

The role of Riders for Health's managed-transport in health systems strengthening and health care delivery

100% of health workers mobilised by Riders contribute to the fight against HIV/AIDS, TB, malaria or maternal, newborn and child health (MNCH) complications in their daily roles.



1) Health education: Riders can enable outreach health workers to reach their target communities more regularly. This vital work supports patients' early recognition of symptoms of HIV, TB and malaria, encourages uptake of preventive interventions, such as condoms or insecticide-treated nets (ITNs), and promotes treatment adherence through counselling and follow-up care for patients with HIV or TB.

♦ **Riders' impact:** In Lesotho, outreach health workers can conduct over three times more health education meetings each week after being mobilised on Riders-managed motorcycles.

2) Disease surveillance and immunisation: Riders' transport supports outreach health workers in identifying potential new cases and disease outbreaks, and making referrals to health centres – which limits disease spread. Riders-managed trekking vehicles help to facilitate immunisation campaigns and MNCH outreach clinics.

♦ **Riders' impact:** Since the introduction of Riders in the Gambia, no outreach clinic has been cancelled due to transport/fuel constraints. Before the Riders programme, 32% of cancelled sessions were for this reason.

3) Diagnosis, treatment initiation and disease monitoring: Riders' Sample Transport (ST) motorcycle courier system is specifically designed to improve primary level access to laboratory services. Riders enables timely diagnosis and disease monitoring through the reliable transportation of patient specimens to laboratories for testing, aiding diagnosis of TB, early infant diagnosis (EID) of HIV and subsequent treatment initiation.

♦ **Riders' impact:** In Zimbabwe, the average turnaround time from sample collection to health centre receipt of laboratory-tested results has reduced from eight days to three due to Riders' ST programme.

4) Courier services: Riders' ST motorcycle courier systems can also be used to regularly transport supplies – such as medicine for treatment and safe blood for transfusions – to lower tiers of the health care system.

♦ **Riders' impact:** Riders' courier systems help to link primary health centres and district facilities to improve the flow of patient samples, supplies, medicines, vaccines, quality assurance materials, statistics and information between these levels of the health system.

5) Emergency referrals: Riders-managed ambulances make it possible to transfer patients from health centres to hospitals, reliably and efficiently, whenever they need a higher level of care. These referral services are especially critical in obstetric emergencies.

♦ **Riders' impact:** In the Gambia, Riders manages 36 ambulances across the country, each based at a health centre. These ambulances travelled over 760,000 km in their first year of operations, ensuring swift referral to hospitals in emergencies.

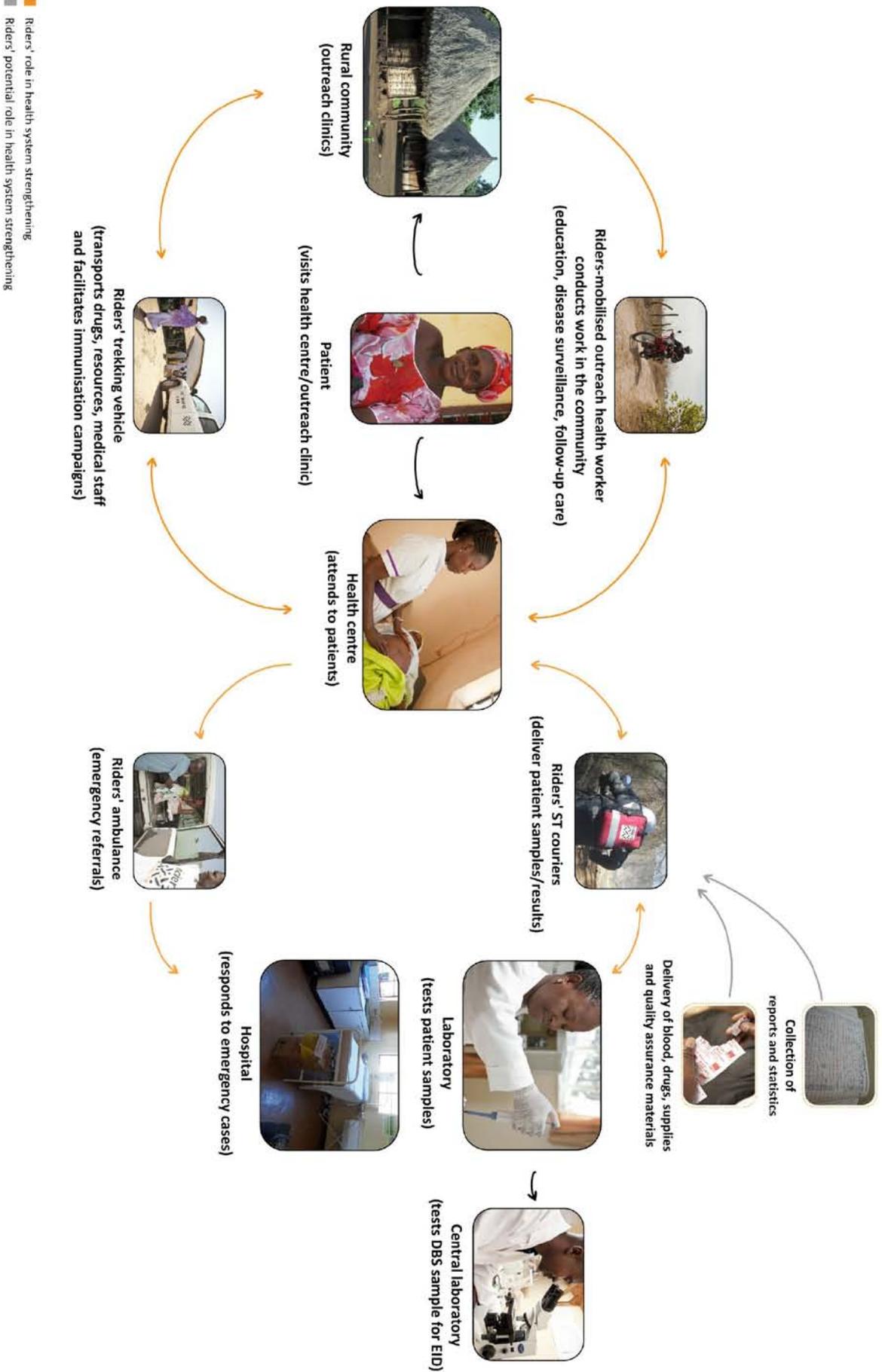
6) Patient motivation: Riders' work enables regular provision of health care services, which builds patient trust in the health care system and encourages positive health-seeking behaviour.

♦ **Riders' impact:** Since the ST programme began in Chadiza District, Zambia, there has been a 50% increase in samples/results being transported to the laboratory and a 14% increase in health centre attendance.

WHAT WE DO: Riders manages and maintains motorcycles and four-wheeled vehicles in the health system to ensure reliable transportation is always available and without breakdowns. We also train health workers in defensive driving to cover difficult terrain, enhancing safety and reducing the likelihood of accidents. Our aim is to deliver total fleet reliability, wherever and whenever our partners operate.

No more disruptions in the delivery of health care, no more cancelled clinics, faster patient test results and better access to health care for more people than ever before.

Riders' role in health systems strengthening and health care delivery



 Riders' role in health system strengthening

 Riders' potential role in health system strengthening