



Thematic Snapshot Rwanda

Digitizing Rural Health Facilities

May 2026




Image provided by Society for
Family Health - Rwanda

Introduction

The **Society for Family Health (SFH) Rwanda** is a Sub-Recipient of Global Fund grants in Rwanda supporting HIV, TB, malaria and other primary health care services— as well as behavior change and social marketing – to rural populations across the country. Their work has impacted nearly five million Rwandans through their 350 health facilities.

SFH Rwanda works through a unique for-profit partnership model: through contracts for service delivery with the Principal Recipient of Global Fund grants to Rwanda, the Ministry of Health, and its Health Sector Strategic Plan,¹ SFH Rwanda supports local entrepreneurs to set-up primary health care posts in rural areas; the Health Posts are constructed, managed and equipped by SFH Rwanda but operated by local entrepreneurs.

Nationally across Rwanda, 54% of Rwanda’s 1,300 Health Posts have a functional computer and only 36% have internet access according to the Ministry of Health. An important part of the SFH Rwanda delivery model is on-going integration of innovation in service delivery. In terms of operations, this means ensuring that rural Health Posts are readily equipped for the digital age through electrification and internet connectivity, relying primarily on solar power and internet from low-earth orbit satellites. These digital foundations are enabling SFH Rwanda to level up data and infrastructural systems into something more sophisticated and impactful.



“We can now see who didn’t return for their next visit — [SRHOS] helps us follow up faster.”

Nurse at the Nyamasheke Health Post

Starting in 2023, SFH Rwanda began working with SAND Technologies on a data and electronic medical record platform, eFiche, to aggregate, analyze and act upon data using a dedicated Operating System . As part of the Operating System, SFH Rwanda Health Posts use the eFiche electronic medical record system, which is interoperable with eBuzima, the comparable system used by government-run Health Posts, as well as with Rwanda’s Health Information Exchange. The Operating System and its framework also includes 24/7 help desk-style support - called the Blueroom – to help Health Post operators with electricity and internet outages, troubleshooting eFiche, equipment problems and even diagnostic or treatment questions.

Before this Operating System, each SFH Rwanda Health Post recorded data in isolation manually through paper records, making it difficult to track and follow-up on patients. Issues with electricity, internet or equipment could halt Health Post operations for days at a time. SFH Rwanda Health Post operators struggled to make a profit due to claims rejected by Rwanda’s national social health insurance scheme. Delays or incomplete data were slow to feed into national systems, including the national health insurance scheme, leading to rejected claims that compromised Health Post profitability. This data was also not looping back into individual Health Posts to support local decision-making.

Now, with this Operating System being rolled out across all SRH facilities, Health Posts are empowered with an unprecedented amount of timely, analyzed data used to pinpoint and resolve issues, yielding higher-quality care, healthier communities and more financially sustainable Health Posts.

The Global Fund’s model of directly financing national entities and encouraging subcontracting of the most appropriate private or public delivery mechanisms helps ensure that implementation can continue sustainably beyond external donor support.

¹ Rwanda Health Sector Strategic Plan V 2024-2029: <https://p4h.world/app/uploads/2025/02/Health-Sector-Strategic-Plan-V-2024%E2%80%932029.x98527.pdf>

Setting the stage for impact

Across its 350 Health Posts, SFH Rwanda has ensured electrification. Some Health Posts are able to operate on the national grid, while others use a hybrid system combining grid electricity with solar as back-up. This ensures uninterrupted 24-hour electricity.

126 of SFH Rwanda's Health Posts have internet access in addition to electricity, enabling use of the Operating System within these facilities.

HIV, TB and malaria

Health Posts are a critical point-of-care for many rural populations affected by HIV, TB and malaria in Rwanda and SFH Rwanda plays an important role in helping prevent, diagnose and treat these diseases. Health Posts provide prevention, diagnostic and treatment services, with an emphasis on using project monitoring systems to track referrals, follow-ups and refills to ensure strong continuity of care.

The Operating System is also instrumental in reporting HIV, TB and malaria indicators into national systems, including Rwanda's health management information system.

Additionally, SFH Rwanda's social marketing supports disease prevention, including HIV prevention through condoms and mosquito repellents against malaria. For these, SFH Rwanda deploys project- and community-based strategies in addition to working through Health Posts.

Results:

- **TB:** In 2023 and 2024 SRH:
 - Screened 601 household contacts for TB.
 - Among these household contacts, 22 TB cases were confirmed, including 10 asymptomatic cases that would have been missed by routine screening.
 - All 22 household contact cases were initiated on treatment.
- **HIV:** In 2024:
 - 7,458,756 condoms were distributed.
 - 5,382 clients were initiated on Pre-Exposure Prophylaxis (PrEP).
 - 30,991 HIV self-testing kits were distributed.
 - 35,104 clients were tested for HIV, including through mobile strategies.
 - 1,833 new HIV-positive cases were identified.
- **Malaria:** In 2025, SRH diagnosed and managed treatment of 178,206 cases of malaria
- **Other:**
 - 29 Health Posts (23%) use diagnosis data to support preventive planning for intestinal parasites and lower respiratory infections, the most common illnesses in Rwanda.
 - 25 Health Posts (20%) streamline monthly submissions to Rwanda's health management information system.

Human resources for health and primary health care quality

SFH trained tens of thousands of frontline and other health care workers in digital care. For the Operating System specifically, 14 training sessions were held for 40 Head Nurses covering IT, budgeting, inventory and use of clinical guides. These clinical guides include refined clinical guidance for the top five most frequent conditions and standard operating procedures for their standardized care.

SFH's digital efforts also align with the national EMR (electronic medical record) integration agenda, which aims to expand digital record coverage from a baseline of 12% in 2024 to 70% in 2029 across hospitals and health centers.

Results:

- 10,000 health care workers, 1,000 other health care professionals, and 536 Health Post Facility Leaders trained on digital care in 2025.
- 1,000 other health care professionals trained on digital care using eBuzima in 2025.

Procurement and financial management

The Operating System provides Health Post staff with an overview of resources, budget, claims through the national social insurance scheme, forecasting and stock of essential medicines. This oversight has improved the predictability of Health Post income, the acceptance rate of claims by Rwandan insurance authorities and reduced medication stock-outs.

Data analysis has also enabled advocacy for targeted resources to catalyze change. For example, poor financial support for midwives emerged as an issue affecting retention, which was addressed through additional monthly support. Additionally, operational data was used to secure co-financing through an Energy Development Program Grant for Health Posts.

By using digital means to optimize managerial capacity and transition Health Posts into paperless, cashless systems, SFH Rwanda aims to reduce the operational costs of Health Posts by 80%.

Results:

- Inventory tracking was piloted from January to September 2025.
- 32% of Health Posts (40 Health Posts in total) optimize medicine procurement via medicine forecasting trends.

About the Global Fund

The Global Fund is a worldwide partnership to defeat AIDS, TB and malaria and ensure a healthier, safer, more equitable future for all. We raise and invest up to US\$5 billion a year to fight the deadliest infectious diseases, challenge the injustice that fuels them, and strengthen health systems and pandemic preparedness in more than 100 of the hardest hit countries. We unite world leaders, communities, civil society, health workers and the private sector to find solutions that have the most impact, and we take them to scale worldwide. Since 2002, the Global Fund partnership has saved 70 million lives.

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