



Ruaraka Uhai Neema Hospital and World Friends NGO

Stefania Paracchini
Project Manager, World Friends NGO

October 29, 2015



SHOPS is funded by the U.S. Agency for International Development.

Abt Associates leads the project in collaboration with:

Banyan Global

Jhpiego

Marie Stopes International

Monitor Group

O'Hanlon Health Consulting



World Friends and Ruaraka Uhai Neema Hospital: Health is a Human Right

- World Friends NGO established Ruaraka Uhai Neema Hospital (“Neema”) in 2007
- **Neema Objective:** Improve maternal and child health in the slums of northeast Nairobi



World Friends and Ruaraka Uhai Neema Hospital: Health is a Human Right

- **Model:** Cross-subsidy model (differential fees) to serve middle-class and poor patients: serve all with high quality standards in a sustainable way
- 120,000 patients per year
- 3,000 deliveries per year



Health Enterprise Fund-Supported Initiative

- A Mother and Child Referral Network to expand access to high-quality care for slum residents
- Included:
 - Improving quality at member partner clinics via infrastructure and training
 - Increasing capacity for referrals via new ambulance service and operating theatre
 - Exploring health micro-insurance products to reduce financial barriers at the network members' facilities



Standardizing Quality Across the Network

- A need to uphold Neema quality standards across partners
- Technical assistance helped us pursue standardization through:
 - Trainings
 - SafeCare
 - Health-E-Net



Strengthening Partnership for Sustainability

- Concerns about long-term value proposition of our referral network for partner clinics
- SHOPS in-house expert on provider networks visited Neema and our partners
- Led discussion and development of a more solid and sustainable partnership plan



What Did the Health Enterprise Fund Help Us Achieve?

1. Better slum-based health facilities: better quality care, at the most convenient price and location for slum residents
2. Adequate referrals to higher-level hospitals
3. Increased value and complexity of health care provided by Neema to slum patients
4. Increased number of poor slum patients cared for at Neema

Impact



- 144 health care professionals trained in MCH topics
- 1,631 patients referred from the 5 partner clinics to RUNH (80% M&C)
- 60,000 patients accessed priority services (RH, MCH, HIV/AIDS) at RUNH

Future Plans

- Replication to the wider Neema catchment area
- Further promotion of quality primary health care in the slums
 - More consistent benchmarking of care standards
 - Neema as referral hospital for more advanced care only
- Enhance the links between the communities and the partnering clinics





Stefania Paracchini
stefania.paracchini@runeemahospital.org

www.runeemahospital.org
www.world-friends.org

