



## HEAL Initiative Rotating Fellow Role Description

**Position title:** Primary Care Health Systems HEAL Fellow

**Organization:** Musso, Mali

Musso is a rapidly growing global health organization, committed that no one should die waiting for health care. We believe that every person has the right to access health care, and we are committed to designing health care systems to make that right a reality. Our team focuses on how *redesigning* health care systems can improve health outcomes by reaching patients with the right care earlier in the course of their illness—beginning by doorstep care delivered by professional proactive Community Health Workers (CHWs), integrated into quality care at primary care centers and hospitals, without user fees. Musso has spent the past decade partnering with Mali's Ministry of Health (MoH) to develop and iterate on our Proactive Care model. In February 2019, the President of Mali committed to a bold national health care reform scaling up some of the principles we have piloted together, so as to remake the country's health care system at the community and the health center level for Mali's 19 million people.

In addition to providing technical support to Mali's MoH for designing and delivering national healthcare reform, Musso currently works in partnership with Mali's MoH to directly provide proactive free health care to 350,000 patients via 381 CHWs and across nine primary health care centers, two mobile clinics, and two district hospitals in peri-urban and rural Mali. We embed rigorous academic research and strategic advocacy to identify and share strategies that can accelerate global efforts for child survival, maternal health, and universal health coverage. We have an academic base at UCSF, and collaborate closely with researchers at Mali's University of Bamako Medical School, UC Berkeley, the National Institute of Health, and the London School of Hygiene and Tropical Medicine.

**Department:**

- 1) **Learning and Innovations Team at Musso:** this team includes two general practitioner (GP) physicians including department director and a clinical training and innovations assistant, training manager and tech innovations manager, and training assistants
- 2) **Medical team at Yirimadjo Community Health Center:** a peri-urban public community health center (CSCOM) providing care to about 200,000 people through a partnership between Musso and Mali's MoH. The CSCOM evaluates more than 100 patients/ daily for urgent care and routine visits, and has an inpatient observation unit for stays <24 hours, as well as a wound care unit, pre and postnatal care, labor and delivery and postpartum unit (more than 3,500 deliveries/year), family planning unit, vaccination unit, and inpatient/outpatient malnutrition treatment unit. It is staffed by GP physicians, a part time OB/GYN, midwives, nurse practitioners, nurses, medical assistants, an ultrasound tech, GP interns, and medical and midwifery students.

**About the Position**

Primary Care Health Systems Fellows play a critical role on the Musso team, working at the juncture of health systems design and clinical quality improvement. The Musso Learning and Innovations team translates our ongoing research findings into changes to improve the design of the health system and increase our impact on population-level health outcomes. HEAL fellows spend about 50% of their time supporting this team's development of best practices, clinical protocols and new clinical initiatives and refining existing clinical care delivery to improve quality, coverage, and timeliness of care. HEAL Fellows spend another about 30% of their time supporting full-time Malian staff as clinical educators, working with them on continuing medical education and clinical quality improvement initiatives. They spend the remaining 20% of their time integrating into the clinical team at one of the primary care

centers to work alongside providers so as to identify their priorities as well as opportunities for quality improvement and clinical mentorship. HEAL fellows participate in clinical teaching activities, rounds, outpatient clinic and depending in the fellow's interests in one or more of the health center units. HEAL fellows do not provide direct patient care—the focus is to improve the healthcare delivery system and to develop Malian clinician capacity. All our work and research happens in partnership with the Malian MoH, so that results can directly inform and shape national health policy.

In addition to the medical education, quality improvement, and clinical mentorship described above, the fellowship year usually focuses on one or two specific health systems projects that are tailored to the fellow's skills and interests and the organization's needs during the fellowship year.

Examples of health systems projects prior fellows have assisted with or future fellows could support:

- Creating a primary care provider training manual about antimicrobial resistance and rational prescribing practices, and assisting with provider training and continuous quality improvement for evidence-based antimicrobial stewardship.
- Developing clinical and referral protocols for a new community-based tuberculosis screening and treatment program spearheaded by CHWs and based on best practices and international and national recommendations.
- Developing a CHW and CHW Supervisor accreditation program for national scale up including building scenario-based accreditation exams informed by international best practices.
- Developing scalable pediatric and adult clinical protocols for detecting and treating hypoxemia at the community level. This includes protocols for indications for and utilization of supplemental oxygen via solar powered concentrators in a rural community health center as well as during emergency transport from village to health center and from health center to district hospital. Includes creating clinical training materials for supplemental oxygen use in this setting, assisting with training of trainers, troubleshooting implementation challenges.
- Developing scalable protocols for use of hypovolemic shock garments for obstetrical hemorrhage in rural community health centers, coordinating foundational training for rural obstetrical providers with UCSF Safe Motherhood team, developing systems for quality assurance and ongoing clinical supervision in collaboration with local MoH partners.
- Developing a system for GP and nurse practitioner training, supervision, and referral for psychological first aid and treatment of moderate/severe mental illness in a rural zone experiencing acute interethnic violence. Working with local mental healthcare team and international advisors/mentors to develop clinical protocols and recommendations for type of treatment, site of care, type of provider based on best practices and international guidelines adapted to local context.
- Collaborating with technology innovations team and clinical teams to improve primary care electronic medical record system so as to improve user experience, increase documentation quality, and permit tracking of clinical indicators to support clinical quality improvement goals.

#### **Job Requirements and Key Qualifications:**

- By 1 July 2019 applicants must have completed residency training at a US-based residency program
- Preferences will be given to those who trained in Family Medicine, Med-Peds, Pediatrics, or Internal Medicine
- Proficiency in French required
- Ability to go in listening, with humility, in a spirit of solidarity and service, through a partnerships approach required
- Experience with quality improvement, health care delivery systems, or clinical teaching/training is a plus

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- Ability to conduct literature reviews to answer focused programmatic, clinical, or health systems questions
- Excellent cross-cultural communications skills
- Adaptability, patience and a sense of humor
- Resilience and grit; the ability to persevere in the face of challenges
- Capacity to self-manage time and deliver consistently, with quality, on deadline

### **HEAL Initiative**

The HEAL Initiative aims to train and support health providers to thrive in hard places by fostering a community of front line health professionals dedicated to serving the underserved. HEAL is an immersive two-year fellowship dedicated to health equity and catalyzing life experience serving underserved.