

fact sheet

medical development team

Key Statistics:

- we provide information and services to over 4.8 million clients each year
- we help couples to avoid an estimated 5 million unwanted pregnancies each year
- we save approximately 11,000 women's lives and prevent over 159,000 infant deaths each year.

Our Medical Development Team (MDT) enables Marie Stopes International (MSI) to deliver a broad range of high quality services to clients worldwide.

Global reach, global impact

MSI is a rights based, non government organisation committed to supporting people's right to choose whether, and when to have children. The MSI Partnership forms a global network that spans 38 countries and provides a range of sexual and reproductive health (SRH) services, information and behaviour change programmes. Our MDT forms an integral part of this operation, enabling us to deliver a **broad range of high quality** services to clients worldwide.

Delivering centre-based, mobile and outreach services directly to clients throughout our global network makes MSI one of the world's largest non government providers of SRH information and services. As such, our impact is felt across the world:

- we provide information and services to over 4.8 million clients each year
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Demonstrating contraceptive methods, Viet Nam

Setting standards, ensuring high quality services

In consultation with our worldwide Partners and drawing on nearly 30 years of Partnership experience, our MDT and programmes teams have refined a unique range of clinical service protocols. Each has been developed with the client in mind, and each has its own set of performance standards. This range of protocols and standards is rolled out uniformly across our global network by MDT members and our Partner programmes, and is kept current through the dissemination of regularly

At MSI, we strive to avoid large, unwieldy regional structures. Instead, our MDT includes a small, but innovative team of regionally based, mobile Medical Advisors (MAs) who support our global network.

updated field manuals and worldwide training programmes. These training programmes, developed and implemented by the MDT, ensure that our service providers have the appropriate and most up-to-date clinical skills, in order to provide the best possible care to our clients. The team also provides all of our Partners with access to the equipment they need and develops assessment tools which our centre managers use to ensure that their centres meet the required standards. As a result, we are able to ensure that each of our clinical procedures is professionally performed, using the same technique and equipment, to the same exacting standards, regardless of the country, or the centre the client attends.

Harnessing expertise, building capacity

At MSI, we strive to avoid large, unwieldy regional structures. Instead, our MDT includes a small, but innovative team of regionally based, mobile Medical Advisors (MAs) who support our global network. This team of international experts from across the world works with our Partners to help them build capacity and provide increasingly sustainable services to ever growing numbers of clients. Harnessing the knowledge and expertise of practitioners throughout our global network ensures the constant development of standards and innovations in clinical practice. We take pride that best practice is almost exclusively established by our developing world Partners sharing their expertise across the network.

The Marie Stopes International philosophy

The impact our Partner programmes have on clients' lives worldwide is the result of a client-centred approach which lies at the heart of MSI. Our MDT collaborates with our Partners to ensure that providers always place clients' needs at the fore, through a commitment to high quality client-provider interaction and through the use of gentle clinical techniques. We focus on keeping things 'simple and

excellent', rather than introducing complex medical equipment or techniques. In addition, we are committed to a range of key, innovative concepts developed by our MDT:

- 1. Vocal Local:** the MDT has pioneered the use of this non-pharmacological pain management technique to effectively manage pain without the use of drugs, throughout the MSI Partnership.
- 2. De-medicalisation:** our centres are designed to be as non-clinical, non-intimidating and as client friendly as possible.
- 3. Paramedicalisation:** wherever possible, we train mid-level providers to carry out specific procedures, ensuring that, in countries where doctors are in short supply, clients are still able to access high quality services from trained service providers.

A wide range of high quality services

Through the support and training provided by our MDT, the client-centred services and information we provide include:

- temporary methods of contraception such as condoms, pills, intra-uterine devices, injectables and implants
- female sterilisation
- male sterilisation
- safe motherhood including ante and post natal care
- post-abortion care and, where legal, safe abortion
- sexually transmitted infection awareness raising, prevention and diagnosis
- HIV/AIDS awareness raising and prevention (including prevention of mother to child transmission), voluntary counselling and testing, and family healthcare.

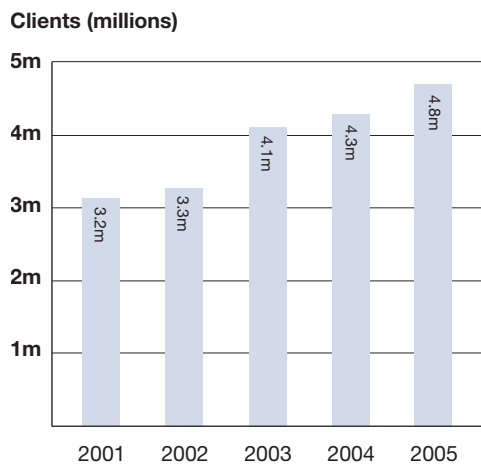
Lean structure, big impact

Given the lean structure of our MDT team, the scale of its impact is truly impressive, particularly when coupled with the interest the MSI brand generates among government and non government providers alike. In China, for instance, health officials in the 73 million strong province of Quindao contracted the Partnership to revamp their family planning clinic network in line with MSI's model.

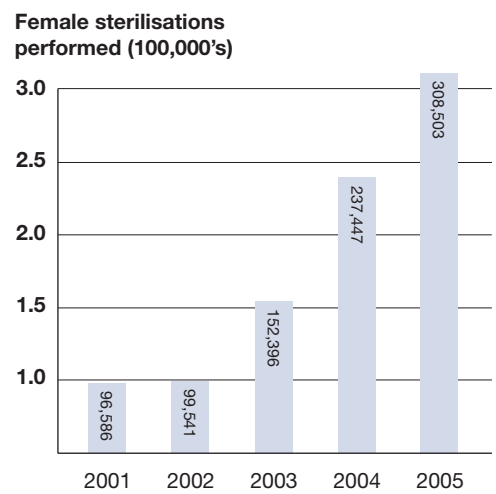
- MSI has programmes in 38 countries
- in 2005, we performed over 308,000 female sterilisations.



Providing family planning choices, Bangladesh



Growth in the number of clients seen by the Marie Stopes International Partnership, 2001-2005



Growth in the number of female sterilisations performed by the Marie Stopes International Partnership, 2001-2005

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Reaching rural areas, Tanzania

Case study: Medical Advisors

Our small team of MAs – international medical experts from Africa, Latin America, Pacific Asia and South Asia – spread their experience across our global network. As well as being service providers at centres in their own countries, the MAs help to develop and implement training cascades that build capacity across the network: they identify experienced MSI service providers who then receive further training in how to train new service providers to carry out procedures to the required MSI standard.

Among the many packages they have developed is a training cascade for *Quality of Care in SRH Services*, which has now been rolled out across our programmes in Sierra Leone, Tanzania, Uganda and Zimbabwe. Across these countries, centre managers are reporting on how their clients are now getting an even better service as a

result of the programme. Aida Mubiru Musoke manages the Namuwongo Centre for Marie Stopes Uganda. MDT's MAs trained her through their *Quality of Care in SRH Services* workshops:

"The training sessions the MAs organised have helped to make our standards even higher than before. Our reputation has spread to new clients who know they will get high quality, professional services at our centre – they are coming from much further away to see us than before.

The MAs also helped us to promote our services more effectively in the local community and as a result, we have seen a 48% increase in the number of family planning clients. Using the training methods passed on by the MAs, I am now training new service providers myself to help meet the increased demand.

The morale of my team is now even higher and they are excited about taking on new challenges that will benefit clients."

For further information about the work of our MDT, please call 020 7574 2786 or email: mdt@mariestopes.org.uk