person who received the information spoke with the official of the Health Facility; three days later the Activist informed me that there was medicine already. I was about to give up the treatment, but thanks to Onelmpact my problem was solved, I am taking medicine and I know I will be cured of TB.

HELENA

“ I am very happy with the help from Onelmpact and I talked to many people in the family about Onelmpact...”



Helena, resident in the Locality of Mepinha, in the District of Morrumbala: “I lost my son and after the funeral we did a traditional ritual. Later my daughter got sick and she said that if she dies she does not want the family to do this traditional ritual because she was religious. When she passed away, we did not do the ritual, and when I got sick, my family said it was because I did not do the traditional ritual. Every day I was getting worse, then the Activist came to give me a TB test at home and it came out positive. My family sent me

to stay in a hut, away from them and they said that my illness was because of the traditional ritual that I did not do when my daughter died. I was very sad and unwilling to do TB treatment. That Activist came to see me with another Onelmpact Activist who talked about my rights and helped report my problem on the Onelmpact app. To solve the problem the Activist and the Case Manager shared information and explained my situation to my family. Today I am back at home, I don't live isolated anymore and my family helps me when I need it. I am very happy with the help from Onelmpact and I talked to many people in the family about Onelmpact, one of them is my cousin who also has TB and his family believed that his disease had to do with tradition, they discriminated him until I introduced him to the Onelmpact Activist who also helped him. Onelmpact helps many people in the community.

JOSÉ

“ The Activist helped report my problem on the Onelmpact app and the first person who received the information on the phone spoke with an Activist who took sample cups and went to test all the people in my house.”

José, a resident of Mepinha Locality, Morrumbala District: “At the beginning I thought it was a simple cough, but then I could not stop coughing. One day a TB Activist came and gave me two sample cups. I did the test and he said I had TB. I started the treatment, but I almost gave up because I live too far away from the hospital, I had to wait so long to be seen and did not treat

me well. When I explained this to the Activist, he told me about Onelmpact. I also explained that my family was not tested after I was diagnosed. The Activist helped report my problem on the Onelmpact app and the first person who received the information on the phone spoke with an Activist who took sample cups and went to test all the people in my house. Fortunately, the result was negative. The children are taking TPT but one of them, who is 9 years-old started having a cough and we took her to the hospital, did a test and the result was positive. She is already taking TPT medication, and she is fine. I am also fine and receive good care in the hospital. I am very happy, and I thank you very much for the help that my family and I received from getting access to Onelmpact.



ALFREDO

“ Activists introduced me to OnelImpact, I explained my situation, and got help to report my problem where I stopped TB treatment because my family stayed away from me, which then was solved ”



Alfredo, resident of Mepinha Locality, in Morrumbala District:

“I started coughing in August, then the Activist came to test me and I started treatment but my family started to despise me and say that I was sick because I used something from my late son, the father of my two grandchildren that I am raising, because both the mother and the father are dead. I was depressed, my wife also stayed away from me and

I gave up the treatment. My cousin who also has TB got help from the OnelImpact Activist and he also came and talked with me and encouraged me to keep going for treatment because TB is a disease that has a cure and has nothing to do with tradition. I explained my situation and he helped me report my challenge on the OnelImpact app. Later on we received a visit from activists who spoke to my whole family, even to my children who do not live with me, and explained that it was important for me to take the pills until I finished the treatment. Today I feel well and so does my family, my wife and my two grandchildren who live with me were tested and had negative results. Today I brought the pillboxes, already empty, to show that I will soon finish the treatment and I am very happy. I really appreciate the help I got from OnelImpact and the Activist.”

MARCOS

“ OnelImpact helped me a lot, especially when I felt alone after my wife abandoned me. In OnelImpact I found all the support I needed to fight against TB... ”

Marcos, resident in the Locality of Liciro, in Milange District:

“When I got sick, I was here at home and I didn’t know what to do. An Activist came and took me to the hospital where I was diagnosed with TB. After starting treatment, the Activist came with the OnelImpact Activist who told me about the OnelImpact app.

I explained to him that my wife abandoned me when she found out I had TB and that I was facing stigma and discrimination in the family and community. The OnelImpact Activist helped me to report my problem in the OnelImpact app using his phone, to his colleague who works at the Health Center to see how they can help. The colleague who received the information spoke with the OnelImpact Activist and a few days later, together with the Community Leader came to discuss my situation in my home and gave a lecture in the community

about TB and the importance of not discriminating and stigmatizing people with TB.

After these lectures, I have regained respect from people in my family and community; today they talk with me and give me the help I need to continue with the treatment. OnelImpact helped me a lot, especially when I felt alone after my wife abandoned me. In OnelImpact, I found all the support I needed to fight against TB.



FILIFE THEGERAMANGA

COMMUNITY LEADER OF PINDA, MORRUMBALA

“ I encourage people who have TB to present their difficulties or their problems by using Oneimpact. ”

I know the people of my community, and they know me too, so it's easy for me to collaborate with Community Activists. The OneImpact Project trained me and now I mobilize the people in the community, and I explain to them that they have the right to good health and can go to the hospital when they have a cough that does not pass. I encourage people who have TB to present their difficulties or their problems to the Activists, through the OneImpact app. It makes a big difference in the community because the Activists who promotes Oneimpact gives good advices and help people to solve their problems in the community and in the HFs together with Local TB Response project of ADPP. These two projects are very welcome here in our locality.



JOSÉ CEBOLA

RELIGIOUS LEADER OF LICIRO, MILANGE

“ OneImpact CLM solves many difficult situations that people face during TB treatment ”

OneImpact CLM is helping people with TB in communities to report the challenges they face in TB treatment, such as stigma and discrimination. My role as a Religious Leader is to sensitize the community not to discriminate and stigmatize people with TB, encourage people to go to the HFs when they have signs and symptoms of TB and those who have TB to adhere to treatment and take their children to get TPT. In the past people got sick and died of TB in their homes because they had no information about TB, one to share their challenges with, no one to help them to overcome it and they also did not know their rights and duties as a person with TB. But today, thanks to the access to OneImpact these problems



have answers. OneImpact CLM solves many difficult situations that people face during their TB treatment”.

LUCIANO SUZE

COMMUNITY LEADER OF PINDA, MORRUMBALA

“Today the population has a voice and is adhering more to TB treatment because their concerns are addressed thanks to OnelImpact”

“The OnelImpact CLM has brought many benefits to the communities and works in collaboration with another ADPP TB project. In the past, there were many people when they had a cough, used to go to the traditional healer, the illness got worse, and some people ended up dying.

Now, thanks to these projects, people are more informed, they already know that a prolonged cough can be a sign of TB. In these cases, they have to go to the hospital, and they already know their rights. As a Community Leader, I also take information to the community, together with other leaders. We organize lectures and explain that the hospital can treat all diseases and that TB has a cure. One of the great benefits of the OnelImpact CLM is that the population has already

more information about TB and knows that they have the right to go to hospital and get good care. The OnelImpact is helping people with TB in the community as well where there is still discrimination, and also helps in the HFs and so the problems are solved together with the officials of the HFs.

Today the population has a voice and is adhering more to TB treatment because their concerns are addressed thanks to OnelImpact.



PAULO ERNESTO

COMMUNITY LEADER OF TEBO, MORRUMBALA

“By reporting the barriers through the OnelImpact app many things have changed: the health care services has improved a lot in the HFs, people don't stay too long in the line, nurses respect the duties and rights of people with TB, they are accepted in the families and in the community”



“With the OnelImpact CLM process I learned many things about TB and I transmit this knowledge to people during the campaigns that we carry out in the communities in places like markets and churches.

The stigma is the most reported problem in the OnelImpact app and together with Activists, we help

people with TB to overcome this problem and stay on treatment until the end. By reporting the barriers through the OnelImpact app, many things have changed. Health care services has improved a lot in the HFs, people do not stay too long in the line, and nurses respect the duties and rights of people with TB. They are accepted in the families and in the community. Many people go to the hospital now, which was not happening before. People used to seek treatment from traditional healers and in the market. Now they know better their rights, and the importance and the benefits of treating TB in the hospital, so I will continue to promote OnelImpact so that people may know how to be involved and access the platform.”

HELINA JOSÉ

ONEIMPACT ACTIVIST (PARTER ORGANISATION UNIDOS)
MORRUMBALA SEDE

“ It is gratifying to see many more people with TB happy by seeing the barriers they used to face being overcome ”

We work in coordination and collaboration with case managers, when people with TB face a barrier, we help them report it in the Onelmpact app. There are people with TB who complain when they come from far away and when they arrive at the HFs, they say there is no medicine. Through the Onelmpact app, many people with TB have had their problems of stigma and discrimination, stock rupture, and more, solved. For example, there is a person with TB who was very debilitated and weak. His wife was discriminating him, she would not go near him, she stayed all day in the field and he had to cook for himself, even though he was unwell. He told me that he wanted to give up the treatment so that his wife would think that he was fine and would treat him like her husband again. After reporting the issue on the Onelmpact app, I waited for the woman to come back home and I spoke to her at len-

gth to help her understand what TB is and how it is transmitted. She started taking care of her husband who is still adherent to treatment. The training that Onelmpact has provided for the Community Leaders also means there is more awareness in the communities and it is possible to see that stigma and discrimination is reducing. It is gratifying to see many more people with TB happy by seeing the barriers they used to face being overcome.”



LUCAS JOCONIA

CASE MANAGER OF ONEIMPACT CLM C.S PINDA,
MORRUMBALA

“ Before Onelmpact the problems stayed there in the community, but now they are reported through the app and the HFs already have information about issues in the community and support them until they are resolved. ”

“I’m the first responder and I receive the cases reported through the Onelmpact digital platform. I verify and then analyze the type of barrier to see if the problem should be addressed in the community or in the HF. For example, stigma and discrimination experienced in the community or family, I go there, and I conduct lectures and help to solve the problem.

When the problem is in the HF, I interact with the HFs officials to solve the problem as soon as possible. Onelmpact benefits greatly the communities because they participate in the process of solving the barriers faced by people with TB when they report these barriers on the Onelmpact Platform. Before Onelmpact, the problems remained

there in the community, but now the problem is reported through the app and the HFs have information about the issues in the community and support them until they are resolved.



DEOCRECIANO MUCODUA

NTP NURSE AT MEPINHA HEALTH CENTER IN MORRUMBALA

“OnelImpact is contributing to reduce the myths around TB”

“In the past, people with TB used to start treatment and then abandoned it for various reasons: long distances to go to the HF; beliefs and myths around TB, lack of information about TB, etc. Now, OnelImpact is helping a lot, since the Activists do a lot of awareness in the communities and make them realize that through OnelImpact they can report the problems when they face any difficulty because of the disease they have. Another issue is that OnelImpact is contributing to reduce the myths around TB. There were those who thought, for example, that someone gets TB if he had a sexual relationship with a woman who had an abortion, so the Activists explain what TB is, how you get it, etc., and that

has helped to increase treatment adherence.”



HELENA ANTÔNIO VAZ

NURSE AT THE CONSULTATION FOR CHILDREN AT RISK (CCR)

“OnelImpact improves our services because through it we can reach many children eligible for TPT”



TB can participate in the digital platform when, for example, their children have not been screened. We are therefore now finding more children with TB and children eligible for TPT, including from families living far away. For example, last week, 16 children were identified to be screened due to notification through OnelImpact. LTBR activists then helped to bring the children to HF. OnelImpact CLM improves our services because through it we can reach many children eligible for TPT.

“In the area of child health, I noted a difference before and after OnelImpact CLM started. Before, we were missing many children that needed assessments because families have difficulties in bringing their children to HFs for screening and treatment. But now, with the help of OnelImpact CLM and LTBR Activists, people with

The CLM sessions in the community have also helped in educating the parents of the children about the age to do TPT, which is up to 14 years old, because there are parents who think that 11- or 12-year-olds don't need TPT. The OnelImpact sessions have helped in providing correct information.”

JONÁZIA JUVÊNCIO

CCR NURSE AT C.S DE LICIRO IN MILANGE DISTRICT

“ When we receive the barriers reported on the platform, we help people with TB to find solutions ”

“Onelmpact is a digital platform through which People with TB report the challenges they face in TB treatment.

When we receive the barriers reported in the platform, we help people with TB to find solutions. The most reported issues are stigma and discrimination, and to address these cases the project conducts meetings with the families of people with TB. It also conducts campaigns in the communities where it raises awareness about TB issues and about the importance of caring and supporting people with TB in the families as well as in the community. The biggest benefit from Onelmpact is the increased retention of people with TB on TB treatment. In the past, many people would drop out of treatment and we had no way of

knowing what is going on with them. Now people with TB are adhering to treatment and they are bringing their children to do TPT, now we get on average 4 to 6 children monthly while before we only got 1, because of the myths and taboos that people had about TB.”



NILSA JORDÃO

CCR AND MCH NURSE AT H.C MANGOE, MILANGE

“ Before it was not possible to know why people with TB were not coming to the HF for consultations and to pick up TB medication, but now we can find out and help them to overcome their problems. ”

“Onelmpact is giving possibility to people with TB to share the problems they face in TB treatment as well as to express their feeling and opinion regarding what should be done in order to overcome the difficulties they face. Before it was not possible to know why people with TB were not coming to the HF for consultations and to pick up TB medication, but now we are able to find out and help them to overcome their problems. Onelmpact is helping a lot in spreading correct information about TB and fighting stigma and discrimination. As a result, people with TB are adhering to treatment and now we have no defaulters or dropouts and we are having many children starting and



completing TPT. My wish is that Onelmpact continues and that it expands to the other districts in the province, because it is helping the NTP to achieve better results in the fight against TB.”

FILIFE JOHANE

DIRECTOR OF MEPINHA H.C, MORRUMBALA

“OnelImpact is bringing positive changes. Having trained Community Leaders is really helping to reduce myths and cases of stigma and discrimination, which also helps people with TB to stay on treatment.”

“The OnelImpact Project is bringing many benefits. OnelImpact Activists, in coordination with the Local TB Response Project Activists, are contributing so that more people with TB get information and get proper care services and treatment in HFs. Many people with TB used to get sick and stay in the community for a long time without knowing they had TB. OnelImpact is greatly helping people in the communities, giving them more information about TB through the platform on the phone and more and more people are coming to HF to be tested and they are staying on treatment until the end. OnelImpact is bringing positive changes. Having trained Community

Leaders is really helping to reduce myths and cases of stigma and discrimination, which also helps people with TB to stay on treatment.”



HELENA VENTURA

DIRECTOR AND NTP OFFICIAL AT CS DELUA, MILANGE

“Through OnelImpact, we find out what’s going on with someone when he/she is not coming to the health facility, and according to the reason we support him/her until the end of the treatment.”



with someone when he/she does not come to the health facility and based on the reason we support him/her until the end of the treatment. For example we had someone with TB from Maranda village, she was not adhering to the treatment because of the side effects of the medication and never told me when she was coming to the consultations, but she reported this through OnelImpact and when we were aware of this problem I and the Activist we counseled her, to make her understand that the effects of the medication were normal and that she should continue to take the medication.

We followed her throughout the entire period left for her to finish the treatment and today she is cured and healthy.”

“The OnelImpact Platform is very useful. In the past, we had difficulties in understanding the causes of the problems such as dropout or poor adherence to treatment. With OnelImpact, we find out what is going on

SÍLVIA DA SILVA

DEPUTY DIRECTOR OF H.C OF LICIRO, MILANGE

“...we have no dropouts and this is proof that the OnelImpact approach is bringing the desired impact in the communities.”

“OnelImpact is enabling people with TB to have a voice about what needs to be improved in the health services here at the HF, the barriers they face in accessing TB treatment, and then they get support.

Through OnelImpact, people are learning about TB, their rights and duties as well as the importance of treating TB.

As a result, people are abandoning the myths, taboos and beliefs that were interfering negatively in the demand for TB services. We are now experiencing increased adherence of people with TB in TB treatment as well as in TPT. We have no dropouts and this is proof that the OnelImpact approach is bringing the desired impact in the communities.”



DIONÍSIO MARTINHO

DISTRICT SUPERVISOR OF NTP IN SDSMAS MORRUMBALA

“OnelImpact CLM is bringing many benefits, not only for people with TB, but also for communities and TB services in the HF.”

“OnelImpact has brought many benefits, now the people with TB can express themselves, they are no longer afraid to go to the HF, they now present their concerns directly to Activists in the community and end up adhering more to treatment. Just to give an example, we had someone with TB who was discriminated against. She was isolated and had abandoned the treatment. Through the OnelImpact platform, the Activist reported the case, and I went together with him to her home. We spoke to the whole family about TB and how to take care of her. Her situation completely changed, the family treated her well again, and she started to adhere to the



treatment. She is now cured of TB. OnelImpact CLM is bringing many benefits, not only to the people with TB, but also to the communities and the TB services in the HFs.”

ATANÁSIO JANTAR

PROVINCIAL NTP SUPERVISOR AT DPS – ZAMBÉZIA

“ For us at DPS the experience is very good, because the information that we get from OnelImpact we can’t get through our health information system. ”

“We have had experience with OnelImpact for about two years. For us at DPS the experience is very good, because the information we get from OnelImpact we could not get through our health information system. For example, the drug distribution process in the province is now decentralized and medications are sent directly to the HFs. Unfortunately, at DPS, we cannot be present at every HF to receive the medicine and we receive a report that it has arrived at the HF. When people with TB report on OnelImpact that there is no medicine in the HF, we know that something is not right. One of our indicators is the “cure rate”, and if the person with TB does not have any medicine, obviously we will not have high cure rates. The reports of stock-outs have brought to our attention errors at the drug management level, which it is in our interest to address. I have the

OnelImpact app on my phone and I can see the barriers reported, and some positive feedback when the problems are resolved. One aspect that we have neglected a lot is this issue of discrimination and the way we offer our services in HF. A TB nurse attending to 2 or 3 people with TB at the same time may seem normal in many HFs, but many people with TB may feel uncomfortable, so when they complain about the lack of confidentiality, we realize that treatment dropouts may probably be related to this issue and may be related to discrimination in the community.”





Community meeting for data analysis and problem solving



Empowering communities to end TB

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