

Congratulations to SFH Eastern Region for winning these exceptional awards, it's an honor to SFH in general and a privilege for every one of us. In the voice of the many;
"We say thank you".

 Take time to appreciate employees, they would reciprocate a thousand times.

EDITORIAL CORNER

Quality Service Delivery

This three-word-phrase: "Quality Service Delivery" is referred to as the backbone of successful companies and institutions. Why?

When one comes across with this phrase the first thing coming in mind is about two main aspects basically from which any institution/ company might consider while running a business. These are (1) the mission of the company and/ or institution: in other words it is the reason why a given company/ institution exists. (2) The target group (clients) for which they work/ serve. In the world of business, whether we like it or not, considering and giving value to mission and target group (clients) is a key component for a success.

Normally the word Client/ customer is misinterpreted, and it is considered to be as third party. This is wrong. Client/ customer is someone/ anybody to whom (professionally) you owe something: service, obligations, information, respect, money, promise, etc. Therefore, a client/ customer could be someone outside SFH or simply a workmate, a supervisor and/ or subordinate.

Coming back to the phrase in relation to SFH Rwanda "quality service delivery" should be a state whereby the client/ customer's needs are (fully) satisfied. Thus every one of us should adopt this process of dealing with all necessary transactions in time for keeping a promise so as to satisfy such needs.

In this context or as an individual are you/ or we making strong our organization's mission and target [clients] or we are fading them away. Kindly send us your feedback on this and we promise to keep this confidential

NEWS OF THE WEEK



Left up; Senator Anita hands over a trophy to Butera (CCM) as both pose for a memorable photo. Down right is the Mayor of Rwamagana handing over a certificate of recognition.



SFH Rwanda qualified best exhibitor: Eastern Min-Expo 2014

SFH Rwanda was one of the competitive companies that had chance to participate in the 6th Mini-Expo 2014 in Eastern province. This expo started on September 18th but it was officially launched on September 21st 2014 in Rwamagana at the Police pitch. The expo was attended by around 50 exhibitors (both from Rwanda and other countries).

According to statistics from Private Sector Federation (PSF) this expo was visited by thousands and thousands of people from Rwamagana, Eastern Province and other surrounding areas.

September 29th was the last day of the expo, and the time for awarding certificates and trophies to best sponsors and exhibitors. Best exhibitors were grouped into 10 different categories namely: Finance, Hospitality, Handcraft-arts, ICT, Manufacturing, Agribusiness, Retail-distribution, and Innovation. SFH Rwanda was awarded a certificate of best sponsor of the Mini-Expo 2014. In its category "retail and distribution" SFH Rwanda came the first and consequently rewarded a trophy.

Mr. Butera Jonh Robert Mugabe, who was delegated to represent SFH Rwanda in the Expo awarding event, said that SFH still has a lot to do in improving service delivery, especially while participating in expos with SFH corporate Tents, and uniforms for SFH exhibitors as a way of ensuring uniform smartness.

SOURCES OF FUNDS

USAID, DOD, GF, CDC, SUN, BCSP PI

SFH Board Visit SFH activities in Rulindo district

Rulindo district is located in the northern province with 17 sectors, 71 cells, 494 villages; The district has 2 district hospitals, 19 health centers and 3 health posts; SFH started working with Rulindo since 2012 with an emphasis on health promotion activities like community mobilization on HIV/AIDS prevention, promotion of condom use, use of safe water, Malaria prevention and family planning. In August 2013, an integrated health message campaign was organized and conducted in partnership with SFH Rwanda to address health issues whereby HIV/AIDS, FP, Malaria control, Nutrition and Hygiene integrated messages were delivered across the district.

Benchmarking this, on the 25th of September 2014, some SFH Board members were in Rulindo district for a site visit: activities visited included but not limited to- mobile VCT and mobile Family Planning.

As clearly stated by the district Health Officer **Mr. Jean d'Amour Manirafasha**, in close collaboration and partnership with SFH the district from October 2013 to August 2014, worked hard to improve different HIV, Malaria, FP among others. The results were positive and impacted the district performance. District officials are so proud to have been partnered with SFH Rwanda. In an interview with one of the SFH Board members **Mr. Anthony S. Okoth** (the Deputy Country Representative/ PSI Kenya) recommended that the remaining districts (in Rwanda) should learn from Rulindo and partner with SFH Rwanda. He congratulated SFH Rwanda for the good initiative and strategies that are being employed for improving health sector in Rwanda. The following are key results of the SFH – Rulindo partnership:

Area	Achievements	Results/ output
FP	Door to door approach (77,2% of households visited)	FP adapted rated increased from 55,2% to 60,2%
HIV- AIDS prevention	Door to door approach (94,7% of households visited)	16,947 people got tested (HIV status)
Malaria prevention	Door to door approach (94,7% of households visited)	Malaria prevalence decreased from 0,7% (2012-13) to 0,02% (2013-14)
Nutrition program	Door to door approach (94,7% of households visited)	Children under 5 (weight/ age) decreased from 1to 0,06%)
Hygiene	Door to door approach (94,7% of households visited)	Diarrheal cases decreased from 8,015 cases (2012) to 4,648 cases (2014).

ON-GOINGEVENT(S)

- Prudence packaging;
- The implementation of SUN;
- Production of Malaria radio skeeth

DID YOU KNOW?

Viral Load Test:

Viral load, also known as viral burden, viral titre or viral titer, is a measure of the severity of an active viral infection, and can be calculated by estimating the live amount of virus in an involved body fluid. For example, it can be given in RNA (Ribonucleic acid) copies per millilitre of blood plasma. Tracking viral load is used to monitor therapy during chronic viral infections, and in immune-compromised patients such as those recovering from bone marrow or solid organ transplantation.

With viral load testing, doctors and nurses in developing countries can help ensure that their patients are on the right drug regimens and keep the amount of the HIV virus in their patients at 'undetectable' levels. This helps ensure that patients stay healthy while also preventing HIV transmission.

JOKES CORNER

A mother visited her son in a town. At supper, she saw many dishes assembled on table and she got surprised but could not say anything for fear of her daughter in law. The following morning she woke up and saw everyone in the house brushing their teeth. She said "oh!! You wake up sharpening your teeth, so that you can eat too much!!!"

Executive Director's Column

Dear Colleagues,

This is again to remind you that this way of sharing information and ideas is not new but at least it's a new approach in SFH for you and I, to share and read our best experiences.

Ultimately, the major purpose is to share news, ideas and achievements intended to help Rwandans choose better health behaviors and improve ourselves in scaling up service delivery. Every one of us in SFH is a leader in one way or the other on this and people look up to us especially as social marketers.

Borrowing the words in the quotation of Harvey Firestone, Indeed growth and development of people is the highest calling of leadership and this should be one of those great callings that we are engaged in and thinking about every day. Discipline is a key factor to achieve this, Congratulations to CCD team for putting together this 15th issue as way of keeping everyone informed of the best information and communication. We count on you to this effect.

Therefore, every one of us should always endeavor to contribute to this in the best way possible... The sky is the limit

Manasseh G. Wandera

UPCOMING EVENTS

- Financial and narrative (institutional) reports submission
- Preparation of the MinExpo 2014 in Western province