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# PSP-One

## PSP-One AND PRIVATE PROVIDER NETWORKS

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**Networks** of private health providers are a promising mechanism to expand the supply of and increased demand for reproductive health and family planning products and services: they achieve *economies of scale* in training, procurement, and marketing; allow for *rapid expansion* to increase coverage; increase *financial access* by lowering prices for targeted consumers; and ensure *quality* and brand recognition.

Networks are an affiliation of health service providers (“members”) grouped together in an umbrella organization (“parent”). Networks are based on a relationship of mutual benefit and obligation between the parent and members, defined according to market conditions and health and financial objectives. As such, their structure and operation varies. Generally, networks can be categorized as social franchises, not-for-profit, or commercial networks. Pharmacy networks also are becoming more prevalent and are useful in meeting the demand for non-clinical family planning methods and addressing the reproductive health needs of youth.

Private health providers benefit from participating in a network as they develop their clinical and business skills; increase their clientele through marketing branded services and products; control costs through pooled procurement, access to credit, and technical assistance; and receive ongoing supervision, mentoring, and peer support. In return, providers adhere to quality standards, offer a fixed package of services at set prices, pay fees or royalties to the parent, meet reporting requirements (for example, service statistics and sales revenue), and sometimes target a particular clientele.

**PSP-One Technical Assistance:** Private Sector Partnerships One (PSP-One) provides technical assistance to develop a new network or improve the viability, quality, and scale of an existing one. Assistance can be tailored for the parent, such as a nongovernmental organization (NGO) or commercial entity, or for the providers, such as midwives or pharmacists.

PSP-One is supporting the scale up of Total Health Trust (THT), a commercial HMO network in Nigeria. The number of THT’s service providers has expanded rapidly through the HMO’s contract with the National Health Insurance Scheme (NHIS). A partnership with THT allows PSP-One to test mechanisms to improve the delivery and utilization of reproductive health and family planning services that have the potential for replication in other HMO networks. Furthermore, our work has the broader goal of influencing the policy and practice of NHIS to promote family planning service delivery. PSP-One’s technical assistance to THT consists of two activities:

- provider training in business management and client relations with a focus on reproductive health and family planning promotion
- support to THT to develop a cost-effective quality accreditation and monitoring system, focused on reproductive health and family planning services and aligned with NHIS’s reporting requirements



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## EXAMPLES OF ASSISTANCE OFFERED TO THE PARENT OR FRANCHISOR:

- Conduct feasibility studies to determine the need for a network, including its structure and design
- Broker partnerships with potential partners (for example, NGOs, pharmaceutical companies, ministries of health, and local professional and training association)
- Provide assistance in business and financial planning to ensure viability
- Conduct market analysis to identify an optimal service mix and target market
- Structure or modify benefits and obligations between the parent and the provider
- Develop and institute quality assurance and monitoring systems
- Evaluate the impact of a private provider network

## EXAMPLES OF ASSISTANCE OFFERED TO INDIVIDUAL PRIVATE HEALTH PROVIDERS:

- Offer clinical training to improve the quality of reproductive health and family planning services
- Provide business and management training
- Help improve marketing and client relations
- Facilitate access to financial services through PSP-One's sister project, Banking on Health

### About PSP-One

The PSP-One project is USAID's flagship project, funded under Contract No. GPO-I-00-04-00007-00, to increase the private sector's provision of high-quality reproductive health and family planning (RH/FP) and other health products and services in developing countries. PSP-One is led by Abt Associates Inc. and implemented in collaboration with eight partners:

Banyan Global

Dillon, Allman and Partners, LLC

Family Health International

Forum One Communications

IntraHealth International

O'Hanlon Health Consulting

Population Services International

Tulane University School of Public Health and Tropical Medicine

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