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Digital Connected Care Coalition (DCCC) is a multi-stakeholder coalition united in our shared commitment to accelerate the digital transformation of healthcare as a strategy for achieving Universal Health Coverage (UHC) in low- & middle-income countries (LMICs).

To maximize impact – to sustainably improve healthcare systems and increase access to care for all - we need to work together across disciplines and across the care chain. And to facilitate that, we need to understand our own role in the care chain, what capabilities others have that we can build on, who to collaborate with, and how to implement for the future. Just like innovation is so much more than merely invention, creating impact is so much more than starting just another project.

This workshop was a great help in taking the DCCC a step further. The trusted atmosphere that we jointly created allowed for sharing projects we are currently working on, including their successes and pitfalls. We saw where we can build to each other’s efforts, and what capabilities we can bring in. And we created new ideas, emerging from overlapping fields of interest, to start working on in the future – and we have started that follow-up already.

Great outcome of a two-day session, that will help DCCC and all the members to focus more and to pool resources for more effective, economically viable, digital health interventions.
Foreword and reflection

Towards scalable digital health solutions and lasting impact.

With the DCCC we are on a journey to collaboratively create the safe, trusted platform where we can build on each other’s capabilities, pool resources and investment, and deliver better, faster and more impactful digital health solutions in LMICs.

The DCCC is a coalition in development, driven by Philips and PharmAccess, with members of over 80 organizations. We have a populated and functioning organization creating the collaborative platform and currently we are facilitating two projects.

To strengthen impact, we contacted like-minded, impact focused people from organizations across the digital care chain, to understand how we can best build on each other’s capabilities and how DCCC can be matured.

Refer to “Appendix 1 – DCCC intro” and to “Appendix 2 – Flyer” for concise background materials on DCCC.
Workshop goals

1. Create a trusted place to exchange ideas, project pipelines
2. Understand each other’s priorities in digital health in (L)MIC’s
3. Find synergies in / contribute to / build on the participants’ existing digital health projects
4. Identify other areas of overlapping, actionable interests in digital health
5. Identify future opportunities to accelerate joint interests
6. Outline next steps for participants and DCCC
Introduction (2/3)

Agenda

Focus: Get to know each other's Initiatives, Capabilities & Organizations

Day 1 (26 Jan)
1. Welcome and participant introduction
2. DCCC Introduction
3. DCCC example projects
4. Experience Showcase: get to know each other's projects
5. Capability Mapping: get to know each other's organizations & strengths

Focus: Collaboration proposals, Action plans and Next Steps

Day 2 (27 Jan)
1. Welcome and re-cap
2. Propose potential future collaborative projects (4 groups)
3. Discuss action plan: DCCC support and realization of proposed projects
4. Participant feedback round
5. Next steps & closure
The following organizations and people made the workshop a success

<table>
<thead>
<tr>
<th>Organization</th>
<th>Name</th>
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<tbody>
<tr>
<td>AWS</td>
<td>Alexander Janssen</td>
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<tr>
<td>AXA</td>
<td>Nadia Boughaba, Niti Pall, Michal Matul</td>
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<tr>
<td>DCCC</td>
<td>Jeroen Maas (Philips), Stella Pfisterer (Partnerships Resource Center), Reon Brand (Philips), Claudia Duarte (Philips)</td>
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<tr>
<td>J&amp;J</td>
<td>Karin Verstraeten</td>
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<tr>
<td>Novartis</td>
<td>Floris Baart</td>
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<td>Novartis Foundation</td>
<td>Lucy Setian</td>
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<tr>
<td>Orange</td>
<td>Ralph Ankri, Mohcène Zaigouche</td>
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<tr>
<td>PharmAccess Foundation</td>
<td>Charlotte Wilming, Simba Martens</td>
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<tr>
<td>Philips</td>
<td>Olesya Struk, Saskia Verbunt</td>
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<tr>
<td>Swiss Re Foundation</td>
<td>Patricia Dütsch</td>
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Insights from pre-workshop input

The preparation interviews with all participants made four things very clear:

1. While we all are starting from different disciplines, we share the same basic needs
   - Get to know and get access to the players in digital health;
   - Understand what they do;
   - Understand how we can collaborate for impact;

2. We all tried to reach out to each other’s companies before, but we need to connect with the “right” individuals to work with.

3. We need a space to exchange ideas and learn together.

4. We want action.

What participants said...

“It would be great to understand what others are actually working on”

“We know of [another company], and think we can build on each others work, but we never had time to set up a call. We did not take the time to better understand what they are doing”

“We tried working with other companies so often, but the time it takes to find the right people – and than they leave”

“We are interested in learning from others and to see to what extent we can do things together with others – also in the longer term”

Refer to “Appendix 3 - Pre-workshop homework analysis - organizational synergies” For more insight.
Discovering synergies

Each participating organization shared a poster presentation of a current initiative in Digital Health in which they are involved. Organizations also mapped their presence in key LMIC locations on a global map.

Sharing the results of inspirational projects in digital health proved to be a powerful way for organizations to discover mutual interest, build trust and identify opportunities for collaboration. The individual presentations were followed with a networking session where different organizations had the opportunity to discuss each other’s work and potential synergies in more depth. It was also an opportunity for individuals to get to know one another.

The high level of engagement of this session set the foundation for later sessions to co-creating tangible cross-organizational proposals for collaboration.

Refer to “Appendix 4 - Workshop input - Presentations of Existing Projects” for in depth information
Experience Sharing (2/2)

Geographical mapping of participant organizations in LMICs

The key locations show extensive global reach and synergies for collaboration
Exploring complementarities

Stepping beyond the potential touch-points of common interest showcased by projects, it was time to transparently share and discuss the interests, expectations, capabilities and need for complementarity on an organizational level.

Every organization presented its contribution to the joint capability map. We had a lively, open and honest communication to build a common understanding of one other's strengths, weaknesses, and areas where joining forces can increase the ambition, scope and impact of collaborative initiatives.

This transparency helped to ensure that proposed collaborations leverage each organization's unique capabilities and minimizes potential redundancies.

Refer to “Appendix 5: Capability Mapping of Organizations” for detailed information.
Future Collaboration Brainstorm

The experience sharing and capability mapping exercises helped to create a common sense of purpose and made synergies evident.

This formed a great basis to shape proposal ideas for potential collaborations.

We quickly described a dozen project ideas that multiple organizations need to work on to make them successful. We jointly prioritized three new collaborative initiatives and one existing project (see bold titles in table) to further work on.

Titles are given in the table; more background, the lead of the project and initially interested partners are presented Appendix 04.

List of potential collaborative initiatives (Brainstorm)

1. Foundations United
2. Quality standards of care (based on Safecare) → separate follow-up
3. VBC with staff shortages
4. Start-up Acceleration
5. Skills building for digital health tech → separate follow-up
6. Upscaling clinics
7. Click n Brick model
8. (micro)health insurance for supply chain employees
9. VODAN
10. End-user engagement ecosystem (needs defining)
11. Additional ideas through bilateral follow-ups

Refer to “Appendix 06: New Collaborative Projects – Draft Summaries” – to see a complete list of potential joint initiatives. Three proposed initiatives were selected for further elaboration.
Co-creative energy

In a next step, we started outlining the three prioritized initiatives. Co-creating potential collaborative opportunities unleashed a high level of engagement.

The discussion resulted in three exciting proposals which will be further shaped to drive collaborative action.
Three selected initiatives to scope & activate

During the workshop, we prioritized three collaborative initiatives to work on.

1. **Start-up Acceleration**
   - **Description:** Strengthen collaboration with digital health start up ecosystem to (1) develop collaborative projects with startups, (2) build local skills and ecosystems, and (3) create access to partners with capabilities, experience & scale
   - **Lead:** Lucy Setian, Novartis Foundation
   - **Collaborators:** Philips, AXA, Orange, PAF, JnJ, Novartis Foundation

2. **Upscaling clinics**
   - **Description:** Clinics in LMICs are usually underequipped, hampering diagnostic capabilities. Can we together find a sustainable way to upgrade these diagnostic capabilities and with it improve access to quality healthcare?
   - **Lead:** Floris Baart, Novartis
   - **Collaborators:** Novartis, PAF, Philips, JnJ

3. **Click n Brick model**
   - **Description:** Digital healthcare is a proven way (e.g. Babyl Rwanda) to improve access to care with lower impact on the required workforce. This project aims to build on existing learnings and scale existing efforts.
   - **Lead:** Michal Matun, AXA
   - **Collaborators:** Philips, Swiss-RE Foundation, AXA, Enovacom, PAF

Refer to “Appendix 06: New Collaborative Projects – Draft Summaries” for more in depth information on the three proposed initiatives.
Next steps and follow-up (1/2)

Brief outline of project follow-up and key potential dates/events of interest for the DCCC

**Keeping the momentum**

It is crucially important to keep the momentum we have achieved in the workshop by turning our intent into action.

The joint projects hold tremendous potential to bring the DCCC collaboration to a next level of impact with benefits to all participating organizations and the DCCC community at large.

It is equally important to shape a joint agenda to connect to key influential stakeholders and keep the level of energy and engagement in the DCCC community – and to see each other live again during the World Health Assembly (WHA).

**Key next steps for activating proposed joint projects**

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<thead>
<tr>
<th>Activity/deliverable</th>
<th>Date (approx.)</th>
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<tbody>
<tr>
<td>1 Project activities</td>
<td>Feb-March 2023</td>
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<td>2 Plenary projects meeting</td>
<td>31 March 2023</td>
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<td>3 Project follow up</td>
<td>21-25 May 2023</td>
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**Key dates/events of DCCC interest**

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<tr>
<th>Activity/deliverable</th>
<th>Date</th>
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<tr>
<td>DCCC call: Governing health futures 2030: Growing up in a Digital World</td>
<td>14 Feb 2023</td>
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<tr>
<td>During WHA: DCCC private sector group meeting (workshop follow-up)</td>
<td>21-25 May 2023</td>
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<tr>
<td>During WHA: DCCC-Transform Health side event</td>
<td>21-25 May 2023</td>
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Refer to “Appendix 07: Action list” for all follow-up actions (besides the project related ones) and to “Appendix 08: Event calendar and attendance” for our joint event calendar – in progress.
Post-workshop feedback

After the workshop, the core team re-connected with all workshop participants individually and the common feedback was:

- Participants enjoyed a well-organized workshop and the atmosphere of exchange and trusted space created by DCCC and all participants
- They better understand what other organizations are working on and recognized common challenges
- They “human factor” was highly valued: getting to know individuals of organizations
- This enabled the emergence of bilateral and multilateral follow-ups
- Moving beyond a talk-shop and initiating action was highly valued
- There is an interest in the next steps of developing collaborative actions

In the words of participants...

“Great to meet so many like-minded people. We searched for them before but did not yet meet them.”

“It was not building castles in the sky as what happens often in other workshops”

“Networking was very valuable - it helps to have the people connection”

“I felt that there can be something great emerging from this workshop”
Closing thoughts

We had a rare party of like-minded people, driven by making a lasting impact on better healthcare in LMIC’s. While, or rather because, we had so many different disciplines and backgrounds together in one room, we had the opportunity to learn from each other, to discover where we have overlapping capabilities and to decide that, by building on each other’s capabilities, we can truly make a difference by doing what the private sector does best: implementing at scale.

And we also know we cannot do this with just the private sector - we are part of an ecosystem. Jointly with, among others, governments and civil society, we can build digital health solutions that will have systemic impact and will benefit all - but are too large to be built by anyone alone. You can help strengthen the process by joining DCCC and by sharing multilateral opportunities.

During the Workshop, we identified two enablers and two more concrete action lines, all supporting the scaling of projects:

- **Enabler 1:** Trusted environment for exchange, needed to understand how we can work together and with whom. Such a ‘platform’ is a breeding ground for joint projects.
- **Enabler 2:** Need for knowledge and capabilities on facilitation of multi-party projects and exchange of learnings
- **Action Line 1:** Work on a safe, patient centered, digital health data infrastructure
- **Action line 2:** Work or joint investment, pooling resources within and across sectors.

DCCC aims to deliver on both enablers - this workshop was part of that – and will continue working on the action lines, one scalable intervention at a time. We managed to plant seeds for a dozen collaborative scalable interventions, now we can make them grow into high-impact digital health projects that will bring us closer to equitable healthcare for all.

Refer to "Appendix 09: DCCC Membership model" for more information on possibilities to contribute to DCCC.
### Appendixes

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<td>Workshop input - Presentations of existing projects</td>
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