



MERCK FOR MOTHERS IN INDIA

It all starts with a mother—she's the beginning of a much bigger story. A healthy pregnancy and childbirth leads to a lifetime of benefits, both for her own health and prosperity, as well as that of her children, family, community, and nation—for generations to come.

We call this the “Mom Effect.” Working with collaborators across sectors, we're making the Mom Effect a reality for communities across the globe.

Maternal Health in India

The Government of India is mobilizing to improve quality of care in the public health system. Despite increases in the number of women delivering in health facilities, maternal mortality in India remains too high, indicating inconsistent quality of care. Efforts to improve quality among private providers are also needed, especially because they offer up to half of maternity care nationwide.

What We're Doing

Merck for Mothers is working in close collaboration with government, academia, non-profit organizations, professional associations, and private companies to:



Empower women

with the information, choice, and voice needed to access the health care they want



Equip health providers

with innovative products and platforms to offer better quality care



Strengthen health systems

with new models to better finance and deliver quality care



We are working with collaborators to establish a national quality certification for private maternity care—**Manyata**—as a groundbreaking solution to this problem. Manyata certification recognizes private maternity providers for meeting national quality standards for maternity care and is endorsed and administered by the Federation of Obstetric and Gynecological Societies of India (FOGSI). It also equips providers with the tools they need to improve both their businesses and the care they offer patients, and it helps payors identify quality providers more easily.

We are also working with public and the private sector to bring Manyata to Rajasthan through **the Utkrisht Impact Bond**. This innovative financing mechanism is the largest—and one of the first—development impact bonds focused on health. Today, almost 500 private providers across Uttar Pradesh, Maharashtra, Jharkhand, and Rajasthan have become Manyata-certified. The Government of Maharashtra is also committed to improving quality care in both private and public facilities and recently launched LaQshya-Manyata, a statewide initiative that pairs Manyata with the LaQshya public sector maternity care initiative to ensure women receive quality care no matter where they seek it.

Additionally, we are collaborating with others to develop innovative, lean quality improvement models that will help providers develop the skills needed to achieve Manyata certification. Through our support of in the **ASMAN Initiative**, we help nurses in Rajasthan and Madhya Pradesh improve the quality of maternity care they deliver using a suite of technology-enabled solutions. Through ASMAN, providers can access the Safe Delivery App—a smart phone application that gives providers instant access to evidence-based and up-to-date clinical guidelines—for which we provided support to adapt for India.

Finally, we are working with women and communities to create a market that demands quality care. **Together for Her Health** is a web-based platform that helps women understand quality care and submit their feedback on the care they receive. To date, the platform has over over 30,000 user reviews and over 900 participating providers.

What We've Learned

Women want health information and will use it to demand quality care

- ✓ Women want information on quality maternity care and are eager to share their feedback and experience with their providers and peers.
- ✓ Despite socioeconomic and cultural barriers that may prevent reliable access to technology, women will find a way to offer feedback when platforms value their input.
- ✓ Providers will change their practices in response to women's feedback.

Private maternity providers are eager to improve quality, with the right support

- ✓ Physician-led private practices are willing to measure and report the quality of their care—they just need the right tools to help them do so.
- ✓ Nurses are essential in driving quality improvement, including motivating obstetricians to take it on.
- ✓ Professional associations play a role in measuring, improving, and assuring the quality of private care.

To sustain high quality, private maternity providers need health systems to offer the right incentives

- ✓ Peer assessment—coupled with public recognition of providers who achieve quality standards—is a reliable and effective way to assure the quality of private maternity care.
- ✓ Quality certification has a strong value proposition for private maternity providers, who see certification as a way to distinguish their services.
- ✓ Strengthening health systems requires partnerships that work across sectors and disciplines.

What's next

We believe that creating a national certification to assure quality maternity care is an important step in reducing India's maternal mortality—improving the lives of women for years to come. Our goal is to scale the Manyata quality certification nationally so that patients have reliable access to high-quality care.

IMPACT BY THE NUMBERS

Our investments have:

STRENGTHENED

+2,000



HOSPITALS
AND
CLINICS

TRAINED OVER

25,000

HEALTH WORKERS



As a result:

+900,000

WOMEN NOW HAVE IMPROVED ACCESS

to quality maternity care and modern contraception



Investments in India



EMPOWERING WOMEN

Together for Her Health

In collaboration with **Avegen**—and building on previous projects with **The White Ribbon Alliance** and **M4ID**—we have supported the development of a digital platform that helps women learn about the maternal healthcare they deserve and rate the services they receive. Quality ratings help private health providers deliver more woman-centered care and attract new patients. Overall, the Together platform empowers women to demand quality care and providers to be responsive to their patients' needs.



EQUIPPING HEALTH PROVIDERS

Private Maternity Care Quality Toolkit

In collaboration with **Jhpiego** and **the Federation of Obstetric and Gynecological Societies of India**, we supported the development of a quality toolkit for private providers called the Private Maternity Care Quality Toolkit (**PMC-QT**). It includes tools and standards for quality measurement, quality improvement, and quality assurance that are applicable to a range of private providers including nurses, midwives and obstetricians. Its development and field-testing took place in both India and Uganda.

Safe Delivery App

In collaboration with the **Maternity Foundation**, we supported the development of a Hindi-language version of the **Safe Delivery App**. This smartphone application gives providers instant access to evidence-based and up-to-date clinical guidelines for maternity care.

Social Franchising

In collaboration with **World Health Partners (WHP)** and the **International Center for Social Franchising**, we worked to develop a more financially sustainable telemedicine social franchise model in rural Uttar Pradesh. This investment builds on our work with **Pathfinder International** and **WHP** on **the Matrika Project**, which aimed to improve quality across the public and private sectors by linking remote providers with urban doctors via telemedicine for decision-making support. Our work in social franchising also included previous collaboration with the **Hindustan Latex Family Planning Promotion Trust (HLFPPT)** to expand a rapidly scaling social franchise network of private hospitals offering affordable maternal health and family planning services to Rajasthan.

Market Research

We invested in two different types of market research in India to better understand the private maternity care market, including: 1) nature of competition research conducted by **The London School of Medicine and Tropical Hygiene** in Uttar Pradesh, and 2) a **market segmentation analysis** of private maternity providers conducted by **GfK** in Uttar Pradesh, Rajasthan, and Jharkhand, which revealed four segments of private maternity providers. These segments are an organizing framework for the diverse local private sector and help public health professionals develop programming to meet each segment's needs.



Manyata

In collaboration with **Jhpiego** and the **Federation of Obstetric and Gynecological Societies of India**, we are working to ensure that women consistently receive quality care from private maternity providers by developing a certification for private maternity providers able to meet national quality standards. Today, this certification is available in Uttar Pradesh, Jharkhand, Maharashtra, and Rajasthan, and almost 500 private providers have become Manyata-certified. Manyata's first phase of work successfully improved quality of care across ~140 facilities in Jharkhand and Uttar Pradesh—adherence to quality standards rose from <3% to >75%.



STRENGTHENING HEALTH SYSTEMS

Utkrisht Development Impact Bond

Along with public and private sector collaborators—such as **USAID**, **UBS Optimus Foundation**, **Mathematica**, and **Palladium**—we have launched a first-of-its-kind **development impact bond** that leverages private investor capital to incentivize private maternity providers in Rajasthan to improve the quality of care they deliver.

ASMAN

We are working with **Tata Trusts**, the **Reliance Foundation**, **USAID**, and the **Bill & Melinda Gates Foundation** to improve the quality of maternity care offered in public facilities in Rajasthan and Madhya Pradesh. By helping providers to digitally monitor patients during labor and delivery, ASMAN links providers to the Safe Delivery App for easy access to evidence-based and up-to-date clinical guidelines for maternity care.



These programs are supported by funding from Merck, through *Merck for Mothers*, the company's 10-year, \$500 million initiative to help create a world where no woman dies giving life. *Merck for Mothers* is known as *MSD for Mothers* outside the United States and Canada.