VILLAGE REACH® | 20 YEARS of TRANSFORMATION

VillageReach Malawi

VillageReach has worked in Malawi since 2008, collaborating with the Ministry of Health (MoH), the private sector and other partners to develop and implement high-impact sustainable solutions. Our work improves health care delivery by giving people the power to make informed decisions about their health and wellbeing, and ultimately improves health access for 18 million Malawians.

Our Work

Health Center By Phone – Chipatala cha pa Foni (CCPF)

The MoH and VillageReach co-developed Health Center by Phone to improve health outcomes by increasing access to free, timely and quality health information, especially to the most under-reached. It is a nationwide 24/7 health hotline that receives over 5,000 callers daily. The MoH operates CCPF as part of the national health system, and it provides information on all health topics and adapts to provide health information for emerging health issues, such as COVID-19.

Pharmacy Assistant Program

The MoH, Malawi College of Health Sciences and VillageReach collaborated by designing the Pharmacy Assistant program. It trains and deploys a critical cadre of pharmacy staff to improve supply chain management and medicines management in rural health facilities. A 2019 impact evaluation demonstrated that health centers with a pharmacy assistant enabled clinical staff to save six days per month, on average, to provide increased access to quality health care. The USAID's Organized Network of Services for Everyone's Health program, in partnership with the MoH and VillageReach, provided a Pharmacy Assistant Mentorship program to enhance human resources capacities to improve medicines and supplies management at health centers and facilities where pharmacy assistants are not yet available.

Drones for Health

VillageReach has supported the Government of Malawi in deploying drones for health product delivery. Since 2016, the government has been testing the potential of drones to improve health product availability at the last mile. VillageReach has also been instrumental in its partnership with the Malawi Department of Civil Aviation to create the national multi-sectoral drones working group in 2018. The organization has also provided support, in 2019, with the creation of the Malawi Remotely Piloted Aircraft Toolkit, a resource for drone service providers and implementers in research, development and humanitarian fields. As of 2021, VillageReach is supporting operations of a fleet of drones delivering COVID-19 vaccines to health centers, ensuring equitable vaccine delivery.

VillageReach transforms health care delivery to reach everyone, so that each person has the health care needed to thrive. Our work increases access to quality health care for 58 million people.

Designing Solutions that Scale

Tech-Enabled Pathways to Primary Health Care

Building pathways to primary health care services to increase access for the under-reached.

Products to People

Making health products available when and where they are needed.

Drive Sustained Impact

Working with governments and the private sector to drive sustained impact at scale.

> *"We are committed to our strong collaboration with the Ministry of Health and other partners in Malawi to ensure that every Malawian, even in the remotest parts of the country, has access to quality health care and information. Our emphasis is on developing and implementing solutions in supply chain and digital health that are impactful, sustainable and scalable."*
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> **– ALINAFE KASIYA**
> **Malawi Country Director**

COVID-19 Response

Our radical collaboration with government and partners have led to the following results:

1. In collaboration with COVID-19 Action Fund for Africa partners, VillageReach supported the MoH to plan and distribute personal protective equipment (PPE) to protect Malawi's community health workers (CHWs), which included a total of 1,968,000 facemasks, 983,567 gloves, and 39,466 face shields.
2. Supply chain and logistics support for COVID-19 enabled PPE distributions to over 450 facilities reaching health workers and CHWs across the country.
3. VillageReach supported the MoH by providing surge staff for CCPF to answer a spike of 540% more calls between February 2020 and March 2021 due to the pandemic.
4. Health Center by Phone was leveraged as a digital learning platform that provided COVID-19 information for health workers to protect themselves and their communities.

Our Team of Experts

13 VillageReach staff live and work within the communities served in Malawi, providing their expertise in public health, technology and private sector to create systemic change and deliver on our mission.

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