



# JOHN SNOW HEALTH ZAMBIA

Improving the health of individuals and communities

CORPORATE PROFILE

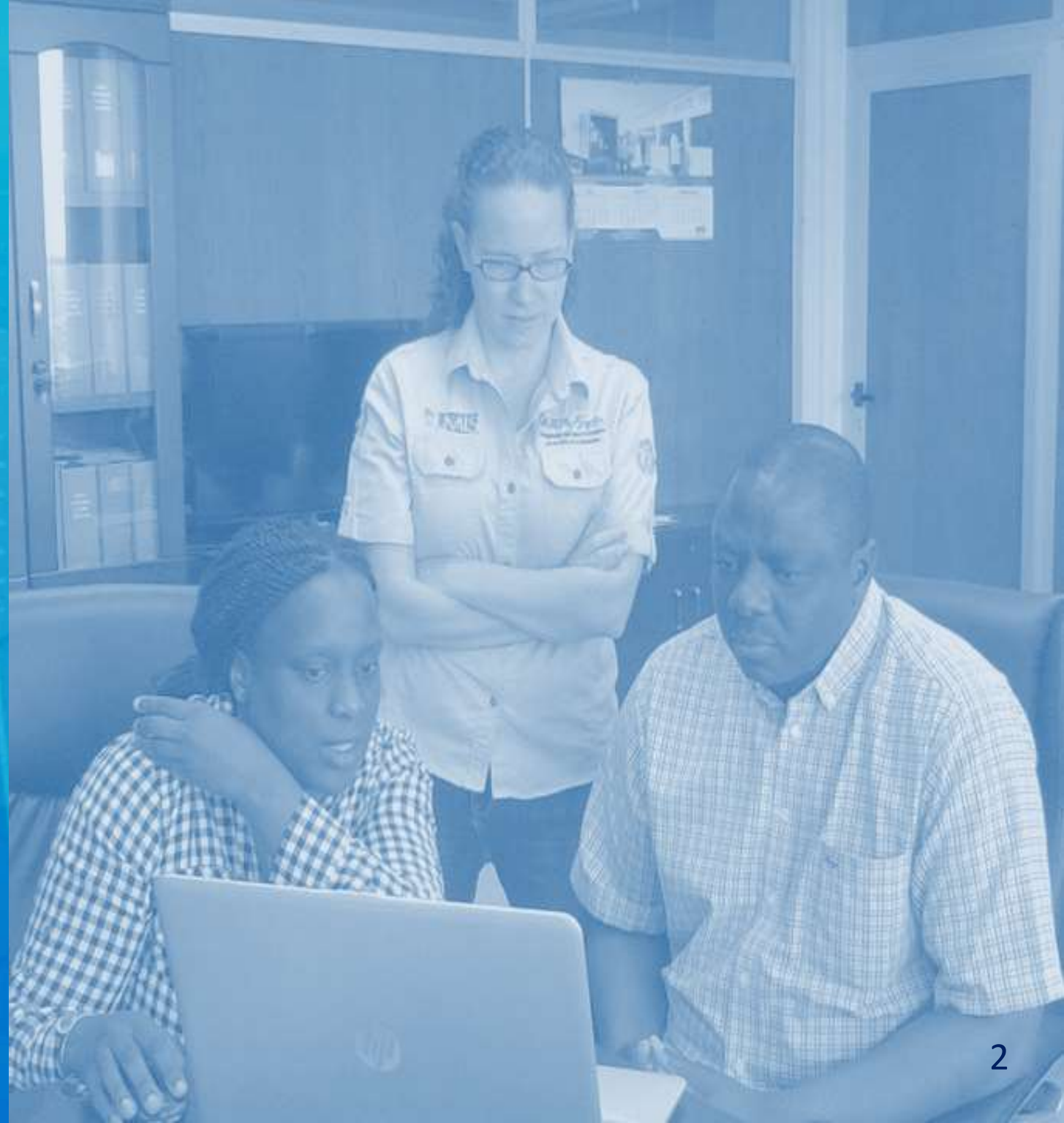
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This company is registered as Coalition Health Zambia Limited and the organization's trading name is John Snow Health Zambia Limited.



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# ABOUT US

We are a Zambian company committed to working with governments, non-governmental entities, the private sector, civil society, and communities to improve the provision of public health services. We provide research and consultation services to improve the health of individuals and communities in Zambia and the region.

At JSH we believe in inclusive growth. By supporting a broad spectrum of public health, we ensure local communities, including marginalized groups, have access to responsive, client-centered sustainable health systems.

Zambian citizens make up the majority (75%) ownership of JSH. The Board of Directors - 66% of whom are Zambian women - comprises respected leaders in public health who bring to the company many years of experience, expertise, and a strong track-record of strategic leadership managing and implementing responsive and sustainable health systems.

## MISSION

Our mission is to enhance the provision of public health services in Zambia and the region through research and consultation services.



# OBJECTIVES & GOALS

Through the use of evidence-based strategies, program management, technical assistance, research and evaluation, education, and training, JSH enables health professionals to provide effective and innovative human-centered design solutions to achieve increased use of health services and real time data to cater to families and communities.

Our goals include:

- 1 Strengthening and developing resilient public health systems.
- 2 Establishing and enhancing health equity.
- 3 Increasing health system capacity to allow for improved accessibility in local communities.
- 4 Promote public health service delivery and best practices.

## VISION

JSH envisions mobilizing an equitable and effective health system that increases access to high-quality services, builds safe and healthy communities, and enables improved health outcomes for all.

# CULTURE

Our team consists of dedicated, talented professionals who are resourceful, take initiative, and collaborate to reach our ambitious organizational goals.

Our team treats each other and our clients with honesty, integrity, and compassion. We depend on a willingness to empower and educate each other and our communities to create the organization and health system we envision.

In order to achieve our mission, JSH remains a client-focused organization that is both cause-driven and sustainable. We seek to achieve the highest professional standards through an organization that is decentralized and non-bureaucratic. JSH's culture is intended to foster innovation and risk taking, empowering employees and enabling their best performance in the service of our clients.

## WHAT DRIVES

# US?

JSH is committed to propelling Zambia's health system and its stakeholders to build stronger systems and improve health outcomes for all.

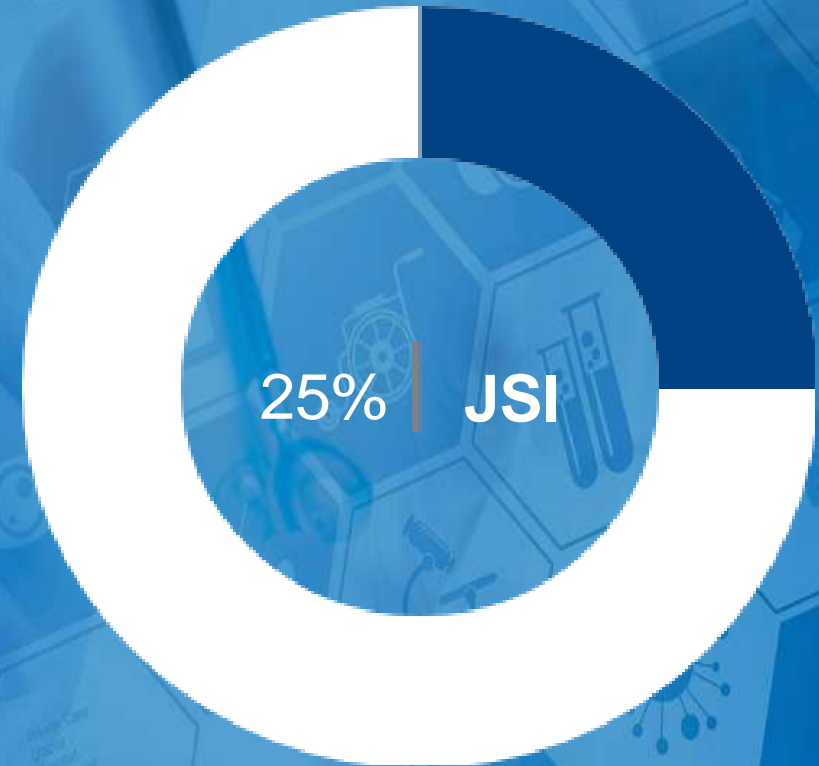
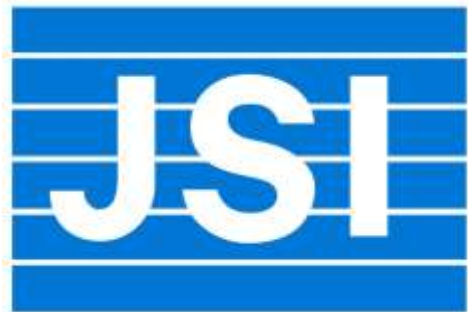
# CORE VALUES

- **Respect:** We recognize the inherent dignity each and every person has, and we will treat every person with respect in all the work that we do both within and outside our organization and projects. We will operate with great respect and humility towards the communities we work with and towards the environment.
- **Excellence:** We hold ourselves to the highest of standards of performance, and we add value in all of our work. We are committed to promoting and improving health in Zambia, in the region and globally, achieving the best results through our work.
- **Integrity:** As a public health organization responsible for provision of high-quality services and products, we adhere to the highest moral and ethical standards in our lives and in our work.
- **Innovation:** We fully embrace innovation and action. We will take initiative and risks, encourage curiosity and new ideas, learn from mistakes, and constantly strive to exceed expectations. Through innovation, we generate solutions for our customers and raise the bar — both within our workplaces and throughout the public health sphere.
- **Loyalty:** We are committed and dedicated to each other and our organization and projects, and will allow respect and trust to flourish. Our loyalty unites and celebrates diversity, synergizing the collective experiences, varied skills, and unique talents of every team member, building towards our goal of fulfilling our obligations and mandates.
- **Trust:** We believe and are confident in the integrity, reliability and fairness of our organization, our projects and our staff, recognizing the strength that lie in our interdependence and in our relationships with each other.

# OUR PARTNER

JSH is an affiliate of John Snow Inc. (JSI). JSI brings decades of proven organizational best practices, providing the systems and support required to ensure JSH becomes a strong and sustainable local entity. This includes support in developing and establishing robust business systems, efficient organizational structures, and effective leadership approaches. JSI offers tailored and relevant support to JSH with access to senior management, technical experts, and administrative staff who have worked in JSI's local Zambian offices over the last 15+ years. JSI is a minority owner and guarantor in JSH (25%).

With this support, JSH can create relevant solutions, implement thriving health systems, and build sustainable growth and development in public health.





# EXPERTISE



## Public Health

We work with private entities, governments and implementing partners to identify challenges, implement solutions, and increase the quality, effectiveness and accessibility of public health systems. Our expertise includes areas such as HIV prevention, care & treatment, maternal and newborn child health, immunization, service delivery strengthening, health system strengthening, communications, and health markets.



## Health Service Delivery

We collaborate with governments and stakeholders at all levels to offer community-based health solutions to fundamental service delivery challenges in order to improve equitable access, quality, responsiveness and participation, efficiency and resilience of a wide range of high-quality health services, and to ensure an integrated and person-centered continuum of care. In the end, this results in better health outcomes for all.

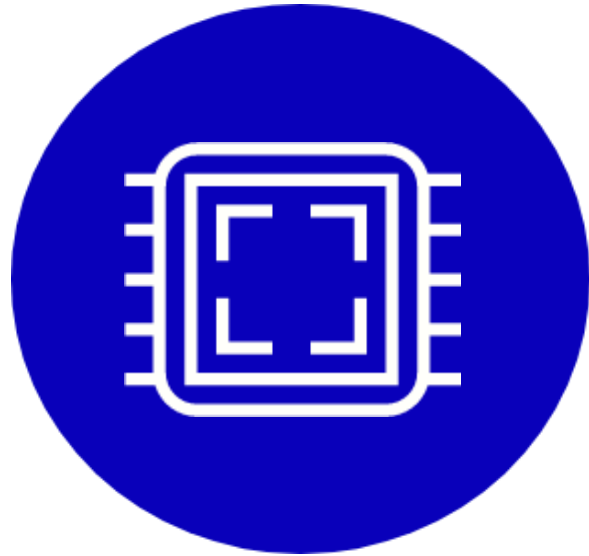


## Supply Chain Management

We are committed to improving public health by increasing access to quality health products throughout the country. We work closely with supply chain managers and the government, by providing training, technical assistance and information technology for building, scaling up, and managing robust, resilient health supply chains.



# EXPERTISE



## Information Technology

For a quality health care system, it is important to implement critical health information technology (IT). We develop tailored strategies, assess health IT needs, implement robust systems and build capacity whilst monitoring and testing outcomes and offering expertise on integration, management and advances.



## Private Sector Engagement

JSH engenders local ownership, capacity, and commitment to optimizing private sector engagement in health – for-profit and not-for-profit providers, associations, suppliers/distributors, among others – to effectively and sustainably respond to the health care needs of various populations.

# PORTFOLIO

# USAID eSCMIS PROJECT

JSH is implementing the five-year USAID Electronic Supply Chain Management Information System (eSCMIS) project. JSH is the prime partner in this project and will work in partnership with JSI and the Churches Health Association of Zambia (CHAZ).

**Aim:** create an efficient and reliable health supply chain using a next-generation logistics management information system. The project is funded by the United States Agency for International Development (USAID).

Through the USAID eSCMIS project, JSH is transforming the Electronic Logistics Management Information System (eLMIS) into a next generation system. This undertaking is in close collaboration with the MOH, ZAMMSA, CHAZ and other key supply chain partners.

**Vision:** a state-of-the-art open source digital platform that provides end-to-end real-time supply chain visibility to support improved decision-making, accountability, fiscal responsibility, and local ownership, leading to a more efficient and sustainable supply chain, a more effective health system, and better health outcomes.



# USAID ZAMBIA ACCESSIBLE MARKETS FOR HEALTH (ZAM-HEALTH)

The USAID Zambia Accessible Markets for Health (ZAM-Health) Activity is a five-year project that aims to sustainably expand the availability and accessibility of high-quality health products and services in the private sector, improve health knowledge, and increase the adoption of healthy and health-seeking behaviors. The program will employ both supply and demand-side interventions working in partnership with the private sector (for-profit and nonprofit entities) as well as the Government of Zambia.

USAID ZAM-Health is implemented by JSH in partnership with JSI Research & Training Institute, Inc. (JSI), Media 365 and PharmAccess. The consortium will apply a market facilitation approach to coordinate, catalyze, and harness the private sector to reach priority populations with health products, services and information.





# USAID CHEKUP II

The USAID Controlling HIV Epidemic for Key and Underserved Populations (CHEKUP II) is a USAID Zambia activity that is designed to address the needs of people living with HIV and those most at risk of acquiring HIV, while contributing to HIV mitigation and epidemic control. Specifically, CHEKUP II is improving the health outcomes of priority and key populations in Zambia with the highest HIV burdens and in high HIV burden provinces, by preventing new HIV infections and ensuring that all those that are infected are identified, diagnosed, linked to treatment, and virally suppressed. As the prime recipient, John Snow Health Zambia (JSH) will implement activities aimed at achieving these objectives, with John Snow Research & Training, Inc. (JSI) and Media 365 as sub-partners.



# PRUDENTIAL COVID-19 RELIEF FUND

Prudential Life Assurance Zambia has, through a Corporate Social Responsibility (CSR) Fund, donated US\$40,000 for the development and dissemination of communication materials on COVID-19 to traditional leaders in Zambia.

JSH, in partnership with USAID DISCOVER-Health and the Ministry of Health, supported Prudential in the dissemination of correct information about COVID-19 to rural communities through the vast network of traditional leaders and chiefs in Zambia. The project included printing COVID-19 information, education and communication materials in all seven major local languages for distribution through traditional leaders to help reinforce COVID-19 messaging and adoption of preventive behaviors and timely access to care. The aim was to impact around 5 million Zambians in more than 100 chiefdoms.



# ZANZIBAR eLMIS FACILITY EDITION ROLL-OUT

In October 2014, JSI through the USAID | DELIVER PROJECT successfully deployed OpenLMIS in Zanzibar as a pilot under the local name eLMIS. By February 2015, the system went live in all districts, and the sensitization training for all management teams was completed in June 2015. Currently the system is running successfully in all facilities in Chakechake District. Orders and shipments of health commodities are integrated between eLMIS and mSupply, the warehouse management system at the Central Medical Store.

Sponsored by the Global Fund to Fight AIDS, Tuberculosis and Malaria through the Ministry of Health of Zanzibar, JSH is subcontracted by JSI to enhance the Tanzania eLMIS in preparation for full deployment of eLMIS facility edition in Zanzibar.



*Photo credit: [https://openlmis.org/implementation\\_region/tanzania/](https://openlmis.org/implementation_region/tanzania/)*



# SRH SUPPLY CHAIN ROADMAP

Zambia is focused on addressing policy barriers and hindrances unfavorably affecting the delivery of sexual and reproductive health services for young people. One of the main objectives is to scale up admittance to family planning through an assortment of contraceptive methods and services in all marginalized and indigenous communities.

JSH was subcontracted by JSI, the prime contractor, to undertake data collection and analysis of the sexual and reproductive health commodity supply chain with the aim to use the data towards improving supply of sexual and reproductive health commodities to all parts of the country.

The FP Access Program 2020/ SRH Supply Chain Roadmap was funded by the Bill and Melinda Gates Foundation.





# ABSA COVID-19 GRANT

ABSA Bank Zambia Limited (ABSA) collaborated with John Snow Health Zambia Limited (JSH) on COVID-19 activities in Zambia through the USAID DISCOVER–Health project, which is being implemented by JSI Research and Training Institute Inc., (JSI R&T) JSH's affiliate organization.

The symbiotic partnership began funding the procurement of essential COVID-19 products. ABSA enlisted the help of JSH to obtain essential COVID-19 products. JSH provided technical support in the areas of procurement, finance, and an in-depth knowledge of health-care delivery.

Aim: to fulfil a dual mandate by supporting ABSA's corporate social responsibility efforts while also enhancing JSH and JSI R&T's efforts to improve health outcomes for all.

In collaboration with the ABSA Zambia team, JSH obtained essential COVID-19 commodities for the prevention, treatment, and management of the pandemic in Zambia. The Zambian people are the initiative's beneficiaries



# COVID-19 END USER MONITORING

UNICEF supported the Zambian Ministry of Health (MOH) to respond to the COVID-19 pandemic in Zambia by purchasing essential medicines, personal protective equipment, and IPC products to help the Zambian government combat the rising number of infections and maintain Reproductive, Maternal, Newborn and Child Health services in hospitals and primary health care facilities.

MOH established an end-user supplies monitoring assessment, funded by UNICEF and conducted by John Snow Health (JSH), to ensure that supplies and medicines reached the intended beneficiaries and were used properly.

The assessment included end-user monitoring of COVID-19, essential medicine and equipment supplied to health facilities, documentation of logistics processes, and identification of potential gaps and challenges in order to develop supply chain interventions.

The six-month activity was managed collaboratively with UNICEF, MOH, and Zambia Medicines & Medical Supplies Agency, with JSH serving as the main contractor.



# NEW HORIZONS COLLABORATION

The New Horizons Collaborative (NHC) has been working in 11 African countries, including Zambia, for over six years to improve children's access to second- and third-line ARVs.

NHC seeks to expand program support in Zambia. Part of the preparation for this support was NHC's work with the Ministry of Health and JSH to assess current program impact, increasing donor supply chain visibility and identifying gaps and difficulties for improved third-line ART management.

As a baseline, these activities included:

Monitoring key supply chain performance indicators (KPIs) in service delivery points (health facilities) involved in the management of third-line pediatric ART goods and/or customers,

A comprehensive country assessment of supply management operations, forecasting and quantification, warehousing, distribution, information systems, and so on.

The findings of these activities should aid the Ministry of Health and its ART partners in developing a collaborative technical support strategy for 3rd line ART therapy.





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