



Eric Mutisya (Kenyan)



Host organization: City Eye Hospital (CEH)

Fellow position: Chief of Staff and Head of Business Development

Fellowship duration: August 2022 – July 2023

Degree: Master of Business in Healthcare Management

Professional experience: 23 years



Summary

With a background in Operations and Pharmaceutical manufacturing, Eric joined CEH to offer operational support, projects, business development and entry into new markets and business areas. He was responsible for strategy, new projects and overall improvement of patient experience.

The problem CEH aims to tackle

- 7.5M people in Kenya have problems related to vision loss and impairment.
- 1.6M have access to effective eye care services.
- 75% of these diseases can be treated.

The solution [your org] provides...

- CEH has 3 facilities offering affordable, high quality eye care services targeting all persons in the community.
- CEH continues to leverage on the free screenings in community outreaches, Diabetes Retinopathy and offers requisite follow up treatment and surgeries.

... contributing to the SDGs:



Opportunity for a Fellow

- Take lead in projects as the hospital has opportunities for growth and expansion in most key parts of the country. Eye care need is grossly unmet.
- Help in digitising, particularly health records, Telemedicine and process flows, which impact patient experience.
- Network building with both operational, financing partners, and foundations in Eye care.
- The culture is healthy.

“My experience as a Fellow...

Working at CEH has been a wholesome learning experience for me. I have been exposed to a new hospital experience which is patient and quality centered.

I have had an amazing exposure and learned patient care under the best in the country. I appreciate the team for allowing me to share my operational exposure and experience to improve systems and processes for the betterment of the organization and our patients.”

- Eric.



Eric's achievements...

- Set up a new department and team for Business Development responsible for developing a marketing plan for the hospital and for 'next city' entry plan.
- Structuring the marketing activities with clear deliverables and OP growth targets. Our OP numbers are now averaging 200 daily.
- Taking up the project team, previously set up my predecessor Fellow, Charlotte, and completing and commissioning 3 major projects viz, CEH Main Hospital expansion, CEH Nyeri hospital and the first Vision centre (Clinic) in a satellite town (Ngong).
- Successfully trained all staff (152), filed and got approvals for the Data Protection policy under the DPA, Kenya. I continue to lead this process as the Data Protection Officer for the organisation, training new staff, re-training existing staff and liaising with CEH partners on data protection protocols.
- Leading the team in process audits and improvements of patient waiting times to at most 180 minutes for 90% of our daily patients.

... contributing to City Eye Hospital

- 200** Daily OP numbers achieved
- 180** Minutes of patient waiting time
- 152** Staff trained on data protection
- 1** Marketing plan developed

Eric's next challenge

Eric is pleased to stay on at CEH with a particular mandate of system and system flows improvements which translates to better patient experience and customer growth.