



MINISTRE DE LA SANTE PUBLIQUE  
HYGIENE ET PREVENTION



MINISTRE DE LA SANTE PUBLIQUE  
HYGIENE ET PREVENTION  
SECRETARIAT GENERAL  
UNITE DE GESTION DE PROGRAMMES ET DE PROJETS  
UG-PDSS



**PDSS**  
PROJET DE DEVELOPPEMENT DU SYSTEME DE SANTE

# HEALTH SYSTEM STRENGTHENING AND CONSOLIDATION OF PROGRESS ACHIEVED





## LIST OF ABBREVIATIONS AND ACRONYMS USED

BM	:	World Bank
CD	:	Division Head
CS	:	Health Center
CSR	:	Reference Health Center
CMR	:	Multisectoral Response Committee
DPS	:	Provincial Division of Health
DNDI	:	Drugs for Neglected Diseases initiative
EUP	:	Public Utility Establishment
FOSA	:	Health Facility
FBP	:	Performance-Based Financing
HGR	:	General Referral Hospital
INRB	:	National Institute of Biomedical Research
IDA	:	International Development Association
IRM	:	Magnetic Resonance Imaging
LAPHAKI	:	National Quality Control Laboratory for Medicines
MinSHP	:	Ministry of Public Health, Hygiene and Prevention
MCZS	:	Chief Medical Officer of the Health Zone
NAC	:	Community-Based Nutrition
WHO	:	World Health Organization
ODP	:	Project Development Objective
PNSR	:	National Reproductive Health Program
PNSA	:	National Adolescent Health Program
PDSS	:	Health System Development Project
PANSS	:	National Health Security Action Plan
PNDS	:	National Health Development Plan
RECO	:	Community Relays
DRC	:	Democratic Republic of Congo
IHR	:	International Health Regulations
SMI	:	Maternal and Child Health
SG	:	General Secretariat
SRMNEA NUT	:	Sexual, Reproductive, Maternal, Newborn, Child and Adolescent Health and Nutrition
THA	:	African Human Trypanosomiasis
UG-PDSS	:	Health System Development Program Management Unit
ZS	:	Health Zone

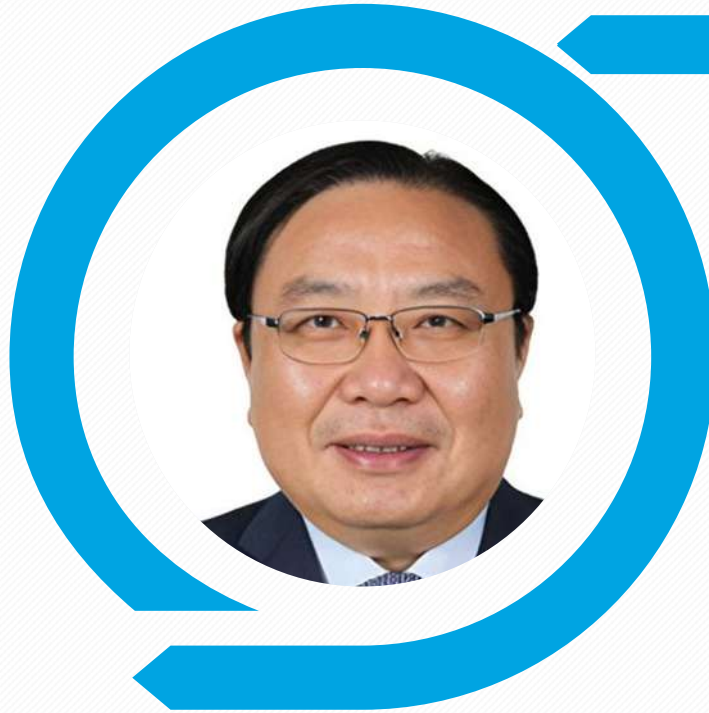


As the Minister of Public Health, Hygiene and Prevention, I am proud to present this review which highlights the exceptional successes of the Health System Development Project (PDSS). Thanks to the collective commitment of our dedicated teams and our engaged partners, we have made significant strides in improving access to healthcare and the quality of services, positively impacting millions of people in the Democratic Republic of Congo.

This review demonstrates our determination to push boundaries, inspire change, and make a real difference in the lives of the Congolese population. Each article reflects the tireless work of our teams who have carried out exemplary rehabilitations, implemented bold financial innovations, trained health workers, and mobilized the community for the success of the Universal Health Coverage championed by His Excellency, President Felix Antoine Tshisekedi.

Despite the persistent challenges in terms of equipment, human resources, and access to care, we have a responsibility to find sustainable solutions. With the clear vision of the Head of State, well-developed programs, and a well-established plan, we are not allowed to fail. I invite you to discover in these pages the remarkable achievements of the various projects that benefit from the financial support of our partner, the World Bank, which are the testimonies of our commitment to serve the Congolese population.

**Dr. MULAMBA KAMBA Roger**  
Minister of Public Health, Hygiene and Prevention



We signed this project back in 2016, and it has been completed this year. I'm very pleased to see the impact, the concrete results of this project implementation.

You know that, through this project, we financed the health service facilities, the procurement of more than equipments , and other things in many provinces,12 provinces. So in the whole country, we see the very successful results of this project. I can see how the beneficiaries, are very happy with the high quality of health services, free, the kind of health services like maternal, child, and other health-related services. So in the coming days, the question is how we can further support the country for more of this kind of health service, and how to improve the system.

Just one word in the coming days, we will continue to use IDA money, (International Development Association), very concessional money to support human capital development, including support for projects in the health sector, education, social protection, and others.

**Wencai ZHANG**

Managing Director and World Bank Group



On behalf of the Ministry of Public Health, Hygiene and Prevention, we are proud to present this review highlighting the exceptional successes of the Health System Development Project (PDSS). Through our collective commitment, we have made significant strides in improving access to healthcare and the quality of services, positively impacting millions of people in the Democratic Republic of Congo. This review is a testament to our determination to push boundaries, inspire change, and make a real difference in the lives of the Congolese population.

I invite you to dive into these captivating pages, where each article reflects the tireless work of our dedicated teams and our engaged partners. Together, we have carried out exemplary rehabilitations, implemented bold financial innovations, trained health workers, and mobilized the community.

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**Dr. Sylvain YUMA RAMAZANI**  
Secretary General for Health



This review is a showcase of our joint journey towards universal health coverage in the DRC. It testifies to our unwavering determination to push the boundaries, to catalyze change, and to significantly improve the lives of millions of people.

Each article presented in this review is the result of the collective efforts of the Government of the Republic and the World Bank, a committed financial and technical partner, who have contributed significantly to the success of the various project interventions. These articles explore the different facets of the project, from bold financial innovations to exemplary rehabilitations of health facilities, as well as the training of health workers and the inspiring community engagement.

I warmly invite you to discover these exceptional achievements and to be deeply moved by the powerful and lasting impact of the PDSS on the health of the Congolese population.

**Dr Dominique BAABO**  
PDSS Coordinator

The Democratic Republic of the Congo has set itself several challenges to overcome. With its partners in the health sector, the country has met some of these challenges efficiently, particularly in terms of care provision in the furthest reaches of its territory.

In 2016, the Health System Development Program (PDSS) was launched with the support of World Bank financing, within the Ministry of Health, which provides support for the implementation of the National Health Development Plan and effectively ensures strategic purchasing for services in quantity and quality within the framework of Universal Health Coverage (UHC) in the DRC for a period of 5 years (Financing Agreement signed in January 2015, entered into force in May 2016, closing on December 31, 2021, the project is extended by 30 months, so June 30, 2024. For a total coverage of 32,637,178 inhabitants.

The project development objective is to improve the utilization and quality of maternal and child health services in the targeted areas of the borrower's territory and provide an immediate and effective response to an eligible crisis or emergency.

## Financing of the Project: \$714.53 million

The PDSS Project has set the primary objective of contributing to the improvement of the utilization and quality of maternal and child health services. Its target population includes mothers, children, and adolescents. This project covers 13 provinces of the Democratic Republic of the Congo: Mongala, Mai-Ndombe, Sud Ubangi, Tshuapa, Maniema, Kwilu, Kwango, Lualaba, Haut Katanga, Haut Lomami, Equateur, North Kivu, and the city province of Kinshasa.;

### Component 1

Improve the utilization and quality of health services in health facilities through results-based financing.

### Component 2

Improve governance, support, and strengthening of the health administration services through results-based financing.



### Component 3

Component 3: Strengthen the performance of the health system - health financing and policy through impact studies, trainings (Universal Health Coverage), workshops (Universal Health Coverage.....

### Component 4

Component 4: Strengthen Epidemiological Surveillance (Epidemic Control)

# THE MAIN LINES



1

## COMPREHENSIVE REHABILITATION OF HEALTH CARE FACILITIES

Completion of the comprehensive rehabilitation of 176 Health Care Facilities across 10 provinces of the DRC

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## MEDICAL EQUIPMENT AND SUPPLIES FOR OVER 2,190 HEALTH CARE FACILITIES

Procurement and Provision of Medical Equipment and Supplies (in the form of kits comprising consultation tables, operating tables, delivery tables, microscopes, adult scales, baby scales, surgical kits, delivery kits, ultrasound machines, etc.) to Health Facilities distributed across 11 provinces of the Democratic Republic of Congo, supported by the government through financing from the World Bank.

2



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3

## EQUIPMENT FOR BLOOD TRANSFUSION SAFETY

Procurement and Provision of Equipment and Supplies for Blood Transfusion Safety (in the form of refrigerators, coolers, freezers, deep freezers, blenders, blood bags, etc.) to Health Facilities (Provincial Blood Transfusion Centers, General Reference Hospitals, Health Zone Referral Centers) distributed across 11 provinces.

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## SOLAR POWER INSTALLATIONS

4

Solarization of 613 Health Facilities with the installation of solar power kits.

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5

**FREE HEALTHCARE SERVICES FOR WAR-DISPLACED POPULATIONS IN RWANGUBA**

Subsidization of free healthcare for war-displaced persons in the Rwanguba Health Zone, which facilitated the provision of free care for the 318,000 inhabitants in this health zone.

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**HUMAN RESOURCES**

6

Resources Management in the Health Sector in the Democratic Republic of Congo: The Government and Partners are Mobilizing to Provide Pragmatic Solutions.



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**CALL CENTER**

Whether you are a citizen or a healthcare professional, you can now express your complaints, ask questions, or request general health information with ease.

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**SAFEGUARDING AND COMBATING**

8

The UG-PDSS addressing the challenges of gender equality and combating sexual exploitation, abuse, and harassment



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# EXPERIENCES AND INNOVATIONS



The PDSS has introduced several significant innovations in the health sector in the DRC.

## 01 STRATEGIC PURCHASING: PERFORMANCE-BASED FINANCING (PBF)

The PDSS has established a performance-based financing (PBF) mechanism, which has enabled access to care for 30% of the population. through the introduction of flat-rate tariffs, financial barriers have been reduced, thereby facilitating access to healthcare services.

## 02 FREE CHILDBIRTH SERVICES

In 11 provinces of the country, the PDSS launched free childbirth services in 2021. this has eliminated the financial barrier for pregnant women, enabling them to deliver in safe healthcare facilities.

## 03 IMPROVING HEALTHCARE QUALITY

The PDSS has rehabilitated approximately 300 care facilities through grants. furthermore, a decentralized approach at the provincial level has enabled the rehabilitation of 176 healthcare facilities. in addition, 1,592 care facilities have been equipped with medical equipment, thus promoting better patient care. solar kits have also been installed in 113 care facilities to ensure reliable electricity supply.

## 04 PUBLIC-PRIVATE PARTNERSHIP: PHARMACEUTICAL SUPPLY

Through a public-private partnership and a 20% grant, a availability of over 95% of medicines has been observed in healthcare facilities. this has contributed to improving access to medicines for the population.

## 05 HEALTH WORKFORCE CAPACITY BUILDING

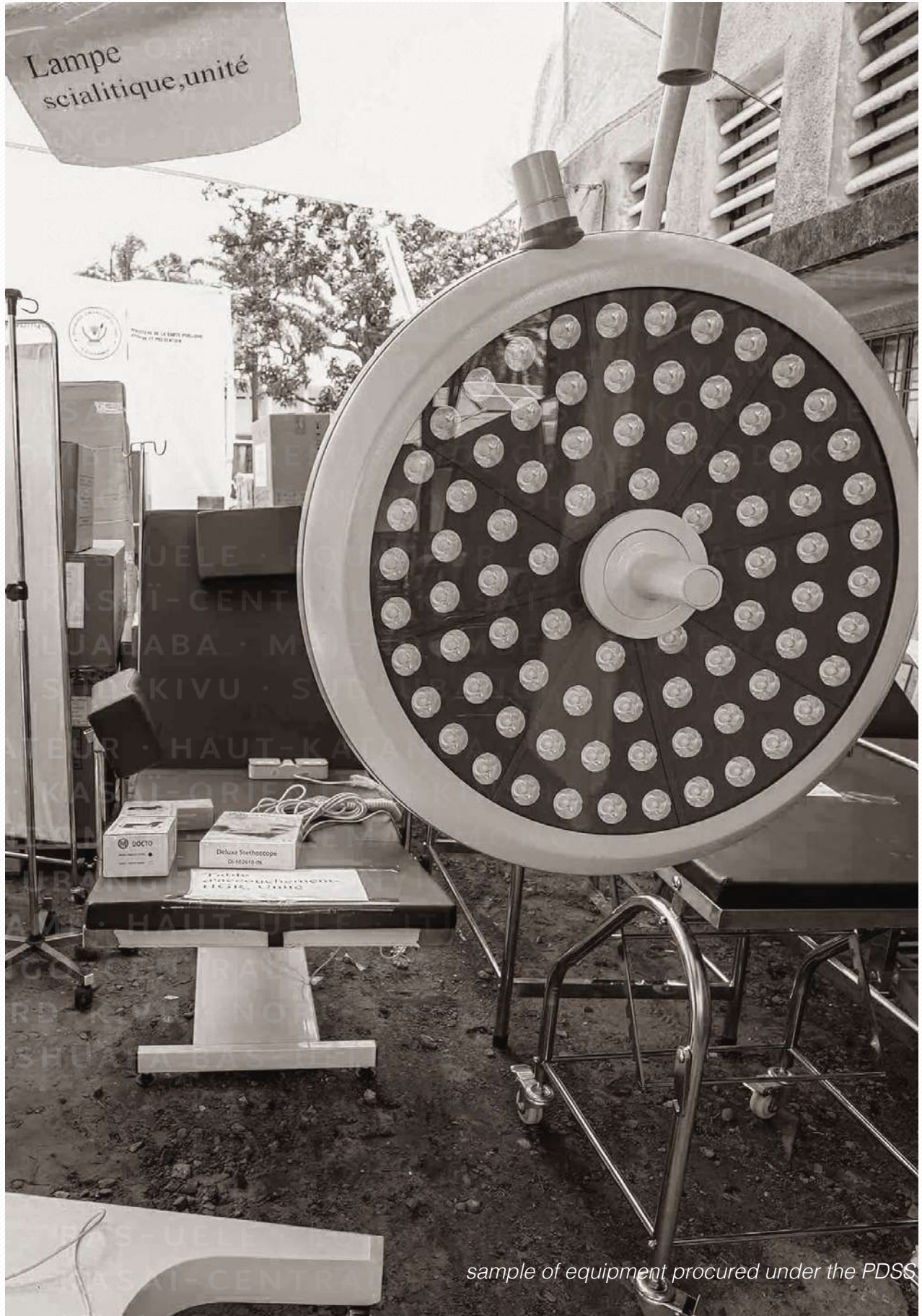
The PDSS has strengthened thousands of health workers through training, which has helped to improve their skills and capacity to provide quality care.

## 06 COMMUNITY ENGAGEMENT AND PARTICI-

The PDSS has integrated community participation by incorporating their suggestions through community verification. this has enabled the involvement of local communities in the implementation of the project.

## 07 KNOWLEDGE MANAGEMENT AND EXPERI-

The PDSS has capitalized on and documented its experience, making its knowledge available to the health sector. this approach promotes the dissemination of good practices and contributes to the continuous improvement of healthcare.



sample of equipment procured under the PDSS



# COMPREHENSIVE REHABILITATION OF 176 HEALTH FACILITIES

The Congolese Government and the World Bank, through the UG-PDSS/PUARP-COVID19, are strengthening the healthcare system of the DRC by improving the management of patients suffering from respiratory insufficiency

**T**he Congolese government, in collaboration with the World Bank, has undertaken the rehabilitation of 176 health facilities across 10 provinces of the country. This initiative aims to improve medical infrastructure, creating environments conducive to the management of patients suffering from respiratory insufficiency and other infections.

Comprehensive rehabilitation of 176 health facilities in the DRC





## Améliorer la qualité des services de santé !

Bâtissant sur les leçons apprises de l'achat des services au niveau des prestataires dans le cadre du Projet de Développement du Système de santé (PDSS),

**Une approche d'appui aux investissements a été mise en oeuvre pour booster la qualité des services de santé offerts par les formations sanitaires dans les zones de santé cibles à travers l'allocation d'une unité d'investissement ou un bonus d'amélioration de la qualité.**





## PROGRESS OF HEALTH FACILITY REHABILITATIONS IN THE TARGET PROVINCES OF THE HEALTH SYSTEM DEVELOPMENT PROJECT (PDSS)

PROVINCE	NUMBER OF TARGETED
KINSHASA	14
NORTH KIVU	33
TSHUAPA	14
SOUTH-UBANGI	28
MONGALA	32
UPPER KATANGA	12
LUALABA	9
UPPER LOMAMI	11
KWANGO	16
MAINDOMBE	6
<b>TOTAL</b>	<b>176</b>

PROVINCES	HEALTH ZONES	N°	NAMES OF HEALTH FACILITIES			
<b>KINSHASA</b>	MASINA 2	1	CS KIMBELA			
	KISENSO	2	CS REGIDESO			
		3	CS LIBERATION			
		4	HGR D'ETAT DE KISENSO/MATER-NITE			
		5	CS BETHANIE			
	KINGASANI	6	CS SAINT PAUL			
	KIKIMI	7	CS NGAMPANI			
		8	CS CITÉ DE L'ESPOIR			
	KIMBANSEKE	9	CS MIKONDO			
		10	CS BOSAWA			
	MALUKU 1	11	HGR PIERRE FOKOM			
		12	CS BASUKU			
		13	CS MONACO			
		14	HGR MALUKU/MATERNITE			
<b>NORTH KIVU</b>	BENI	1	CS SAYO			
		2	CS MABOLIO			
		3	CS NGONGOLIO			
	BUTEMBO	4	HGR KITATUMBA			
		5	CS MUNZAMBAYE			
		6	CS VUTIKE			
		7	CS VUVATSI			
	KATWA	8	HGR KATWA			
		9	CS MUCHANGA			
		10	CS VUHIKA			
	KALUNGUTA	11	CS KIVIKA			
		12	CS MBILINGA			
		13	CS KALUNGUTA			
		14	CS KASEBERE			
	ALIMBONGO	15	VUTSOROVIA			
		16	CS LUNYASENGE			
		17	CS MASIKA			
	LUBERO	18	CS BUNYAKONDOMI			
		19	CS MUBANA			
	KAYNA	20	CS KIVIRIRI			
		21	HGR KAYNA			
		22	CS MIHGOBWE			
		23	CS KATERO			
		24	CS ITSU			
	MABALAKO	25	HGR MABALAKO			
		26	CS BUHUMBANI			
		27	CS MALESE			
	KIROTSHE	28	CS METAL			
		29	CS KADUKI			
		30	CS KYABONDO			
	NYIRAGONGO	31	CSR KIZIBA			
		32	CR RUSAYO			
		33	BUREAU IPS NORD-KIVU			

<b>TSHUAPA</b>	BOENDE	1	HGR BOENDE/6 PAVILLONS
		2	CSR MARIE LOUISE
		3	CS CDCC
		4	CS KIMBANGU
		5	CLINIQUE BOENDE
	BEFALE	6	CSR BOONYA
	BOKUNGU	7	CS PILOTE LENDISA
	YALIFAFU	8	CSR YANGAMBO
	DJOLU	9	CS PILOTE YAICALA
	IKELA	10	CS BOYOMBO
	LINGOMO	11	HGR LINGOMO/PAVILLON MATER- NITE
	MOMPONO	12	HGR MOMPONO/PAVILLON MATER- NITE
	MONDOMBE	13	HGR MONDOMBE/PAVILLON PEDIA- TRIE
	MONKOTO	14	HGR MONKOTO/PAVILLON MATER- NITE
<b>SOUTH- UBANGI</b>	GEMENA	1	CLINIQUE /HGR GEMENA
		2	CS VILLE /MATERNITE
		3	CS MONT NGILA /MATERNITE
		4	CS BODIAWA/METERNITE
		5	CS BOYAMBI
	ZONGO	6	HGR ZONGO_PAVILLON CHIRURGIE
	KUNGU	7	HGR KUNGU_PAVILLON MATERNITE
	BUDJALA	8	CH YAKAMBA _MATERNITE
	BULU	9	CS AKULA
		10	CS KUMA_MATERNITE
	BOMINENGE	11	CS BODANGO
	NDAGE	12	CS BONZA 3
	MBAYA	13	CS PILOTE MBAYA
	BOGOSE	14	CS BOGOSE KONU
	TANDALA	15	CS BOMBAKABO
	BANGOBOLA	16	CS MUSA
LIBENGE	17	CS NDUMA	
BOTO	18	CS BOZENE	
<b>MONGALA</b>	BINGA	1	CS R5 DIOBO
		2	CS R8 KINSHASA
	BOSO MANZI	3	CS BINGA
	BUMBA	4	CS MANGONDO
		5	CS DAMAS
		6	CS NOTRE DAME
	LISALA	7	CS BOSO KULUKI 2
		8	CS MAKOMU
		9	HGR LISALA (LABO, CLOTURE, URG)
		10	CS HGR LISALA
		11	CH ANGENGA (LABO &MATERNITE)
	LOLO	12	CS BOKATA
	YAMONGILI	13	CS BONGOLU
		14	CS MALEKESA
	BOSONDJO	15	CS MONGANA
	PIMU	16	CS NGONZI RIVE



<b>UPPER KATANGA</b>	ZS KAFUBU	1	CSR ADRA 41
	ZS KASENGA	2	CS KINIKA
	ZS KASHOBWE	3	CS KAINDU
		4	CS LUKEKA
	ZS KILWA	5	CS KABANGU
		6	CS KYAKA
	ZS KIPUSHI	7	CSR BETTY
		8	CS LUMWANA
	ZS LUKAFU	9	CSR LUBANDA
	PWETO	10	HGR KATABE
	ZS SAKANIA	11	CS KATALA
		12	CSR KASUMBALESA DOUANE
<b>LUALABA</b>	ZS BUNKENYA	1	CS KIKOBE
	ZS SANDOA	2	CS SWANAMUME
	DILOLO	3	CS MUWEMA
	KANZENZE	4	CS TSHALA
		5	CS KAMOA
	KASAJI	6	CS MWENEKULA
		7	CS DE LA MISSION
	LUALABA	8	CS MUSOMPO
	LUBUDI	9	CS KANSENIA GARE
<b>UPPER LOMAMI</b>	ZS BUKAMA	1	CS KISANGA WA BYONI
	ZS KABONGO	2	CS NSELE
	ZS KAMINA	3	HGR KAMINA
		4	CS KINKUNKI
	ZS KINDA	5	HGR KAYAMBA
	ZS KINKONDJA	6	HGR KINDA
	ZS KITENGE	7	CS KIPAMBA 4
	ZS SONGA	8	HGR KITENGE
	ZS MALEMBA	9	CS MUKO MUTUMBO
		10	CS KYAMAKANZA
	ZS KAYAMBA	11	CS LUNKAMVWE



## SUPPORT PROVIDED TO EACH REHABILITATED

Materials and equipment

Water well drilling

Solar power

# PROVINCE OF KINSHASA



**COMPREHENSIVE  
REHABILITATION**



# MALUKU GENERAL HOSPITAL



**BEFORE**

# KISENSO BOSAWA GENERAL REFERRAL HOSPITAL



## BOSAWA HEALTH CENTER



## REGIDESO STATE HEALTH CENTER



## BETHANIE HEALTH CENTER



## LIBERATION HEALTH CENTER



# SAINT PAUL HEALTH CENTER



# PROVINCE OF NORTH-KIVU



**KIZIBA  
HEALTH  
CENTER**

# KATERO HEALTH CENTER





## MABALAKO GENERAL REFERRAL



## GENERAL REFERRAL HOSPITAL



## MUCHANGA HEALTH CENTER



## SAIYO HEALTH CENTER



## BUHUMBANI HEALTH CENTER



## BAMALAKO GENERAL REFERRAL HOSPITAL



## PROVINCE OF KWANGO

### MBINDA TSEKE HEALTH CENTER



### KENGE GENERAL REFERRAL HOSPITAL



### BARRIÈRE HEALTH CENTER



### NZAMBA HEALTH CENTER



## SOUTH UBANGI PROVINCE

As part of the investments for South Ubangi Province, 28 health facilities are undergoing rehabilitation, of which 27 have been completed, and the completion of the last health facility is scheduled for no later than June 15, 2023. It is also planned to equip several health facilities with medical equipment and supplies, solar kits, and the drilling of water wells in five hospitals.



### COMPREHENSIVE REHABILITATION



### INAUGURATION OF SEVERAL HEALTH FACILITIES

# BOTO GENERAL REFERENCE HOSPITAL



**BEFORE**



## GEMENA CLINIC / GEMENA HEALTH ZONE



## MAWUYA CITY HEALTH CENTER



# YAKAMBA HEALTH CENTER

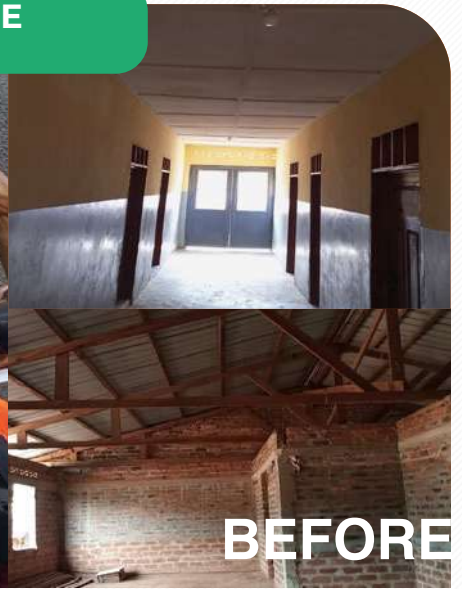


The construction of this building had been initiated by the Medical Director through subsidies from his management plan (approximately \$20,000); a \$59,500 quality improvement bonus was granted to continue and complete the works. The building is composed of a work room, a delivery room, an operating room with its annexes, a postpartum room, the midwife's office, and two toilets and showers. The total cost of the work is therefore \$79,500, fully financed by the World Bank.

A set of sheets, medical gowns, and various small materials were handed over by His Excellency the Minister, while awaiting the materials and equipment currently being acquired by the PDSS. It should be noted that this facility has also benefited from a solar power installation.



## GEMENA 3 HEALTH CENTER / GEMENA HEALTH ZONE



## KUMA HEALTH CENTER / BULU HEALTH ZONE





## VILLE HEALTH CENTER



## BODIANA HEALTH CENTER



# MBAYA HEALTH CENTER



*This health center, with a construction cost of \$90,500, was built in four months following a standard design that includes the essential facilities of a Health Center in accordance with the standards, including the maternity ward and annexes (2 latrines, 2 showers, a placenta pit, and an incinerator). A set of sheets, medical gowns, and various small materials were handed over by His Excellency the Minister, while awaiting the materials and equipment currently being acquired by the PDSS.*



# TESTIMONIALS



## Dr. Raoul RAZOBO

MBAYA HEALTH ZONE MEDICAL DIRECTOR / REHABILITATION

*“Well done to the World Bank for agreeing to take action, because in South Ubangi there are 16 health zones, and in these 16 health zones, there are areas where we had selected to build health centers. And we are among them; even though Mbaya, we are the smallest health zone. This is a joy! Imagine that it has been a year since we laid the first stone, and today with the PDSS project that His Excellency is piloting, we have built a modern health center in Mbaya, it is unique! It is a modern health center. So, we are delighted, myself as the medical director of the zone and the entire population of Mbaya. For my objective; to improve the health conditions of the population, we will achieve this with the health center that PDSS has built for us, which respects the standards of modernity.”*



## The population of MBAYA

BENEFICIARY OF THE MBAYA HEALTH CENTER REHABILITATION

*« As soon as I entered the health center, I was immediately impressed. It is well-constructed and well-equipped. I am filled with joy and I wish the best for our health center, because in the past, we were treated in cramped conditions.»*



## The population Of MBAYA

BENEFICIARY OF THE MBAYA HEALTH CENTER REHABILITATION

*« We thank the Minister in charge for thinking of us, the people of Mbaya. May God bless him even more, so that he can come back with new initiatives for us». (A young person)».*



## The population of MBAYA

BENEFICIARY OF THE MBAYA HEALTH CENTER REHABILITATION

*« our community did not have anything like this before. But today, our children, our grandchildren, and all our generations will benefit from this health center. I thank the PDSS for what they have done. All of us are grateful for all the projects that are part of the UG-PDSS». (A Father)*

# BONGBADA HEALTH CENTER



## MONT-GILA HEALTH CENTER



## YEMBONGO HEALTH CENTER



## EVECHE HEALTH CENTER



# NZULU HEALTH CENTER



## BOMILENGE MATERNITY HOSPITAL



## PEDIATRIC WARD AT BOGOSE GENERAL



## AKULA HEALTH CENTER



## BODANGO HEALTH CENTER/BOMINENGE



## BOMBAKABO HEALTH CENTER





# PROVINCE OF TSHUAPA

## BOENDE GENERAL REFERENCE HOSPITAL



# MARIE LOUISE 1 HEALTH CENTER



## PROVINCE OF UPPER KATANGA

### ADRA HEALTH CENTER



## PROVINCE OF LUALABA

### TSHALA HEALTH CENTER



# PROVINCE OF MAI-NDOMBE

## BOKORO GENERAL REFERENCE HOSPITAL



## INONGO GENERAL REFERENCE HOSPITAL /





## INAUGURATION OF THE BOKORO GENERAL REFERENCE HOSPITAL IN MAI-NDOMBE PROVINCE



# ACQUISITION AND PROVISION OF MEDICAL EQUIPMENT AND SUPPLIES



*It should be noted that the Ministry of Public Health, Hygiene and Prevention, through the PDSS, has just obtained medical equipment for more than 2,000 health centers. The large hospitals, health centers and maternity hospitals built as part of dans le cadre du PDL the*

As part of the Universal Health Coverage, the government has acquired a unprecedented batch of materials and equipment to strengthen 2,190 health facilities (Hospitals and Health Centers) with the financing of the Health System Development Project (PDSS) in order to strengthen the efficiency of the health system.

This batch includes more than 13,000 hospital beds, +2,000 delivery beds, +2,000 operating tables, + 600 ultrasound machines, microscopes, suction devices and several other basic equipment to enable health facilities to ensure quality of healthcare and patient well-being. And these materials will also equip the 176 health facilities that have been thoroughly rehabilitated by the PDSS.



*in 145 territories will benefit from this equipment in order to strengthen the health system. The distribution of this equipment will begin during this month.*

**Felix Antoine TSHISEKEDI**  
President of the Democratic Republic of the Congo



## LIST OF MATERIALS FOR EACH BENEFICIARY HEALTH CARE FACILITY

Names of items	Unit	Projected Quantity
Foot-operated suction device	Unit	1
Self-inflating balloon with mask set	Unit	1
Self-inflating balloon with mask set, adults	Unit	1
Bed basin, 1 per bed	Unit	1
Decontamination basin	Unit	4
Medical gown	Unit	1
Instrument box for deliveries/episiotomy (20x10x3 cm)	Unit	2
Vaginal speculum box	Unit	1
Dressing instruments box	Unit	1
Curette instruments box for CS	Unit	1
Instruments box for CS delivery	Unit	1
Instruments box for circumcision	Unit	1
Basic ENT kit	Unit	1
Simple folding stretcher	Unit	1
Centrifuge for 6 to 8 tubes	Unit	1
Doppler fetoscope	Unit	1
Hemoglobinometer (rapid measurement device)	B/50	1
Manual intrauterine suction kit	Kit	1
Hospital bed + mattress	Unit	1
Measuring tape	Unit	5
Otoscope	Unit	2
Screen	Unit	1
Baby scale	Kit	2
Adult scale with height measure	Unit	1
Rectangular tray	Kit	1
Reniform tray (kidney-shaped basin)	Unit	1
IV pole	Unit	1
Adult sphygmomanometer	Unit	1
20 L steam sterilizer	Unit	1
Binaural stethoscope	Unit	1
Obstetric stethoscope (CS)	Unit	1
Delivery table - CS	Unit	1
General examination table - CS	Unit	1
Neonatal resuscitation table	Unit	1
Medical apron	Unit	1
Sterilization drums	Unit	2
Delivery linen drums	Unit	1
Compress drums (HGR)	Unit	1
Table sphygmomanometer, adult + cuff	Unit	1
Medical thermometer with case	Unit	1
Adult height measure	Unit	5
Wooden height measure for baby	Unit	1
Microscope / solar panel	Unit	1
Timer	Unit	1
Minuterie	Unit	1



## OFFICIAL LAUNCH CEREMONY FOR THE DISTRIBUTION OF MATERIALS

The coordinator of the National Council for Universal Health Coverage (CNCSU), Dr. Polydore KABILA, accompanied by the Secretary General of Health, Dr. Yuma RAMAZANI and the representative of the World Bank, Dr. Michel MUVUDI, proceeded on Tuesday, November 07, 2023 to the official launch of the distribution of health materials and equipment to the health facilities in the Democratic Republic of Congo, represented by the DPS Kinshasa

This provision of basic medical equipment is part of the will of His Excellency President Félix Tshisekedi in order to improve the quality of healthcare offered to the Congolese population within the framework of Universal Health Coverage



## DEPLOYMENT OF MATERIALS

In accordance with the announcements of the Head of State, the medical equipment and supplies have been distributed in the healthcare facilities of the city of Kinshasa, as well as in the provinces of Kwango, Mai Ndombe, Tshuapa, Mongala and South Ubangi. This progressive distribution will continue in other provinces, such as the Katanga axis, Upper Katanga, Upper Lomami, Lualaba, North Kivu and South Ubangi. This ensures that the beneficiaries in different regions of the country can benefit from the improvements made to the healthcare system

### KINSHASA GENERAL HOSPITAL CAMP TSHATSHI



## LAUNCH OF THE DISTRIBUTION OF MATERIALS TO HEALTH FACILITIES

In accordance with the announcements of the Head of State, the medical equipment and supplies have been distributed in the healthcare facilities of the city of Kinshasa, as well as in the provinces of Kwango, Mai Ndombe, Tshuapa, Mongala and South Ubangi



## KIKIMI HOSPITAL CENTER



## SEBU HEALTH CENTER



## KIKIMI HOSPITAL CENTER



## KIKIMI GENERAL HOSPITAL



## KIMBANGISTE GENERAL HOSPITAL



*I can assure you that this acquisition represents a breath of fresh air that we will bring to the health-care system, because we have not had this type of provision for many years. The healthcare facilities will have enough materials to ensure quality care for the patients who will visit their facilities. So, I would say that it is really an important contribution, because it focuses on one axis of this universal health coverage, namely the offer of quality care.*

**Dr Dominique BAABO**  
Coordinator of the UG-PDSS

## BENEFICIARY TESTIMONIALS



### DR MANGWANGU

*Medical director of the Bisengo health center*

*Certainly, our impressions are the best, because today we have noticed that the promise made has just been completely realized. We have just received a batch of equipment from the government through the PDSS, and we thank the government. We encourage them to continue on this momentum in order to consolidate the vision of the Head of State and to be able to offer appropriate care to our population, particularly that of the Kimbaseke municipality. We also encourage the PDSS not to be discouraged and to continue to support the government in achieving rewarding objectives*

### DR DIDIER MABIALA

*Chief Medical Officer of the KIKIMI Zone*

*We congratulate the PDSS for its commendable support in terms of equipment for the KIKIMI health zone, and we warmly thank it once again for its involvement in the project of the Head of State, which is universal health coverage*



### SŒUR CLAUDINE

*(AG/GRH KIKIMI)*

*In any case, a big thank you for the equipment we have just received. We are a very destitute population and we were limited by the equipment. We can only say thank you to the PDSS project which never forgets us when there is an opportunity to offer us donations. A big thank you*



### DR ETIENNE MAFUTA

*AG/GRH MALUKU*

*It is a joy for us today to receive all this equipment that will allow us to work more efficiently and improve working conditions. We cannot talk about an GRH if we do not have valuable equipment. We say thank you to the Head of State who has understood that it is necessary to take care of the rural population by building beautiful buildings for them and providing them with this equipment. We also thank the PDSS, our partner, who has done a wonderful job in caring for the large population here with appropriate care*





## SOLARIZATION OF 613 HEALTHCARE FACILITIES WITH INSTALLATION OF SOLAR

By harnessing solar energy, hospitals can produce their own oxygen, which reduces their dependence on external suppliers and ensures a regular supply for critical healthcare needs.

The Health System Development Project (PDSS) in the DRC has made major progress in the field of access to renewable energy in healthcare facilities. Thanks to the installation of solar energy systems, hospitals and health centers can now benefit from reliable and continuous power supply. This innovation helps save lives, preserve medical data, and reduce operating costs.

It is in this way that the PDSS, after rehabilitating 176 health facilities, equipped each infrastructure with a solar system. The project installed a total of 613 kits, including 558 kits in health centers (CS) and 55 kits in general reference hospitals (HGR). The total installed capacity is 1.49 megawatts peak, with 1 megawatt peak for the Health Centers and 495 kilowatts peak for the HGRs.







*We have equipped 613 healthcare facilities with solar kits. This allows these health facilities to have a constant source of renewable energy, thus promoting the continuity of services and ensuring secure conditions for the performance of deliveries.*

**Dr Emery BEWA**  
PDSS Manager





## THE BENEFITS OF SOLARIZATION IN A HEALTHCARE FACILITY

The efforts of the government with the financial support of the World Bank demonstrate the commitment to the success of Universal Health Coverage. Thanks to this initiative, the country is strengthening its health system to ensure quality care for all.



### UNIVERSAL ACCESS TO ENERGY

Imagine a healthcare system where each health center and hospital has a reliable and continuous power supply. Thanks to the Health System Development Project, we have realized this vision by installing solar energy systems in 613 health facilities across the country. This ensures universal access to energy, thus enabling uninterrupted healthcare for all.



### UNINTERRUPTED HEALTHCARE

Power outages should no longer be a threat to patients. Thanks to solar energy, health centers and general reference hospitals can now provide uninterrupted healthcare. Solar systems provide a stable and high-quality power supply, thus preserving the lives of patients and essential medical data.



### A SUSTAINABLE SOLUTION

The use of solar energy in healthcare facilities offers a sustainable solution for access to electricity. By reducing dependence on external energy suppliers, we contribute to the sustainability and efficiency of health services in the Democratic Republic of Congo. By opting for solar energy, we are investing in a cleaner and more resilient future.



### SIGNIFICANT COST SAVINGS

The Health System Development Project also enables significant cost savings. By reducing the costs of external energy supply, healthcare facilities can allocate more resources to essential healthcare. Thanks to solar energy, we optimize operational costs and help provide quality care at an affordable cost.



### STRENGTHENING MEDICAL CAPABILITIES

The solar energy systems installed in the general reference hospitals strengthen the medical capabilities of the country. These essential infrastructures can now operate optimally, supporting advanced medical services, state-of-the-art equipment, and biomedical research activities. The Health System Development Project (HSDS) helps make the Democratic Republic of Congo a regional medical hub.





### **Dr Michel MUVUDI**

**Health Team Coordinator at the World Bank and  
.co-manager of the project**

The World Bank Group is an essential partner for development in the Democratic Republic of Congo. It works primarily towards reducing extreme poverty and promoting prosperity.

In the health sector, the World Bank Group is providing \$1.6 billion in financing through four government projects that are being implemented across more than 20 provinces, reaching approximately 30 million people.

The Health System Development Project is a health system strengthening project that has, among other things, accelerated the agenda for reducing maternal and child mortality in the Democratic Republic of Congo. It is the cornerstone of universal health coverage in the country, alongside other projects. For this project, we have made investments in health infrastructure. Today, more than 150 health facilities have been rehabilitated and equipped. We have enabled more than 2,000 health facilities to receive medical equipment to improve the quality of care in these facilities. These include hospitals and health centers in 11 provinces of the DRC. The objective of this equipment is to provide quality healthcare to more than 30,000,000 inhabitants of the targeted provinces. We have also provided solar energy to more than 200 health facilities, allowing them to have adequate lighting and operate their medical equipment under optimal conditions. Furthermore, thanks to this project, we have improved access to clean water in more than



Ms. Fatima and Dr. Michel, the PDSS managers, are on their way to a mission in GEMENA.



300 health facilities. This project has led to the implementation of the free maternity program, which is now the country's vision supported by the leadership of the Head of State.

The Health System Development Project (PDSS) has enabled the continuation of free maternity services in the 11 provinces through the restructuring of the National Health Development Program (PNDS). Why free maternity? Because in reality, we wanted to accelerate pregnant women's access to basic maternity and delivery services, and reduce mortality among children under 5 caused by preventable factors. It is important to emphasize that, in order to accelerate the agenda for reducing maternal mortality, the PDSS, a World Bank-funded project, has focused on the quality

of care. Improving access is not enough; the quality must also be improved. That is why we have provided medical equipment to more than 2,000 health facilities, rehabilitated more than 150 facilities, and trained the staff. In addition, we have installed solar equipment and put in place hygiene services, including providing water in health facilities.

In summary, here is what the World Bank is accomplishing in the health sector at this stage. However, our ambition is not to work alone. We are collaborating with other donors such as :

- USAID
- GLOBAL FOUN
- EUROPEAN UNION
- WHO



By working together, we can address the issues of population access to quality healthcare. It is also important to note that thanks to the funding provided by the World Bank through government projects, we also support the health administrations. We provide support to administrative structures at the central level, such as the Directorate of Programs, by providing them with grants for supervision, oversight, and training. The provincial health divisions and provincial health inspections also receive grants for the supervision, oversight, and training of the health zones. Even at the level of the health zones, the World Bank's support concerns the teams in these zones, the hospitals, and the health centers.

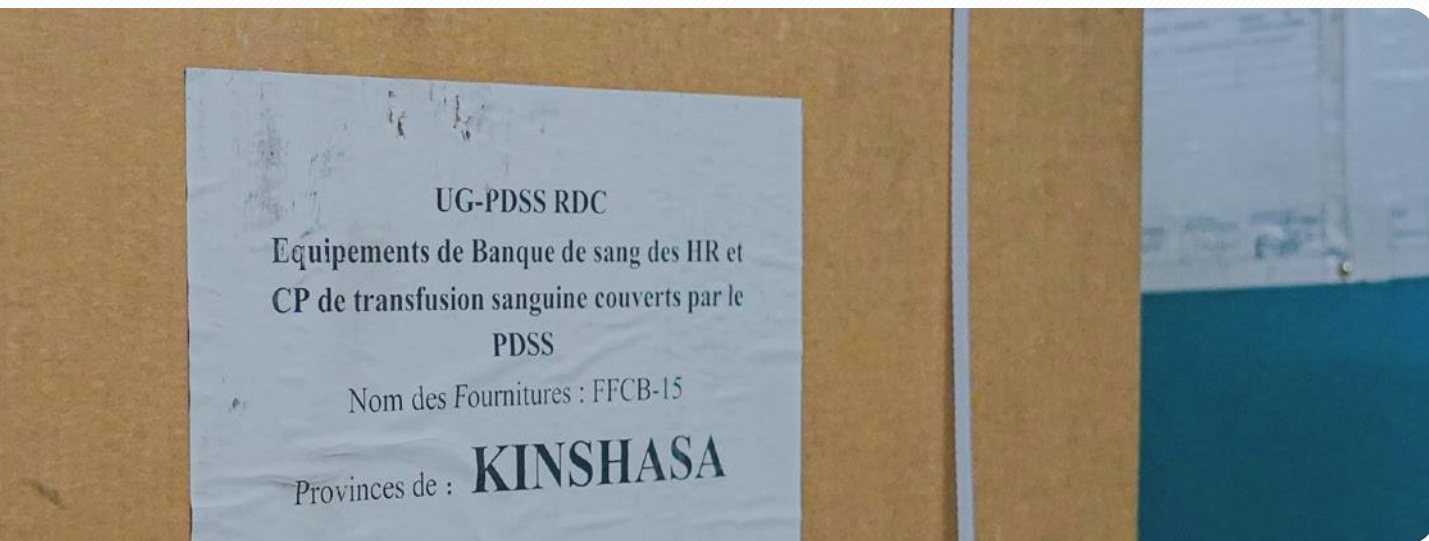
## PROVISION OF BLOOD TRANSFUSION KITS



In addition to the rehabilitations and medical equipment, the health facilities have also received blood transfusion equipment, such as refrigerators, plasma coolers, and plasma freezers. This equipment is essential to ensure a reliable supply of blood products and improve the treatment capacity for patients requiring transfusions.

# In





## ● FREE CARE FOR WAR-DISPLACED PERSONS IN THE RWANGUBA HEALTH ZONE

Subsidizing the complete free care for war-displaced persons in the Rwanguba Health Zone, which has facilitated the free care of 318,000 inhabitants in this health zone.









## **Joe DUMBI KABANGU**

### **Special Advisor to the Head Of State, External Resources And Project Monitoring**

You know, universal health coverage is one of the four strategic axes of the program of the first term of the Head of State. And we cannot talk about universal health coverage without talking about reworking, rethinking our health system in a general way and in particular with regard to the provision of quality care as well as the improvement of the hospitalization conditions of our patients. This means better equipment, better training of health personnel, as well as better supply of products, especially of higher quality. It is in this perspective that the Health System Development Project (PDSS) financed by the World Bank has been underway since 2015, which has moreover been strengthened with the arrival of President His Excellency Felix Antoine Tshisekedi Tshilombo at the head of the State, strengthened in its strategic management, strengthened in its management capacity, operational capacity, in order to precisely achieve these ends. Because the President is committed, as you know as well as I do, to improving the living conditions of our citizens, not only in the big cities, not only in the big entities, but everywhere across the Republic, even in the remotest corners of our territories.



Universal health coverage even reaches places that we would not have thought of 2,000 km, 3,000 km from Kinshasa, we are talking about universal health coverage. The achievements have been especially accelerated since the beginning of the President's term. Today, we have 176 rehabilitated health facilities. We have gone from thatched-roof health centers, made of fired clay, to world-class health centers. We have now moved on to the phase of deploying equipment.

I don't know if you realize what an ultrasound machine is in a village 30 km from Katakokombe or 15 km from Moba, it's really an evolution. The president now advocates for free maternity care, which has started in Kinshasa and its surrounding areas. Thanks to the PDSS program, we have already recorded nearly 600,000 deliveries under the free delivery coverage. The president has met with a popular enthusiasm that I cannot measure. We have noticed that even the people in the territories farthest from the capital, farthest from the provincial capitals, the people have already heard of this president. All these people came first to put a face to the person they had heard about, and this is his popular success. This comes from the people who say: "Hey, this man, from afar where he resides, from afar where he leads the country, he has thought of us here, he has had a decent school built here, and has thought of rehabilitating a clinic, a hospital here." But who is this man? And it is, among other things, thanks to the achievements of the PDSS project.





# HUMAN RESOURCES

## HUMAN RESOURCE MANAGEMENT IN THE HEALTH SECTOR IN THE DRC: THE GOVERNMENT AND PARTNERS MOBILIZE TO PROVIDE PRAGMATIC SOLUTIONS



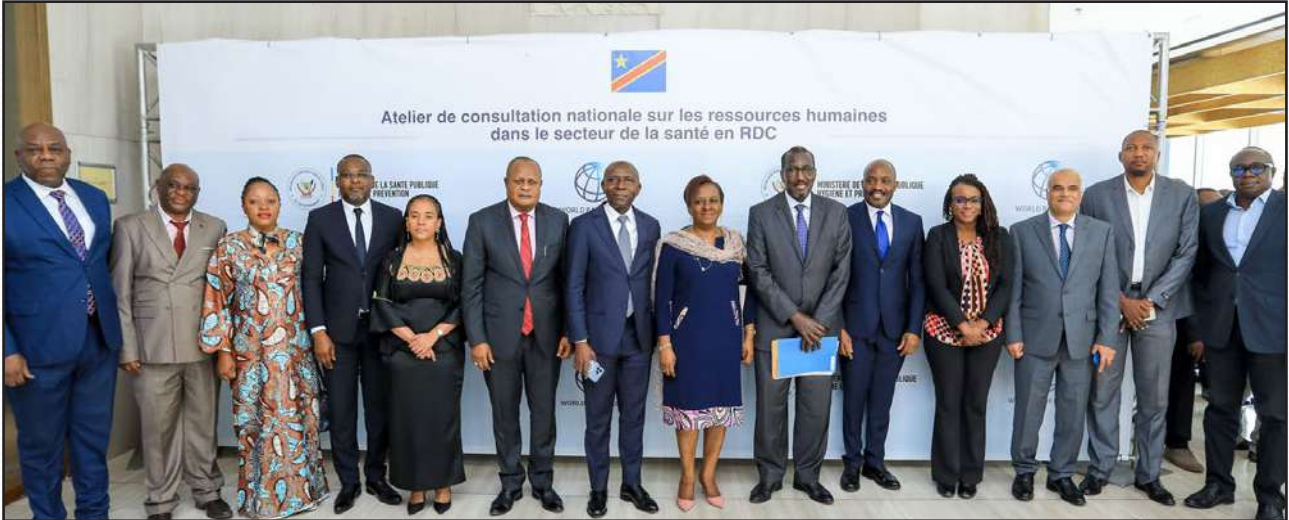
Gathered at the Fleuve Congo Hotel on February 24, 2023, during a consultative workshop on Human Resources for Health (HRH) management in the Health sector, the government of the DRC, represented by various ministries, including Public Health, Hygiene and Prevention and the Civil Service, in synergy with social and international partners, identified the problems observed in the management of health personnel and carried out reflections leading to proposals to improve the sector.

In turn, the stakeholders had intervened during the workshop to highlight their respective observations and propose avenues. For the Secretary General of Health, Dr. RAMAZANI YUMA, the issue of Human Resources for Health (HRH) remains a central issue, especially since it is difficult to provide quality care if there are no well-managed HRH.

In his introductory speech, the Director of Human Resources of the Public Service, Justin MUNTUMBI, had reported on a no less distressing backdrop of HRH in the health sector, highlighting inappropriate working conditions, under or non-payment of agents, subjective recruitments as well as injustices preventing workers from giving their best and making it known that it would be appropriate, in the health sector in the DRC, to put the right man in the right place, in line with the vision of the President of the Republic.

The evident disorder in the health sector had not escaped the notice of the Secretary General for the Budget, Pierrot MUKENDI, who in turn noted that it was difficult to identify, remunerate and take care of the personnel due to the disparity in pay scales, and the difficulties of knowing objectively the workforce and the gaps.

To this end, he had emphasized that a real database should be put in place for harmonization.



For its part, the World Bank, which has been financially supporting the Congolese government for several years, had noted, alongside the other partners, the multisectoral nature of the problem of HRH management in the DRC, as explained by Dr. Michel MUVUDI, Senior Health Specialist at the World Bank based in the DRC.

It should be noted that 6 themes were discussed during this consultative workshop, namely:

HRH (Human Resources for Health) Production: From training to quality of education

HRH Labor Markets: From recruitment to deployment and distribution

Remuneration of health workers up to retirement: Salary, risk premium, local premium

Personnel management: Facility needs, motivation, performance, career management and staff supervision

Health sector policy: Regulation, financing and overall management of the sector

The role of international actors and its implications for HRH

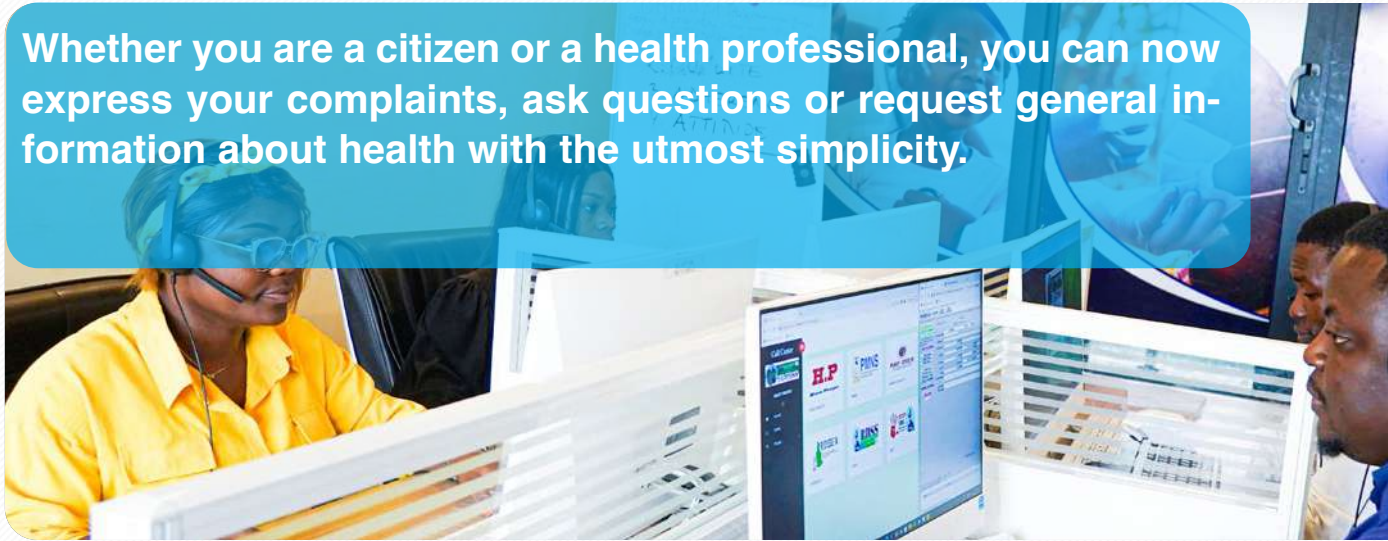
At the end of this workshop, an implementation schedule was presented, which will have to be the subject of implementation of the resolutions in





# CALL CENTER: COMPLAINT MANAGEMENT MECHANISM

Whether you are a citizen or a health professional, you can now express your complaints, ask questions or request general information about health with the utmost simplicity.



The call center is an approach to the complaints/feedback management system whose role will be to receive, process and respond to the population's complaints in a systematized, rapid, confidential and non-discriminatory manner. The complaints may relate to any type of issue related to the Project's actions, such as: complaints about administrative procedures, complaints about non-compliance with laws and regulations, non-compliance with the procedures prescribed by the project for access to health services, discrimination, and complaints about the poor management of biomedical waste impacting the environment, ... but also SEA/SH complaints.

This approach is intended to enable the receipt of complaints/feedback related to the projects.

## ADVANTAGES OF THE CALL CENTER

- Has a short and easy-to-remember number: 156
- Calls will not be charged for all callers, which limits any financial barrier.
- Respects confidentiality, thus limiting retaliation and contributing to the safety of callers and complainants.
- Allows for compliance with the deadlines for the escalation and processing of all complaints, including sensitive ones such as accidents on construction sites, thefts, GBV/SEA/SH.





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# CALL CENTER

## MÉCANISME DE GESTION DES PLAINTES

APPELEZ GRATUITEMENT AU

 **156**

 vodacom

 airtel

 africell

 orange

APPELEZ  
GRATUITEMENT





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# GENDER-BASED VIOLENCE

## THE UG-PDSS FACES THE CHALLENGES OF GENDER EQUALITY AND THE FIGHT AGAINST SEXUAL EXPLOITATION, ABUSE AND HARASSMENT.

The UG-PDSS, through its four projects and in particular its Health System Development Project (PDSS), has adopted the Master Plan for the Fight against Sexual Violence. This project, which is running its term, has focused its interventions on the rehabilitation of health infrastructure, equipment and medicines supply, and the provision of quality health services, including free deliveries and the supply of post-exposure prophylaxis kits for the care of survivors of gender-based violence, as well as performance-based financing.

Gender-based violence disproportionately affects women and girls throughout their lives, with deep and long-lasting repercussions on their health, representation, achievements and well-being, even if men and boys are not spared. It prevents them from fully participating in the efforts initiated in their communities for the well-being of every member of these communities.

Given that all project environments are likely to generate risks of sexual exploitation, abuse and harassment, the UG-PDSS has positioned itself to prevent, mitigate and provide a holistic response to any incidents related to gender-based violence. Thus, all projects have undergone an initial stage of environmental, social and gender-based violence risk assessments, including sexual exploitation, abuse and harassment.

To address this, the UG-PDSS has put in place a system that ranges from recruiting specialists in the fight against gender-based violence to implementing prevention and response measures to this scourge. To

this end, a dedicated project to combat sexual exploitation, abuse and harassment has been put to contribution with substantial resources to address the identified risks. Given that for adequate care, an approach that places the needs and interests of the survivor at the center of the action is required, awareness-raising in the community and among staff members, as well as training of service providers and community-level actors, have been supported or organized. Also, the DRC has adopted integrated multisectoral service centers in the organization of the provision of appropriate services for survivors of gender-based violence. These structures, operational in health care facilities, have qualified and trained staff who are equipped and supplied with medicines for an adequate response to incidents. This project has now contributed to the refinement of referral channels, the pre-positioning of post-rape kits, and the system of psychological and legal/judicial support according to the expressed needs. A core of investigators is at work, as well as reporting channels for complaints related to sexual exploitation, abuse and harassment. In short, to date, the UG-PDSS has an operational complaint management mechanism.





## PROTECTION AGAINST SEXUAL EXPLOITATION, ABUSE AND HARASSMENT: UNFPA TRAINS 420 TRAINERS

### LAUNCH OF THE TRAINING PROGRAM FOR HEALTH ACTORS ON PROTECTION AGAINST SEXUAL EXPLOITATION AND ABUSE IN THE IMPLEMENTATION OF UG-PDSS PROJECTS (PDSS, PMNS, REDISSE IV AND PUARP COVID) THROUGH UNFPA



The United Nations Population Fund (UNFPA), through its project on the prevention and response to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH), has initiated a large-scale training program for health sector actors in the Democratic Republic of Congo, thanks to funding from the World Bank and the Congolese government through the UG-PDSS.

A series of trainer training sessions on procedures to prevent and respond to SEA/SH began on March 1, 2023 in the Kinshasa Pool, for members of government institutions, non-governmental organizations and United Nations agencies working in the health sector.

These trainings contribute in particular to the development of materials and tools that will be used to strengthen the system for preventing and handling cases of Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH), he specified.

It should be noted that these trainer training sessions will reach 420 trainers in 20 provinces of the DRC. This is within the framework of the four projects of the Ministry of Health, implemented in the DRC (PMNS, PDSS, REDISSE IV and COVID-19 FA), coordinated within the UG-PDSS and financed by the World Bank.

A close-up portrait of Dr. Emery BEWA, a Black man with a short beard and mustache, looking directly at the camera with a neutral expression. He is wearing a dark blue jacket over a red and white patterned shirt. The background is a plain, light grey.

## Interviews

### **Dr Emery BEWA** Health System Development Project Manager

The PDSS is a project that has brought innovations by scaling up a performance-based financing model. Thanks to the PDSS, access to care has been made possible for 30% of the population of the DRC through the application of flat-rate tariffs, which has reduced financial barriers. In addition, free childbirth was launched in 11 provinces of the country in 2021, eliminating the financial barrier and allowing pregnant women to give birth in secure health facilities.

Regarding the improvement of quality, it should be noted that we have rehabilitated around 300 healthcare facilities thanks to grants. In addition, the decentralized approach at the provincial level has allowed the rehabilitation of 176 health facilities. It is also important to mention that we have equipped 1,592 healthcare facilities with medical equipment in order to improve patient care. Furthermore, 113 healthcare facilities have been equipped with solar kits to ensure reliable electricity supply.



## Wencai ZHANG

Managing Director and World Bank Group Chief Administrative Officer

The Managing Director and World Bank Group Chief Administrative Officer Wencai Zhang, visited the infrastructure of the Maluku General Reference Hospital on Thursday, July 25, 2024.

This hospital is located 85 km from downtown and has been extensively rehabilitated by the Health System Development Project. Welcomed by the Mayor of the Maluku municipality, this working visit is part of efforts to strengthen cooperation between the World Bank and the Congolese government in the health sector.



The Maluku General Reference Hospital has benefited from support from the Health System Development Project (PDSS)), which included the extensive rehabilitation of three buildings: an emergency block, a maternity block, and a health center. These buildings have been equipped with state-of-the-art medical equipment.





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UNITE DE GESTION DU PROGRAMME DE DEVELOPPEMENT  
DU SYSTEME DE SANTE  
**UG-PDSS**



## Michée KITIMA

Head of Communication UG-PDSS

The PDSS is much more than just a project; it is a wave of innovation and transformation that has swept over the health system of the DRC, bringing unprecedented achievements and a profound impact on the lives of the Congolese population.

 **Join us**



**UG-PDSS**



# Strengthening of the Health System in the DRC 2024



