

2020 ANNUAL REPORT

Frontline discoveries.
Scalable solutions.
Lasting change.



Our Mission

TIP Global Health achieves lasting improvements in health outcomes in resource-limited settings.

Our Vision

A world in which quality health care leads to inclusive, empowered, and healthy communities.



Letter from the Executive Director

Dear TIP Family,

TIP was founded on the belief that effective primary health care starts from the bottom up, with the patient-provider relationship at its core. The Covid-19 pandemic has reminded us that this relationship often determines whether someone will trust health-related advice, adopt new healthy behaviors, and have the confidence to access care. These relationships fuel the motivations of frontline health workers to continue their important work- preventing burnout and improving the quality of care.

When the Covid-19 pandemic began in Rwanda, our team immediately pivoted to address immediate needs. We distributed hundreds of handwashing stations and masks and sent thousands of health messages in the first weeks of the national lockdown.

Our team continued throughout 2020 full steam ahead. We saw a four-fold increase in the number of women and children served using E-Heza Data Solutions, and we distributed more servings of Aheza Fortified Porridge in 2020 than we had in all four previous years combined. Our research team conducted fifty-two focus groups and in-depth interviews with frontline health workers, mothers, researchers and policymakers to understand the influence of hopefulness on health outcomes. Our deep relationships within communities, as well as the tireless dedication of our team, made this possible.

TIP Global Health demonstrates that a new kind of health system is possible- one that is built from the bottom up and in which each person is valued, capable and hopeful. We have taken our time to deeply listen, learn and co-design successful solutions at the frontline of care, and it is now time to move urgently to advocate for the system change we so deeply believe in.

I am extremely grateful for your belief in TIP's work and the thirteen years of progress you have made possible. Thank you!

Sincerely,
Wendy



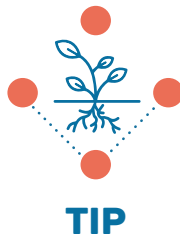
Dr. Wendy Leonard,
Founder and Executive Director



Introducing TIP Global Health!



In 2020, we embarked on a journey to rebrand ourselves from The Ihangane Project to TIP Global Health. But it is more than just updating our name, logo, color palette, and overall look and feel. We went to our roots – revisited our why, our core values, and our strategy – to ensure alignment, continuity, and relevance to who we are today.



Staying true to our roots, we wanted to keep a piece of The Ihangane Project in our name. We also believe that we're at the tipping point of enduring, scalable change in health care.



Although we started as a project in Rwanda, our work is expanding and has implications for changing healthcare systems worldwide.



No matter what.
Health is at our core.

Our Brand Attributes

Forward Thinking

We were one of the first to believe that solving the challenges facing health workers will improve health care for everyone. We align, apply and adapt the best thinking and most innovative approaches to solving problems on the frontlines of health, discovering new and lasting ways to transform health care delivery and health systems.

Authentic

We understand that being community-based, and having staff leadership from the communities we serve, is crucial to the design, implementation and effectiveness of its programs for the betterment of people's lives. We are straightforward and collaborative in our approach; we listen, learn and understand the power of working together for the right solution.

Expert

We have the determination and expertise to solve complex health challenges and doing so in partnership to scale up. We apply exacting processes, procedures and metrics to all we do to ensure effective, cost-efficient and measurable results.

Agile

We're focused, decisive and move quickly to get the job done, without undue process or wasted motion. Our approach adapts to diverse settings everywhere, and our resilient staff and solutions can respond to immediate and longer-term crises such as global pandemics and climate change.

Hands-on

We approach every challenge with the commitment and energy needed to constantly improve health outcomes. We roll up our sleeves and act to ensure plans become reality.

People-Centered

We never forget the terrible impact of millions of preventable deaths every year, and the undue burdens and stressors placed on under-resourced and too few frontline health workers. The well-being of frontline health workers and the provider-patient relationship is key to every step of our problem-solving process.



Our Model

What We Do

TIP Global Health is a leading authority in developing lasting solutions on the frontlines of health. TIP's transformative approach to collaborating with frontline health workers, early alignment of its work with government priorities, and rigorous data-gathering, enables the scale-up of highly-effective solutions to extend access to life-saving quality care.

The Challenge

Global health has improved dramatically over the past 50 years, but **400 million people still lack access to essential quality health care.** National health systems are overstretched, fragmented, and not equipped to effectively respond to local health challenges. And our most powerful and cost-effective tool often goes unnoticed and under-resourced: our frontline health workers. Quality of care is compromised as a result.

Our Solution

We empower frontline health workers to take the lead in creating lasting solutions, and we work to strengthen health worker capacity, resilience, and hopefulness. TIP aligns with government partners and priorities early on for ease of scale-up and our local, on-the-ground expertise and community-driven solutions are key to lasting improvements and quality of care. TIP's rigorous data-gathering and impact reporting combined with a strong commitment to the participation of frontline health workers and the community is unique and leads to highly-effective and enduring health outcomes.





Our Innovative Solutions

Our innovative solutions work to solve the most pressing challenges communities face in primary health care around the globe, such as ensuring information is at the fingertips of frontline health workers without interfering with their ability to provide care, recognizing that food is medicine for families living in poverty, and conducting meaningful research that informs effective health systems. **Our featured initiatives highlight our approach to these challenges:**

The Hope Initiative

People thrive when they feel valued, capable, and hopeful. Hopefulness among frontline health workers and the community members they serve leads to sustained, positive health outcomes.

E-Heza Data Solutions

We strive to ease workloads, build resilience, and strengthen trust, so frontline health workers can provide the best quality care to those who need it most.

Aheza Fortified Food

Nutrition is an essential component of adequate primary care. We provide hospitals, nongovernmental organizations, and community members with uninterrupted supplies of fortified porridge to distribute to those most at risk of malnutrition.

Our 2020 Impact



39,400 mothers and children registered in E-Heza Data Solutions



60,000 health messages distributed to frontline health workers during the COVID-19 pandemic



Finalist in the Commonwealth Digital Health Awards



Research from phase one of The Hope Initiative was **published** in the Health & Quality of Life Outcomes Journal



2,640,000 servings of Aheza distributed, preventing severe malnutrition



120% improvement in quality of care 6 months after implementing E-Heza (44%-97%)



350 frontline health workers trained on E-Heza Data Solutions



423 handwashing stations and hygiene supplies distributed



20% decrease in underweight malnutrition after three visits using E-Heza



■ The Hope Initiative

Since the founding of TIP Global Health, our belief has been that hopefulness among frontline health workers and the community members they serve greatly impact our ability to achieve and sustain health goals.

After adapting the Herth Hope Index to the Rwandan context and publishing our findings in the BMC Health and Quality of Life Outcomes Journal, phase two of research is underway. This phase focuses on qualitative analysis of the influencers of hopefulness on health workers, pregnant women, and mothers with children under five. Once data from the focus groups and one-one-one interviews has been transcribed, translated, and analyzed, our findings will result in a manuscript that documents our process and results.

This qualitative analysis of the influencers of hope will inform an upcoming randomized controlled trial that evaluates the impact of interventions designed to improve interconnectedness, readiness for change, and a future-focused mindset to improve healthcare systems.

20 in-depth interviews conducted with Rwandan researchers and national health policymakers

27 focus groups with frontline health workers and mothers completed

Partnership with University of Global Health Equity for qualitative analysis of our findings

Conducted a community-wide Hope workshop in Detroit, Michigan in partnership with Henry Ford Health System and supported by the Robert Wood Johnson Foundation

Collaboration with Johnson & Johnson's Center for Health Worker Innovation (CHWI) Resilience Collaborative to create culturally meaningful messages to support resilience of frontline health workers.

E-Heza Data Solutions

TIP Global Health's E-Heza Data Solutions is a digital application that can be used on a smartphone or tablet designed by and for the frontline health worker.

E-Heza captures essential data at the point of care to improve the health of mother and child by providing frontline health workers with immediate insights to help personalize information and advice, and help the mother track her well-being and the well-being of her children. Meaningful dashboards allow for easy reporting to the Ministry of Health database, providing timely and accurate data for better public health policy decision making.

E-Heza brings together the systems, processes, training, and data needed to improve the relationship between healthcare workers and patients. This is the foundation of healthy behavior change.

TIP is working to scale E-Heza throughout Rwanda and plans to expand E-Heza to new countries in East Africa beginning in 2022.

*E-Heza expanded to
14 new health centers*

*E-Heza expanded to **120 Community Health Workers** in **30 villages***

***288 hours** of training conducted for
frontline health workers*

***4 new modules** rolled out including an Acute Illness
Module with COVID-19 screening and referral*





E-Heza in Action

In 2003, Christine began work as a nutrition counselor at the Rukura Health Center in Ruli. Despite limited support, she tried to implement the Ministry of Health protocols as best she could. She struggled to keep up with the demanding paperwork and also found that the information was easy to lose. Christine found it difficult to provide high quality care, leaving her stressed about the mothers and children she was trying to support. She began to lack hope for the future, wondering if she would be able to maintain her job, and worried how others would be impacted.

TIP Global Health worked with Christine and other frontline health workers to assess the problems they were facing. Together, they designed E-Heza, a digital tool that would replace manual paperwork and help frontline health workers focus more on patient care. This resulted in improved efficiency and significant time savings, so Christine was able to provide better health and nutrition education and support behavior change for mothers and their babies. She formed better relationships with her patients, connecting in a way that enabled them to brainstorm solutions to any health issues they were facing.

"Building a relationship with mothers allowed me to learn how to manage each situation and keep the positive ambitions as TIP trained us to envision."

Aheza Fortified Food

TIP's Aheza Fortified Food Solution provides uninterrupted supplies of fortified porridge to hospitals, nongovernmental organizations, and community members who then provide the porridge to beneficiaries for free or at low cost.

Nutrition is an essential component of adequate primary care; health centers have long struggled with stock outs of fortified porridge, and commercial products are often too expensive for rural families to access. A single serving of Aheza provides nearly 100% of the daily recommended quantities of micronutrients for children under 5- also preventing chronic malnutrition, strengthening the immune system, and improving cognitive development. Through Aheza, TIP Global Health plans to improve the nutrition status of more than 600,000 children throughout East Africa by 2023.

44,000

Children received Aheza in 2020

95%

Of recipients were at high-risk for malnutrition

4,907

Smallholder farmers supported through the purchase of locally procured grains

333%

Increase in Aheza production, from 6 metric tons to 20 metric tons each month





Aheza

Community Health Initiative

Many families experienced additional hardship as a result of the COVID-19 pandemic. Between lockdowns and school closures, childhood malnutrition rates rose in much of Rwanda. Working in collaboration with community leaders from all 23 health centers in Gakenke District, TIP Global Health distributed 27 metric tons of Aheza fortified porridge to reach those in greatest need. Families received 5kg packages each month for three months, delivering 550,000 meals to at-risk children aged two to five years.

Community health workers and nurses worked alongside TIP to ensure smooth delivery of Aheza and the tracking of quality data. Using TIP's E-Heza Data Solutions, frontline health workers are collecting data on the Aheza recipients on a monthly basis to track against key nutritional indicators.

High-risk population:

100%

High-risk for malnutrition

57%

Stunted

17%

Underweight

3%

Wasting

1,494 Children received 5 KG/month x 3 months

At 3rd Distribution:

↓
20%

drop in
Underweight

↓
40%

drop in
Severe Underweight

↓
38%

drop in
Wasting

↓
60%

drop in
Severe Wasting

Letter from the Chair of the Board of Directors

2020 was a difficult year with the global Covid-19 pandemic creating extraordinary challenges for communities, patients, health care providers, and health care systems. In response, TIP Global Health continued to create frontline solutions and engage in collective action in Rwanda.

TIP forged ahead in the direction set forth in our three-year strategic plan and laid the groundwork for strengthening our organizational infrastructure, bringing on additional critical staff and appointing five new Board members. This year TIP Global Health will unveil its new name and logo to strengthen its presence and brand of innovative frontline solutions to tackle the most persistent challenges to high quality health care provision.

Health systems need to be better prepared for the next global health crisis. We believe that TIP's expertise and depth of understanding about how to solve complex health challenges are crucial in the development of hopeful, resilient health systems. TIP's leadership in community-led, effective, and self-sustaining solutions can serve as a guide for how to design local health systems that foster hopefulness among both frontline health care providers and their patients to achieve improved health outcomes.

Your support and generosity have been invaluable to our growth and our capacity to ensure that life-saving quality health care is available to the hardest to reach communities. We are grateful to our partners, donors, and supporters who have not only made these accomplishments possible but provide the runway allowing us to continue improving the way care is delivered to the most vulnerable populations.

In gratitude,



Blakeley Lowry

TIP Global Health, Chair of the Board of Directors





Our Financials

INCOME

1,357,149

EXPENSES

1,279,010

Grants \$1,034,570

Program Expenses \$1,108,915

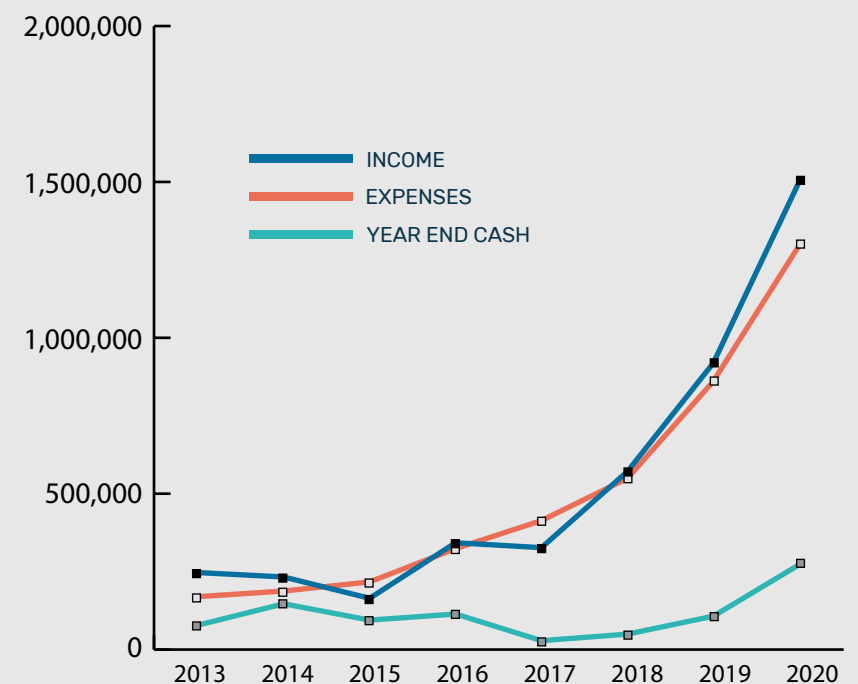
Individuals \$173,838

Fundraising/Marketing \$34,568

Earned Income \$123,741

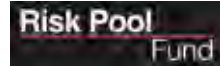
Administration \$135,527

In Kind Donations \$25,000



Our Partners

Funders



Implementers



REPUBLIC OF RWANDA
MINISTRY OF HEALTH



Our Supporters

\$100,000+

CRI Foundation
Grand Challenges Canada
Johnson & Johnson Foundation
Robert Wood Johnson Foundation

\$50,000-\$100,000

Imago Dei Fund
Segal Family Foundation
Jurgen Link
Bonnie & Andrew Weiss

\$10,000-\$49,999

CapCon Foundation
Corona Action Rwanda
David Weekley Family Foundation
Izumi Foundation
Johnson & Johnson Africa Innovation Challenge
Risk Pool Fund
Terry Fergusson

\$5,000-\$9,999

Shockwave Foundation
Crissie Fulton & George Fechter
Blakeley Lowry
Susan & Tom Stenovec

\$1,000-\$4,999

Carola Barton
Stephanie Blount
Jeffrey Jenest
Diane & Mike Lowry
Bryan Murphy-Eustis
Todd Pope
Kelly McKenna
Anneka Scranton
Laura Stenovec
Lindsey Struck
Marion Wertheim
Laurel Woloszyn & Eduardo Frias

\$500-\$999

Arsenal Capital Partners
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Charlotte & Henry Beukema
Chris Bockelmann & Floyd Norris
John Finegan
Taylor Holland
Bryan Kaplan
Heidi Lidtke
Judy de Wolf
Wendy Leonard
Johan & Laura Rubens
Daniel Shirey

\$1-\$499

Anonymous
Bruce Agins
Linda Appleton
Marieke Arizini
Sarah Bachman
Alex Baker
Shannon Balcer
Donna Bane
Anne Marie Barber
Mary Beasley
Gisela Blumeneau
Karen Blumenfeld
Laurie Blumenfeld
Barbara Boom & Joe Schwartz
Miranda & Raynor Bourlet
Ronda & Travis Breier
Murray Brightman
Caitlin Brune
Donald Burke
Sophie Cain
Kiki & Jeff Chmielewski
Tina & Tom Chmielewski
Caroline Christopher
James Cole
Myra & Peter Cole
Gabriel Constans
Kelly Crabtree
Andrea Darch
Denise Dauler
Cole Dearmon-Moore
Sonia & Tom Deetz

Edward Del Monte
Karla Ebrahimi
David Egan
James Eisterhold
Chris Fabbro
Ruth & Leonard Fechter
Alex Florio
Jenny Fochek & Brian Ozenbaugh
Donna Fornito
Camille Freeman
Megan Friedlander
Fran Gafvert
Trish Garrity
Rebecca Geshuri
Rebecca Gould
Bryan Grauss
Kat Gray
Sarah Hadge
Sarah Hinkle
Lorraine & Ray Hixson
Patricia & Mike Hogan
Charlotte Keeler
Amy Krajeck
Karen Lambert
Zack Langway
Susan Langway
Donna Lareau
Ashala Lawler
Joshua Leight
Deborah Levoy
Carol Lewellen
Cecilia Long
Alison Maggioncalda
Assumpta & Yehoyada Mbangukira
Suzanne McKenna
Mitchell McKenna
Holly McKenna
Maidena McLerran
Alice McNeely & John Smigelski
Karin Meyer
Jara Montez
Karen Musalo
Michella Otmar
Stephen Pfann
Elke Pokorny
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Ian Robinson

Jennifer Rosenbaum
Ayla Schlosser
Rebecca Scholl
Peggy Seltz
Dianne Sherman
Jessica Silva
Ayush Sood
Adam Stewart
Katherine Strehl
Meghan Sullivan
Marisa Valdez-Schmidt
Renee Vandal &
G Richard Patton
Rebecca Vitale Mandich
Jennifer Wegbreit
Marianne & Mitch Wolf
James Wolff
Mimi & Stephan Wollenburg
Jayne Young

IN-KIND DONORS

John Finegan
Jurgen Link
Stenovec Family

Our Growing Team

8

New staff hired
in Rwanda

5

New Board
Members joined

4

Babies born and
one on the way!

3

Weddings

2

New staff hired in
the United States





OUR TEAM

Wendy Leonard, MD, Executive Director & Founder
Valens Hafashimana, MD, MPH, Director of Health Innovations, Acting Country Director
Theophila Huriro Uwacu, Director of E-Heza Data Solutions
Jean Pierre Ndikubwayo, Director of Community Health
Angele Bienvenue Ishimwe, Director of Behavior Change
Angelique Kanzayire, Director of Implementation
Diane Uwamahoro, Director of Aheza Fortified Food
Soline Uwingabiye, Director of Clinical Care Quality Improvement
Adeodatus Nizeyimana, Deputy Director of Implementation
Kiki Chmielewski, Chief Development Officer
Adam Stewart, E-Heza Chief Technology Officer
Emmanuel Nsengimana, Chief Financial Officer, Rwanda
Gratien Mukeshimana, Assistant to Country Director
Mireille Maisha, Implementation Support Assistant
Delphine Umutoni, Implementation Support Assistant
Diane Hakorimana, Agronomist
Yvonne Mutuyimana, Administrative Assistant
Jean Rene Ishimwe, Aheza Machinery Technician
Jean Marie Vianney Nsengiyumva, Implementation Support Lead
Innocent Ndikumukiza, Implementation Support Assistant
Marlene Mumukunde, Project Manager for E-Heza
Diane Mahoro, Junior Software Developer
Betty Uwizeyimana, House Manager
Ngarambe Jean de Dieu, Administrative Assistant
Zanah Ranjato, Supply Chain Fellow

BOARD OF DIRECTORS

Carola M. Barton, Nominating Committee Chair
John Finegan, Treasurer, Finance Committee Chair
Zack Langway, Communications Committee Chair
Jurgen Link, Special Advisor to Aheza Fortified Food
Blakeley Lowry, Chair, Executive Committee Chair
Yehoyada Mbangukira
Kelly McKenna
Bryan Murphy-Eustis, Strategic Advisory Chair
Ngirabega Jean de Dieu
Joop Rubens, Development Committee Chair
Susan Stenovec
Lindsey Struck, Secretary
Wendy Leonard, Executive Director

ADVISORY BOARD

Bruce Agins, MD, MPH
Stephanie Blount, MPP
Whitney Caruso
Emery Chang, MD, AAHIVS
Jeny Wegbreit

Join TIP

TIP Global Health believes that every person deserves a healthy future. That's why we do whatever it takes to develop highly-effective, cost-efficient solutions that expand access to life-saving quality health care. Especially for those communities hardest to reach. But we can't do this important work without your support.



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HEALTH**

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