DEVELOPING AND MEASURING HEALTHCARE CAPACITY AND QUALITY IN EAST AFRICA: LIFENET INTERNATIONAL’S CONVERSION FRANCHISE MODEL
CONTEXT & SETTING

Burundi, DRC, Uganda

- Lowest human development rating given by UNDP
- Extreme poverty, hunger rates
- High child and maternal mortality rates

74% OF THESE MATERNAL DEATHS AND HALF OF CHILDREN’S DEATHS CAN BE PREVENTED WITH EXISTING TREATMENT PRACTICES

-WHO
THE PROBLEM

>115 million people live in Uganda, Burundi and the DRC

For every 1 million people = 125 doctors

Nurses at community health centers are at the heart of East Africa’s healthcare solution

BUT...
Across East African primary health systems…

Nurses are limited by:

- Pharmaceutical shortages
- Insufficient medical training
- Lack of management training
- Lack of equipment & capital
Transforming African health centers to provide quality, sustainable care

- Developed through prototyping with local feedback
- Scalable, integrated solution to identified gaps in healthcare market
- Partnerships with existing faith-based health centers (40-70% of market share in sub-Saharan Africa)
A MULTI-FACETED APPROACH

- Medical Training
- Management Training
- Pharmaceutical & Equipment Supply
- Growth Financing
Business Model for Capacity Building

CONVERSION FRANCHISE PLATFORM

STRENGTHENS IN-COUNTRY CAPACITY

COMPREHENSIVE ONGOING TRAINING & QUALITY ASSURANCE

PARTNERS ACCESS FINANCING FOR OPERATIONS, MEDICINES, AND EQUIPMENT
Measuring Impact

- LN’s Quality Score Card measures adherence to evidence-based best practices for the local context
- Based on leading international and local Ministry of Health standards
- Measures long-term behavior change at the facility level
SUCCESS TO DATE

NURSING CARE BASICS

- Hand Washing: 15%, 66%, 9%, 69%
- IV Lines: 9%
- Sterilization: 9%

MANAGEMENT BASICS

- Daily Financial Tracking: 14%, 56%, 39%, 49%
- Services Posted: 84%
- Pharmacy Stock Cards: 90%

SAFE MOTHERS

- Newborn Physical: 65%, 73%, 65%
- Postpartum Hemorrhage: 8%, 4%, 20%
- Vital Signs Equipment: 5%

RESOURCE MANAGEMENT

- Monthly Budget: 5%
- Action Plan: 56%, 80%, 70%
- Staff Records: 88%

PHARMACY PROGRAM GROWTH

- '15 Q2: 13K
- '15 Q3: 25K
- '15 Q4: 38K
- '16 Q1: 50K
- '16 Q2: 35K
- '16 Q3: 20K
- '16 Q4: 13K
Why data matters…

1. LN programming
2. Partner programming
3. Impact measurement
We put into practice what we learned in the lesson on the correct dosage of medicines. And do you know what we saw with the malaria patients? They are getting better faster! After 2-3 days of treatment, the fever is gone, patients start to eat, and then they can go home and continue oral treatment. Also, we are also not seeing all the medicine disappear so quickly."

–Nurse at Funu Health Center in the DRC

“We are so thankful to LifeNet for giving us the new service of dental extraction, the tools and the skills. Before, we had many patients that had to walk around 30km to get these kinds of services, but now they can get them at our center!”

–Manager at Bigomogomo health center in Burundi
After LN’s financial management training, the in-charge and trainer discovered the facility was losing more than 400,000 UGX every month (10% of avg. monthly revenues). Once this was uncovered, they worked to mentor the health center staff to monitor their costs and change their habits. Now, not only has this health center been able to balance their books and pay salaries, but they have been able to add more staff to their team to handle the increasing patient demand.”

–LN partner in Uganda

“Last week, we saved a newborn’s life using the methods from infant resuscitation training. We also have greater competency in maternity. This is evident because there has been a significant increase in the number of women coming to us for maternal care.”

–Nurse at Bitare Health Center in Burundi
SCALING IMPACT - TIMELINE

• **2009-2012**: Research and Prototyping

• **2012**: LN Horizontal Conversion Franchise Launched in Burundi
  (Total network size: 11 facilities  Patient Volume: 127,088)

• **2015**: Network expands to Uganda
  (Total network size: 70 facilities  Patient Volume: 846,648)

• **2016**: Network expands to DRC
  (Total network size: 90 facilities  Patient Volume: 1,045,893)

AVERAGE PROGRAM COST:
$1 PER PATIENT VISIT
LN’ VISION TO SCALE

AFRICAN COUNTRIES 10

HEALTH CENTERS 1,000

PATIENT VISITS 20,000,000
Read more at…

www.LNinternational.org (LN website)

www.cjgh.org (Recent publication in the Christian Journal for Global Health)

https://youtu.be/VOLfM3i6m7c (“The LifeNet Way”)

Profiles, case studies, and more are available from our partners below