



Local Innovations Scaled through Enterprise Networks

Improving Access to Health Services Through the Youth Know Your Numbers in Eswatini: The Local Innovations Scaled Through Enterprise Networks (LISTEN) Process

Background:

Walking very long distances to health care facilities is a reality for many people in Eswatini living in rural communities. Community members often miss health appointments because they do not have adequate financial resources to travel to clinics. Those who do make it to facilities also may face stock-outs of required medications and are unable to return at a later time when they are available.

Funded by the Bill and Melinda Gates Foundation, the Local Innovations Scaled through Enterprise Networks (LISTEN) process integrates the voice of the community into the design and testing of solutions to reach at-risk populations that are currently not being reached with conventional strategies. The process, which includes the use of human-centered design (HCD) and continuous review of relevant data within communities of practice, expands engagement at the community level and supports linkages to the formal health system. In Eswatini, the Ministry of Health (MOH) is implementing the LISTEN process to address community priority needs for HIV prevention and other services.



Methodology:

Through applying HCD and engaging with community stakeholders, the MOH identified community priorities and a desire for increased access to services. The Youth Know Your Health Numbers (YKYN) campaign was established through implementation of a MOH mobile clinic that brings services closer to the communities. The campaign is targeted at young people between 10 and 40, but does not withhold services to the general population. Services provided at no cost to the community include screening for non-communicable diseases, HIV testing, condom distribution, and health education and awareness. The services are provided in collaboration with health facilities in the local catchment area.

Results



85,183

Condoms distributed



10,915

community members provided with HIV awareness and prevention services



8,606

Referred for HIV testing

In addition to the mobile outreach services, the MOH engages with 14 health facilities in the catchment areas and provides community suggestions on operational adjustments to improve flow of patients through the clinic and to reduce amount of time spent in clinical settings particularly for clients who come for preventive services.

“We are grateful to the Ministry of Health and the LISTEN project for bringing the mobile clinic closer to our community. Here we are able to attend and access health services because we travel less and do not spend any money for transport to come here.”

~ 53-year-old Thembisile Sigwane from Bethany in the Lobamba Lomdzala chiefdom said.



▼ Community members in a queue to receive health care.



▼ Nurses on-site attending patients.



▼ A nurse addressing a group of people on site.



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