



WEHUBIT

Project name

SafeCare

Country

Zanzibar, Tanzania



Implemented by

**PharmAccess
FOUNDATION**

Budget

347,357 €

Duration

01/2020 – 12/2021

Contribution to SDGs

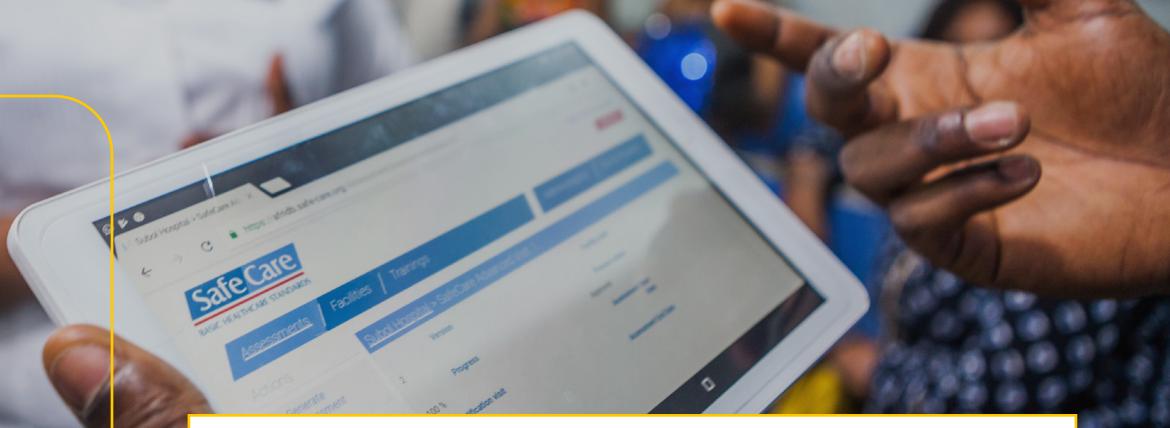


Implemented by

Enabel

Financed by

Belgium
partner in development



CHALLENGES

In Zanzibar, healthcare services are fully subsidized by the government. As a result of an under-performing economy, healthcare is suffering from a chronic underfunding resulting into an unsatisfactory quality and poor health outcomes.

As a response, the government has worked with several partners to review the health financing strategy and improve quality of care as it strives to achieve Universal Health Coverage (UHC).

PharmAccess has provided technical assistance for the Zanzibar Government's 5-years insurance plan to re-design the financing strategy of the current healthcare system and implement a digital model for quality improvement.

DIGITAL SOCIAL INNOVATION



The project was working towards three objectives:

1) Provide a digital stepwise quality improvement model (SafeCare Steps), supporting facilities in improving quality care provision, collecting data as well as patient SMS feedback to rationalize planning, resource mobilization and strengthen coordination.

2) Introduce and support the implementation of an open Insurance Management Information System (Open IMIS) to create transparency, identify wastages, enhance efficiency and equitable access to healthcare.

3) Use the data generated from the above activities to support the government to develop its strategic health financing plan, with a focus on UHC.

WEHUBIT EFFECT



SCALING-UP OF DIGITAL QUALITY IMPROVEMENT

The project allowed PharmAccess to raise additional funds to scale-up the deployment of SafeCare in other facilities in Zanzibar.

SCALING-UP OF OPEN IMIS

The project was able to customise and pilot Open IMIS in 2 districts before testing its robustness and suitability in a wider geographical area and multiple users.

RESULTS ACHIEVED

The project supported the Ministry of Health (MoH) to adopt, configure, customize and deploy the Open IMIS system for enrolment of citizens, assess the social-economic status of enrolled households, and capture service utilization data when an enrolled individual visits a connected health facility to seek services.

PharmAccess introduced and deployed a digital quality improvement model in 64 health facilities from all eleven districts of Zanzibar and supported MoH to align the SafeCare standards with the approved best practices for healthcare service.

44 HEALTH FACILITIES
CONNECTED TO A DIGITAL
QUALITY IMPROVEMENT
MODEL

200,000 CITIZENS
ENROLLED AND DIGITALLY
COLLECT THEIR HEALTHCARE
UTILIZATION DATA

LESSONS LEARNED

- 1) Advocacy to key people at all levels within the government is necessary in building ownership of the project.
- 2) Taking into consideration the social cultural norms to adapt the implementation strategy accordingly.
- 3) The project could have done better in reaching more facilities for quality improvement by involving associations of private health facilities from the start to perform quality assessments.

WOULD YOU LIKE TO KNOW MORE?



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