

LEADERSHIP DEVELOPMENT SUPPORTING BILL WYMAN'S RWANDA HEALTHCARE INITIATIVE

Oliver Wyman's Leadership Development unit is launching a major pro bono effort to develop a management learning program for a Rwanda healthcare initiative run by Bill Wyman, co-founder of Oliver, Wyman & Company.

Bill and his wife, Ro, established Wyman Worldwide Health Partners (WWHPS) in 2004. The non-profit organization works at the grassroots level to develop effective, sustainable, and replicable solutions to one of Africa's most difficult problems: the delivery of primary healthcare to remote rural communities.

WWHPS launched the Comprehensive Community Health Initiatives & ProgramS (CCHIPs) project in Rwanda, whose health system was destroyed by the genocide that devastated the country in 1994. CCHIPs is a replicable set of programs and initiatives developed to improve both the operational and medical systems of rural centres. Its goal is to provide an operating manual for how to make rural health centres more effective.

The Leadership Development business is providing skills and expertise pro bono to develop the leadership capability of the people implementing this program at the ground level.

For the last year, the CCHIPs team, comprised of Rwandans and young Americans, has been working with the healthcare staff at a centre in the northwest part of the country to provide the local population with basic medical care. They are also creating specific programs to improve nutrition, prevent the spread of disease, and build stronger outreach efforts by engaging local community health workers. Their efforts have been so successful that the government has asked them to replicate this project at four additional health centres in 2010 in the region. The CCHIPs team is now in the process of developing a plan for supporting these four health centres this year and expects to extend this effort even further in the year ahead.

Leadership Development is designing a management learning program for the CCHIPs team, and is also creating accompanying train-the-trainer materials that can be used first by the team



Staff of Shingiro Health Centre



Renovation of Health Centre Kitchen



Environmental Health Assessment, Including Water Testing



Demonstration Cooking

members themselves and subsequently with healthcare staff at the centres. These activities are critical to building a sustainable healthcare system as the team works with more and more centres.

The program will have three phases. Phase I will focus on designing, developing, and delivering a train-the-trainers program in which CCHIPs staff will learn how to develop the basic techniques for training health centre staff and community health workers. Phase II will include the development of learning materials to support the CCHIPs model for improving rural health centres. Phase III will focus on evaluating the impact of this learning to ensure that the elements of the project can be replicated in other health centres.

The program will be created in line with the CCHIPs' values of collaboration, commitment, teamwork, and transferring ownership. It will also be experiential, engaging, practical, and tailored to the cultural and educational needs of the target audience.

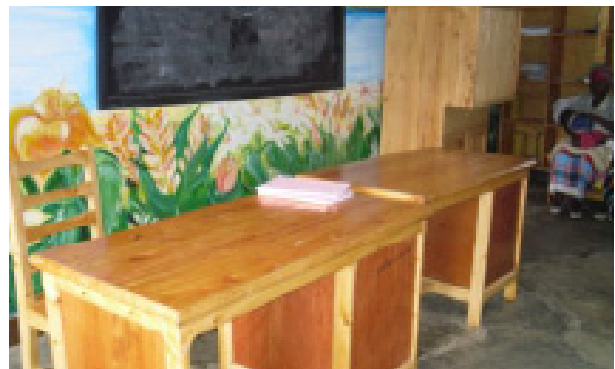
Peter Cairo, a senior advisor to our Leadership Development business, and one of its founders, spent a week in Rwanda last November meeting with the CCHIPs team, visiting rural health centres, and determining specifically how we can help. Since then he has met again with Bill, Ro, and key members of the CCHIPs team to further clarify their needs. Now, consultant Annette Thum is working with Peter to determine specific next steps, and other colleagues have volunteered for a range of roles including learning design and evaluation.

“Our Leadership Development business welcomes this tremendous opportunity to share our skills, and to work in partnership with an organization creating change that will vastly improve the lives of Rwandan people,” said managing partner Kathleen Hoogerhuis. Leadership Development’s involvement in the program will continue throughout 2010, and probably into 2011 and beyond.

You can learn more about CCHIPs and WWHPS at www.wwhps.org.



CCHIPs Team



New Health Centre Furniture



New Kitchen



Wyman
Worldwide
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CCHIPs
Comprehensive
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Health
Initiatives &
Programs