Across sub-Saharan Africa and other low and middle-income countries, millions of children die each year from treatable conditions like pneumonia, diarrhea, and malaria due to poor access to basic health care.

The Problem

Our Solution

We support governments to use data-driven performance management to help ensure community health workers (CHWs) deliver high-quality primary health care services.

Digitally-Enabled | We believe putting a smartphone and a robust mHealth application in the hands of every CHW not only ensures a standardized quality of care for every patient, but also allows health supervisors to effectively manage workforces, spot disease trends, and engage in predictive analytics to deliver care to those most in need. We are technology agnostic, and design, implement, and scale digital health solutions on various platforms to ensure high-quality, community-level care.

Supervised | To ensure effective supervision for the CHWs we support, we work alongside government to establish clear performance targets such as pregnancies registered and sick children assessed and treated. Supervisors have access to real-time data, performance dashboards, and checklists, and also conduct regular in-person supervision of community-level services, enabling them to identify potential anomalies and disease outbreaks, recognize high-performing CHWs who can mentor other staff, and prioritize CHWs in need of support.

Equipped | To save lives, CHWs must be equipped with the requisite training, medication, and diagnostic tools to successfully diagnose and treat common illnesses and deliver family planning and immunization services. Whenever possible, we support governments to manage their own supply chains to directly provide CHWs with free public sector medicines. In other locations, Living Goods manages an independent, parallel supply chain to ensure essential medicines and family planning commodities are in stock 100% of the time.

Compensated | A CHW’s job can be arduous and time-consuming. We believe every CHW must be effectively compensated to motivate and empower them in the long term. We believe that compensation linked to the achievement of clearly defined health targets can deliver even greater impact.

2019 Snapshot

- 10,628 ACTIVE CHWs
- 165,026 PREGNANCIES REGISTERED
- 7,848,699 PEOPLE SERVED
- 2,253,480 CHILDREN U5 ASSESSSED
- 869,288 CHILDREN U5 TREATED
At least 76 percent of Uganda’s population lives in rural areas and has very poor access to high-quality health care, with only one doctor for every 25,000 people.

Since 2007, we have worked alongside Uganda’s Ministry of Health (MOH) and district-level local governments to strengthen the health system by recruiting, training, and supporting a network of CHWs to deliver essential, high-quality services, with the goal of our programs serving as exemplars for the scale of community health services nationwide. Additionally, we provide technical and financial assistance to partners like BRAC and to MOH and District Health Teams, where staff are seconded long-term.

At the end of 2019, we supported 4,200+ CHWs in 19 districts, while our partner BRAC supported nearly 3,500 CHWs in 75 districts.

In Kenya, there’s just one doctor for every 5,000 people. As a result, families often lack access to essential health services. Since 2015, Living Goods has worked alongside Kenya’s MOH and county-level governments to strengthen the health system by recruiting, training, and supporting a network of CHWs, while working to influence the development and scale of similar services nationwide.

Our staff are deeply engaged in supporting the government’s success in community health. We have staff seconded to the MOH at national and county levels, we regularly review and provide input on technical and policy documents, and advise on the strategic needs for the future. In 2019, we entered a four-year, co-financed partnership with the Isiolo County government to build a robust community health program across Isiolo, focusing on improving maternal and child health, and are currently exploring similar partnerships in other counties.

At the end of 2019, we supported nearly 3,000 CHWs in 6 counties.

**Core Countries of Operation**

**Uganda**

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**Additional Country Support**

**Sierra Leone**

Two team members are embedded in Sierra Leone’s Ministry of Health and Sanitation and Directorate of Science, Technology, and Innovation to support an interactive COVID-19 messaging systems for Sierra Leoneans and the integration and analysis of various COVID-19 data that will provide government with timely and actionable information.

**Burkina Faso**

We currently have two team members providing full-time support to the government of Burkina Faso’s COVID-19 response, including extensive support on development, maintenance, and training for Regional MOH staff on tools for contact tracing, call center alerts, and more.
We are passionate about pushing the envelope to expand the health services we offer, reaching more families by partnering in new ways with government, developing cutting-edge technologies, and pioneering long-term financing mechanisms for community health programs—so we can build lasting change and achieve meaningful impact.

Ongoing innovation is vital when lives are at stake, and we are determined to embody a culture of learning from failure and success. The community health programs we directly implement serve as a testbed for innovation and learning, and we seek to share those insights with the broader community health movement.

**Innovation at Living Goods**

**Innovation Examples**

- **Results-Based Financing in Uganda**: We are testing a results-based financing mechanism that lowers the risk in community health investments to government, and bi/multilateral funders.

- **Technical Assistance to Government**: We are developing new ways to support governments to strengthen community health systems and service delivery.

- **Immunization Services Integration**: We are testing the integration of immunization services into our core maternal and child health program, including testing several innovations to drive timely and complete uptake of childhood vaccinations.

- **Family Planning Services Integration**: We tested the integration of comprehensive family planning services into our core programming in Uganda and are now running a self-injection pilot to respond to the realities of the COVID-19 pandemic.

- **Government Contracting**: We are pioneering new ways of partnering with government to deliver high-quality community health services. One example is the co-financing partnership with Isiolo County in Kenya to digitalize and deliver effective community health services.

**One Comprehensive Integrated Platform**

We help partners build an integrated platform to address the high-impact health needs identified at the community level. This saves governments and funders a tremendous amount of money and gives families one person they can call for all their basic health needs. Our scope will expand and evolve as communities’ needs do.
Our Mission

We envision a world where every family can easily access the health care they need to survive and thrive.

Our Vision

We save lives at scale by supporting digitally empowered CHWs who deliver care on call—making it easy for families in need to get the care they need.

Our Values

Put Families First
We work door-to-door, one family at a time, to improve health from the ground up. We believe in human dignity and the transformative power of strong, healthy communities.

Make No Small Plans
Since we address problems that affect billions of people, we prioritize and reprioritize relentlessly and only pursue solutions that deliver global impact.

Drive Toward Sustainability
Achieving impact at scale requires sustainability. We support governments to strengthen community health programs and transform the way community health is financed.

Be Inventive & Adaptive
We implement ideas with the potential for game-changing impact that can be tested quickly and inexpensively. We are creative problem-solvers who react nimbly to challenges and opportunities.

Master the Art of Collaboration
Our mission is ambitious, and we can’t do it alone. We work with equally ambitious and innovative partners, including governments, to save as many lives as possible.