



**Hospital PHARMACY Vietnam**  
**Togo DISEASES HUMAN RESOURCES MALI health European Union**  
**MOROCCO Sécurité transfusionnelle Agence Française de Développement**  
**Democratic Republic of the Congo SOCIAL Afghanistan PROJECTS**  
**Public Health Burundi HAÏTI Evaluation**  
**Algeria Fighting AIDS / HIV Health System DEVELOPMENT**



# CONSEIL SANTÉ

Conseil Santé is a French development engineering consulting company entirely dedicated to the health and social sectors and focused on international assignments. Since its foundation in 1997, Conseil Santé has completed more than 350 projects world-wide, mainly through bilateral and multilateral funding. The wide range of experience and expertise has been built up through these assignments that are recognised by all its partners, namely States and funding institutions.

Conseil Santé is currently involved in numerous projects and studies striving to achieve the Sustainable Development Goals.

Since its creation, Conseil Santé's turnover has steadily increased. This growth can mainly be explained by the trusted and professional relationships we have founded with our clients, with the beneficiaries of our services, and with our leading experts who always have in-depth experience in their specialised fields.

## ➔ Our expertise in the social sector

### Social policies and social services

- ✓ Evaluation of the social impact of economic reforms.
- ✓ Support in the analysis and design of social policies.
- ✓ Support for the definition of social health insurance policies: development of strategies and proposal of decisions for an integrated and coordinated approach to social protection issues.
- ✓ Expenditure review of administrations in charge of social protection.
- ✓ Identification of reform programmes for social protection structures and financing.
- ✓ Consultancy services and training on the analysis and monitoring of national social policies.
- ✓ Definition of strategies and actions to improve the quality and sustainability of social service infrastructures.
- ✓ Support for the resettlement of refugees and displaced persons.

### Social protection systems

- ✓ Study of medical insurance systems for underprivileged social categories.
- ✓ Support to health insurance funds for improved resource management and enhanced economic and efficient operation.
- ✓ Design and development of integrated social protection systems for vulnerable groups (orphans, domestic violence victims, street children, young prisoners, single women, immigrants, refugees).
- ✓ Support to set up social and psychological assistance services for soldiers having been involved in civil wars.
- ✓ Identification of the educational and social needs of at-risk children and adolescents, and capacity development of those working with them (social-educational specialists, tutors).
- ✓ Training of managers and staff of social protection organisations.
- ✓ Promotion of family planning.
- ✓ Promotion of patients' rights.

## ➔ Our expertise in public health

### Health policy

- ✓ Support to Ministries of Health for the formulation, implementation and monitoring/evaluation of public health policies and strategies. Setting up the tools necessary for programming, monitoring and evaluation.
- ✓ Contribution to the development and implementation of health policy at the national level.
- ✓ Assistance in the formulation of programmes to support overall health sector reform.
- ✓ Support to health sector restructuring and rationalisation programmes.
- ✓ Evaluation of the situation of health sector reforms and formulation of the conditions necessary for their successful accomplishment.
- ✓ Support for the implementation of national health development plans.
- ✓ Studies to strengthen public-private partnership.
- ✓ Support for the development of community health.
- ✓ Support to introduce codes of professional conduct to each of the four major health professions (doctors, pharmacists, dentists, nurses), based on best practices from other countries.

## ➔ Our expertise in public health (continued)

### Organisation of the health system

- ✓ Support for the institutional, organisational and technical capacity building of health administrations: reorganisation of Ministries of Health and their territorial bodies, re-engineering of health services, creation of specialised health agencies.
- ✓ Feasibility studies on setting up health districts and their operationalisation.
- ✓ Strategic evaluation of health service sub-contracting experiences at operational district level.
- ✓ Updating the health map.
- ✓ Support for regional health planning.
- ✓ Evaluation of partnership programmes (NGOs) for the provision of primary health care.

### Fighting disease

- ✓ Feasibility studies, mid-term and final evaluations of regional and national programmes and projects to fight AIDS, malaria, tuberculosis, poliomyelitis, etc., and reproductive health projects.
- ✓ Development, organisation and implementation of action plans against HIV/AIDS.
- ✓ Preventive medicine: prevention strategies, IEC (information, education, communication), definition of national policies.
- ✓ Support to set up or strengthen routine vaccination systems.

### The fight against drugs

- ✓ Drug abuse.
- ✓ Synthetic drugs.

## ➔ Our expertise in hygiene and food safety

### Hygiene and food safety

- ✓ Formulation of national and regional food safety strategies and programmes.
- ✓ Support for the development of thematic food safety programmes.
- ✓ Institutional support in the restructuring of bodies tasked with implementing national food safety programmes.
- ✓ Creation of food safety observatories.
- ✓ Strengthening of animal health monitoring bodies.
- ✓ Strengthening of fruit and vegetable quality control systems: institution of systems for collecting and disseminating health information, setting up alert systems.
- ✓ Support to improve health conditions in the fishing sector: setting up sanitary control and monitoring systems for production and trade; development of plans for monitoring aquatic environment contaminants.
- ✓ Evaluation (mid-term or final) and technical, accounting and financial audits of food safety programmes.

## ➔ Our expertise in health care management

### Health care management

- ✓ Design, creation and setting up systems for the management and control of health training: financial analysis, reporting tools, quality assurance systems.
- ✓ Support to authorities in charge of managing and developing primary health care at national, regional and local levels, through the use of specific budgets and human resource development.
- ✓ Support to develop networks for enhanced coordination between health establishments.
- ✓ Support for hospital merging: study of political, legal, institutional, financial and environmental obstacles to optimising the hospital sphere; development of detailed merger plans.
- ✓ Support to improve hospital statistics: design and implementation of methodologies aiming to provide quality, timely data in accordance with national and international standards.
- ✓ Development of technical standards for the configuration of clinics in rural areas.
- ✓ Support to enhance the efficiency of the primary health care (PHC) system through the supply of medical equipment.
- ✓ Establishment and management of programme budgets (EDF) - procurement.
- ✓ Budget support implementation studies (European Commission).
- ✓ Sector-specific approaches to health.
- ✓ Harmonisation of aid and Millennium Development Goals; Sector Wide Approach (SWAp).
- ✓ Debt relief programmes.

## ➔ Our expertise in drug management

### Drug management

- ✓ Adaptation of pharmaceutical legislation and regulations, and medicine approval and importation procedures.
- ✓ Support for the definition and implementation of national policy on key medicines.
- ✓ Support for the creation of national medicine agencies, medicine quality control laboratories and pharmaceutical inspectorates.
- ✓ Development of procedures and tools for the importation, supply and distribution of medicines.
- ✓ Organisation of the quality control of medicines and of pharmacovigilance systems.
- ✓ Creation, set-up and management support of central purchasing bodies for pharmaceutical products and storage warehouses.
- ✓ Functional, organisational and financial audits of public health pharmacies.
- ✓ Design, creation and start-up of storage and supply management systems for central medicine purchasing bodies.
- ✓ Support for the procurement (launching and examination of international calls for tender) of medicine supply. Development of procurement manuals.
- ✓ Organisation of hospital pharmacies and laboratories.
- ✓ Technical assistance for the implementation of financing systems to provide basic public health training on key medicines.
- ✓ Institution of mechanisms to fix medicine sale prices.
- ✓ Assistance for the modification of medicine pricing and reimbursement systems.
- ✓ Harmonisation of pharmaceutical legislation.
- ✓ Fighting underground markets and counterfeiting.

## ➔ Our expertise in health economics

### Health economics

- ✓ Identification and analysis of health sector financial flows at national and sub-regional levels. Development of health financing prospects.
- ✓ Health financing studies at macroeconomic and microeconomic levels.
- ✓ Health insurance and social protection: analyses, forecasts, cost evaluations, definition of beneficiaries, actuarial simulations and definition of service packages.
- ✓ Studies and projects on health system pooling.
- ✓ Health sector public expenditure reviews.
- ✓ Support for the production of national health accounts.
- ✓ Analysis and development of payment systems.
- ✓ Feasibility studies on micro-insurance in the field of health and hospital policy.
- ✓ Economic analysis of the impact of health system rationalisation projects, particularly concerning primary health care reform and hospital service restructuring.
- ✓ Study of microeconomic evaluation systems of medical treatment.
- ✓ Accreditation and certification (hospital sector and health systems).
- ✓ Setting up innovative information systems.

## ➔ Our expertise in capacity and human resource development

### Human resource policy and management

- ✓ Analysis of staffing needs for the entire health sector.
- ✓ Support for the preparation of human resource development policies and their implementation and monitoring.
- ✓ Support for the setting up of and monitoring performance incentive systems.
- ✓ Setting up national bodies for human resource management in the health sector.
- ✓ Human resource audits of hospital organisations.
- ✓ Study of incentive systems for health service staff.
- ✓ Staffing plans, establishment plans.

### Training engineering

- ✓ Analysis of staff training needs within central and deconcentrated health administrations, hospital structures, etc.
- ✓ Definition of health staff training strategies.
- ✓ Design, development and implementation of training plans and programmes.
- ✓ Development of specialised training modules (screening and prevention of communicable diseases, use and maintenance of medical equipment, etc.) and cross-functional training courses (accounting, finance, stock management, project monitoring-evaluation, conflict resolution, etc.).
- ✓ Development of train-the-trainer programmes.
- ✓ Support for the creation of medical or paramedical staff training institutions.
- ✓ Improvement and strengthening of medical training centres' capacities.
- ✓ Support to improve the quality of medical education.
- ✓ Support to strengthen primary health care staff training institutions.
- ✓ Technical assistance to health training centres to strengthen their training capacities, particularly in terms of needs, evaluations, training planning and the introduction of modern training methods.

## ➔ Our expertise in capacity and human resource development (continued)

### Training actions

- ✓ Training medical staff: screening and prevention of tuberculosis, HIV/AIDS, malaria, etc; HIV/AIDS prevention methods, use and maintenance of medical equipment.
- ✓ Training managerial staff on medical service management, hospital management, hospital accountancy, finance, actuarial methods, stock management, project monitoring-evaluation, conflict resolution, etc.
- ✓ Training on strategic planning for HIV/AIDS prevention.
- ✓ Organisation of training sessions and workshops for trainers and health care providers on payment mechanisms, the purchase of services, administration, financing, calculating hospital service costs, etc.
- ✓ Training health managers on budget programming and planning.
- ✓ Training health professionals, educational specialists, police staff and legal and customs professionals on specific issues related to narcotic drugs problems.
- ✓ Training staff (surveyors and supervisors) tasked with carrying out KAP (knowledge, attitudes and practices) and HIV positivity surveys.
- ✓ Training all staff involved in the national blood collection system.
- ✓ Training of trainers.
- ✓ Development, production and distribution of training aids (manuals, interactive CDs, etc.).
- ✓ Organisation of study trips. Training abroad.

## ➔ Our expertise in the hospital sector

### Hospital sector

- ✓ Preparation of medium-term national development plans for health infrastructures and setting up of tools for monitoring their implementation.
- ✓ Technical and organisational audits of hospitals and health centres; formulation of recommendations; establishment of rehabilitation plans and action plans; support for the reorganisation of hospital services; support for the creation of hospital complexes and for the renovation of fittings and equipment.
- ✓ Restructuring and functional planning studies for hospital organisations.
- ✓ Administrative, financial and accounting reorganisation of hospitals: definition and setting up accounting, budget and tariff procedures; design, creation and implementation of management tools; training staff on the use of such procedures and tools.
- ✓ Support for procurement, preparation of technical specifications (technical supplies and works), implementation supervision.
- ✓ Development of management systems for medical equipment maintenance.
- ✓ Support to improve patient care quality.
- ✓ Support to improve the care provided; preparation of related projects.
- ✓ Support for Public-Private Partnerships (PPP). Analysis of the legal framework. Diagnostic and feasibility studies of hospital projects.
- ✓ Monitoring of health building construction and/or renovation works.
- ✓ In partnership, hospital programming and design.

## Another area of expertise: humanitarian aid

- ✓ Humanitarian aid needs assessment
- ✓ Mediation, conflict prevention, conflict resolution and reconciliation
- ✓ Emergency/post emergency needs assessment
- ✓ Demobilisation, disarmament and reintegration
- ✓ Disaster preparedness
- ✓ Resettlement of refugees
- ✓ Clearance of mines and small arms and light weapons
- ✓ Linking relief, rehabilitation and development (LRRD)
- ✓ Exploratory EU election observation missions

## Our skills

Conseil Santé's competencies cover consulting and training actions:

- Evaluation of bilateral- or multilateral-financed development aid projects.
- Evaluation of methods and technical guidelines.
- Project analysis: identification, preliminary design, feasibility, pre-investment studies, sector analyses, audits.
- Detailed technical studies: rehabilitation and organisation studies, hospital network integration.
- Technical assistance at national and local levels.
- Training and support for human resource development: training of trainers, technical training, design, organisation and follow-up of training programmes, organisation of study visits and seminars, development of manuals and training courses.

For all its projects, Conseil Santé guarantees compliance with the implementation schedule set out and the full commitment of all planned technical and human resources, in strict compliance with the estimated budget.

## Our geographical focus



 Countries where we intervene

Conseil Santé has carried out projects throughout the world:

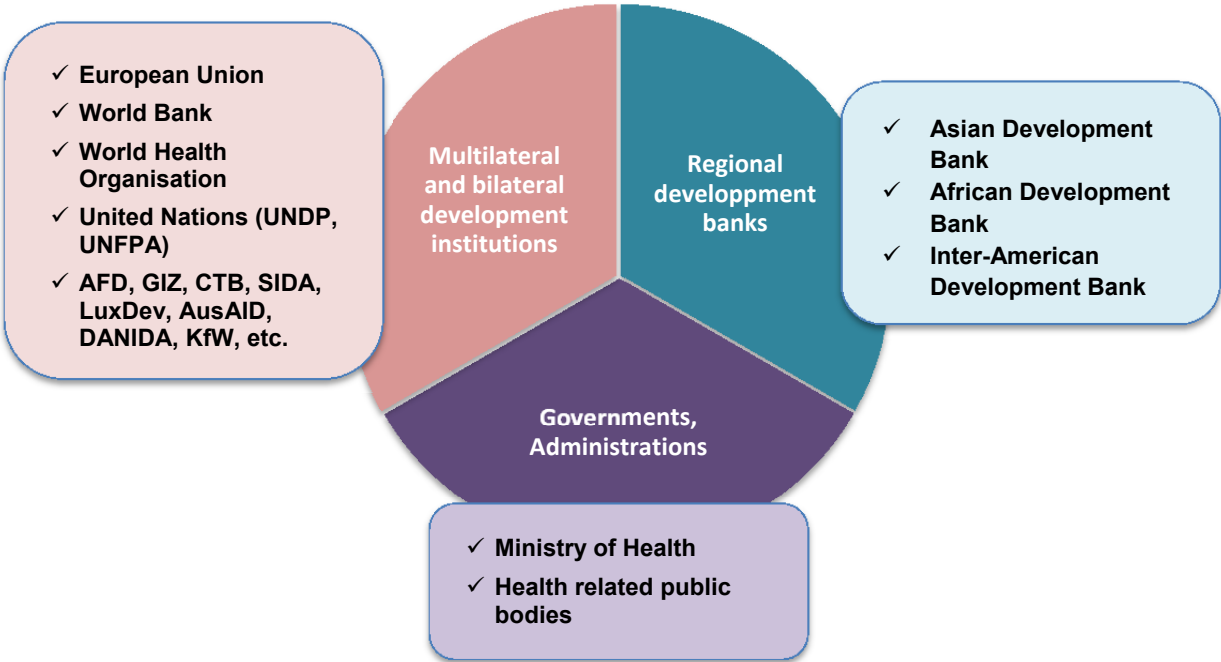
- Sub-Saharan African countries
- The Caribbean
- South-East Asia and Central Asia
- Mediterranean countries
- Central and South-America
- Transition countries in Central and Eastern Europe, and in the Balkans

For each discipline, experts fluently speak and write in the required languages French, English, Spanish and Portuguese. Knowledge of the language spoken in the beneficiary country is systematically sought after: close contact with the population is an excellent way to propose practical and applicable solutions.

**Our clients**

Conseil Santé has benefited from a very positive reputation thanks to the implementation of many successful contracts funded by major donors and cooperation agencies, along with States' governments and public administrations.

Our main clients :



Conseil Santé's staff and experts are entirely familiar with technical and financial/accounting procedures of major institutions (project cycle, tender processes, and procedures of each funding source).



## ➤ **SOFRECO, Parent Company of Conseil Santé S.A.S**

SOFRECO, a French consulting company which was founded in 1976, SOFRECO is dedicated to providing engineering, consulting and training services. At their head office and throughout the world, SOFRECO employs more than 120 staff (full-time) and its turnover in 2020 was €55 million.

All departments of SOFRECO carry-out development aid projects financed by the major international funding institutions, in transition or developing countries.

Conseil Santé benefits from SOFRECO's weight and financial soundness, for example for obtaining down payment bank guarantees.

SOFRECO is part of SYNTEC (French union of consulting companies). It has signed the Code of Ethics of SYNTEC and has its internal compliance procedures, which are also applicable to Conseil Santé..

## ➤ **Our teams**

### **Conseil Santé's experts**

Conseil Santé employs several hundred senior and junior experts of various nationalities, the vast majority of whom are technical specialists (doctors of all specialisations, pharmacists, health economists, biomedical engineers, nurses, architects, teaching specialists, project administrators, information system specialists, etc.).

Many of these experts are from the countries where Conseil Santé implements its assignments. They are often invaluable sources of knowledge of the contexts in which Conseil Santé's teams work, but they can also be called on to intervene in countries other than their own when they have the appropriate experience.

### **Le Conseil Santé's head office staff**

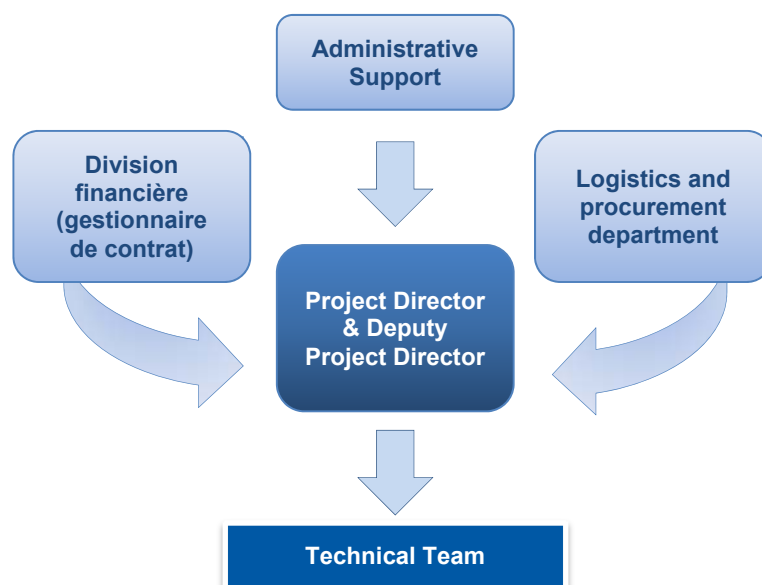
Conseil Santé employs some fifteen staff at their head office, all of whom have proven expertise in international project management.

More than half are technical specialists (doctors, pharmacists, health economists, engineers, human resource specialists, organisers, etc.) who manage project implementation and provide expert services. The others are contract managers or supervisory and support staff (accountants, IT specialists, logisticians).

All have undergone specialised training in development aid, or have several years' experience of working in transition or developing countries. All have a keen and personal interest in development aid and keep up-to-date with progress and changes in this field.

All of Conseil Santé's head office staff speak, read and write fluently in French and English, but many other languages are also used, such as German, Arabic, Spanish, Italian, Portuguese, Russian, Ukrainian, Serbo-Croat and Haitian Creole.

## Ad-hoc Project Team's organisation



To fulfil each assignment, Conseil Santé creates an ad-hoc Project Team composed of:

- **A Project Director, assisted by a Deputy Project Director:** responsible to the Client for the contract's management and correct implementation.
- **A Contract Manager:** responsible for the whole financial and accounting support.
- **The Logistics and Procurement Department:** carries out all procurement aspects of contract implementation.
- **The Technical Team on site:** highly qualified experts and specialists provided by Conseil Santé and, if necessary, its specialised technical partners, under the operational responsibility of a team leader who is the daily contact person for the Client.

### ➔ Quality control

#### Conseil Santé is organised to conduct large multi-disciplinary projects

Thanks to its experience and quality relationships with a great many public and private partners throughout the world, and to its sound financial situation, Conseil Santé can coordinate and manage the full range of engineering, consulting and training assignments requiring the involvement of multi-disciplinary expert teams and the mobilisation of significant financial resources.

Conseil Santé's action is based on close collaboration between the different persons of the Project Team:

- The **Project Director**, a permanent staff member based at Conseil Santé's head office, is the key contact person for the Client, to whom s/he is responsible for the project's management and correct implementation. S/he supervises the technical team, mobilises the short-term experts, and organises the logistics and the quality control of the reports and other deliverables. The Project Director, in consultation with the Team Leader, makes important technical decisions and does regular field visits whenever necessary. S/he is assisted by a Deputy Project Director, ensuring that head office is permanently staffed by someone who is thoroughly familiar with the project to enable "fast decisions" to be made when necessary.

- The **Technical Team** is made up of high level experts and specialists provided by Conseil Santé and, if need be, its specialised technical partners. It is under the responsibility of a Team Leader who is the daily contact person for the Client, and who acts in close collaboration with the Project Director.
- The **Contract Manager**, from within Conseil Santé's Accounting and Finance Department ensures the financial support of the project, and especially payment of the technical team in due time and correct invoicing of services provided.
- The **Logistics and Procurement Department** purchases the equipment and spare parts set out in the contracts on behalf of the project teams: it identifies suppliers, launches and examines invitations to tender, and ensures dispatch and customs clearance in full compliance with the funding agencies' procedures. The staff of this department has a perfect understanding of the rules and procedures of all our Clients. This department also organises the study trips that often accompany contract implementation. In collaboration with the Project Director and Team Leader, it coordinates the participants' travel and accommodation, the planning organisation and, if necessary, the provision of interpreters.

### Conseil Santé rapidly mobilises the expertise required by projects

Conseil Santé can rapidly mobilise the specialised expertise that frequently proves necessary during project implementation. Similarly, Conseil Santé can rapidly provide a replacement when an expert, for reasons beyond its control, cannot carry-out the assignment as planned. Conseil Santé has access to a database containing more than 40 000 experts of all disciplines and nationalities, set up and managed by the human resource department of its parent company.

In addition, the Conseil Santé has access to an extensive network of experts from all specialties through its partners:

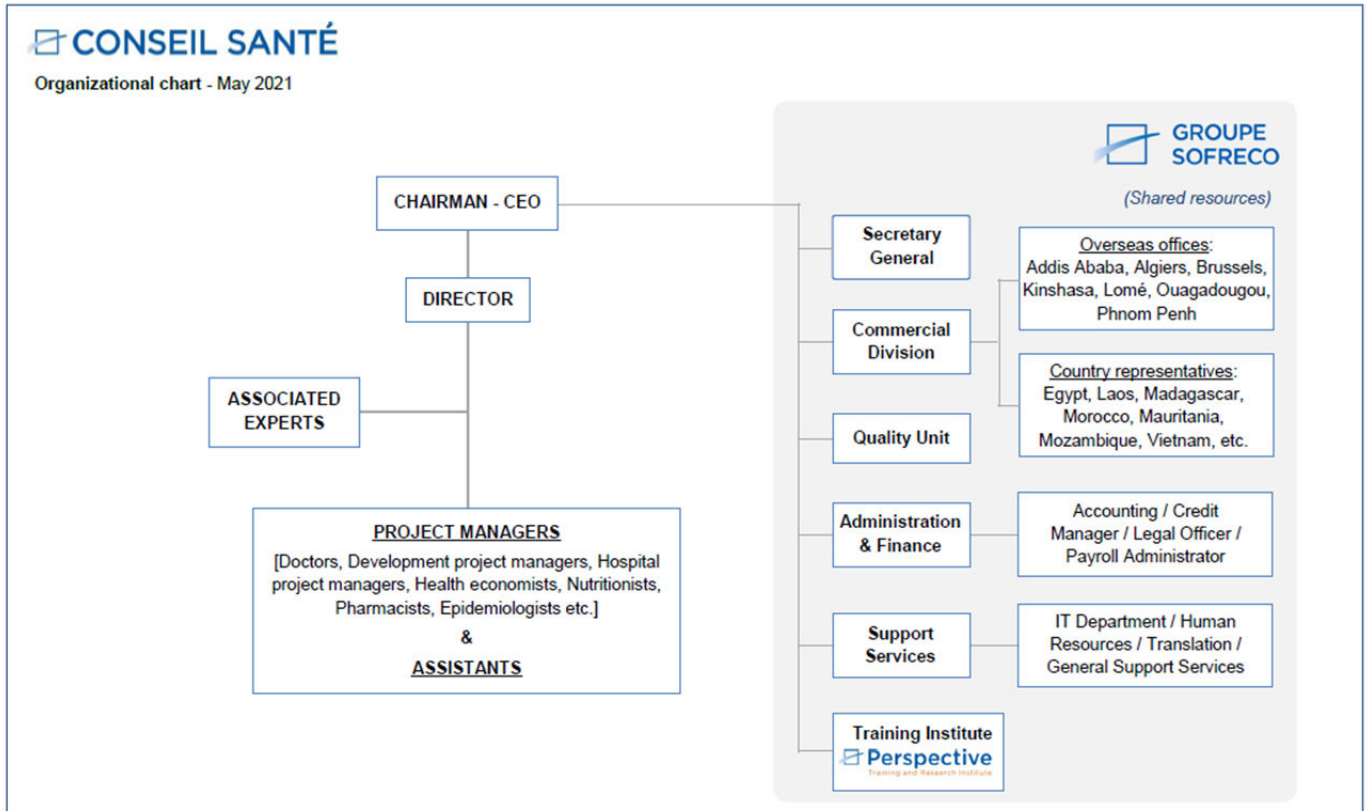
- Public Health Institutions (schools and institutes of public health, medicine agencies) and/or research (university hospitals, university departments);
- Government and public agencies in developed, developing and transition countries;
- European consulting companies specialised in the implementation of projects in the health sector;
- Companies located in countries of intervention of Conseil Santé, who can operate at the regional or international level, provided they have appropriate structures and skills.

### Conseil Santé controls the quality of the services provided by its field teams

Conseil Santé constantly ensures that the Client is provided with high-quality services, through a comprehensive Internal Quality Assurance Mechanism which includes:

- Backstopping assignments carried out by head office, particularly during the kick-off phase, then through regular field visits by the Project Director and the Director of Conseil Santé;
- Report Standardisation of the reports prior to submission to the Client;
- Critical proofreading by the Project Director and/or the Deputy Project Director of all reports before submission to the Client;
- Respect of deadlines for reports submission and project activities;
- Continuous communication between the Technical Team and the headquarter and regular contact of the Project Team with the Client, final judge of the quality;
- Monitoring and evaluation mechanism (internal and external) with the definition of progress and impact indicators;
- Quality Assurance Plan and/or Quality Assurance Committee (when needed).

## ➔ Our team at headquarters



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