



BAHO INTERNATIONAL HOSPITAL LTD

PROJECT TITLE

An online portal for easy access to information and interaction between different Health Services providers and patients on health problem in Rwanda and Tanzania.

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KIGALI-RWANDA



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Executive Summary

Name of the Project	‘Online portal for easy access to information and interaction between different Health Services providers and patients on health issues in Rwanda and Tanzania’
Name of the Organization	BAHO INTERNATIONAL HOSPITAL Ltd
Organization is active since	2017
Number of People in the Organization	105
Project Duration	Initial period of the project was 12 months, extended to 14 months.
Any other Stakeholders involved?	N/A
EAC member states involved	TANZANIA
Total Number of people reached	Five (5) organizations have been reached online and incorporated on the platform.
Benefit for people reached	Five (5) health facilities are now visible on the platform, they started benefiting from their visibility to the public.
Number of events organized	No events have been organized due to COVID-19, we are organizing to have four (4) in different districts for project launch in March 2021.
Number of people participated in events	N/A
Benefit for people participating in events	N/A



Number of beneficiaries (Number for each EAC Country) (Number of Youth) (Number of Women)	We expected at least 500,000 beneficiaries through hospitals and clinics in RWANDA and Tanzania, but due to COVID-19 challenge we only managed to host five (5) health facilities where each has at least 50 clients or attendants per day.
Concrete impact on beneficiaries	NOT YET
Number of paying customers	NOT YET
Frequency & amount of purchase	NOT YET
Number of jobs created	7
Sort of jobs & income	<ul style="list-style-type: none"> -Project coordinator -Project engineer -Communication specialist -Sales & marketing <p>Income will be deriving from annual subscription of hospital and clinics.</p>
Further activities planned?	YES, the launch of the project and Tanzanian Partnership
Financing secured for further operations?	YES



Introduction and Background

Baho International Hospital (BIH) is a limited liability company operating in the Nyarutarama area of Kigali, in Rwanda and was incorporated with Rwanda Development Board (RDB) in 2016, but started officially its operations in 2017.

The hospital provides health care to national, regional and international patients. It currently employs almost 105 staff whereby 72 staff are medical staff and 33 represent administrative staff. It also has the capacity of handling 120 outpatients per day and 56 Inpatients, it operates 24 hours a day per 7 days of the week.

During the last three years of journey (2017-2020), the hospital's shareholders managed to construct a health facility which is now on its final stage of completion. The whole project cost is at almost Ten Billion Rwandan Francs (Rwf 10,000,000,000), fully completed.



PHOTO 1: BAHO INTERNATIONAL HOSPITAL NEW BUILDING



Introduction and Background (CONT')

BAHO INTERNATIONAL HOSPITAL Ltd is an IIDEA partner since December 2019. The hospital received a grant of USD 50 000 from GIZ-EAC to support the project of building up an online portal for easy access to information and interaction between different Health Services providers and patients on health problem in Rwanda and Tanzania.

The hospital received the first installment of 40% almost equivalent to USD 20 000 at the end of the year 2019. Project activities were planned to start with the beginning of the year 2020, but it was not the case, because the hospital was forced to terminate the lead consultant contract at the end of February 2020 due to his unavailability and non-compliance with the terms of the contract between him and the hospital.

The hospital signed a new agreement with a new lead expert in March 2020 and the lockdown of almost 2 months came in due to the pandemic of COVID-19, project consultants were working from their homes and resumed project activities at the office in May 2020.

The development of the online platform went smoothly from June 2020 till to date, but a problem of business partnership with Tanzanian health facilities became a serious problem due to the COVID-19 pandemic impact of not crossing Rwandan border to Tanzania and fellow Tanzanians refused collaboration using online platform like zoom meetings. They suggested to wait till the borders opening between the two (2) countries in order to have face-to-face meetings.

Based on the above challenges, the project implementation delayed somehow, but it is now amazing because the development of the online portal is now completed successfully and the prospective partners will be added up in the system after the official launch that is scheduled in this March 2021 if COVID-19 does not persist, if not we will organize official launch online by inviting online the prospective beneficiaries. The project implementation progress is now at 95%.



Objectives of the Project

The specific objectives of the project were the following:

Objective 1: *To develop and test an online portal for health issues posing, solving, feedback giving and appointments requesting by patients in Rwanda and Tanzania,*

Objective 2: *To provide tailor-made and demand-driven technical support and advisory services to all stakeholders involved in this online platform implementation,*

Objective 3: *Promote awareness and the visibility of the platform in order to reach at least 500,000 beneficiaries at the end of the project.*

Did you collaborate with any other organizations?

The collaboration with local organizations has been taken place, but with a lot of challenges faced at the beginning of the project and due to the lockdowns and the persistence of COVID-19. Due to the closure of borders, it was not easy at all to collaborate with the Tanzanian prospective partners.

The hospital established a way of collaboration online with local health facilities whereby Seven (7) health facilities including hospitals and clinics accepted to join Baho International Hospital Ltd on the online platform. Among them we have SMILE DENTAL CLINIC, SAINTE THERESE POLYCLINIC, NGORORERO HOSPITAL, TRUST CLINIC, PROOMNIBUS CLINIC, BELLAVITAE CLINIC and CENTRE MEDICAL BAHU POLYCLINIC and we agreed that once this pandemic reduces its negative impacts, meetings and events will be organized for active collaboration.



Report of the Project Activities

With reference to the attached report from Online portal consultants, the following activities have been implemented:

PROJECT ACTIVITIES	COMPLETION DATES	STATUS
<i>Gathering data requirements for the project implementation</i>	20/04/2020	ACHIEVED
<i>Prepare a design of the online portal (on the patient or any visitor side)</i>	23/05/2020	ACHIEVED
<i>prepare a design of the online portal (on the doctors and System Administrators side)</i>	20/06/2020	ACHIEVED
<i>Provide a well-equipped system with timely notifications</i>	25/06/2020	ACHIEVED
<i>Implementation to the back-end coding and implementation of those features,</i>	31/08/2020	ACHIEVED
<i>Back-end development of <activity 1,2,3&4></i>	31/10/2020	ACHIEVED
<i>Third Party SMS Integration</i>	31/12/2020	ACHIEVED
<i>Third Party USSD integration</i>		ACHIEVED
<i>Online Platform testing</i>	31/01/2021	ACHIEVED
<i>Online platform official launch</i>	31/03/2021	To be done on due date, depending on the status of COVID-19 in the country.



Outreach of the project (in Numbers)

The online portal development is recently completed in January 2021 and the outreach of the project is currently about five (5) local including hospital and clinics namely SMILE DENTAL CLINIC, NGORORERO HOSPITAL, TRUST CLINIC, PROOMNIBUS CLINIC, BELLAVITAE CLINIC and CENTRE MEDICAL BAHO POLYCLINIC.

Describe the Communication interventions

Due to the delay of project implementation and impact of COVID-19, The communication interventions have not been so much active, but we recently started communications interventions with prospective partners for awareness of the project.

Describe the M & E intervention implemented

It is still too early for Baho International Hospital Ltd to conduct and evaluate monitoring and evaluation interventions because the development of the platform has been recently completed in January 2021. The hospital has a plan to conduct M&E on quarterly basis.

Achievements during the project implementation period (JANUARY – Feb. 2021)

PROJECT ACTIVITIES	COMPLETION DATES	STATUS
Online Platform testing	31/01/2021	OK
Registration of five (5) local partners on the online platform	31/01/2021	OK
Online platform official launch	31/03/2021	To be done on due date, depending on the status of COVID-19 in the country.



Project's lasting impact and sustainability

This project of online platform is viable because its development has been recently completed and partners started registering on the same platform. This shows that after official launch, the annual subscription fees will be charged to every new partner hence the sustainability of the project.

Describe the Lesson Learnt during the Implementation of the Project

The lesson learnt during this starting point of project implementation is to be equipped with strategies of working in hard times like these on COVID-19 and know how to respond promptly to the availing changes.

What are some of the Challenges encountered during the Project Implementation?

Please list the biggest challenge on top and sort the others in descending order.

Describe problems / obstacles that were encountered during the reporting period and what was done to overcome them.

1a. Obstacle: Termination of the contract with the lead consultant in February 2020

1b. Solution : The hospital signed a new contract with another expert in March 2020

2a. Obstacle: Lockdown within 2 months due to COVID-19

2b. Solution : Working online from homes

3.a Obstacle: Collaboration with TZ prospective partners due to closure of borders

3b. Solution: Till today, it is a big challenge because they refused an online meeting.

4.a Obstacle: The online platform project will be launched in March 2021, after the expiry of the contract between GIZ and Baho International Hospital Ltd

4.b Solution: Baho International Hospital Ltd has everything in hand to make the launch successful, unless that the funds spent after the expiry of the contract will not be reimbursed as per GIZ policy.



What are the Recommendations for the Integration Process from the Project?

The recommendations for the integration process from the project are listed as below:

- Baho International Hospital Ltd should carry out M&E of the project at least once in a quarter,
- Active action should be promptly taken for the discrepancies found during M&E process for the project sustainability,
- Baho International Hospital Ltd will keep posted GIZ-RWANDA about the project success,
- GIZ-RWANDA should attend the project official launch to appreciate its implementation
- GIZ_RWANDA should make follow up to confirm the project sustainability

PROJECT BUDGET VS ACTUAL PERFORMANCE as per the agreement

Planned Activities	Budget Line (AGREEMENT)	ACTUAL PERFORMANCE (RWF)	VARIANCE	OBSERVATIONS
Project coordination	4,800,000	4,800,000	0	FULLY CLEARED
Project administration	4,200,000	4,200,000	0	FULLY CLEARED
Project accountability	1,080,000	1,080,000	0	FULLY CLEARED
Project communication	1,080,000	1,080,000	0	FULLY CLEARED
Administration costs	5,599,920	5,133,260	466,660	BALANCE TO CLEAR AFTER LAUNCH
Consultative meetings	799,995	799,995	0	FULLY CLEARED
Trainer of online portal	360,000	0	360,000	BALANCE TO CLEAR AFTER LAUNCH
Facilitation of policy	1,000,005	1,000,005	0	FULLY CLEARED
Assessor Rwanda-TZ	990,990	841,663	149,327	BAL. to clear once TZ partnership is done
Experts of Online portal	18,924,960	17,032,464	1,892,496	Bal. to clear after successful official launch
Trainer of health care	990,990	0	990,990	BALANCE TO CLEAR AFTER LAUNCH
Project best practices	1,000,005	0	1,000,005	BALANCE TO CLEAR AFTER LAUNCH
Project Visibility	4,650,000	4,650,000	0	FULLY CLEARED in Jan.2021
TOTAL IN RWF	45,494,865	40,617,387	4,877,478	



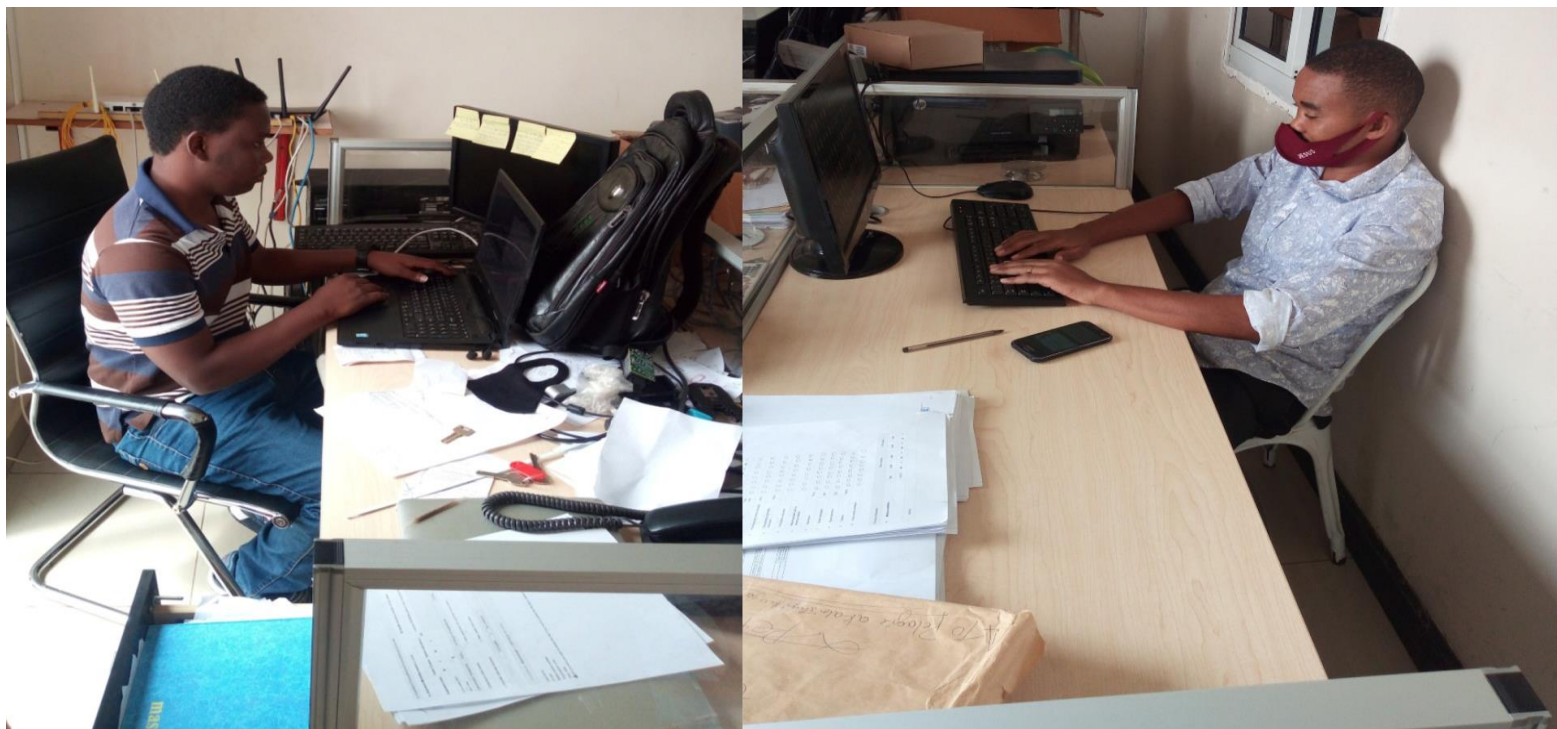
Conclusion and Way Forward

Baho International Hospital Ltd is so grateful to GIZ-EAC for the grant already received and this will boost up the visibility of the hospital and bring a positive impact on the beneficiaries in the near future. It will also boost up the business integration between Rwanda and TZ as well.

Baho International Hospital is fully committed to launch officially the project and strive its efforts to the project in order to benefit many beneficiaries as many as possible in Rwanda and Tanzania. So that the project can generate revenues in terms of annual subscription fees as pre-planned.



Pictures



PICTURE 1: Online portal experts are at duty in their reserved office at Baho International Hospital Ltd.

On behalf of BAHO INTERNATIONAL HOSPITAL Ltd



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