AeHS

Africa eHealth Solutions

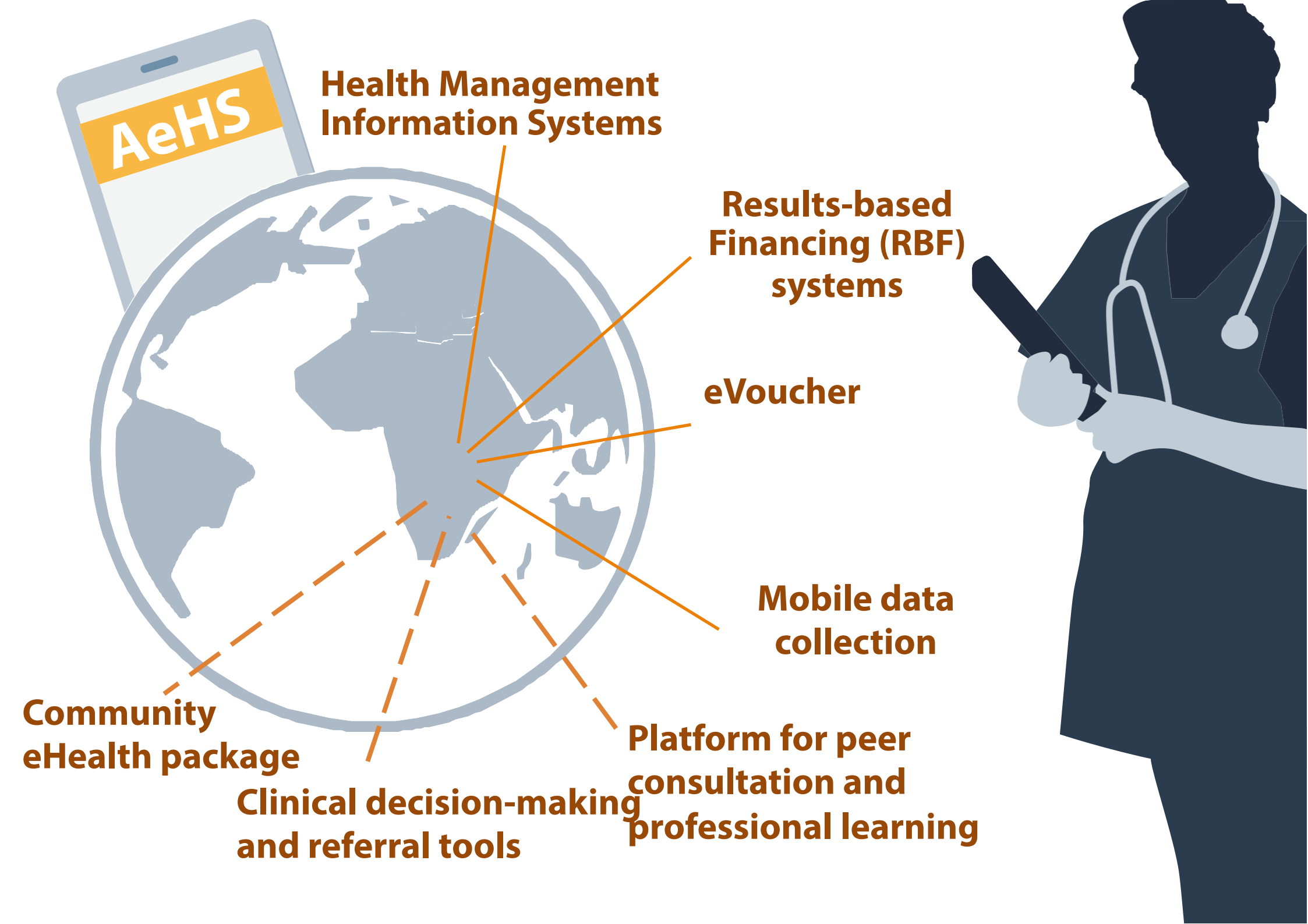
Sustaining Health Innovations *across Africa*

Suzanne van der Velden
Svelden@iicd.org

CEO, IICD

iicd
People - ICT - Development

SABOBA MEDICAL CENTRE SABOBA-N/R
HAMS
HSWU


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

- Health Management Information
- Results-based Financing (RBF)
- eVoucher
- Mobile data collection
- Platform for peer consultation
- Clinical decision-making
- Community eHealth package

- Scale and quality assurance across countries

- **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

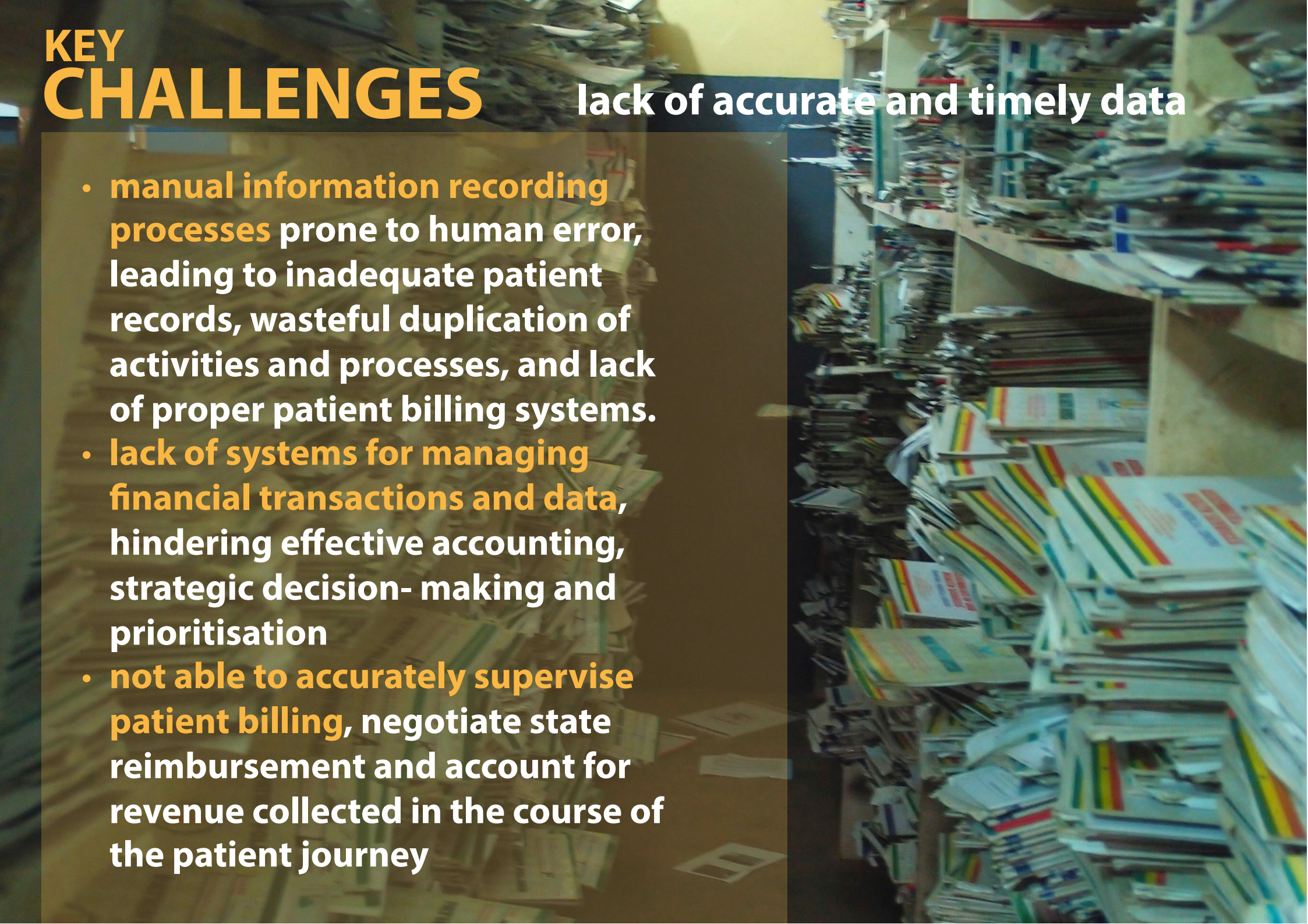
Nkhoma Hospital, Malawi

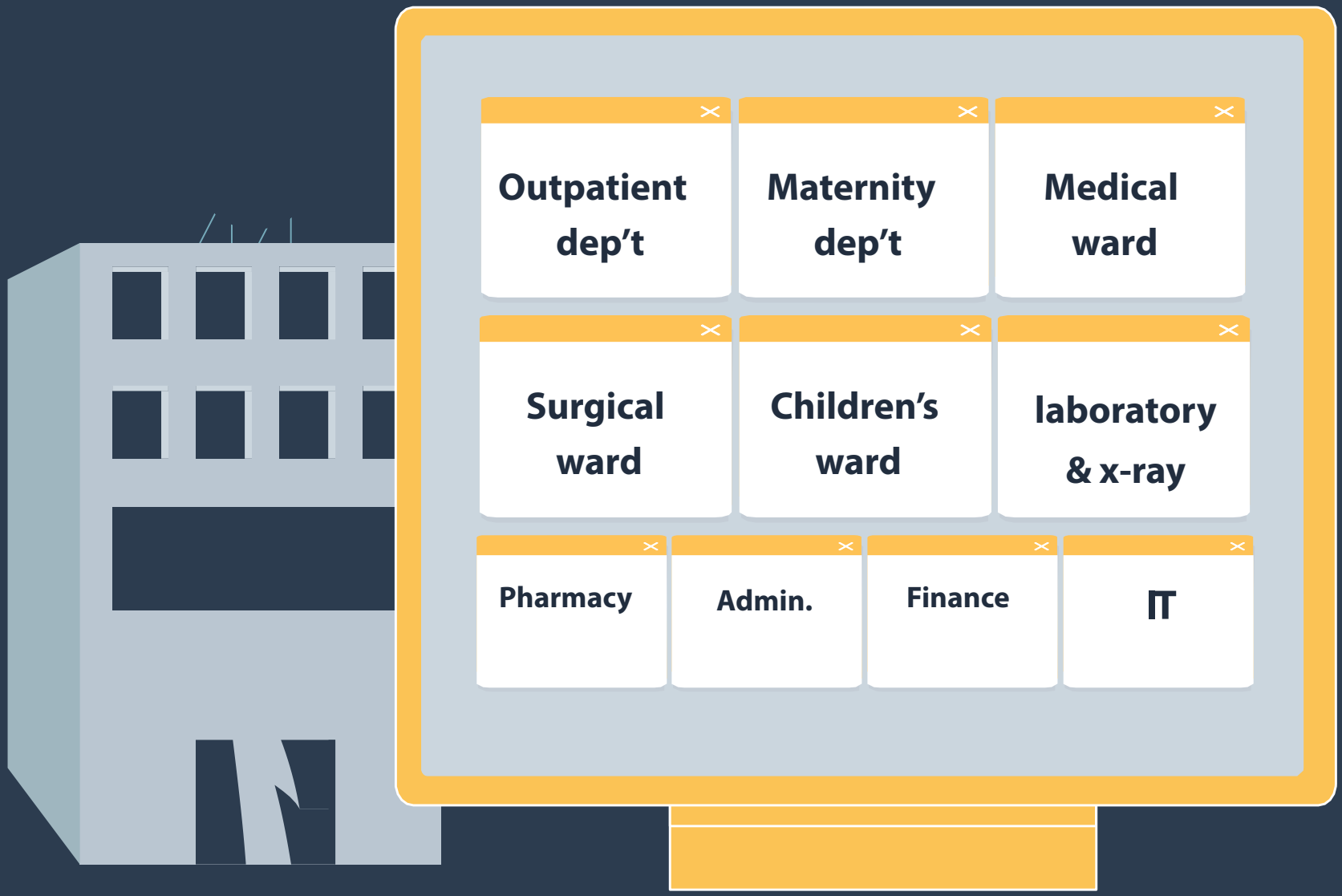
- 220 bed not for profit facility
- serves rural catchment population of 65,000 ppl
- referral hospital for 10 rural health centres, serving 550,000+ ppl
- 60km south east of Lilongwe

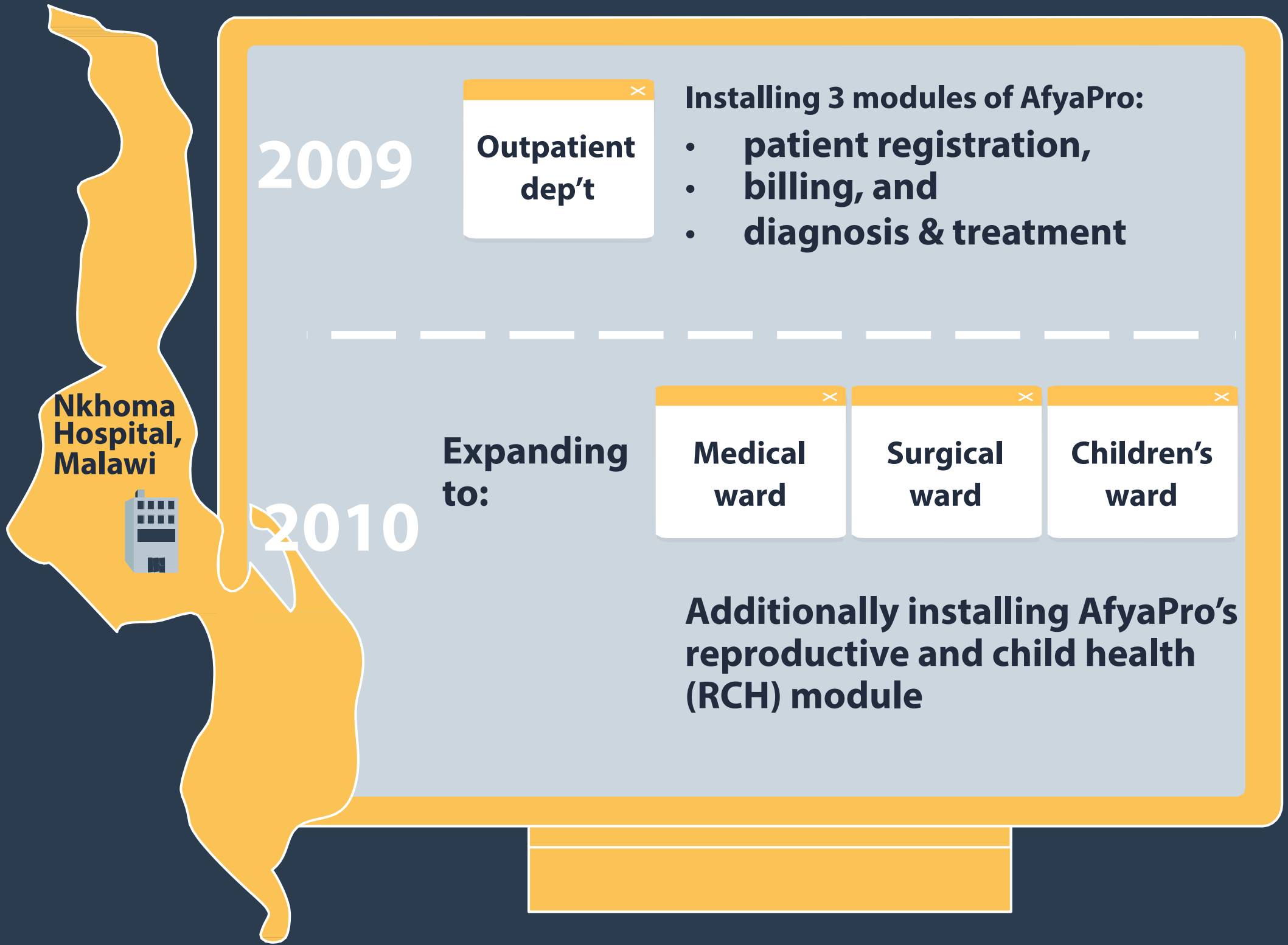
KEY CHALLENGES

lack of accurate and timely data

- **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



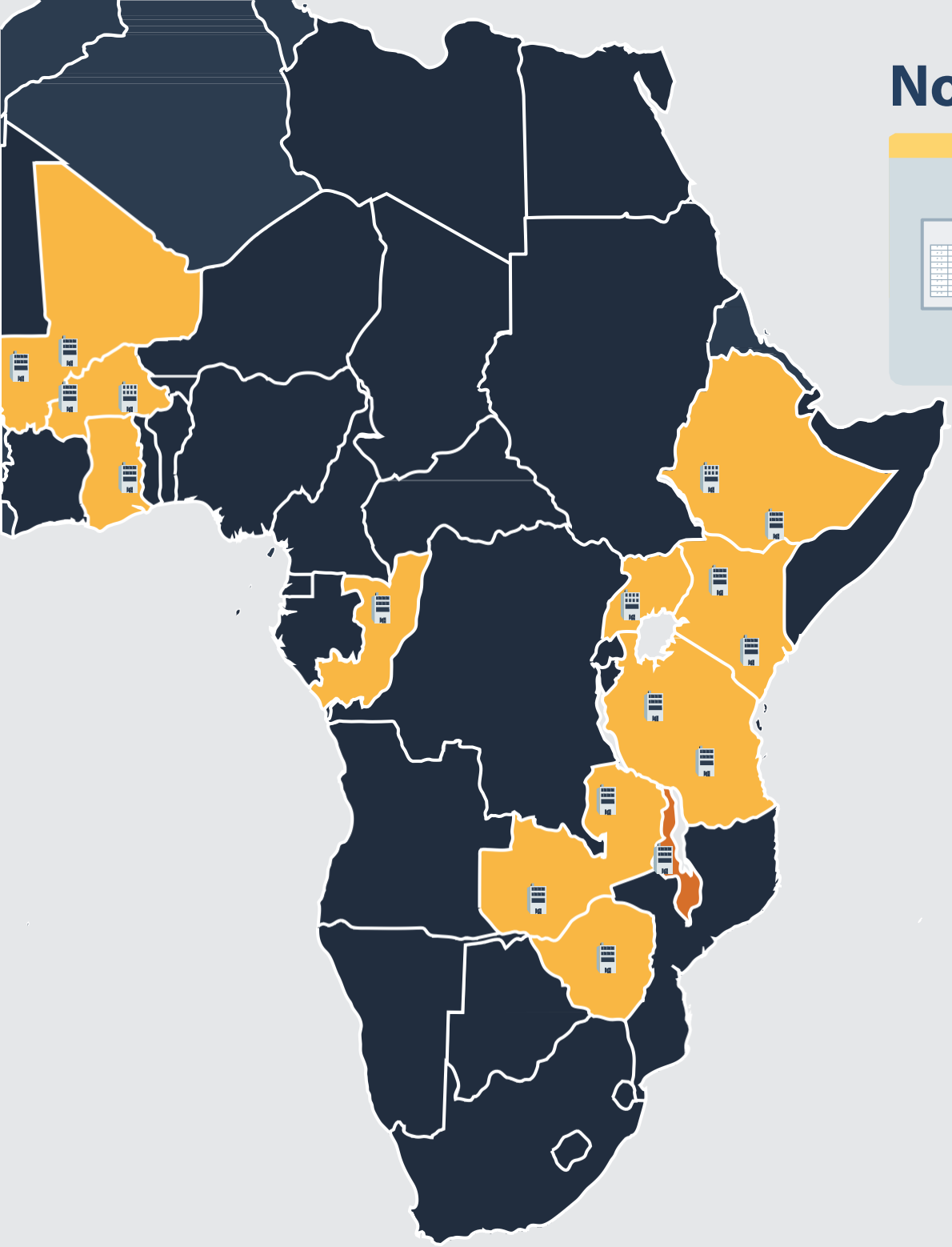

Outpatient dep't
Maternity dep't
Medical ward
Surgical ward
Children's ward
laboratory & x-ray
Pharmacy
Admin.
Finance
IT


Nkhoma Hospital, Malawi
2009
Outpatient dep't
Installing 3 modules of AfyaPro:
• patient registration,
• billing, and
• diagnosis & treatment
2010
Expanding to:
Medical ward
Surgical ward
Children's ward
Additionally installing AfyaPro's reproductive and child health (RCH) module

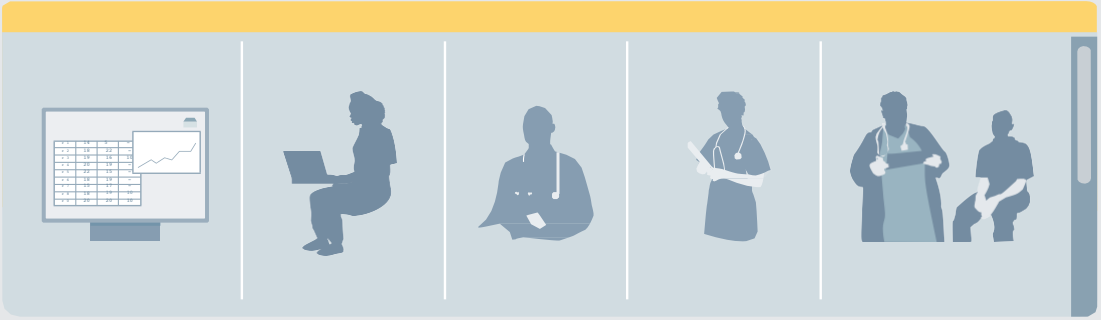
RESULTS

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....

Software development

...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…

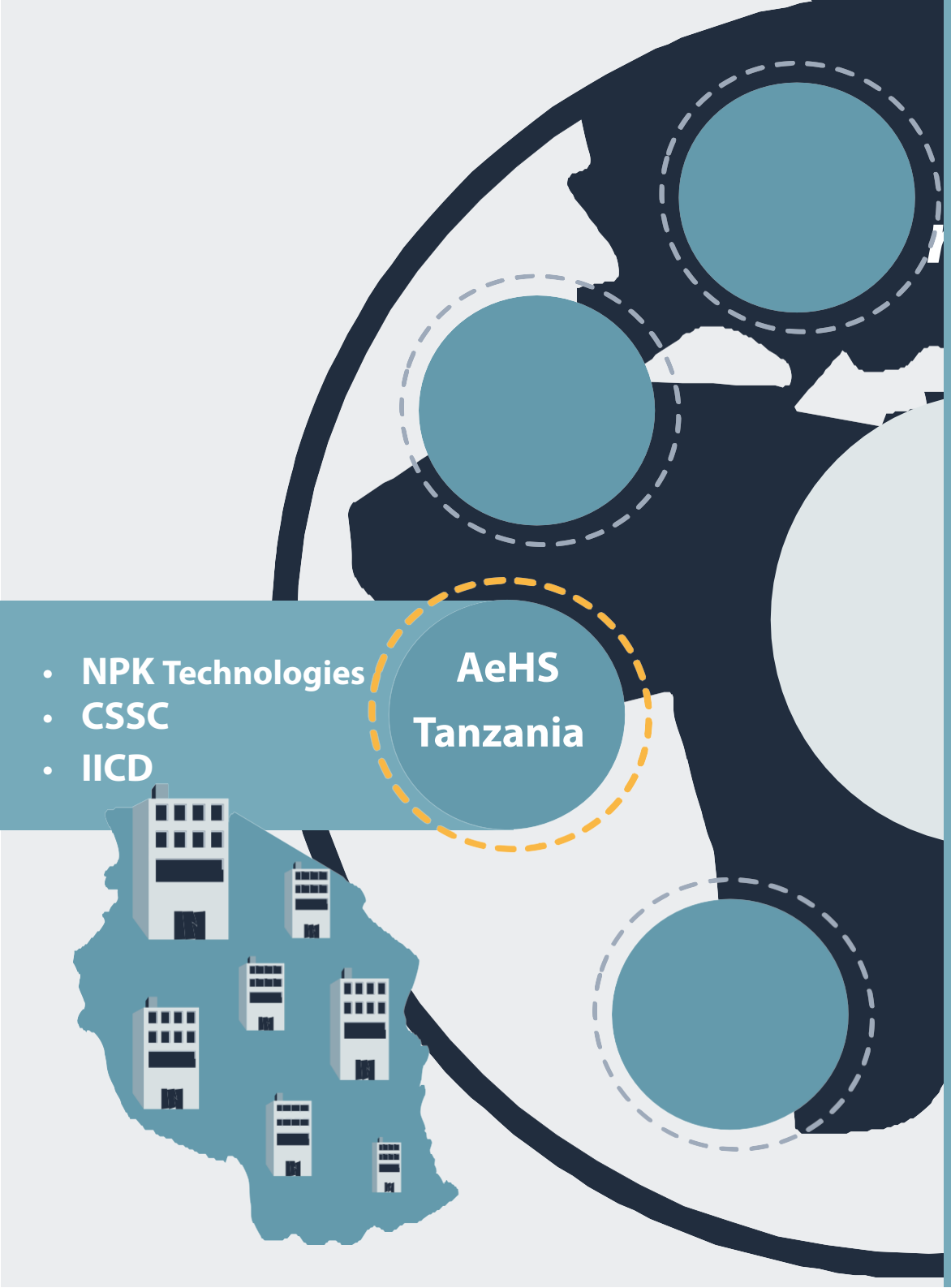
What's needed:

- **co-ownership of the solutions,**
- **ensure quality management across the different deployments, and**
- **provide financially sustainable implementation support**

eHealth = AeHS International

IICD + NPK Technologies
AeHS
International
(not for profit)

AeHS
Zambia
AeHS
Ghana
AeHS
...
AeHS
International
AeHS
Tanzania
AeHS
Malawi
AfyaC4C
Lake Zone
(Tz)
AeHS
Zimbabwe



- NPK Technologies
- CSSC
- IICD

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

International:

- Strictly non-profit
- Software holder
- Software development & release management
- Monitoring & quality control
- Skills building & certific for national AeHS programmers
- Knowledge sharing & operational support
- Sustainability: % of support fee from national clients

AeHS

International

IICD + NPK Technologies

AeHS
Zambia
AeHS
Ghana
AeHS
...
AeHS
International
AeHS
Tanzania
AeHS
Malawi
AfyaC4C
Lake Zone
(Tz)
AeHS
Zimbabwe

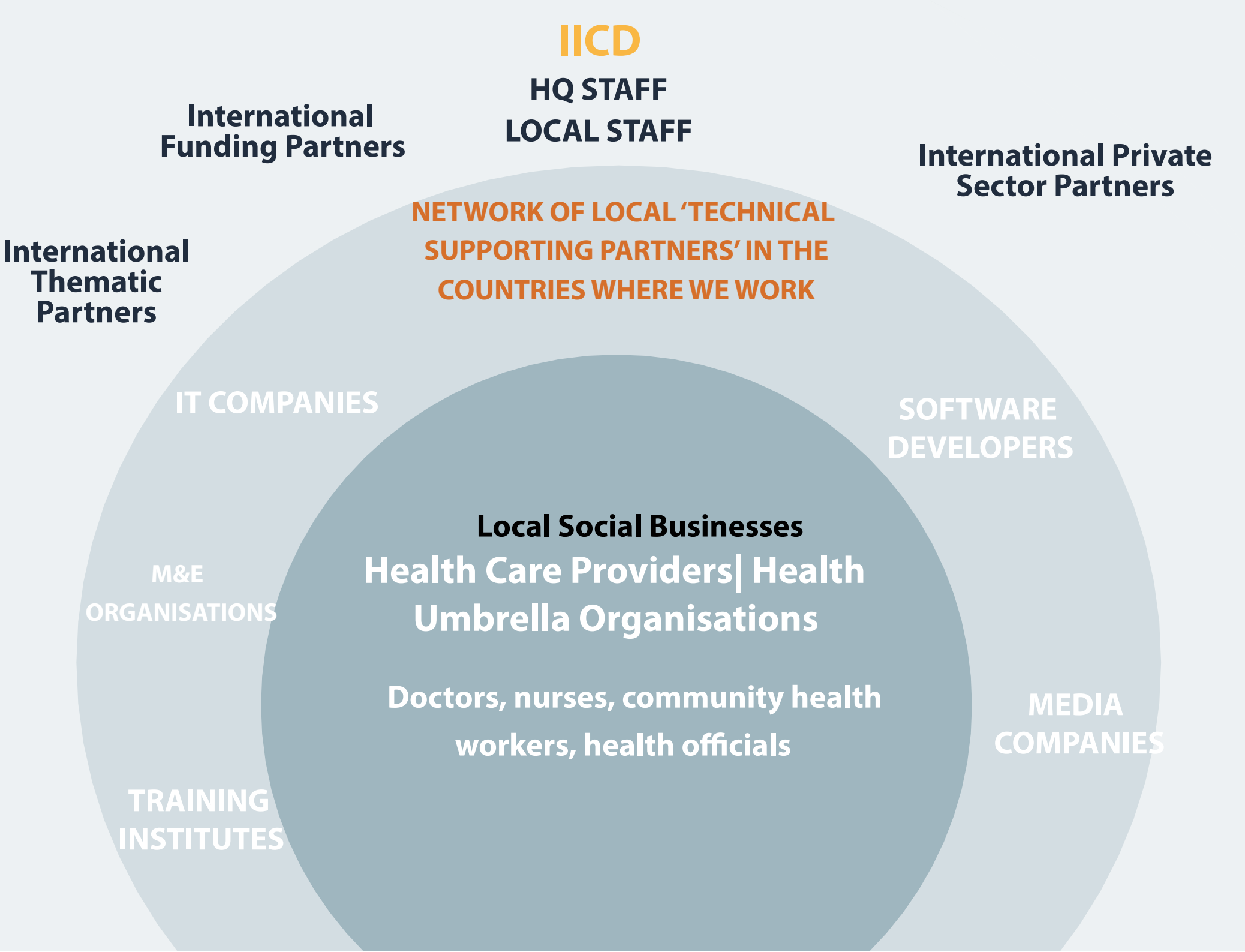
IICD

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


IICD
HQ STAFF
LOCAL STAFF
International Funding Partners
International Private Sector Partners
International Thematic Partners
NETWORK OF LOCAL 'TECHNICAL SUPPORTING PARTNERS' IN THE COUNTRIES WHERE WE WORK
IT COMPANIES
SOFTWARE DEVELOPERS
Local Social Businesses
Health Care Providers| Health Umbrella Organisations
Doctors, nurses, community health workers, health officials
M&E ORGANISATIONS
MEDIA COMPANIES
TRAINING INSTITUTES

IICD TRUSTED BY

Thank you

Svelden@iicd.org

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