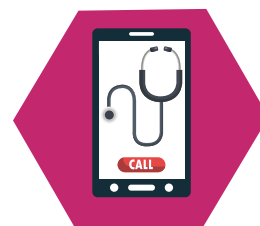




AHBS 1st Webinar series
Partnerships for COVID-19 in Africa

Session report

Digital health



17th July 2020



This webinar is brought to you by Africa Health Business (AHB)

AHB is a pan-African advisory, consulting and investment firm that focuses on innovative partnerships to transform health in Africa. AHB promotes the growth of the private health sector in Africa to generate affordable, accessible, and quality healthcare for all.

PARTNERSHIP ANNOUNCEMENT



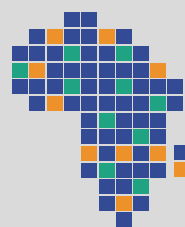
Dr. Amit Thakker

Executive Chairman, Africa Health Business

Africa Health Business is delighted to be partnering with Smart Africa. Headquartered in Nairobi, Kenya, AHB brings together public and private leaders from across the globe to create partnerships that improve healthcare in Africa. SmartAfrica is headquartered in Kigali, Rwanda and is an umbrella body that has received political goodwill from governments, as well as formed partnerships with corporates, not only in Africa, but around the world. Today we are announcing our partnership to aimed at working together to improve health.



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Mr. Didier Nkurikiyimfura

Director of Technology and Innovation, Smart Africa

The pandemic has created a moment where we can really make a difference together. It has grown in size and proportion across the world, and Africa is no exception. Over 660,000 cases and over 14,000 deaths have taken place in a relatively short amount of time. The SmartAfrica secretariat has been working hard to fight the pandemic and we are happy to partner with a range of partners, led by AHB, to further this work. In times of crisis, we must come together and be solution seekers. Our goal is to increase the impact that each of us individually would not be able to achieve on our own.



To learn how to get involved and participate, please get in touch with AHB or SmartAfrica.



MODERATOR

Dr. Ademola Olajide
Country Representative Kenya
UNFPA



KEYNOTE

Mr. Robin Njiru
Business Lead-East Africa,
Amazon Web Services



PANELIST

Ms. Chemu Lang'at
Regional Head for Africa
Medtronic Labs



PANELIST

Dr. Nicole Spieker
Director East Africa
PharmAccess Group



PANELIST

Mr. Brian O'Connor
Chair
ECHalliance



DISCUSSANT

Mr. Chris LeGrand
CEO
BroadReach

Event Partners



PHARMACCESSGROUP





MODERATOR



Dr. Ademola Olajide
Country Representative Kenya
UNFPA

The word 'health' has recently assumed a new and more significant meaning. We have seen heads of state and governments continue to engage on the subject of health. The issue of health has gone beyond the traditional health sector alone because the impact of what started in the health sector is being felt throughout all aspects of society.

The world has already experienced inequalities in regards to access to health, and Africa bears a disproportionate burden with regards to disease and health outcomes. This provides opportunities for new and unique approaches. Leveraging innovation is one of the key ways we can succeed and enhance equitable access to healthcare. African leaders have reached some level of consensus on this issue. For example, in 2001, the Abuja Declaration was established to set a target for the percentage of GDP to be invested in health. In 2017, on the sidelines of the World Health Assembly, African ministers of health looked at digital health and leadership, and they all agreed it was vital to build a robust digital health ecosystem.

COVID-19 started out as a health crisis, but has morphed into an economic, security, and social crisis, exacerbating existing inequalities and creating "shadow pandemics" with consequences well outside of the health sector. It has also reduced access to healthcare significantly, as people are reluctant to seek out services due to fears of COVID-19.

We have seen African health policymakers divert lean resources from routine service delivery in order to respond to the pandemic. We have seen rapid scale-up of health infrastructure, and involvement of the private sector, primarily in the area of donations and helping the government scale-up capacity. We have consensus among all sectors that there's the need for the development of a robust and viable health ecosystem that goes beyond the traditional partners.

We need to look at what role digital health plays in all of this. What are the opportunities? What can we do differently? How can we emerge from this crisis stronger, more efficient, with more equality and innovation? The digital divide that we've ignored in the past is more obvious and significant than ever. How can we ensure that health digital technology does not reinforce existing inequalities? We need to democratize the decisions that relate to health.

We've heard the discourse that certain countries have weak health systems and will therefore be more negatively affected by the pandemic. However, even those countries that were assumed to have stronger health systems have not done well. Therefore, we need to interrogate our assessment of what an effective health system is. We need to remember that health is a product that we produce from actions that we take at the individual level, household level, community level, and ultimately at the level of the broader population. Strong hospital systems alone will not deliver the health outcomes we seek. Individuals and communities should be able to access the information they need to make to decisions about their health. They should be able to do this without the barrier of politics, where politicians act on behalf of their own agendas, not the agenda of health.

Today we are looking forward to a robust discussion about the various interventions, services, and innovations available to us and how we can leverage it. We want to take what is presented in this forum and then apply it to an Africa that is waiting, an Africa that is ready and responsible for ensuring that, regardless of social status, people are able to access the healthcare they need.



KEYNOTE



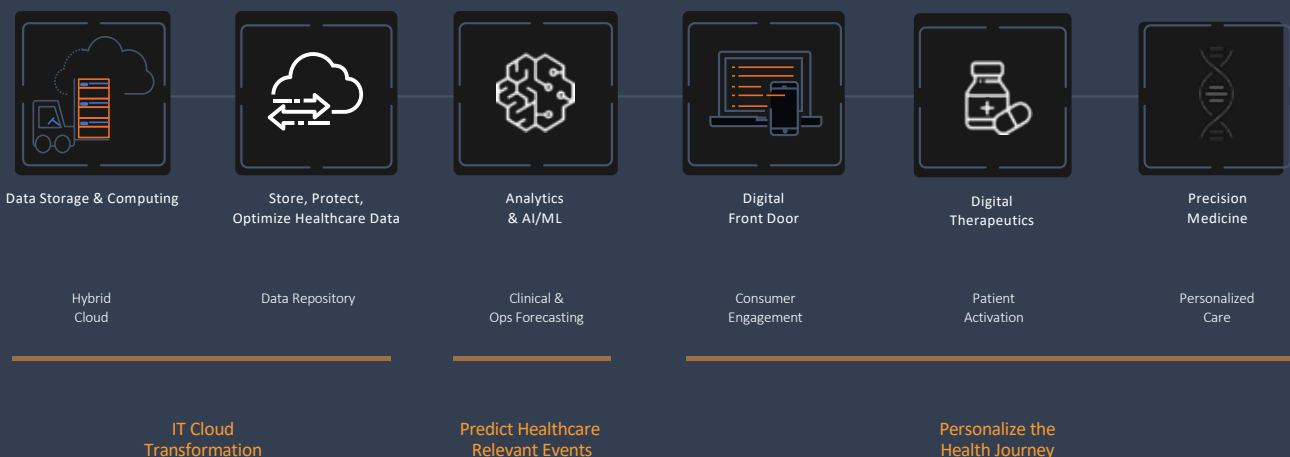
Mr. Robin Njiru
Business Lead-East Africa,
Amazon Web Services

The healthcare statistics across Africa show that the percentage of GDP that governments are spending is inadequate. From an expenditure and health worker perspective, investment is low. Our continent accounts for half of the world's deaths for children under five, has the highest maternal mortality rate, and also carries a heavy burden from HIV/AIDS, tuberculosis and malaria. In this context, digital health represents an opportunity. We have already seen the difference it can make as an enabler and accelerator of healthcare delivery.

Amazon Web Services is the largest and most broadly accepted cloud platform. They come with over 7 years of experience in healthcare and life sciences cloud technology practice, meaning they have expertise in both health and technology. The patient is at the heart of everything that they do. The health industry is highly regulated, but AWS is looking to unlock the potential of healthcare data. Data is the new oil, but data for data's sake is irrelevant. It's about what can be leveraged with the data we have access to. No single organization or company has the capability to transform this industry, so AWS is committed to partnership.

AWS views digitally-enhanced healthcare across the spectrum of care in three levels:

Digitally-enhanced healthcare across the spectrum of care



How is your technology and data set up? Is your technology easy to access and does it allow you to innovate? There is currently a massive amount of data and organizations are struggling to make sense of it. In order to predict healthcare-relevant events, data to be organized in a usable way. AWS works to analyze and unlock the potential of that data. When we think about big data, we are using the most complex computer algorithms to extract data and make it useful for predicting future health trends. Predicting health trends means that we can improve patients' health journey in both their experience as well as the health outcome.

AWS is an enabler and an accelerator of technology towards digital health. With this in mind, they have many partners throughout the world, including Africa. Phillips, for example, is building a health suite digital platform. They're able to store and analyze medical records from millions of imaging studies, medical records, etc. This gives the healthcare providers actionable information. Sana is a leading supplier of health information technology and has been able to discover knowledge more quickly with the tools of scalability that the AWS platform offers. During the pandemic, AWS has also partnered with Nairobi Hospital, where they established e-learning for nursing students so that their training could continue despite not being able to be physically together. At M.P. Shah, AWS enabled virtual consultations between patients and medical providers.

AWS is a platform that capitalizes on global technology and, alongside partners, uses it to be impatient in moving Africa forward.



PANELIST



Ms. Chemu Lang'at
Regional Head for Africa
Medtronic Labs

Medtronic Labs is a subsidiary of Medtronic and is a standalone social enterprise, which expands access to healthcare for vulnerable people, especially capitalizing on digital health and partnerships. Over the past six years, they have been making strides in digitizing health systems, but it has to be supported by the larger health ecosystem and consider human resources and infrastructure.

The burden of NCDs is rising disproportionately in low-income countries, having a huge impact on the socio-economics of the African continent. Prevention and treatment of NCDs has been severely disrupted during this pandemic. NCD patients are also more vulnerable to contracting and dying from COVID-19.

Empower Health is Medtronic Labs' flagship program, linking patients' communities with healthcare facilities. It doesn't replace the health system that is already there, but helps it to run more smoothly. The model is designed so that patients are able to receive basic assessment and screening at the local level, and are then connected to any further healthcare they need. There is also a digital health solution that allows for personalized follow-up and continued care. Empower Health also ensures that the data that's being collected is used in a productive way.

EMPOWER HEALTH

The Empower Health digital health-enabled care model allows providers to manage a cohort of hypertensive or diabetic patients remotely— tailoring and increasing convenience for patients, enabling earlier aversion of potential complications, while conserving valuable resources and decreasing the cost of care in the long-term.

OUR WORK: AFRICA REGION

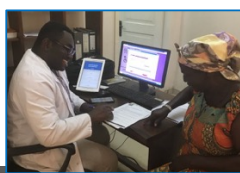


HOW EMPOWER HEALTH WORKS



COMMUNITY SCREENING

Empower Health-trained CHWs support community awareness efforts and screen patients for hypertension and diabetes, and refer through with elevated readings to health facilities.



PERSONALIZED CARE PLANS

Once diagnosis is confirmed by healthcare provider, eligible patients are enrolled into the Empower model, which risk stratified and provides clinically-appropriate care plans, including clinic visits as well as remote follow-ups in the community.



REMOTE MANAGEMENT

Patients access regular BP and BG checks via community-partner locations, CHWs or the patient app. Providers review patients data, call or SMS them to consult. Tele-counsellors call patients to educate and minimize default.



E-PRESCRIPTIONS

Digital prescriptions are built in to the application to enhance patient convenience and conserve facility resources.



DATA INTELLIGENCE

Clinicians and administrators can view longitudinal patient data, draw insights from data analytics dashboards and population-based reports of various types.

Afya Dumu is a partnership between Kenya's MOH and three county governments, as well as several private sector organizations. It brings in partners to build into the public health system, and is in line with Kenya's national agenda, as well as the counties' agendas. Progress was made prior to the pandemic, but COVID-19 has pressed them to utilize the digital health tools to fill gaps where physical interaction is not possible. They have been addressing many misconceptions about the pandemic, addressing the fears and challenges of patients, and providing information on healthcare changes (i.e. a facility has changed into an isolation center or where to get medication when there are shortages). They are also working to leverage patient support groups digitally, and making sure health workers have adequate PPE (which is much simpler in theory than in practice, so partnerships are required to do this successfully).

Our commitment to patients, health workers and partners is to:

- Increase quality of care and patients' access to it.
- Improve health outcomes.
- Support, protect, and capacity build health workers.
- Effectively incorporate locally-appropriate technology to address health system gaps.
- Create and scale sustainable health delivery models.



PANELIST

Dr. Nicole Spieker
Director East Africa
PharmAccess Group

PHARMACCESS GROUP

PharmAccess
FOUNDATION

Health
Insurance
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MEDICAL
CRISIS
FUND

Safe Care
HEALTHCARE STANDARDS

PharmAccess works across Africa to improve access to better healthcare for all Africans including low-income groups. To do this, they organize demand for health care, getting people to move from post-payment to pre-payment for healthcare. They work to strengthen the quality of care in public and private sectors by introducing and increasing the use of quality standards. Additionally, they help to create access to affordable loans for even the smallest healthcare providers and up to medium and large facilities. Access to capital during this crisis is important, as many healthcare facilities are losing income due to fewer patients accessing routine and non-COVID-related medical interventions. Digital technology is an enabler for all of these things and is essential when it comes to achieving UHC.

PharmAccess developed mTiba with Safaricom and a startup company called CarePay, both based in Kenya. The platform is similar to mPesa and works on basic phones so it is accessible to a wide range of socio-economic populations. It connects patients, payers, and providers. Funds in a patient's health wallet are unlocked when they are at a health provider, ensuring the money they set aside is designated for healthcare only. It combines fragmented funding at the level of the patient, so they are empowered. These financial services are then accessed through claims management by the healthcare provider, which is able to translate financial information into medical information.

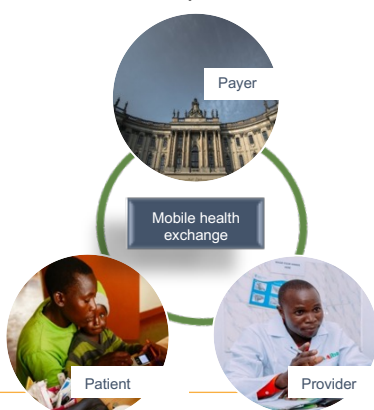
When it's not possible to know the utilization and cost of services, UHC is kept from reaching scale. Africa has already had epidemics, such as the ebola crisis, which went on for a long time because of a lack of data. The data that mTiba provides can help identify and predict disease trends. In the past five years, mTiba has connected 4.5 million Kenyans to the platform and more than 3,000 healthcare facilities, and they have now expanded into Nigeria and Tanzania.

With this wide impact, PharmAccess has been able to use mTiba to monitor the COVID-19 pandemic response. They are able to monitor the onset of symptoms from the virus so, even if there hasn't been an official test, it can give a good indication of the numbers of cases.

People accessed health facilities much less as soon as the first patient was diagnosed with COVID-19 and at the start of the curfew. This could have potentially damaging results for health outcomes in other disease treatments.

Getting healthcare facilities prepared for the pandemic is essential but very difficult. If there is one group that's disproportionately affected it is health workers. Especially as we have so few of them to begin with, we need to prioritize taking care of our health workers.

New technology also needs to come in to assess standards when face-to-face government evaluations will not be happening due to the pandemic. SafeCare is a self-assessment checklist based on WHO guidelines and PharmAccess has been sharing this with healthcare facilities across the continent. The checklist gives an overview of minimum requirements for health facilities and ways that they can improve. This is then shared at levels of stakeholders and governments so that data-driven interventions can be made that solve the actual problems on the ground in an inclusive and effective way. Connect to our SafeCare material (both in English and Kiswahili) at www.safe-care.org, which is free for anyone to use.



In partnership with...





PANELIST

Mr. Brian O'Connor
Chair
ECHAlliance



The European Connection Alliance (ECHAlliance) was started because there was a lack of connection between the many different people who were doing productive, exciting things in the health sector. The objective was to bring together governments, payers, providers, patient groups, economic development agencies, funders, etc. across public and private sectors to enhance collaboration. Not one organization has all the answers, so partnership and collaboration are essential.

We believe that a global pandemic requires a global response. That should be obvious, but it is not happening.

Former U.S. President John F. Kennedy said, "Ask not what your country can do for you, but what you can do for your country." While we may all have different reasons for doing things, we have a duty as human beings to come together, set aside differences, and find areas to collaborate on. Because of this, we have set up a partnership with many stakeholders, including AHB called the Global Connector Partnership. A partnership like this allows us to listen, learn, distribute best practices, and, essentially, to follow up with real action.

We have 42 communities across Europe that are multi-stakeholder and permanent so that strong relationships can be built. We find that rivals happily work together to find a solution, then they can compete to be the supplier of that solution. This is effective because there's no point in owning 100% of a market that doesn't exist. We are focused on understanding the needs. We then search for solutions to those needs. Often, the thing that keeps the solution from being solved is a lack of funding.

We believe in closer collaboration, learning from successes and failures, learning from Africa, and openly exchanging business practices.



The Global Connector for Digital Health

European Connected Health Alliance



Needs

Solutions

Funding



DISCUSSANT



Mr. Chris LeGrand
CEO
BroadReach

BroadReach is a tech-enabled health solutions company based in South Africa, directly addressing COVID-19 during this season. One of the primary issues during the pandemic is the need to balance the supply and demand sides of things. This is something that BroadReach deals with regularly, but it was emphasized during the pandemic. Therefore, they launched a series of technology solutions which has allowed them to screen more than 2 million South Africans and quickly assess their need to go for further treatment. Alongside this, they have rolled out a facility assessment.

There is a lot of real-time learning that is happening across the sector. BroadReach has a significant amount of data around HIV/AIDs and ways to utilize that data to help improve health outcomes. They quickly adapted that technology to be useful in addressing COVID-19 for those at higher risk, rolling out a series of messaging programs to drive HIV-positive patients to facilities, encouraging them to continue to take their medication as well as get them tested.

Themes from today's session:

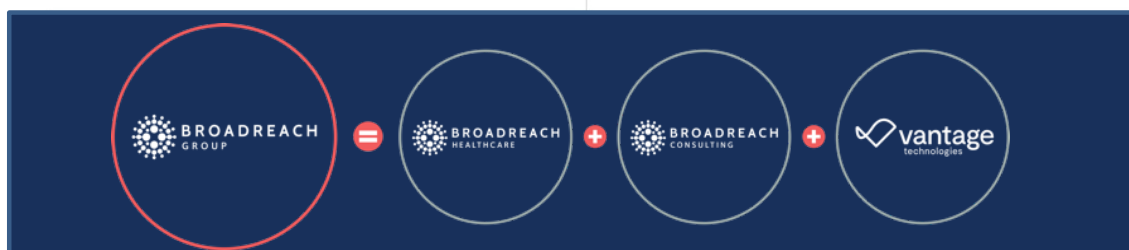
- **Data** – Access to robust, high-volume, real-time data and information is incredibly important. However, data for data's sake is not useful. The health sector needs to make use of data to create new knowledge.
- **Scalability** – COVID-19 has focused us around scale. The reality is, pilots are not enough right now. We need approaches that are built on robust infrastructures that have a wide reach. The time for pilots is over, the time for scale is now.
- **Agility** – It is important to have the ability to nimbly move when we start to see new emerging issues. We need to respond to what is not working and quickly adapt.
- **Leadership** – Nothing happens without leadership. Leaders cause things to happen that wouldn't have happened anyway. COVID-19 is increasing asymptotically and, without leadership, it will continue to do so. True leaders create trust, cause collaboration and partnerships, inspire teams to do things they never thought they could do individually, and break down silos to create networks of partners who work together for the greater good.

Traditionally rich countries' health sectors have been revealed as incredibly flawed. The African continent has the opportunity to be an example to the rest of the world.



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Management Information
Systems

Microsoft

2020: Global Co-Sell Partner
and MS4Afrika case study



Questions & Answers

Q: When it comes to digital technology and the use of people's data, many are concerned that regulation is not keeping up with innovation. What would you say to people who are worried about the security of their data, how should regulation in this area of healthcare function, and what needs to change?

Mr. Robin Njiru: From a security perspective, AWS and other cloud services need to be compliant with traditional health privacy regulations (HIPAA, etc). By partnering with local organizations, they can ensure that they are fully compliant with data security in that local context. The reality is, innovation will always go ahead of regulation and there needs to be a balance between the two. We can't let innovation go so far that it becomes dangerous, but regulation cannot be so rigid that it stifles innovation.

AWS understands that each organization has different goals and, therefore, different challenges. AWS is interested in creating alliances and partnerships in order to scale and accelerate what they are already doing.

Q: How do we ensure that digital health does not reinforce existing inequalities and that those who already have better access don't get unfair advantages?

Ms. Chemu Lang'at : Our focus is on making sure that everyone, regardless of location, socio-economic status, etc., has access to quality healthcare that they can afford. How we design systems has to incorporate this from the beginning, factoring in those who have less access. We have to put the end users of all varieties at the front of our minds in the design of digital technology.

Innovation needs to address the patient, but the patient comes in so many different forms. We need to look at the different types of patients we manage, and consider each of them as we incorporate digital health.

Q: What do we need to do to be able to earn trust when it comes to convincing people to adopt technology and pre-payment models for healthcare services?

Dr. Nicole Spieker: Critical to UHC is gaining trust. If you think about moving from post-payment to pre-payment (in any form), it means being prepared for something that comes in the future so you're not caught by surprise. The biggest challenge is that those pre-payment investments have not always been used responsibly in the past. Digital technology offers an exciting possible solution for this. Mobile money, for example, shows how digital technology can increase trust. People trust mPesa because every time they go to their phone, the money that they put in is still there. Engaging the private sector is vital to this.

The most important aspect in creating UHC and using digital technology to encourage scale is to capitalize on public-private partnerships.

Q: We're currently dealing with a global crisis. What do we need to have in place to ensure partnerships that really improve our health and circumvent the political challenges that have been the main obstacles to successfully addressing this pandemic?

Mr. Brian O'Connor: The real secret is specific actions taken between people that trust and respect each other. That type of success is what will bring real change — the ones that start on the ground floor, not at the top.

There is a huge interest in what's going on in Africa both within the continent, but also far beyond it. Europe wants to be included in these discussions so that we can learn from each other.

Q: How can we have the type of leadership necessary within this ecosystem without being bogged down by what the political leaders have put on us? What do we need to build in order to take us to the next level?

Mr. Chris LeGrand: We need to find leaders who we trust and can partner with and look for common cause. There are many leaders who want to accomplish things and be a part of something that's larger than themselves. When we can find people with common cause, regardless of where they are or what their background is, progress can be made.

CLOSING REMARKS FROM THE MODERATOR

Everything comes back to trust. COVID-19 has been a significant challenge, but it also provides an opportunity to look at things in a new way.



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