



LGT Impact Fellowship 2019/2020

Impact Report
By Diana Quintero

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Diana Quintero (Colombia)

Host organization: mothers2mothers (m2m)

Fellow position: Community Health Fellow

Fellowship duration: Aug 2019 – Jul 2020

Degree: Business Administration

Professional experience: 8+ years of experience in social entrepreneurship and rural health



Summary

With her background in social businesses and innovation in the health sector, Diana led the partnership between m2m and the Community Health section of the Ministry of Health in Malawi, positioning m2m as a key player in the country's community health sector and building a way forward to better integrate m2m's services into the health system. Diana also implemented wellness and development initiatives for m2m's staff.

The problems/challenges m2m aims to tackle

- In Eastern and Southern Africa...
 - Only 66% of the 19.6m people living with HIV are on treatment
 - 250+ children are infected with HIV each day
 - Child & maternal mortality is high and preventable
- Africa's health systems are under strain with a shortage of 4.2m health workers

m2m trains and employs HIV-positive people as peer-mentors - community healthcare workers who provide maternal and child health services, with a special focus on the prevention of mother-to-child transmission of HIV, in understaffed health clinics and communities.

Challenges of m2m in Malawi

- Integrate m2m's services into the health system playing a key role in the community health sector
- Communicate the objectives to everyone in the organization and track the performance
- Upgrade the peer-mentors' skills and qualification to improve the quality of m2m's services

Opportunity for a Fellow

- Strengthen the wellness and learning and development programs for peer-mentors
- Engage technology in m2m's service delivery model
- Continue to build internal organizational capacity especially at mid-level manager level
- Improve the budgeting system and tracking process and align it to the operations of m2m's programs

"My experience as a Fellow..."

After the Fellowship, I do not see the world in the same way. Living in Malawi taught me how to enjoy the simplest gifts of life. Working at m2m showed me how to create a systematic change from a human approach by empowering people to be the best version of themselves to help others.

Coming from the social sector, the Fellowship enlarged my vision about the development challenges and opportunities on a global scale. Also, it was a platform to unleash my innovation skills to contribute in an impactful way to create a change in the world."

- Diana



Diana’s achievements...

- Implemented the partnership agreement between m2m and the Community Health section of the Ministry of Health
- Developed HR processes such as the wellness, learning & development, occupational and safety programs
 - Signed a Memorandum of Understanding with a Financial Cooperative to provide financial services to m2m’s staff
 - Designed a scholarship program to upgrade the level of education of peer-mentors
- Documented the organizational policies and procedures into the country’s manual of operations
- Developed a key performance indicator (KPI) dashboard to track the organization’s performance



... contributing to position m2m as a key player in the country’s community health sector

- Activated the partnership agreement between m2m and the Ministry of Health, creating the playground to build a strategic framework leveraging m2m’s support for the implementation of the recently launched National Community Health Strategy
- Set up opportunities to upgrade m2m staff’s skills and wellness to build organizational capacity to provide higher quality services

Diana’s next challenge

Diana will pursue a Master’s degree in International Development Policy to scale up her work from the social sector sphere to the public policy sphere to improve healthcare and development opportunities for rural communities.