

Strengthening Tuberculosis Service Delivery in India



John Snow India Private Limited (JSI India) is a subsidiary of John Snow, Inc. (JSI) – a leading public health consulting firm that works to improve the health of individuals and communities around the world. JSI India's staff combine our local expertise with JSI's global infrastructure, knowledge management, best practices and financial support to provide high quality technical and managerial assistance to public health programs at the national, state, and local levels. JSI India is known for implementing innovative programs in a range of public health areas, including tuberculosis (TB), health systems strengthening, HIV and infectious diseases, immunization, RMNCH+A, and Supply Chain Management. We also have deep technical expertise in capacity building, knowledge management, monitoring and evaluation (M&E), and policy development. Our multidisciplinary approach allows countries, communities, families and individuals to develop their skills and implement solutions to address complex public health challenges.

Tackling TB in India

Seven countries account for 64% of new TB cases with India leading the way. Every day, more than 7,600 Indians develop TB and one person dies every minute. India has the highest TB burden with an incidence of 2.8 million cases out of a global incidence of 10.4 million cases.¹ In addition, each year there are a "missing million TB patients" in India who either remain undetected or are misdiagnosed. Improper treatment often results in a potentially fatal type of drug-resistant TB.

JSI India contributes to the national TB response as a partner on the **Tuberculosis Health Action Learning Initiative (THALI, 2016-2020)** — a project funded by the U.S. Agency for International Development that aims to improve TB service delivery in urban areas by engaging Kolkata's private sector, strengthening the capacity of the Municipal Corporation and service providers, and promoting the use of innovative ICT solutions. These activities are supported by a variety of M&E, supply chain management, and knowledge management initiatives.

THALI is led by World Health Partners (WHP). JSI India leads the following activities:

- **Monitoring and Evaluation:** JSI India is developing and implementing a comprehensive and robust M&E plan to help health managers and providers collect and use TB data

to support evidence-based decisionmaking. JSI India used GIS maps to conduct a detailed landscape analysis that provided insights into TB service provision by private providers. The landscape analysis mapped over 10,000 private health facilities from around 600 wards in urban geographies of West Bengal thereby helping the project establish a network of private providers to increase TB notification in the state. In addition, the data from the landscape analysis provided evidence for more cost effective strategies to improve service delivery, quality and advocacy.

- **Data Collection and Use for Decisionmaking:** JSI India ensures ongoing data quality management and the use of TB data for decisionmaking through a Computerized Management Information System (CMIS). The CMIS is accessible online from all THALI sites and serves as a data warehouse for managing and analyzing data for all project indicators. JSI India uses the CMIS data and other sources to generate research questions that address poorly understood issues of gender, youth and TB-related stigma, as well as factors affecting non-adherence to treatment and other challenges related to TB diagnosis and treatment.
- **Capacity Development:** Through hands-on trainings and on-site supportive supervision, JSI India has trained

¹Revised National Tuberculosis Control Programme: Annual Status Report, 2017 Central TB Division, Directorate General of Health Services, Ministry of Health and Family Welfare.

over 300 medical officers (THAI data, 2017) from different Municipal Corporations and public health institutes in West Bengal on the Standards for TB Care in India (STCI). Ongoing follow-up is conducted to identify emerging areas for additional training. Beyond hands-on trainings, JSI India has facilitated partnerships with professional organizations such as the Indian Medical Association, Indian Association of Pediatrics, Chest Physicians Association, Family Physicians' Association, and the All India Institute of Hygiene & Public Health to collaborate on capacity building activities at the state and district levels to improve TB outcomes in the private health sector.

- **Knowledge Management and Learning:** To improve case detection, notification, adherence to standards for TB care, and treatment completion, JSI India leads knowledge management activities which includes documenting and disseminating best practices and success stories from the work in Kolkata to inform activities in other cities. JSI India organises Knowledge Cafés to encourage participants' to share ideas and insights, and gain a deeper understanding of the issues involved in TB prevention. The Cafés also foster an environment for cross-learning, including sharing knowledge, best practices and identifying high impact interventions to improve TB programming.
- **Supply chain management and design:** JSI India uses a participatory approach to strengthen the supply chain for TB products among private sector clinics in Kolkata. JSI India helped design solutions that are tailored to the local context, target public and private sector facilities, and work with the Municipal Corporations, other stakeholders, and suppliers to facilitate seamless supply chains for drugs, consumables, and equipment, particularly from the government to private pharmacies.

JSI's Global Efforts to Address TB

With programs on five continents, JSI has worked to strengthen TB service delivery in high-prevalence settings in Central Asia, sub-Saharan Africa, South America, and the United States.

JSI focuses on behavior change, disease surveillance, improving supply chains to increase access to life saving medicines, and strengthening management and health worker capacity. Known for effective partnerships and taking programs to scale, JSI strengthens the systems that support improvements in access to and the quality of health services.

As a partner on the **MEASURE Evaluation project (MEASURE)**, JSI provides technical assistance on global standards for TB M&E, supports capacity building and technical assistance, develops TB tools, and strengthens TB health information systems.

Through MEASURE, JSI supported the development of the [Three Interlinked Patient Monitoring Systems](#) for HIV care/ART, MCH/ PMTCT and TB/HIV (WHO 2009, revised 2013) with the World Health Organization (WHO), the Global Fund and UNICEF.

As a partner on the **Bridging the Gap for TB Treatment, Development of a TB-DMIS project** in Pakistan, JSI collaborated with the Global Fund to Fight AIDS, Tuberculosis and Malaria, and the National Tuberculosis Control Program (NTP) to develop an automated district-level TB logistics management information system and an automated warehouse management system for TB drugs.

Through these and other projects, JSI strives to strengthen local government responses, build upon existing networks, and expand the role of stakeholders in planning, implementation, monitoring, and data use efforts to address TB challenges.

About JSI India

John Snow India Private Limited (JSI India) was established in 2013 as a subsidiary of John Snow, Inc. and JSI Research and Training, Inc., with formal registration in India. In 2014, JSI Research and Training (R&T) India Foundation was established. These entities allow JSI India's staff to combine their local expertise with JSI's global infrastructure, knowledge management, best practices and financial support.



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