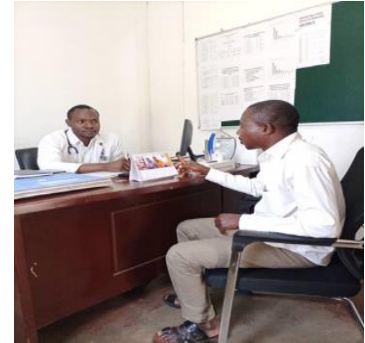




MARKET-BASED SOLUTION ON IMPROVING HEALTH SERVICES: A LESSON FROM MURANGI HEALTH CENTRE -MARA

Murangi Health center was among the eight health facilities in the Mara region, which implemented a one-year IMARISHA project on Community Led Monitoring (CLM) through funding support from PEPFAR through the Ambassador's Fund for HIV/AIDS Relief (AFHR). This project was implemented between October 2021 and November 2022, with the primary focus of examining PLHV service recipients' experience and their feedback on access and quality of HIV services. CLM is another way to hold funders, implementing partners and the Government accountable to communities of service recipients. The findings are meant not only to enrich site level quality improvement plans and actions but also bring evidence of best practices to be considered for scaling up.

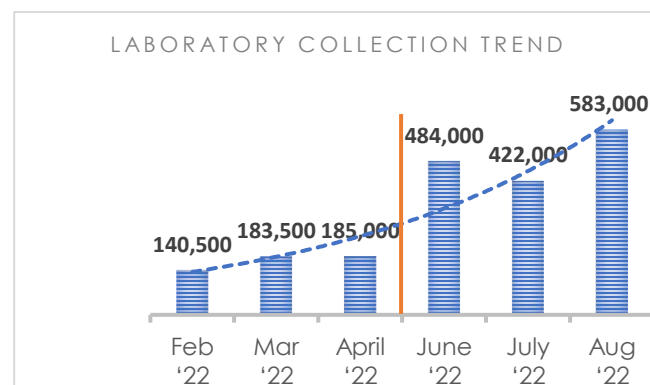


Functional Biochemistry Machine

This piece of success story reflect on how the Murangi facility management team and staff members were innovative and remain mindful to the process of unleashing potential of the facility to generate more revenues after repairing Biochemistry Analyzer and Hematological machines which were not functioning for more than a year. This pressing needs to repair the machine emerged as one of the gaps reported by large proportion of HIV services recipients as expressed from the CLM findings, the situation which denied the access of HIV services recipients to undertake the required baseline and subsequent laboratory tests for clinical monitoring while on ART drugs.

Under the leadership of the facility in charge, the facility management team took the initiative to repair the machine using funds raised by the facility from different sources including user fee instead of waiting for the support from higher authorities which has been a customary practice of many health facilities. As a result, in a period between June and August 2022, more than 146 service recipients (54 PLHIV and 92

Non PLHIV) accessed laboratory tests at Murangi which otherwise they would have obliged to be referred to a distant facility or often not undergoing the test at all due to unaffordable transport cost and other charges related to the test. During the period of three-month June August 2022, the facility revenue generated from laboratory collection trebled and provided an appetite to the facility management to re-think repairing other laboratory machines and equipment which are not functional for apparent long time as market-based solution on generating more revenue for



sustaining quality service delivery for the served populations. The presence of functional laboratory machines and reliable test results has helped service providers to rationalize clinical decisions and contributing towards improved quality of clinical management and subsequent better treatment outcomes. This cements Murangi's facility in charge, Dr. Aniceth Elias thoughtful leadership and oversight of the tested market-based approach who once said, *"The room for success is never full and we can always bring the change we desire"*.

Afya *Plus* is a local Non-Governmental Organization registered in Tanzania. Contribute towards building of high quality and equitable health systems, delivery of people's centered health services through evidence-based interventions, and ultimately have a community with better access to quality-integrated health services. By working through meaningful partnerships.

Afya *Plus* with support from PEPFAR through the Ambassador's Fund for HIV/AIDS Relief (AFHR) implemented Community Led Monitoring (CLM) "Imarisha Project" in Mara region in collaboration with the regional and council health management teams which aimed at improving quality and uptake HIV services by placing beneficiaries' voices at the core of continuous quality improvement initiatives for better health outcomes.