



Swiss TPH



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## Health Facility Operations Application (HFO Application) for Tanzania

**Problem Statement:** Tanzania has achieved a great deal with respect to providing quality health care services. However recent reports indicate that public and private non-profit health facilities (HFs) are finding it increasingly difficult to meet a growing demand for accessible, quality basic health care services. Health care has become more complex, with 250 regularly diagnosed diseases and conditions, supported by 1,000 medical and surgical interventions and 500 drugs used to commonly treat these diseases. With a shortage of qualified health staff in Tanzania, there has been an increased emphasis on task-sharing and task-shifting. Without proper training and supervision this can endanger the quality of care. Unfortunately, in Tanzania and in other countries, no practical tool is available to guide and assist health care staff on HOW to implement the MOHCDGEC quality (accreditation) standards for HFs, and consequently to also have better PBF/RBF outcomes.

**Innovation:** The MOHCDGEC, in a public-private partnership with Swiss Tropical and Public Health Institute (Swiss TPH) and Point-M, will develop a Management Model for Dispensaries and Health Centres (and in later stages District Hospitals) with Standard Operating Procedures that explain HOW HFs can implement the MOHCDGEC quality standards (2017). With a single, comprehensive Management Model, ways of working can be improved, standardized, and monitored across all HFs in Tanzania, leading to better quality of care. This initiative aims to contribute to achieving the **health-related Sustainable Development Goals (SDG3)** to eradicate poverty-related illnesses by enabling better quality care.

**The partnership will conduct a 24-month program in 3 phases**, developing and implementing the HFO Application and E- Learning Platform for an initial 20 priority components of **Reproductive, Maternal, Newborn and Child Health (RMNCH)**, and later for all other components, in 1 Dispensary and 2 Health Centers (2 public, 1 private; 2 in urban, 1 in rural District; max. 2 Districts) and later at more HFs. The HFO Application components endorsed by MOHCDGEC will be **scaled out through Districts and through an E- learning Platform**.

Achievements will be:

- ✓ **Stakeholders with expertise and health facility staff will be involved from the outset to contribute in the development and scaling of the Standardized Health Facility Management Model** to implement Tanzanian Government Health Service Quality Standards;
- ✓ The Health Facility Management Model will consist of two integrated solutions: a Health Facility Operations Application (HFO Application) for **day-to-day use in Health Facilities and an E-learning Platform** (for PC, Smartphone, and Tablet);
- ✓ The HFO Application will outline **HOW** to achieve existing MOHCDGEC quality standards for Dispensaries and Health Centers (2017) in the most effective and efficient manner;
- ✓ The HFO Application will enable **better health facility management** by facility In-charges, Staff and LGA/District Health Authorities, with the aim to improve overall **quality of care**;
- ✓ The partnership will also **support the scaling out and implementation of the Model by the MOHCDGEC**;
- ✓ **The HFO Application E- learning Platform will also be used by medical and paramedical education and training institutions, enabling continuity in learning and implementation from school to practice.**

**Key performance indicators vs. baseline** for the 3 initial Health Facilities will be based on Performance Based Financing (PBF/RBF) criteria and include the achievement of PBF/RBF and HFO Application standards in each health facility.

The Partnership is **endorsed by the MOHCDGEC** and is now raising funds (a) for the startup and (b) for the development and (c) scaling out phases.