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Strengthening Health Outcomes
through the Private Sector

SHOPS Project Malawi: *Improving Health through Comprehensive Public-Private Approach*

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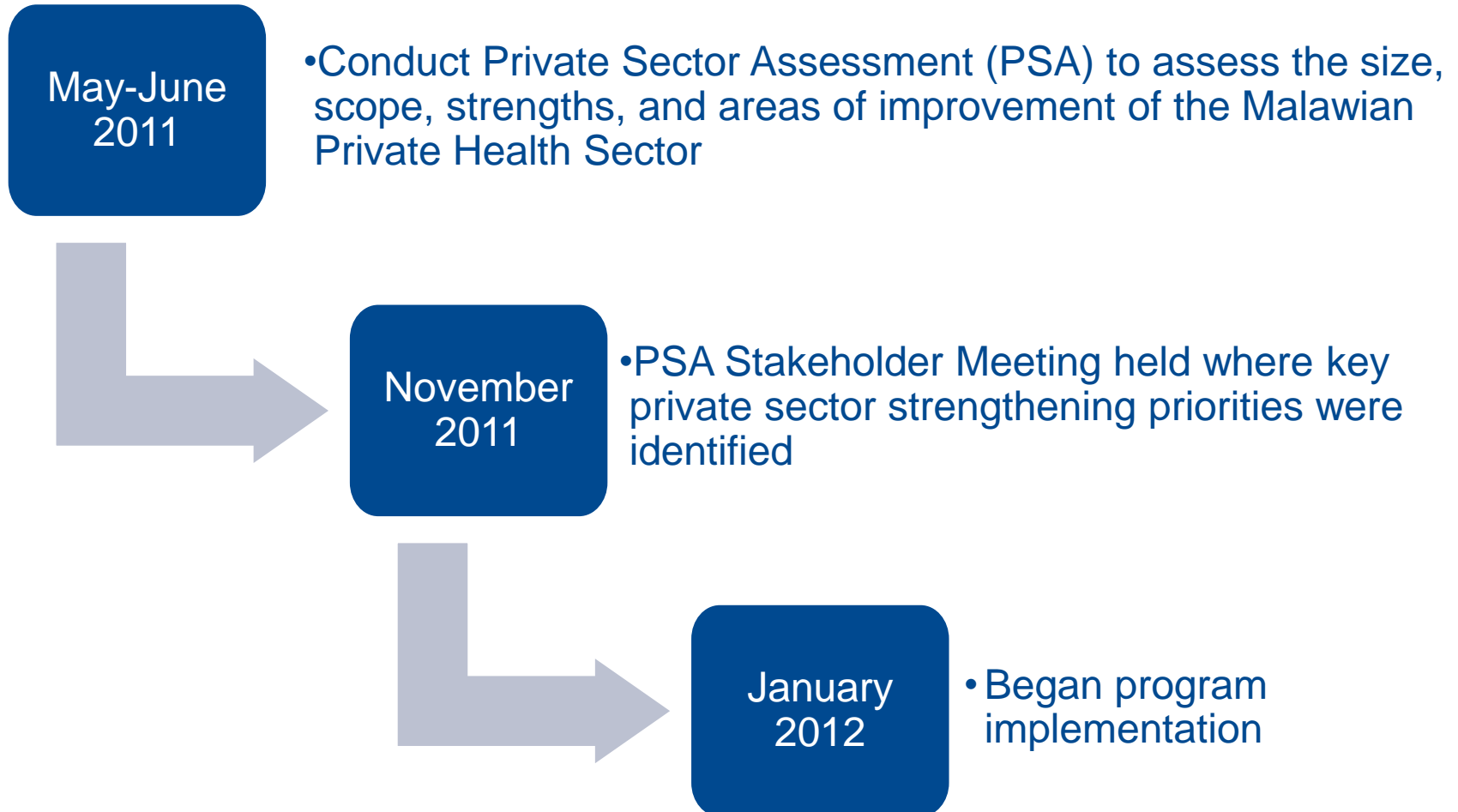
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Jhpiego
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O'Hanlon Health Consulting

Outline

- Private Sector Assessment
- Key Opportunities/Priorities
- Approach
- Key activities and accomplishments
- Future Plans



SHOPS Malawi: How did we get here?



Key Findings from the PSA

Opportune time to leverage and strengthen the private health sector

- MoH open to working with SHOPS and to strengthening the private health sector; private sector champions identified
- Precedent since 2004 to leverage the private health sector through contracting out (SLAs with CHAM)
- Rural coverage through the private sector is high (primarily through CHAM)
- Utilization of the private for-profit sector and NGO sector is growing

Key Findings from the PSA (cont.)

Challenges in Private Sector that Prohibits Harnessing their Strengths

- Overall private sector policy strategy for health was absent; PPP-TWG was weak
- Private provider associations needed to be strengthened
- CHAM is vital to service delivery but SLAs are contentious
- Limited knowledge about private sector location, service provision
- Private providers suffer from weak business & mgmt. practices which weaken viability and continuity of care

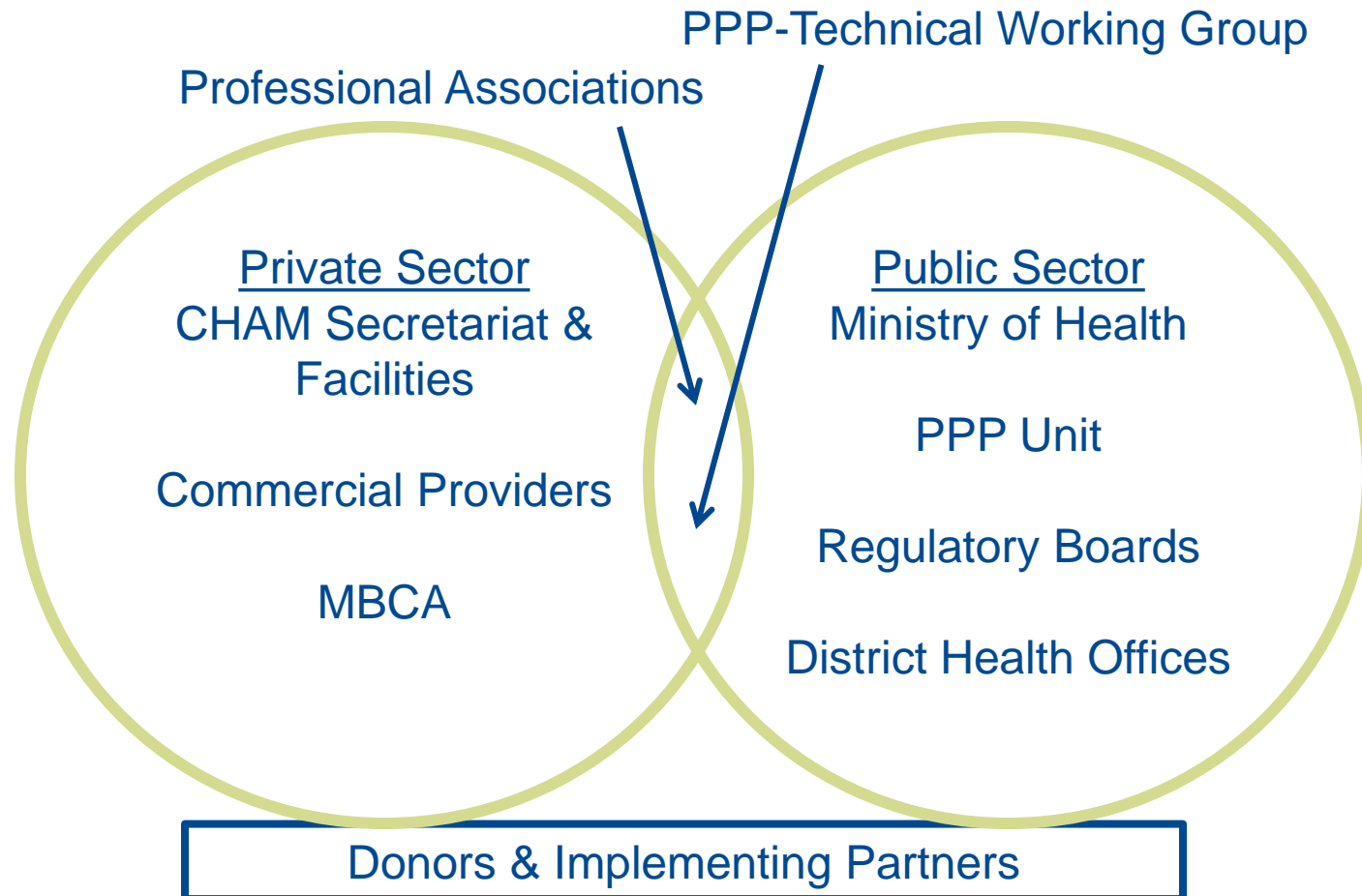
PSA: What are the priorities?

- Stakeholders identified three overarching objectives in private sector capacity building
 1. Strengthen the enabling environment for PPPs
 2. Strengthen the capacity of not-for-profit organizations to deliver quality priority health services in a sustainable manner
 3. Increase the role of the commercial private sector in the delivery of priority health services

USAID added

1. Increase overall demand for child health related products and services

SHOPS Malawi Program Comprehensive Approach: Who are we working with?



Overview of Key Accomplishments

Enabling Environment

- Re-energized the PPP-TWG
- Refined regulatory board tools to improve service quality
- Revised SLA with MOH and CHAM

Nonprofit Sustainability

- Assessed 9 CHAM facilities with the ProCapacity Index™
- Initiated 7 sustainability improvement interventions in 11 facilities

Commercial Private Sector

- Mapped all private sector facilities nationwide
- Rolled-out business management trainings to FP providers
- Organized health professional associations
- Expanded HIV & TB services through the private sector

Child Health Products & Services

- Assessed water purification product distribution strategies
- Trained providers in gold standard diarrhea treatment
- Built neonatal care skills of nurses and midwives

Re-energizing the PPP-TWG and developing a PPP Strategy for Health

Challenge

No guiding principles on PPPs for health

SHOPS Response

Bolster the PPP Desk and TWG to take on the leadership role in developing these guidelines

Major Outcomes

PPP Unit TOR approved by MOH; PPP Strategy for health finalized; Strong private sector participation in TWG

“We all know that the public sector cannot do it all. It is limited in its capacity, so we should utilize the private sector to provide complimentary services. That’s why PPPs are important.”

Refining monitoring tools for regulatory boards and supporting inspections

Challenge

Lack of clear guidelines on clinical services; no indicators

SHOPS Response

Refine M&E tools for MCM, MNMC, and MPPB with private sector input, and support utilization to monitor quality of care

Major Outcomes

124 facilities inspected by MCM and MNMC; improved quality of service through the private sector



Rebuilding partnerships and contracting mechanisms between the MOH and CHAM

Challenge

Outdated SLAs that are difficult to administer

SHOPS Response

Facilitate review of guiding MOU and new SLA structure with 69 CHAM facilities and MOH district and zonal offices



Major Outcomes

Contributed to revising SLA guidelines and supported dissemination to all five health zones. Costing analysis nearing completion

Increasing sustainability through assessment of and assistance to CHAM facilities

Challenge

CHAM facilities' unsustainable business model

SHOPS Response

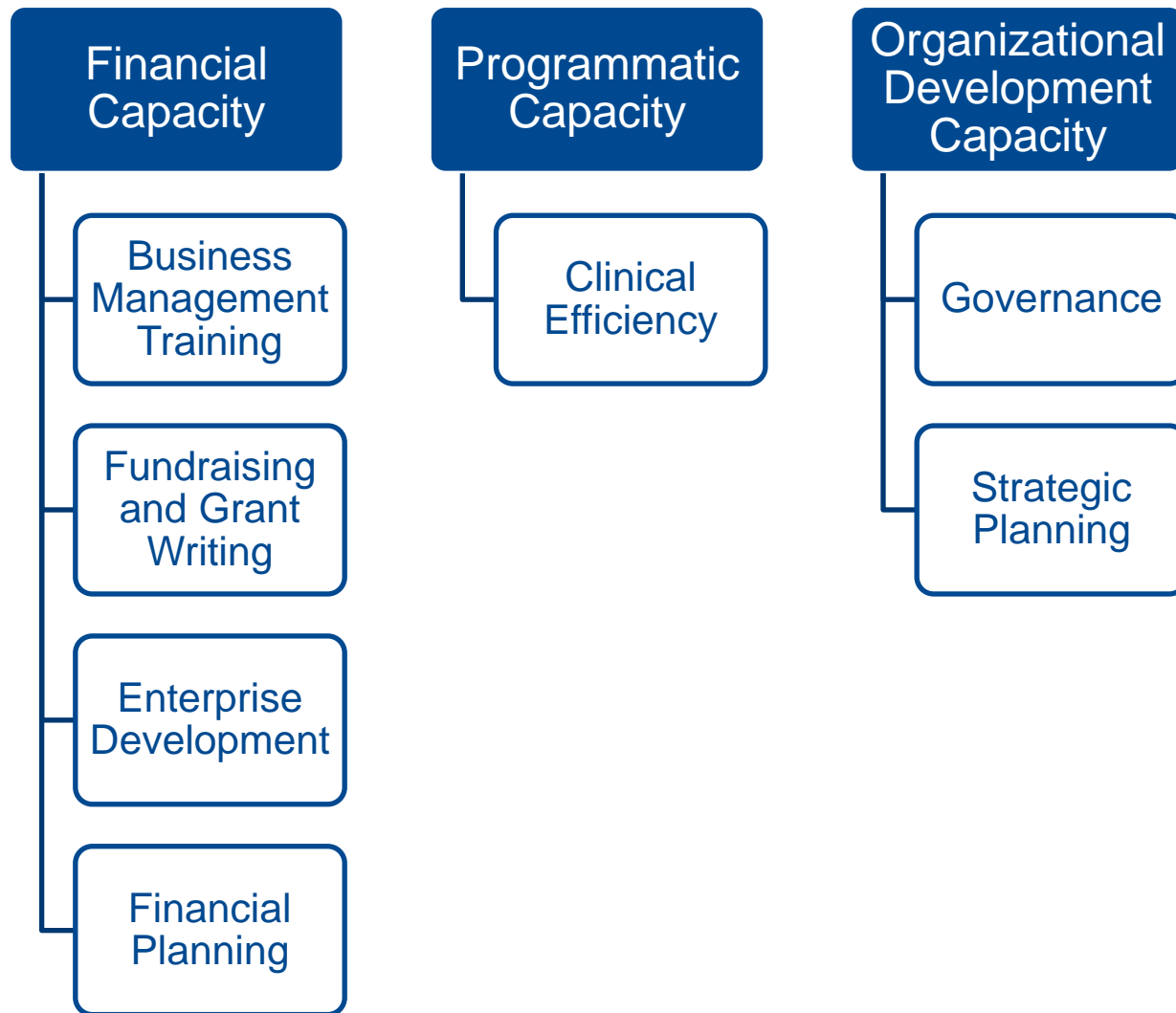
Conduct ProCapacity Index™ on member facilities to pinpoint key financial, programmatic, and organizational management areas in need of improvement

Major Outcomes

9 facilities indexed and institutional strengthening plans developed; 7 interventions initiated



7 CHAM Interventions for Sustainability Improvement



Understanding the extent of the private sector by mapping all private providers

Challenge

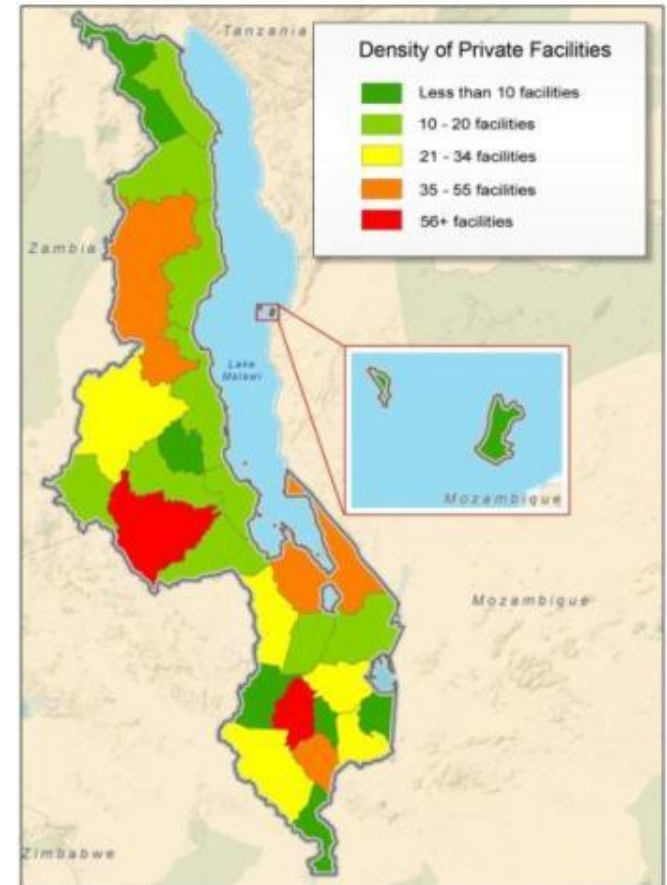
No comprehensive list of private providers

SHOPS Response

Conduct mapping exercise with aim to identify all private providers

Major Outcomes

A comprehensive database of 763 facilities; used database to identify providers for various trainings, including HIV and MNCH



Improving the business management skills of private family planning practitioners

Challenge

Small private providers, including social franchise operators providing FP services, lack business skills to grow their practice



SHOPS Response

Provide training in financial and business management to 85 social franchise owners and commercial clinics

Major Outcomes

Majority of private FP providers have accounting records. Several report reduced stock out through better mgt.

Improving coordination and organizational skills of professional associations

Challenge

Professional associations play minimal role in health sector

SHOPS Response

Surveyed key associations, brought them together to network, identified key gaps and included them in strategic planning and governance workshop

Major Outcomes

Key associations develop concept notes and obtain USAID funding for partnership and mentoring with US professional associations.

“This is exactly what happens with SHOPS assistance – we can plan, prioritize, and actually implement.”

Increasing access to HIV/TB services through the Private Sector

Challenge

Public Sector cannot respond to total demand of the country's HIV/TB service need

SHOPS Response

Support Malawi Business Coalition for AIDS (MBCA) train more private sector providers to provide HIV/TB services

Major Outcomes

29 providers trained in HIV/TB co-infection management/treatment;
30 providers trained in ART;
supportive supervision conducted



Assessing private sector distribution models for household water treatment products

Challenge

Lack of evidence on private sector mechanisms to distribute life-saving products

SHOPS Response

Pilot 3 distribution mechanisms and assess best practices as well as key barriers to uptake of water treatment products through the private sector

Major Outcomes

Over 175,000 HH reached; Over 215 million litres of water treated; Baseline/End-line HH surveys conducted



Improving diarrhea treatment knowledge of private sector providers and consumers

Challenge

Providers and households not aware of gold standard treatment of diarrhea through ORS and zinc

SHOPS Response

Lead large-scale training of private providers on diarrhea treatment, coupled with mass media campaign

Major Outcomes

458 private providers trained in diarrhea treatment; over 14 hours of radio airtime and billboards for awareness building



Improving private sector capacity to provide safe delivery and essential neonatal care



Challenge

Private sector providers lacking skills training opportunities in safe delivery and essential neonatal care

SHOPS Response

Conduct ETAT training and assess private provider readiness in MNCH services with the MOH Reproductive Health Unit

Major Outcomes

22 providers trained in ETAT, 10 facilities assessed for readiness; RHU will continue training and include these providers/facilities in routine monitoring with public sector

Key Messages: What Malawi has gained from the SHOPS activities

- Key stakeholders from both the public and private sectors are together on a path towards better coordination
- More awareness on where, why, and how the private sector can complement public sector efforts
- Instilling collaborative approach to developing better regulations, products, and services
- Stronger level of trust among all stakeholders



Stronger enabling environment for private sector growth and PPPs, ultimately to benefit the Malawian population in getting access to affordable, quality health services

Future plans

Facilitate partnership between local and US professional associations to train providers in pre-term care and build capacity of Malawian associations

Strengthen business management skills of additional FP providers through training and mentoring

Use the mapping database to identify and train private providers in priority neonatal and child health skills

Facilitate access to water treatment products using effective community distribution mechanisms

Identify opportunities for direct-to-consumer market based sale of latrine products and services

Identify and support market-based sanitation solutions in urban and informal settlements



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