

CROWN AGENTS COVID-19 PREVENTION & RESPONSE



CROWN AGENTS' HEALTH PROGRAMMES AT THE FOREFRONT OF THE GLOBAL PANDEMIC

A PANDEMIC ENDANGERING THE FUTURE OF GLOBAL HEALTH

On 11 March 2020, the World Health Organisation officially declared the COVID-19 outbreak a pandemic. The world now faces an unprecedented time in our history where coronavirus is spreading human suffering, infecting the global economy, and upending people's lives. Without significant action to assist the most vulnerable countries to fight the pandemic, we could see both health and broader development progress – as measured through the SDGs – go into reverse.

OUR HEALTH PROGRAMMES RISING UP TO THE CHALLENGE

As a leading not for profit international development organisation with 187 years of experience and 21 international offices across the world, Crown Agents has deep knowledge and a well-established presence in the local contexts where we work. Collaborating with governments in many countries to design, build and deliver stronger and more equitable health systems, we are supporting our partners and clients to accelerate progress in ensuring healthy lives and promoting wellbeing – SDG3.

CROWN AGENTS' GLOBAL HEALTH PLATFORM

Our current health portfolio covers a wide range of countries and includes:

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DELIVERING NATIONAL-SCALE PRIMARY HEALTHCARE IN SOUTH SUDAN AND ZIMBABWE:
 - **Health Pooled Fund (HPF3)** delivers health services and essential medical supplies to over 80% of the South Sudanese population, reaching 10 million people. As managing agent for HPF3, Crown Agents is assisting the Ministry of Health (MoH) to stabilise the healthcare system at the central, state, county and facility levels.
 - **Results Based Financing (RBF)** in Zimbabwe is improving health outcomes for an estimated 6.6 million people by supporting better management of service delivery in over 800 rural health facilities and 67 hospitals.
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WORKING WITH HEALTH MINISTRIES IN AFRICA AND ASIA TO STRENGTHEN HEALTHCARE SYSTEMS:
 - Our ambitious '**ASCEND**' programme is focused on **Accelerating the Sustainable Control and Elimination of Neglected Tropical Diseases (NTDs)** across 12 countries in East & Southern Africa and South Asia. These diseases – lymphatic filariasis, onchocerciasis, schistosomiasis, visceral leishmaniasis and trachoma – affect 1.6 billion of the world's poorest people, causing disability, disfigurement, stigma and death.
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IMPROVING THE EFFECTIVENESS OF MEDICINE SUPPLY CHAINS IN SIERRA LEONE AND THE UKRAINE:
 - In Sierra Leone, our **Supporting Child Health and Mortality Prevention Surveillance (CHAMPS)** project aims to identify and understand the causes of death in children under five years old and support the government to better target resources at the underlying causes of high infant and child mortality.
 - **Saving Lives** in Sierra Leone is supporting the transformation of in-country systems for medicine supply in order to improve the quality, availability and accessibility of reproductive, maternal, newborn and child health (RMNCH) services nationwide.
 - For the Government of **Ukraine** Ministry of Health we have been a trusted partner since 2015, acting as procurement agent for a cumulative total of over \$280m-worth of medicines and equipment.





RESHAPING OUR HEALTH WORK IN RESPONSE TO COVID-19

Crown Agents has rapidly pivoted its existing portfolio of health programming to adapt to the challenge of the pandemic. Our programme strategies have been adapted to align with key dimensions of the WHO's COVID-19 Strategic Preparedness and Response Plan (SPRP) and cover the following elements:

 **MANAGING LOGISTICS, PROCUREMENT AND SUPPLY CHAINS OF ESSENTIAL MEDICAL COMMODITIES**

 **SCALING UP COUNTRY READINESS AND RESPONSE BY RECRUITING AND TRAINING HEALTH WORKERS AND STRENGTHENING HEALTH SYSTEMS**

 **MANAGING RISK COMMUNICATION AND COMMUNITY ENGAGEMENT**

 **ENSURING THE CONTINUITY OF ESSENTIAL SERVICES**

OUR IMPACT: THE RESULTS WE HAVE ACHIEVED

 **MANAGING LOGISTICS, PROCUREMENT AND SUPPLY OF ESSENTIAL MEDICAL COMMODITIES**

Our project Saving Lives in **Sierra Leone** has been providing support to the Directorate of Drugs and Medical Supplies and the National Medical Supply Agency to manage their response to the increasing demands on the country's fragile healthcare system generated by the COVID-19 pandemic. At Crown Agents' pharma grade warehouse in Freetown, we are safely storing medicine supplies procured by UNICEF and funded by DFID as part of the Free Health Care Initiative. The commodities will be distributed to medical facilities across the country.

In **South Sudan**, as part of HPF3, Crown Agents has repurposed Ebola preparedness kits and has distributed them out to 19 health facilities in Juba and the surrounding area where the epicentre of the outbreak currently is.

In **Ukraine**, we have procured and shipped \$2.5 million worth of commodities including PPE, masks, test kits, swabs and hand sanitisers. The funds were made available as a result of savings made to the Ministry's drug budget through Crown Agents' ongoing procurement services.

 **SCALING UP COUNTRY READINESS AND RESPONSE BY RECRUITING AND TRAINING HEALTH WORKERS AND STRENGTHENING HEALTH SYSTEMS**

As part of our ASCEND programme's collaboration with the Ministry of Health, we are rolling out training and capacity building in **Tanzania** on case identification, referral, surveillance protocols, self-protection and contact tracing at all subnational levels within the mainstream health system. Also within the framework of ASCEND, we are strengthening surveillance systems in 44 Visceral Leishmaniasis clinics in **Sudan** and support the health facility staff to report suspected COVID-19 cases into the District Health Information Software (DHIS2).

In **Sierra Leone** our CHAMPS team has trained programme team members to work with District Health Management teams to conduct community-based surveillance and contact tracing in Makeni District. Additionally, lab technicians are receiving laboratory training for COVID-19 testing to act as master trainers for other laboratory technicians.

In **South Sudan** we have used additional COVID-19-earmarked funding to train 386 frontline health facility workers across 19 facilities in Juba on case definitions, rational use of PPE and enhanced infection prevention and control measures. The trainees have gone on to redesign patient flow in the facilities to ensure that the risk of cross-infection is limited. Over 4,000 community health workers are also being trained on the identification of COVID-19 and prevention measures. Once trained, they are deployed to dispel the many dangerous rumours that are circulating in communities about COVID-19.





OUR IMPACT: THE RESULTS WE ACHIEVED



Lessons learned from the Ebola outbreak in West Africa 2014-15 have taught us that it is critical that essential health services continue, as more people died from the lack of health services than from Ebola itself. Therefore, while elements of our health programmes are pivoting towards COVID-19, we are ensuring that broader health services are still being maintained.

ENSURING ESSENTIAL SERVICES CONTINUE

Our **ASCEND** team has been working with technical working groups in Ministries of Health (MoH) to develop national plans for combating Neglected Tropical Diseases whilst taking into account COVID-19 activities. The project's focus has been to ensure the continual provision of existing healthcare services to marginalised groups. This is achieved by strengthening delivery chains and deploying contracting mechanisms which rapidly transfer funds.

All facilities in **Zimbabwe** which are supported through the Results-Based-Financing (RBF) project have been adapted to ensure continuation of services in a safe manner. Screening tents have been put up at the gate of each facility, checking temperature, travel history and providing sanitization stands. An isolation unit has been established to admit and monitor people with symptoms whilst awaiting their confirmatory test.

In **South Sudan** we provide health services and commodities to over 800 facilities through HPF3. The regular distribution of health commodities has proven to be essential to save lives.



MANAGING RISK COMMUNICATION AND COMMUNITY ENGAGEMENT

Through **ASCEND** we are working in **9 countries** to support COVID-19 communication strategies, aimed at reaching the most marginalized by identifying gaps in messaging and countering misinformation. Each Risk Communication approach and activity is designed to respond to the local context, local knowledge and perceptions of COVID-19.

In **South Sudan**, the WHO's six key messages have been adapted using a local artist and printed in over 20 local languages. To date, 19,000 copies have been placed in over 800 HPF3 supported health facilities and communities across the country. Prevention messaging and information about the management of COVID-19 are being recorded in local languages and will be played in all health facilities.

In Mudzi District, **Zimbabwe**, health workers are making use of mobile phones to educate each other on how to screen patients and correctly use PPEs. Information, Education and Communication (IEC) materials as well as best practices from other Districts are also being shared under the auspices of our RBF programme.

Leveraging relationships built through years of raising awareness of child mortality surveillance, our CHAMPS team in **Sierra Leone** is using known community structures and local mass media to educate audiences on COVID-19 and respond to health questions in the local language.



PARTNER WITH US

We are proud of Crown Agents' impact and what we have achieved so far in pivoting our health portfolio to response to this unprecedented global health emergency. However, there are many more opportunities for us to join forces and work in collaboration with other clients and partners in a way that builds on our complementary capabilities. We are keen to connect with organisations who share our determination to beat the pandemic globally, ensure the world's most vulnerable countries are able to "build back better" and achieve SDG 3 on global health.

Please do not hesitate to get in touch if you think we could support you or work together to make a difference.



OUR CURRENT PARTNERS

			
			
			

CONTACT US:

Stefan Marc Lawson, Director - Global Health

TEL: +44 7401 253771

EMAIL: stefan.lawson@crowนางents.co.uk