



Muso Diligence Trip Report Abidjan and the district of Adzope September 19-21, 2022

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Executive Summary

The FP team visited the Muso country office in Abidjan and Muso's pilot site in Diape in the district of Adzope. The Diape visit included a visit to Muso's Adzope office, a health clinic rehabilitated by Muso, a courtesy visit to the Diape chiefdom, and shadowing of CHW and CHW supervisor home visits. The Abidjan visit included meetings with Muso staff and the directors of the Community Health Department.

Background

This is FP's second Muso field visit, the first was in March 2020 to visit Muso's Proactive Care sites in Bamako, Mali before Muso became an FP program partner. The Proactive Care model uses Muso trained/paid Community Health Workers (CHWs) to search for patients door-to-door, provide a package of health services in the home, and as needed accompany patients to quickly access quality clinical care without fees (these are covered by Muso) at government clinics (to which Muso provides support such as additional capacity/training and facility rehabilitation). Muso trained/paid dedicated supervisors provide groups of CHWs with tailored performance management to improve speed, quality, and coverage of care. After 15 years in Mali, Muso is expanding to Cote d'Ivoire with the support of FP/Muso's \$3 million 2:1 2022-2023 matching campaign. The campaign is providing inaugural funding to launch and scale Muso's proven Proactive Care model to reach 250,000 patients at home and via 50 primary care centers in Madinani (~92,000 patients) and Adzope (~157,000 patients) districts, beginning with a pilot site in Diape, Adzope.



Home and clinic visits (Adzope)

- Key observations/concerns













Other Key Observations/Concerns

- Muso staff interaction
- Government relations
- Internal technical expertise
- Quality of care at government health centers

