AeHS

Africa eHealth Solutions

Sustaining Health Innovations across Africa

Suzanne van der Velden
Svelden@iicd.org

CEO, IICD
AeHS
Health Management Information Systems
Results-based Financing (RBF) systems
eVoucher
Mobile data collection
Platform for peer consultation and professional learning
Community eHealth package
Clinical decision-making and referral tools
AeHS

- Scale and quality assurance across countries
- Health Management Information
- Results-based Financing (RBF)
- eVoucher
- Mobile data collection
- Platform for peer consultation
- Clinical decision-making
- Community eHealth package
• AeHS
• Driven by responsiveness to individual market needs
• Health Management Information Systems
• Results-based Financing (RBF)
• eVoucher
• Mobile data collection
• Platform for peer consultation and professional learning
• Clinical decision-making and referral
• Community eHealth

• Scale and quality assurance across countries
• Driven by responsiveness to individual market needs
How do we achieve scale and quality assurance across countries while being driven by responsiveness to individual markets’ needs?
Nkhoma Hospital, Malawi

- 220 bed not for profit facility
- Serves rural catchment population of 65,000 ppl
- Referral hospital for 10 rural health centres, serving 550,000+ ppl
- 60km south east of Lilongwe
• **manual information recording processes** prone to human error, leading to inadequate patient records, wasteful duplication of activities and processes, and lack of proper patient billing systems.
• **lack of systems for managing financial transactions and data**, hindering effective accounting, strategic decision-making and prioritisation
• **not able to accurately supervise patient billing**, negotiate state reimbursement and account for revenue collected in the course of the patient journey
Nkhoma Hospital, Malawi

2009

Outpatient dep’t

Installing 3 modules of AfyaPro:

• patient registration,
• billing, and
• diagnosis & treatment

Expanding to:

2010

Medical ward
Surgical ward
Children’s ward

Additionally installing AfyaPro’s reproductive and child health (RCH) module
RESULTS  
Since the implementation of the eHIS in 2009

• More costs have been recovered per-patient,
• Fewer patients are being lost to billing
• Overall revenue has grown, even after adjusting for extraneous factors.
• Annual per patient revenue increased
• Qualitative data indicate that the system improved transparency, auditability and accountability of staff
Not just in Malawi...

**Tanzania:** AfyaPro has been integrated in the daily operations of 20+ facilities including district hospitals and lower level health facilities. 15% increase in revenue after implementing AfyaPro.

**Zimbabwe:** AfyaPro is the central system in a wider Results-based Financing solution financed by the World Bank and deployed at 6 district hospitals.

**Malawi:** next to Nhkoma, the system is currently being deployed in another main hospital (Montfort Hospital) and 10 rural health facilities.
These developments have led to several challenges in sustaining the quality & value of the solutions for clients over time....
...We returned to investing directly in programmers associated with the various solutions, but needed to find a way to create co-ownership of the solutions, ensure quality management across the different deployments and provide financially sustainable implementation support...

What’s needed:
• co-ownership of the solutions,
• ensure quality management across the different deployments, and
• provide financially sustainable implementation support
AeHS International (not for profit)
AeHS International

- AeHS Zambia
- AeHS Ghana
- AeHS Tanzania
- AfyaC4C Lake Zone (Tz)
- AeHS Zimbabwe
- AeHS Malawi
National companies:
- Client acquisition
- Software customisation
- Installation & training
- New feature development
- Technical & change management support: local and remote services
- % of FTE participation in AeHS International tasks

- NPK Technologies
- CSSC
- IICD

AeHS Tanzania
International:
- Strictly non-profit
- Software holder
- Software development & release management
- Monitoring & quality control
- Skills building & certification for national AeHS programmers
- Knowledge sharing & operational support
- Sustainability: % of support fee from national clients
A social enterprise for designing and implementing ICT-based solutions & capacity building programmes, consultancy services.

Social Innovation Joint Ventures in:
- Economic Development
- Health
- Agriculture

ICT-enabled working, learning & earning
Local Social Businesses

Health Care Providers | Health Umbrella Organisations

Doctors, nurses, community health workers, health officials

NETWORK OF LOCAL ‘TECHNICAL SUPPORTING PARTNERS’ IN THE COUNTRIES WHERE WE WORK

IICD

HQ STAFF
LOCAL STAFF

International Private Sector Partners

International Funding Partners

International Thematic Partners

IT COMPANIES

SOFTWARE DEVELOPERS

MEDIA COMPANIES

M&E ORGANISATIONS

TRAINING INSTITUTES
Thank you
Svelden@iicd.org