



HEALTH ALLIANCE INTERNATIONAL Global Connections

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HAI Transfers to New UW Department

Since its beginnings twenty years ago, HAI has been associated with the Health Services Department of the UW School of Public Health.

On July 1, that relationship changed: the contract that links HAI with UW has moved to the newly-formed Department of Global Health, which is a joint effort by the School of Public Health and the School of Medicine.



Since Steve Gloyd has assumed the position of Associate Chair for Academic Programs in the new department, his main faculty appoint-

ment is now with Global Health.

Global health is a very high-profile topic in the university at this point in time, and HAI leadership is optimistic that this move will strengthen the links between HAI and other global health resources at the university.

This organizational move does not affect HAI's physical location.

International Administrators Visit Seattle in August

Eleven administrative staff members from HAI's field offices in Mozambique, Sudan, and Timor-Leste will visit the headquarters office and meet with the Seattle administrative team for a workshop on August 13-17. Director of Headquarters Operations Dan Chang will conduct the meetings. He said the theme for the workshop is "Organizational Renewal for Change and Growth."

Rapid expansion in programs is pushing administrative staff to rethink systems to keep pace with HAI's growth. In addition to new staff positions and reorganization of administrative staff, particularly in Mozambique, HAI will be transitioning to a new financial information database, Serenic Navigator, which is being developed to provide

better efficiencies in accounting, budgeting, and grants management areas. A later phase will include a human resources component.

Workshop participants will receive an overview of the new system and some basic training. The system is slated to transition from Peachtree to Navigator beginning January 1, 2008, for Headquarters and three field offices in Mozambique. All other offices are scheduled to receive the new system in mid-2008.

The full week of meetings, social events, and sightseeing has required months of planning. For many of the visitors, this will be their first visit to the United States. For HAI, this is a milestone event: the first time that staff from all locations will meet each other, gain an under-

standing of the administrative challenges in each location, and have an opportunity to address issues to build better communications and community with the larger organization.

The visiting administrators include:
From Mozambique: *Maria Ana Chadreque Correia*, Manica Provincial Coordinator; *Luisa Falcao*, Nampula Administrator; *Susana Knip*, Beira Administrator; *Elsie Madeira*, Mozambique Country Administrator; *Marcelino Magaio*, Chimoio Accountant; *Ghislaine Mbelomasina*, Maputo Administrator; *Anifa Meno*, Beira Accountant; *Artur Saene*, Chimoio Administrator; *Nunes João Camacho Sampaio*, Sofala Provincial Coordinator
From Sudan: *Mahasin Yagoub*, Khartoum Administrator
From Timor-Leste: *Celio Alves*, Dili Administrator

CFAR and HAI Present OR One-Day Course at UW

The April issue of *Global Connections* highlighted HAI's operations research (OR) activities in our partner countries. With nearly twenty years of experience supporting and strengthening public-sector health systems based on data-driven decision-making, HAI has developed a wealth of understanding in the application of OR activities. In an effort to share this experience with individuals and organizations interested in OR, HAI is taking a leading role in the University of Washington's Center for AIDS Research (UW CFAR) Health Systems and Strategies Research Scientific Program.

On Friday, July 27, 2007, UW CFAR sponsored the second annual Operations Research Mini-Course. HAI led the effort in orga-

nizing and presenting this one-day course for program managers and researchers to learn more about the theory and methodology of operations research, particularly its use in HIV/STD programs in developing countries.

Nationally-recognized experts in health systems operations research, Eva Lee from the Georgia Institute of Technology's Center for Operations Research in Medicine and Healthcare and Bill Rodriguez from the William Jefferson Clinton Foundation joined speakers from HAI and the University of Washington for this exciting event.

Seventy-eight health care professionals from Africa, Asia, the Caribbean, South America, Europe, and North America attended this

free event featuring lectures on topics ranging from mathematical modeling and research methodologies to the challenge of implementing OR policy recommendations.

Based on the positive feedback received from course participants, the course can be described as successful, especially in introducing OR to a wider audience. In fact, the response was so encouraging that HAI course planners Mark Micek and Ben Stubbs intend to expand the course next year to include a second day to cover practical applications of OR. The positive response and growing interest in these topics indicate that HAI and the UW CFAR are filling an important need in international health systems improvement.



Employee Profile: Artur Gremu

Many of our employees in Mozambique are interested in learning English. One employee who started working for HAI in Beira with English-language fluency is Artur Gremu, the Data Manager in Sofala Province. We spoke to Artur on a recent trip to Beira.

How is it that you learned to speak English?

I received my secondary education in Malawi and then I spent two years in a teacher-training language program in Johannesburg, South Africa. When I moved to Beira I started teaching English.

Tell me about the work you do for HAI.

I started working in data entry with Dr. Mark Micek when he was involved in the MTCT-Plus program. I was entering all the clinical data for this program in Sofala Province. That was about five years ago.

Now I am the Data Manager and supervise four data entry staff in the Beira Day Hospital, and one at each of the following sites: Ponta Gea Health Centre, Dondo Rural Hospital, Nhamatanda, Rural Hospital, Caia

Health Centre and Marromeu District Hospital. We have many different sites collecting clinical data for all patients coming to the public clinics, but only a few have computers for data entry. The rest keep their data in manual systems that I collect at the individual sites. I compile all of this information into a monthly report to HAI and the Ministry of Health due at the beginning of the month.

Before the TARV expansion program to other sites we added 500-700 patients every month at Beira Central Hospital, but now the figures have dropped down to 350 to 400. The job is very challenging requiring both database skills and management skills. And data accuracy must be maintained. We currently have about 18,000 patients in Beira.

What do you enjoy about your job?

What I love about my job is it's challenging and complex. It's like a dustbin. (Laughs.) My job is to check if the right litter is in the right bin. It keeps me busy. It's not boring. Sometimes I leave the office and feel everything is in the right place. The next morning I find some of the queries can't



open because the database was fed with the wrong information and I have to fix it! The database is the only friend I talk to every day. (Laughs.)

What do you mean every day? Do you work on the weekends?

I used to work every day, but now I don't work every weekend. My working hours are 7:30 to 3:30 and now I go to school from 6:00 to 10:30. I am taking Statistics and Information Management at Pedagogic University.

What else would you like to tell us about yourself?

I am married and have a six-year-old son named Alvin. They live in Chimoio where my wife works as an administrative manager for Shoprite supermarket. I enjoy movies and football.

How often do you see your family? And is this type of arrangement typical in Mozambique for married couples to be separated because of job opportunities?

Before I decided to go to college, I used to see my family almost every fortnight. When lessons started last February, I was obliged to change since I needed to study on weekends with my classmates. For this reason I may not see them for three to four weeks, but I make sure we talk almost every day over the phone. Well, this is not typical for most Mozambicans, but I think the new generation is looking at things from a totally different angle. I

know at least two couples within HAI-Beira who are also sharing the same experience. The focus is not on us, but of course our children. So, it's not common to have married couples separated because of job opportunities, but this is gaining ground slowly.

What suggestions do you have to improve your database system?

At the very beginning the database was so big, but with time it has been adjusted to suit our present needs. I feel there is not much that can be done to improve the database itself. What we should look into is how we can train users to explore the database to its fullest extent. No matter how many queries or variables we add to the database, if users don't know how to fully utilize the database, it's not as effective.

What suggestions do you have to improve HAI?

Well, talking about HAI, I think it's a complex topic. As James (Pfeiffer) said in one of the meetings, we are growing so fast and we have to stand the pains. I feel each and every day we are forgetting some basics that brought us to where we are now. HAI needs qualified professionals in the right places. The same way it is trying to improve the quality of services provided by the ministry of health by providing scholarships for professional development, it should think of doing the same for its employees as a long-term investment.

More on Artur...

Mark Micek is HAI's technical advisor on HIV and operations research. Having worked closely with Artur, he had these comments:

Artur Gremu is a kind and hard-working person, and a tremendous asset to HAI and to the support of Ministry of Health HIV treatment expansion in Sofala Province. He initially worked in data entry and management in the Beira Day Hospital, but is now involved with data management and support for all new HIV treatment sites in Sofala Province. Joining the HAI team in 2002, he is now the most experienced person on the data team and has a unique understanding of the historical evolution of HIV-related data systems.

Over the years, his continuous curiosity to learn more about databases and data management has increased his proficiency to the point where he has defined himself as an expert in managing the data of the Mozambique HIV care system and the Day Hospital databases. His efforts have led to better utilization of data from computerized databases where they exist, and better quality of data collection and reporting in new ARV expansion sites.

HAI's Vision & Mission

Our Vision is a just world that promotes health and well-being, including universal access to quality health care.

Our Mission is to support the development of policies that foster social and economic equity for all with a focus on public-sector health systems and a progressive realization of the right to health.

Please contact us with your comments, questions and suggestions:

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