

Strengthening Community Health Systems Through Government Partnerships

Governments strive to deliver quality community health services in difficult resource-constrained environments. To succeed, a wide range of challenges must be addressed, including: data collection and analysis, community health worker (CHW) training and management, and the proper tracking of patients to ensure prompt follow-up. Living Goods supports governments to meet these challenges, helping them to drive health impact and reach their health goals. We offer a wide array of interventions—from a fully-integrated community health platform, to more targeted solutions that address specific pain points, such as increasing the timeliness and accuracy of data reporting. All of our solutions are designed to address partners' most pressing health priorities, and build government ownership.

Building Capacity Across All Aspects of Community Health Service Delivery and Monitoring

Living Goods has extensive experience working with governments and other partners to build networks of motivated and effective CHWs. These networks currently reach over six million people across our programs in Kenya, Uganda, Zambia, and Myanmar. We draw on our extensive experience in service delivery, mHealth implementation, data-driven decision-making, performance management, and health financing to support government partners in delivering effective reproductive, maternal, newborn, and child health care. The examples below illustrate the range of services Living Goods can provide our partners:

mHealth Implementation.

We assist all levels of government with the adoption of new technology and use of data to inform decision-making. Living Goods has extensive experience in rolling out mhealth solutions at scale for CHWs; and we work with governments to build their capacity to govern and maintain large-scale solutions. Our easily adaptable mobile platform, developed in partnership with Medic Mobile, offers a suite of modules that help CHWs accurately diagnose childhood illnesses, register and support pregnant women, and provide timely follow-up with clients. The app is now evolving to support community-based outbreak surveillance, family planning management, and more.

Data Collection and Data-Driven Decision Making.

Living Goods' mHealth platform directly integrates with and enhances government health information systems, such as DHIS2, while eliminating paper work. We customize our mobile solutions to harmonize with government metrics and key indicators, help supervisors prioritize their limited time, and provide ongoing, hands-on support to ensure data is being used to drive effective CHW management.

Performance and Motivation.

Living Goods can help design performance-based incentives systems for CHWs and supervisors at all levels, combined with a package of financial and non-financial incentives which minimize cost and maximize performance, motivation, and retention. Our real-time performance data enables supervisors to provide prompt, targeted support to underperforming CHWs.

Supportive Supervision.

Our world class coaching and supervisory expertise helps drive CHW performance and strengthen community health systems. Living Goods supports supervisors at every level with the coaching skills, training, and technology they need to optimize the performance of CHWs. Our robust supervisor app helps drive consistency, accountability, and health impact.

Getting commodities to the last mile.

Access to health commodities is critical to CHW's ability to save lives. Drawing on our experience managing always in-stock CHWs, we help districts improve forecasting and management of commodities to ensure that life-saving commodities reach the last mile.

How Can We Help You?

Living Goods is actively seeking government partners. Together, we can strengthen community health systems, increase CHW impact, deliver greater value for money, and leverage innovative technology. We work at the national and sub-national level to help governments build the capacity they need to finance and deliver best-in-class community health services. Below are a few examples of how we can work with your government team:

Direct Implementation

Living Goods can adapt, launch, and manage the full community health platform on behalf of government. Through a public-private partnership model, Living Goods manages all aspects of the program with government oversight and support. This includes recruiting and training CHWs, managing their work, and implementing our technology platform.

Assisted Networks

Living Goods can help governments adopt tailored, high-impact solutions that strengthen community health systems and saves lives. To do this, we provide hands-on support to build systems and implement technologies, and technical assistance in the areas of operations, financing, and technology. Living Goods can also work with governments to support the integration of insurance, health wallet, and UHC initiatives with their community health programs.

Government Advisory Services

Living Goods can provide technical support in shaping policy—including national guidelines—to drive the implementation of effective community health services. We can also support the creation and delivery of community health implementation plans at the local and national level to ensure that policy is translated into high-performance community health programs delivered by all partners. By advising partners on innovative financing mechanisms, Living Goods can help enable the sustainable financing of community health programs.



Contact Us

To explore how Living Goods can help you harness the potential of CHWs through an innovative partnership, please contact:

Rita Bulusu

Living Goods Senior Partnership Manager

rbulusu@livinggoods.org