Quarter 2&3
Report

2024

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TIP GLOBAL HEALTH

Quarterly Highlights

- This quarter, we continued our expansion efforts into Burundi through a successful three-day validation meeting with the Ministry of Health and Village Health Works. The collaboration focused on adapting the E-Heza Data Solution to the local healthcare system, conducting fieldwork with Community Health Workers, and developing an implementation framework. We will directly impact 200,000 people, supported by the efforts of 200 Community Health Workers. By empowering local health workers and enhancing data solutions, we are laying the foundation for sustainable, community-driven healthcare solutions in Burundi, aiming to reach 1.5 million people in 3 years in 3 countries.

- We hosted a site visit from the Bill & Melinda Gates Foundation, where the team observed E-Heza's implementation at both facility and community levels. They praised its usability, offline functionality, and potential for national integration, expressing strong interest in future collaboration.

- TIP Global Health, in collaboration with Mathematica, finalized the randomized controlled trial (RCT) framework to evaluate E-Heza's impact on maternal and child health outcomes in Rwanda. With stunting affecting 33% of children under five, this study aims to assess the effectiveness of an E-Heza-facilitated intervention package in improving health outcomes from pregnancy to the child's second year, while also measuring its impact on health system performance. This initiative reflects strong interest from the Government of Rwanda and international partners in using E-Heza to enhance healthcare delivery in high-stunting districts.

- This quarter, TIP Global Health launched a pilot of the Resilience Messaging Program in two health centers. Aimed at reducing burnout among healthcare workers, the program delivers three weekly messages focused on growth, self-care, connection, stress management, and mindfulness. Integrated into the E-Heza platform, the pilot received positive feedback, with participants noting its potential to improve wellbeing and support sustainable healthcare delivery.

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Pillar 1: Impact at Scale

Our first strategic pillar, Impact at Scale, emphasizes maintaining the fidelity of our model while driving improvements in service delivery, patient engagement, and health outcomes. Co-designed with frontline health workers, our model strengthens relationships and promotes inclusive, equitable care through deeper engagement.

The E-Heza Data Solution, our innovative digital health platform, is central to this effort. As we expand into Burundi, E-Heza will be instrumental in delivering this model at scale, with the goal of reaching 1.5 million people by 2026 in 3 countries, enhancing healthcare delivery, and improving outcomes in underserved communities.

The randomized controlled trial (RCT) framework evaluates the effectiveness of E-Heza in improving maternal and child health outcomes in Rwanda. By measuring its impact from pregnancy through a child's early years and assessing health system performance, the RCT will provide critical data to validate and scale E-Heza's model. This evidence-based approach supports our commitment to delivering high-quality, scalable healthcare solutions that reach the communities most in need.

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Paving the Way: E-Heza in Burundi

Transforming Healthcare

E-Heza is advancing healthcare in Burundi following a successful three-day validation meeting with the Ministry of Health and Village Health Works. This event marked a key milestone in our mission to enhance primary care through digital innovation, as we assessed healthcare challenges and explored opportunities with the E-Heza Data Solution.

Assessing Healthcare Gaps

On Day 1, we evaluated Burundi's healthcare system, identified gaps, and learned from Rwanda's success with digital tools. We also reviewed how E-Heza was built in alignment with World Health Organization and Burundi Ministry of Health protocols. This laid the groundwork for tailoring the E-Heza solution, helping our team and partners envision how it can bridge critical gaps, especially in remote and underserved communities.

Collaborative Success

This three-day meeting was a remarkable success, made possible by the dedication and collaboration of all involved. With leadership from the Ministry of Health and Village Health Works, and the tireless efforts of the TIP Global Health team, we are confident that E-Heza will play a transformative role in improving primary healthcare in Burundi. Together, we are making strides toward a healthier future for the communities we serve.

Field Work & Insights

On Day 2, a field visit showed E-Heza in action with Community Health Workers, revealing how it streamlines data collection and improves healthcare delivery. By working directly with CHWs, we saw firsthand how digital tools simplify processes, enhance care, and drive better health outcomes at the grassroots level.

Building a Framework

On the final day, we developed an implementation framework with the Ministry of Health and Village Health Works to guide E-Heza's rollout in Burundi. This framework ensures a smooth rollout, focusing on sustainability, scalability, and measurable impact. We are committed to delivering lasting change through a stronger, more resilient healthcare system.

"By customizing the E-Heza digital platform to align with the Burundi national MoH protocols and WHO protocols, we are laying a strong foundation for improving healthcare delivery through cutting-edge technology." - Dr. Oscar Ntihabose, Director General, Ministry of Public Health, Republic of Burundi

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BMGF - Site visit

During the visit by the Bill & Melinda Gates Foundation (BMGF) team to the ANC service at the Health Center level, the comprehensive integration of E-Heza was discussed, with particular attention given to its implementation across facility and community levels. The visit provided valuable insights into both the system's strengths and areas for potential enhancement.

Implementation

During the BMGF site visit to the ANC service, the team discussed E-Heza's comprehensive use across facility and community levels. While the ANC nurse highlighted its ease of use. The Ministry of Health is working on integrating E-Heza with DHIS2 to address this issue. E-Heza's offline functionality was especially valued in remote areas, allowing data to be synced when internet access becomes available.

Training & Referral System

E-Heza team provides five days of training for nurses, followed by three months of intensive support to ensure effective use. E-Heza can potentially integrate with hospital systems such as OpenMRS. This highlights the system's ability to scale and enhance coordination between different levels of care.

Scaling

E-Heza links community and facility care, with TIP Global Health providing phones and data to CHWs in the initial rollout, while future scaling includes partnerships with the National Child Development Agency (NCDA). The system's dashboard provides real-time data access at all levels, supporting monitoring of health outcomes and care quality. The BMGF team expressed admiration for E-Heza's role in improving primary healthcare and indicated interest in continued collaboration.

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RCT - E-Heza Impact on Primary Care

Childhood stunting is far too common in Rwanda, with 33% of under-5-year-old children considered stunted. Given the acuteness of the challenge, there is interest from Government of Rwanda and international stakeholders in partnering with TIP Global Health to use E-Heza as a mechanism to facilitate delivery of high quality maternal and child health services in specified districts of Rwanda where stunting rates are high.

This offers an opportunity to design a rigorous study to quantify the impact of an optimized intervention package on health and health-system outcomes. Specifically, the evaluation study will test the hypothesis that the E-Heza facilitated intervention package improves maternal and child health outcomes in pregnancy, at birth, and during the first two years of the child's life. Secondarily, the evaluation will also quantify and build an understanding of the effect of this package on the performance of the health system. In collaboration with Mathematica, we have completed the randomized controlled trial (RCT) framework to evaluate E-Heza's impact on primary care delivery and health outcomes.

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Pillar 2: Research to Influence Policy

Our focus for Pillar 2 is to establish a strong evidence base, foster trust, and develop an advocacy strategy to promote the most effective primary healthcare delivery methods. This effort enables us to expand our impact beyond East Africa, influencing global healthcare practices in countries like the United States and shaping the perspectives of key organizations such as the World Health Organization.

The Resilience Messages pilot builds an evidence base to address healthcare worker burnout. Integrated into the E-Heza platform, the module fosters trust and supports our advocacy for effective, scalable healthcare solutions. The insights gained will help expand our impact globally, influencing healthcare practices and informing policy discussions with organizations like the World Health Organization.

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Pilot Launch: Resilience Messaging in Health Centers

Addressing Burnout through Evidence-Based Interventions

TIP Global Health piloted the Resilience Messages Program in two health centers, targeting burnout among healthcare workers, a major challenge in East Africa. The program, based on research findings and real-world experiences shared during open discussions, provides personalized support through weekly messages focused on growth, self-care, connection, stress management, and mindfulness.

Integrating Resilience Support with E-Heza

The program was integrated into the E-Heza platform, where healthcare workers can access, save, and schedule resilience messages. This hands-on demonstration helped participants navigate the platform, making it easier to incorporate resilience-building tools into their daily routines. The ease of use and engagement during the pilot phase reflect its potential for broader implementation.

Informing Policy through Practical Insights

The pilot's success provides valuable insights for shaping healthcare policy on workforce wellbeing. The active participation and positive feedback from healthcare workers demonstrate the effectiveness of the program, highlighting the importance of using data-driven strategies to influence policies that support sustainable, resilient healthcare systems.

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AEGIS Trust Conference

"Listening and Leading, the Art and Science of Peace, Resilience, and Transformational Justice"

This quarter, TIP Global Health participated in the AEGIS Trust Conference, which focused on advancing peace, resilience, and transformational justice. Marking the 30th anniversary of the Genocide against the Tutsi, the event highlighted Rwanda's journey from devastation to global leadership in peace and reconciliation.

TIP Global Health contributed by presenting on "The Health of our Nations after Genocide, Violence, and Atrocities" and sharing insights on the Health HOPE Index, which sparked significant interest from attendees. Key discussions emphasized peace education, forgiveness, and the role of philanthropy in building a resilient and just future.

Several follow-up meetings were scheduled to explore collaborations and further opportunities to scale our impact globally.

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Pillar 3: Sustain for Growth

TIP Global Health prioritizes sustainable development by enhancing human resources, establishing a self-sustaining business model, raising brand visibility, and building strategic partnerships. This integrated approach creates a strong foundation for continuous growth, ensuring that our lasting, practical solutions lead to long-term progress and success.

This quarter, TIP Global Health's Co-CEO, Dr. Wendy Leonard, and Angele Bienvenue Ishimwe emphasized our commitment to sustainable growth at the Izumi Foundation Partners meeting. Angele shared our compassionate, hope-based care model, while Dr. Wendy highlighted how we scale this approach through digital health platforms. This engagement boosted our visibility, strengthened partnerships, and advanced our vision for scalable, sustainable healthcare solutions.

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Izumi Meeting Panel

Designing and Leveraging Health Technologies for Quality and Scale

TIP Global Health's Co-CEO, Dr. Wendy Leonard, and Angele Bienvenue Ishimwe represented our organization at the Izumi Foundation Partners meeting.

Angele spoke about our approach to primary care delivery, which is grounded in the concept of hope, emphasizing how hope and compassion are essential in creating effective, person-centered healthcare solutions.

Dr. Leonard participated in a panel on "Designing and Leveraging Health Technologies for Quality and Scale," where she discussed how TIP Global Health builds digital health platforms based on these principles, allowing us to scale our impact and deliver high-quality care.

This event brought together global health leaders to share strategies for advancing healthcare, aligning with our mission to expand access to healthcare through innovation and compassionate care.

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Driving Health Sector Reforms: TIP Global Health's Contribution to Rwanda's HSSP V

TIP Global Health was involved in putting together the Rwanda Health Sector Strategic Plan V (HSSP V) for 2024-2029, which outlines key priorities for transforming the healthcare system over the next five years. The plan is organized around five strategic pillars and two enabling pillars that guide major reforms, aiming to improve healthcare access, quality, and resilience while promoting sustainable development.

STRATEGIC PILLARS

01

Health Workforce & Infrastructure Modernization
Focuses on expanding and optimizing a well-trained workforce through the 4x4 Reform, while modernizing health infrastructure by building new facilities, renovating existing ones, and integrating digital technologies to improve access and service delivery.

02

Primary Healthcare & Emergency Management
Enhances the quality and accessibility of care using a community-centered approach, while also strengthening the system's resilience for rapid detection and response to public health threats by leveraging AI and climate data.

03

Research, Innovation, & Biomanufacturing
Promotes technological advances and local drug manufacturing, aiming to boost healthcare capabilities through research, regulation, and digitalization.

ENABLING PILLARS

04

Health Financing
Aims to secure sustainable resources for Universal Health Coverage through strategic purchasing and domestic financing to ensure equitable healthcare access.

05

Leadership & Governance
Enhances management capacity, coordination, and integration among stakeholders to achieve aligned health sector goals, ensuring effective implementation and long-term growth.

We are honored to have supported the development of Rwanda's Health Sector Strategic Plan V, which sets a strong foundation for improving healthcare access, quality, and resilience. We are excited to support the Ministry of Health in this innovative strategy for a healthier future in Rwanda.

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Thank You