



## Population Services International (PSI)

**PARTNER TYPE:**  
Non-governmental organization

**MEMBER SINCE:**  
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### INSTITUTION BACKGROUND

Population Services International (PSI) is a global non-profit organization founded in 1970 they now work in 50 countries in the areas of malaria, family planning, HIV, diarrhoea, pneumonia and sanitation. In the Asia-Pacific region, PSI's malaria programs operate in Cambodia, Lao PDR, Myanmar, Papua New Guinea and Vietnam.

### PARTNER INSTITUTION ENGAGEMENT WITH APMEN

PSI has a strong track record in private sector engagement in the GMS, working with general practitioners and pharmacists as well as populations vulnerable to malaria.

As private sector engagement remains a challenge for many malaria programs, PSI's work was instrumental in bringing together governments and private companies to improve case management and surveillance. PSI supported APMEN Country Programs to setup Quality Assurance Programs, mapping of private providers and development of surveillance systems that incorporate private provider data. PSI continues to be an APMEN resource for technical support and training in surveillance and private sector case management.

### CORE EXPERTISE AND FUNCTIONS

#### Technical Support, Training and Operational Research

#### Case Management

#### Technical Support and Training

- **Diagnosis and treatment:** Extensive experience in providing training and support to private sector and community-based volunteers on providing quality diagnosis and treatment of malaria in four countries in the GMS (Cambodia, Lao PDR, Myanmar and Viet Nam).
- **Quality Assurance of service provision:** Supported national programs in designing and implementing quality assurance mechanisms (using paper and digital tools). The systems support the assessment of the quality of provider services, supportive supervision and coaching of providers.
- **Community Engagement:** Community outreach to identify and understand health needs as well as co-create and co-deliver quality health interventions using a human centered design approach.

## Surveillance

### Technical Support and Training

- **Management Information Systems** - Established web-based reporting systems for Private Providers in Myanmar and Cambodia that could be adapted and replicated for other programs.
- **Quality Assurance and Control**
  - **Health Network Quality Improvement System (HNQIS) application** to improve the quality of health services delivered through networks such as social franchises, private clinics, through routine support supervision visits;
  - **Sale Mobile application** to manage sale transaction and stock management
  - **Referral Application** to better manage referral and follow up a client from pharmacies to franchised network providers.

### Operational Research and Program Implementation

- The **PSI Data to Action Framework** was promoted through the APMEN Surveillance and Response Working Group and could be utilized for country-specific trainings.
- PSI, with support from BMGF have been operating the The Greater Mekong Subregion Elimination of Malaria through Surveillance ([GEMS](#)) program since 2013. Focused on the Private Sector, the GEMS project focuses on 5 key areas.
  - Mapping & Enrolment
  - Comprehensive Training
  - Securing Supply Chains
  - Electronic Reporting App & Data Analysis
  - Documentation of Lessons Learned & Best Practices