

Organizational Profile

Project Foundations Management Toolkit: Week 1

Your first team assignment will not only set the stage for your project, but will also enable you to share what you know about your organization in your initial mentor meeting and upcoming class discussions; you will also draw on the resulting bank of information in later work (such as for your final poster). Start working on it as soon as you can. Apart from the second item, answers can be in note form. If a given item does not apply, note N/A. If you do not know a numerical answer, use a range or order of magnitude, and create a follow-up task for your team to find the answer.

For this task, focus on the organization, rather than your project.

Name of organization	RTT Unjani Clinic
Complete 2 or 3 sentence overview of the organization: main activities; products or services; business model (& main sources of revenue).	Unjani Clinic is a clinic-in-a-container primary healthcare shop founded from RTT Group's CSI budget. It operates on a franchise model with the revenue coming from providing care as well as selling OTC medicine.
Organization's mission, in a sentence or phrase	To provide more access to quality care at an affordable price as well as to encourage more women entrepreneurs.
Year founded	2010
Number of employees	Over 2700 in RTT overall. For the Unjani Clinics: TBD
Number of sites (also list countries if relevant)	South Africa, Johannesburg (3 sites: Etwatwa, Kwaggafontein & Villa Lize).
Number of customers or patients served (e.g. per month or year)	Around 400 per month per site.
Who founded it and are they still involved?	Tim Edwards – Yes, as Chairman of the RTT Group
Who runs it? List top leader or leaders	Trixie-Belle Nicolle – CSI Project Manager
Describe the setting in which the organization operates (e.g. urban, rural; US based, etc.)	Rural – focus on remote area where quality care was lacking.
Whom does it serve? In other words, who are its customers or patients, in general?	People at the BoP.
Where on the care delivery value chain does the organization focus? If it provides patient care, what level? (e.g. primary, prevention, specialty tertiary)	Primary
Which health conditions does the organization focus on?	Common symptoms that do not require doctors' specialty (ie. infections, pregnancy tests, maternity care, HIV).
What is the overall capacity utilization for the organization? (qualitative answer OK for now)	It varies per site. Some sites have as low as 80 patients per month where as other sites have as many as 400+ patients per month.

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