



Strategies to Overcome Three Common Challenges in Working with the Public Sector to Improve Healthcare Services Globally

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LEARNING OBJECTIVES

1. Describe the spectrum of engagement with the public sector.
2. List key challenges in engaging with the public sector
3. List specific strategies in engaging the public sector



Impact

Signed 5y contract w/
MOHP, opened
hospital

Opened first clinic,
no contract

2008

2009

Expanded hospital ops,
regional public health,
CHWs,

2010-2013

2015-present

Performance-
based payment;
Post-EQ
expansion to
second district

Public-Sector Engagement

Parallel System

Contract (PPP)

Performance-based
Agreement

possible 

SPECTRUM OF PUBLIC-SECTOR ENGAGEMENT



Parallel systems

Public-sector partnerships

WHY ENGAGE?

Public-Sector

Mandate to care for all

Coordinate national
strategy



Benefits

Prevents drain
from public
sector

Avoids short-
lived NGO
“projects”

Minimizes
duplication

Advances
general public
sector
possible

WORKING WITH THE PUBLIC SECTOR: CHALLENGES

WHAT ARE SOME CHALLENGES?

Challenges

- Pace
- Corruption
- Competing Goals

TACKLING THE CHALLENGES

What we did

Attitudes

Behaviors

Results

What we
achieved



PACE

possible 

What we did

Attitudes

- NGO time $\neq$ Gov't time.

Behaviors

- Built personal relationships
- Demonstrated long-term commitment

Results

- Trust
- Financial investment
- “Model program”
- Immediate approach post-EQ



CORRUPTION

possible 

What we did

Attitudes

- “You bribe once, you bribe always.”

Behaviors

- Every NGO leader visited the ministry.
- Waited for an approval for a year.

Results

- Developed a bribe-free reputation

CORRUPTION



COMPETING GOALS

What we did

Attitudes

- Readjust goals but maintain core values

Behaviors

- Given difficult choices, selected ones that align with values.

Results

- Providing a living wage for CHWs
- Hired full-time CHWs
- Testing ground for CHW 2.0

COMPETING GOALS



DISCUSSION