



CARE 2 COMMUNITIES



**Delivering High-Quality,
Sustainable Primary Care
to the People of Haiti**



ACHIEVEMENTS:

- ✓ Served over 50,000 total patient visits
- ✓ Reached 90% cost-recovery at each business unit (and growing)
- ✓ Achieved 96% patient satisfaction rating
- ✓ Increased patient savings by 20% compared to market rates
- ✓ Received recognition from Yunus Social Business (Haiti) and the Center for Health Market Innovations (Washington, DC)
- ✓ Awarded the Henry Schein Cares Silver Medal for excellence in expanding access to health care for the underserved

C2C'S MODEL: INNOVATING FOR IMPACT

C2C formalized a public-private partnership (PPP) with the Haitian Ministry of Health to rehabilitate the government's community clinic network. We have launched our model in the northern region of Haiti and currently have 5 operational clinic sites serving a catchment area of over 250,000 people.

This innovative model reduces the cost to the consumer and increases quality higher than baseline government quality rankings. Notably, C2C's model transforms the clinic into a viable social business.

We provide a combination of technical and management support, centralized operations, and rigorous benchmarking and evaluation to ensure that clinics are transformed into centers of excellence. The key features of the C2C clinic model include:

- **Public-Private Partnership**
- **One Stop Shop**
- **Financial Sustainability**
- **On-site Consultation, Laboratory, and Pharmacy**
- **Haitian Staff**
- **Local Supply Chain**
- **Electronic Medical Records**

HIGHLIGHTS

Primary Care

In poor countries like Haiti, the major causes of death and disability are treatable, preventable illnesses. The need for accessible, affordable primary care is urgent. Primary care interventions address health problems before they become catastrophic and expensive health events, saving money for poor families in the long run. Research from the World Bank has shown that interventions at the primary care level are able to address 90% of community health care demands.

Public-Private Partnership

C2C has a public-private partnership (PPP) with the Haitian Ministry of Health to rehabilitate the government's community clinic network. This model leverages the existing resources of the Ministry and rehabilitates the operational systems that are necessary for high-quality primary care: inventory and supply chain, financial management, HR, technology and medical records, staff training, and community health and education.

One Stop Shop

Through C2C's "One Stop Shop" care delivery model, patients receive a clinical consultation with a physician, an on-site laboratory, and an on-site pharmacy, all in one location and in the same visit. We focus on provide patient-centered, quality-assured care, which is why C2C clinics are staffed by Haitian clinicians – nurses, assistant nurses, lab technicians, and physicians – and we manage patient care and population health through our customized electronic medical record system.

C2C 2020 GOALS:

HEALTH ACCESS

Ensure that low-income families have access to the health services they need to live healthy, productive lives

Open 6 additional clinics in the North and a new department in Haiti

Reach over 50,000 people across the clinic network annually

HEALTH OUTCOMES

Demonstrate that a community clinic model can have a measurable impact on the health outcomes of a community

Achieve measurable gains for the early detection and treatment of common illnesses in C2C catchment areas

Extend clinic-based services to reach patients in their community

FINANCIAL SUSTAINABILITY

Prove that a community clinic model can be a financially sustainable enterprise, serving families in perpetuity

Reach 100% cost recovery at C2C clinics

Demonstrate that a network of clinics maximizes the timeline to unit break-even