

# Pursuing Our PURPOSE




Heart to Heart  
INTERNATIONAL 



Helping all people  
live healthy lives

Increasing Healthcare Access,  
Capacity and Quality – Haiti

Haiti  May/June 2013

# Program Overview

*The Volunteer Service Trip (VST) program was introduced in 2005 and is just one example of how BD associates worldwide are pursuing our corporate purpose “Helping all people live healthy lives.”*

The VST Program sends teams of BD associates to developing countries to help build local healthcare capacity through training, education, health, laboratory services and construction.

BD began planning its fifth VST after the 2010 earthquake in Haiti. BD partnered with Heart-to-Heart International (HHI), to support their efforts to improve the already-fragile healthcare system. Together they designed a three-year program to leverage the medical expertise of BD associates with the in-country knowledge of Heart-to-Heart's staff that would “build back better” healthcare for Haitians in the remote Southeast region.

# Program Highlights

- Enables employees to live our company purpose of *Helping All People Live Healthy Lives*
- Builds global, cultural awareness for BD employees
- BD investment:
  - Lab equipment, instruments and consumables valued at \$780k
  - Cash contributions \$2 million (**seems high to me**)
  - 67 BD volunteers representing 27 countries
  - Pro bono and other volunteers' time valued at \$317,000
- *Better health outcomes for 250,000 people over four years...priceless*



# What Does BD Measure?

## *Impacts!*

While BD's metrics focus is on measuring what we give...

... we place more emphasis on assessing what we achieve



**Let us be measured by not what we give but what we achieve!**

# Program Impacts

## Primary Healthcare Providers

- \* Increased number of patients treated
- \* Patients educated on 12 public health topics
- \* Enhanced medical support to remote populations rarely served
- \* Education exchange Haitian medical professionals



## Community Health Worker Trainers

- \* **215 trained Community Health Workers** in remote SE mountains where access to health services is limited
- \* Communities now equipped to address health issues such as Cholera, water, sanitation and hygiene (WASH), pregnancy and childbirth
- \* Integrated native Haitians as trainers
- \* Training has resulted in jobs for **over 60 trainees**



# Program Impacts



## Laboratory Trainers

- \* Developed Haiti partner network
- \* Development of formalized Laboratory Management training program
- \* Haitian Lab Technologists from different facilities now work together to raise the level of lab services in Haiti
- \* 247 Haitian laboratory managers trained on **WHO Laboratory Standards**
- \* 80 Haiti laboratories/hospitals **working toward WHO accreditation**
- \* Established formalized audit system
- \* WHO Laboratory Standards audit showed improvement from **6% of Standards** to a range of **53%-77% in year one.**
- \* Formation of Haiti Clinical Laboratory Managers Association (CLMA) chapter lead by Haitians



# Program Impacts

## Infrastructure Support – Construction

Opening of permanent community clinic in  
Plac I Or



NEW laboratories built and entirely outfitted in  
the community of Port-au-Prince & Leogane  
*(only laboratories servicing these areas)*

Renovations to volunteer dorms to provide  
safe and comfortable housing enabling future  
volunteer efforts.

**Designated spaces for training and demos**

New climate controlled depot



# Program IMPACTS

## Monitoring & Evaluation

\* MPH University of California, Davis conducted in depth study on Laboratory Training

\*Lehigh University Global Health department professors and students develop and conduct evaluation of HCW training

\*Professor Global Health Lehigh University created and conducted Cultural Competency to BD VST volunteers





# Challenges/Lessons Learned

- Orientation for global employees
- Cultural Differences
- Corporate risk, security and compliance concerns
- Ensuring safety of volunteers and NGO staff
- Transportation in rural areas
- Adding value to Govt. plan for country health (Natl. Lab)
- Importance of buy in and approval from local officials
- Input from local participants in training development
- Finding adequate space to conduct large group training
- Participant logistics
- Backup and Evacuation Plan

# Collaborations



# BD VST History



**Direct Relief**  
Deliver a world of good.



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**Heart to Heart**  
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*Working for a healthier PNG*