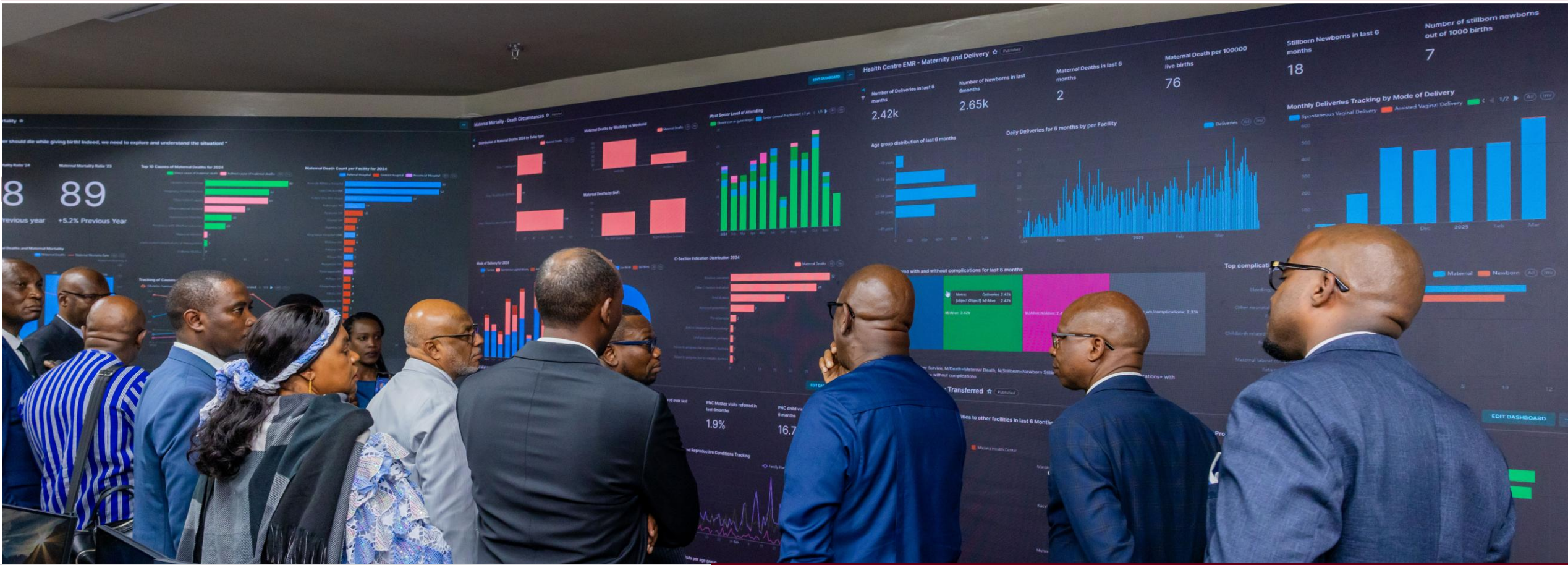


HEALTH WORKFORCE MANAGEMENT SYSTEMS



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Rwanda's experience and lessons for African regulatory data exchange

WHY HEALTH WORKFORCE INFORMATION MATTERS?

2

Healthcare regulation depends on reliable information. To protect the public, a regulator must know:



Who is licensed



**Where professionals
practise**



**Whether they remain
competent**



**Whether they comply
with CPD**



**Whether disciplinary
actions exist**



**Whether specialists are
recognised**

Without reliable workforce information, regulators cannot make evidence-based decisions — or protect the public.

WHERE IS AFRICA TODAY?

3

A shared regulatory challenge



Paper-based registration



Fragmented databases



Manual verification of qualifications



Slow licensing processes



Duplicate practitioner records



Limited workforce intelligence



Weak interoperability



Hard to verify across borders

These gaps delay service delivery and increase regulatory risk — especially as professionals move across borders.

WHAT IS A HWMS?

4

An integrated digital platform that manages a practitioner's complete professional lifecycle — from graduation to retirement.



One practitioner — one trusted digital record.

Online application · credential verification · registration · licensing · internship · specialist recognition · CPD · renewal · discipline · reporting



WHAT RWANDA HAS DONE?

5

Rwanda's digital regulatory journey

The Rwanda Medical and Dental Council has progressively digitalized its core regulatory functions:



Practitioner registration



Internship licensing



General practitioner
licensing



Specialist registration



Graduate indexing



Online licence renewal



Continuing Professional
Development



Digital verification of
status



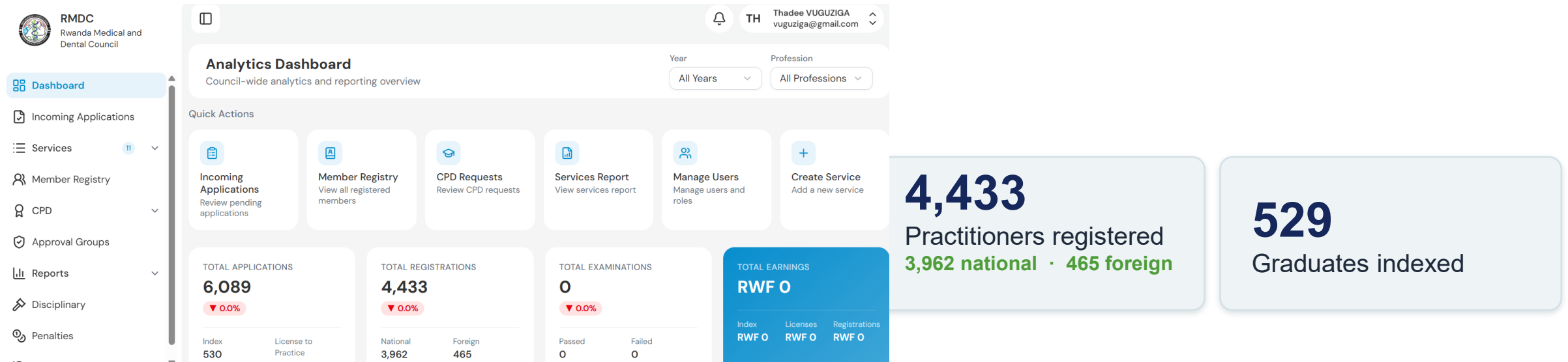
Workforce reporting

Improving efficiency, transparency, and accessibility and strengthening accountability and public confidence.

THE PLATFORM IN PRACTICE

6

One practitioner portal, backed by a council-wide regulatory dashboard -now managing the national health workforce in real time.



One profile



One platform

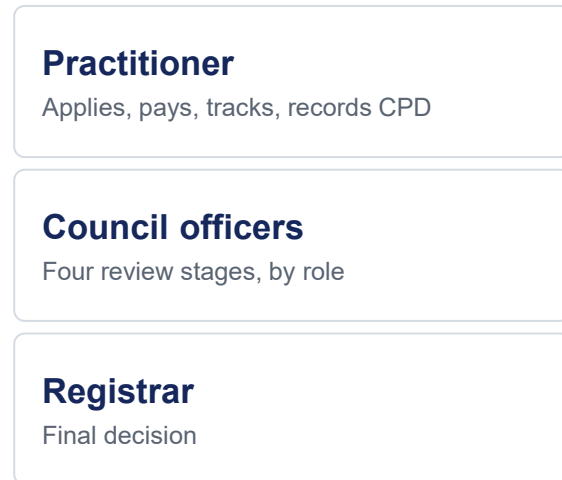


One professional journey.

WHAT THE SYSTEM DOES, AND FOR WHOM?

Behind the portal and the dashboards sits one role-based platform, every action recorded with the officer who made it and the time.

WHO USES IT



COUNCIL FUNCTIONS



WHAT IT PRODUCES

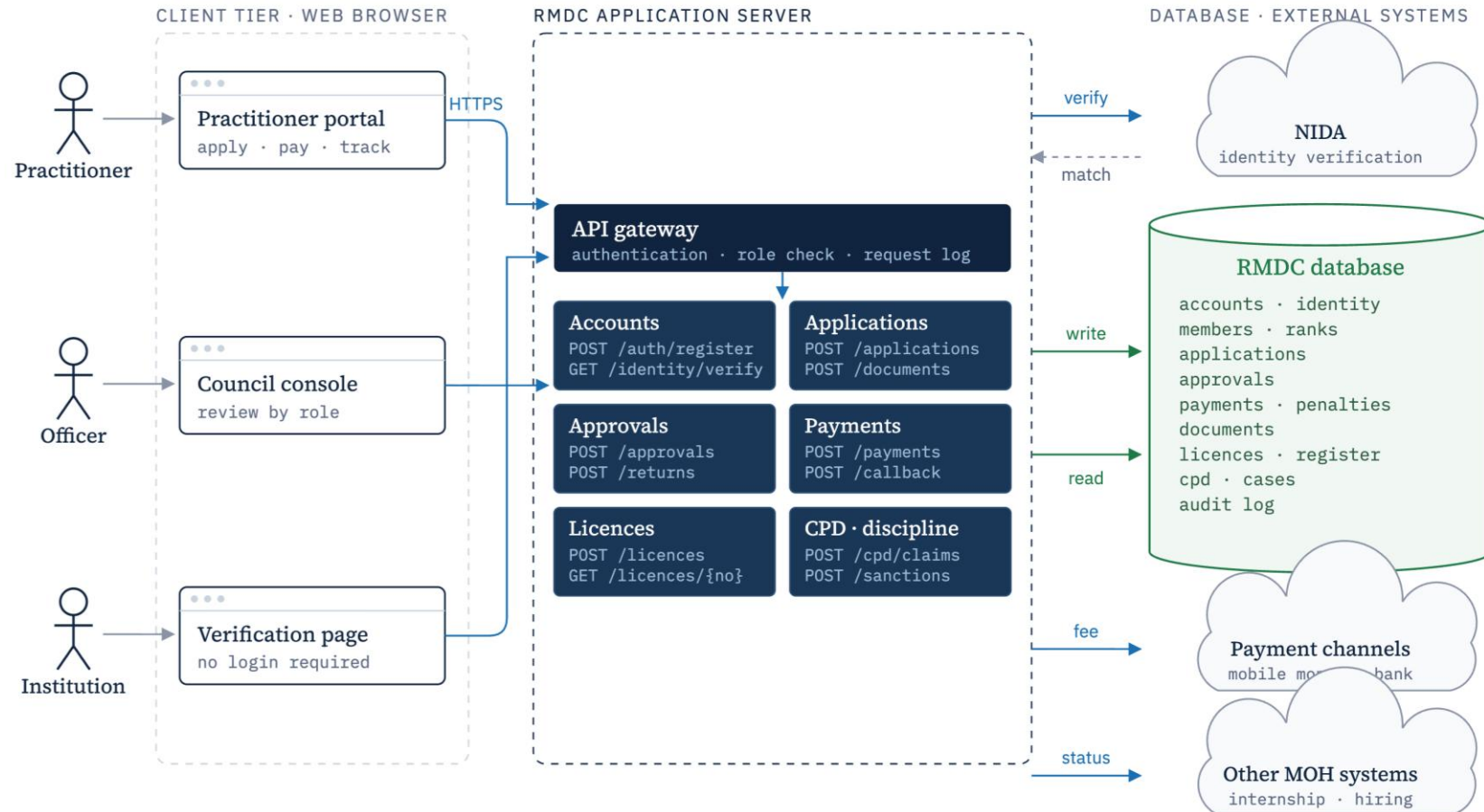


One register of truth, trusted across the health system.

SYSTEM ARCHITECTURE · DEPLOYMENT VIEW

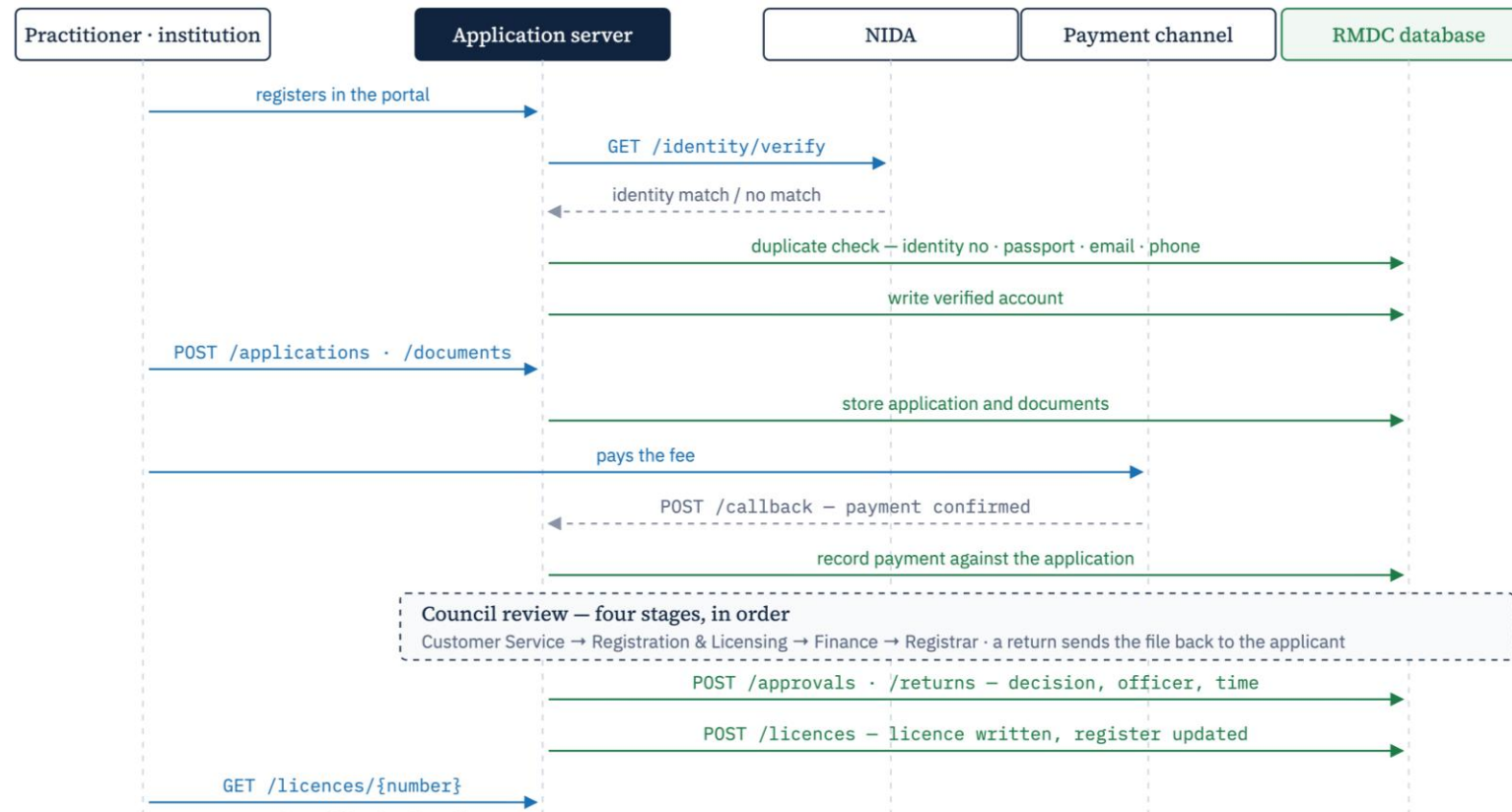
Clients, server, database, external systems

8



Browsers on the left · the Council's gated application server in the middle · one audited database and the national systems it talks to on the right.

From registration to a verifiable licence



One application, end-to-end — identity check, payment, the four approval stages in order, and a license anyone can verify online.

A SHARED NATIONAL PLATFORM

10

One platform, every health regulator

The same HWMS serves all of Rwanda's health-professions councils — one system, one standard, one source of workforce truth.

NPC

Rwanda National Pharmacy Council

1,594

Registrations

1,542 national · 50 foreign

RAHPC

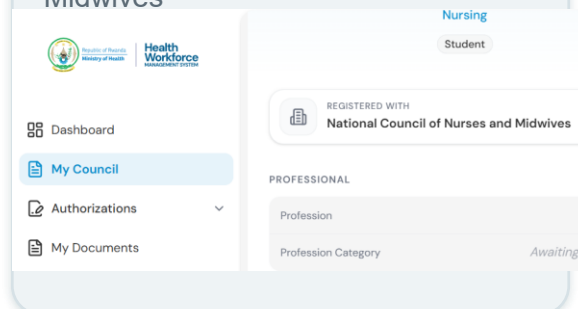
Rwanda Allied Health Professions Council

10,355

Registrations

NCNM

National Council of Nurses and Midwives



RMDC

Rwanda Medical & Dental Council

4,433

Registrations

3,962 national · 465 foreign

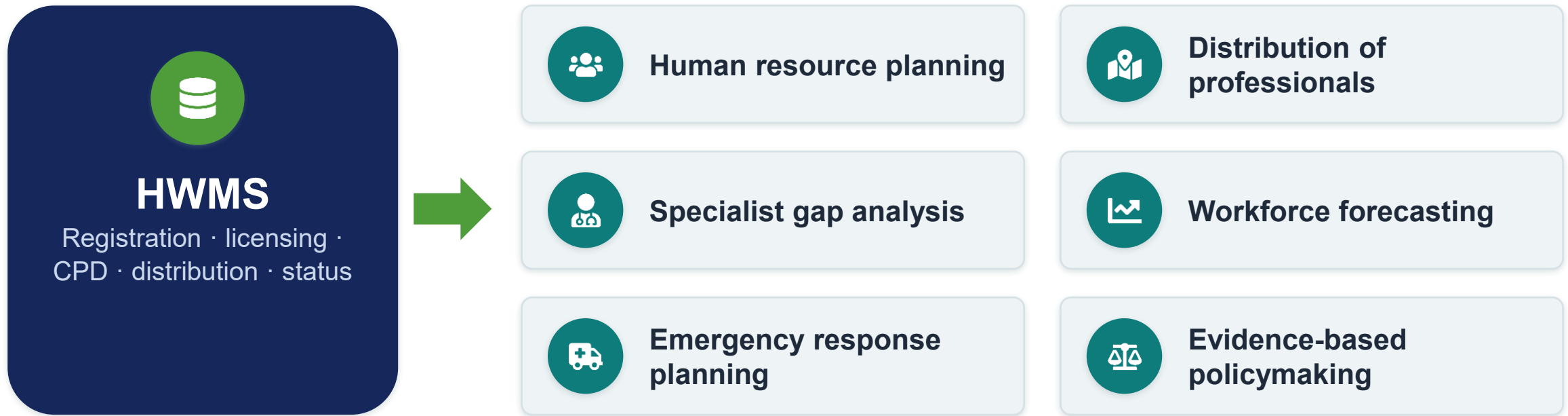
16,382 registrations processed on one shared platform —
across councils already live.

FROM DATA TO DECISIONS

11

From regulation to HEALTH INTELLIGENCE

Workforce data are valuable far beyond registration. Integrated with national systems, they support:



This transforms regulatory data into strategic health intelligence.

RWANDA'S HEALTH INTELLIGENCE CENTER (HIC)

LAUNCHED

3 April 2025

A unified national platform consolidating data across the health system.

HWMS is a key national data source.

The HIC integrates data from:



Health Workforce Mgmt System



Electronic Medical Records



eLMIS



Community health systems



DHIS2



Civil Registration & Vital Stats



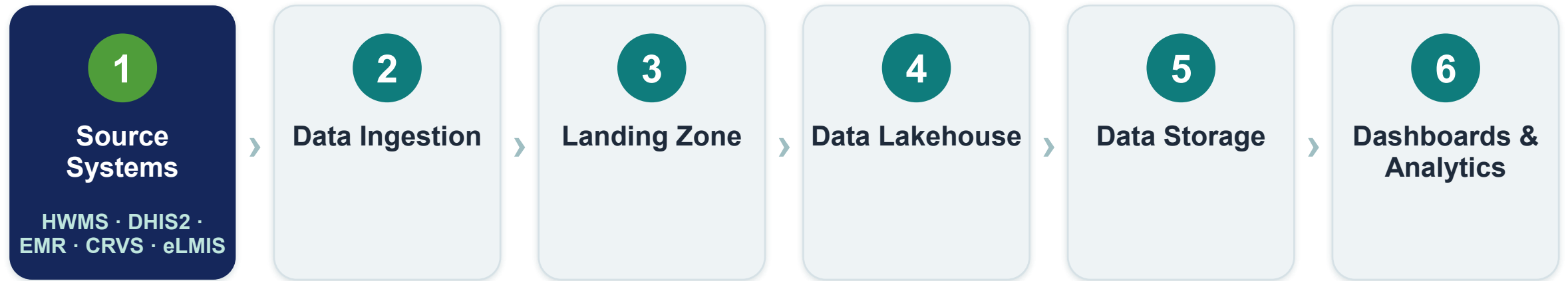
Emergency Medical Services

Enabling real-time monitoring, advanced analytics, and evidence-based decisions, connecting community workers, health centers, hospitals, regulators, and the Ministry of Health.

HOW THE DATA FLOWS

13

Inside the HIC: a six-layer architecture



HWMS is one of the HIC's key national data sources.

Regulatory workforce data flow into the same pipeline that powers national health decision-making.

WHERE AFRICA GOES NEXT?

14

Regional data exchange

Healthcare professionals increasingly practise across national borders. Trusted regional cooperation requires:



Trusted digital registers



Common professional
identifiers



Harmonised data standards



Secure verification
mechanisms



Mutual recognition of
qualifications



Cross-border information
exchange

Digital verification can replace slow paper-based confirmation across the EAC and Africa -supporting mobility while protecting patients.

As Ghana's President affirmed at this conference, such secure exchange is "no longer optional; it is an essential element of patient protection."

Lessons from Rwanda

- ✓ Leadership drives digital transformation
- ✓ Strong legislation enables implementation
- ✓ Data quality must be prioritised
- ✓ Stakeholder engagement is essential
- ✓ Plan interoperability from the outset
- ✓ Workforce data is a strategic national asset
- ✓ Systems must ultimately improve public protection

WHO BENEFITS



Regulators

Better oversight, faster licensing



Governments

Evidence-based workforce planning



Health facilities

Faster credential verification



Professionals

Convenient, transparent services



Patients

Safer, more trustworthy care

Technology alone is not enough; governance, leadership and institutional commitment are decisive

A SHARED AGENDA

16

RECOMMENDATIONS FOR AFRICAN REGULATORS



1

Common workforce data standards



2

Interoperable digital registers



3

Secure cross-border exchange



4

Harmonised practitioner identifiers



5

Stronger cybersecurity & data governance



6

Digital capacity building for regulators

Working together — through AMCOA, the regional economic communities and IAMRA — to support Universal Health Coverage.

VISION FOR AFRICA

17

A connected regulatory ecosystem

Connected Regulators

Connected Data

Trusted Professionals

Protected Patients

Stronger Health Systems

“Digital transformation is no longer optional for healthcare regulation. By connecting our systems across institutions and borders, we can strengthen public protection, support workforce mobility, and move collectively toward Universal Health Coverage.”

“Patient safety has no borders.”

— H.E. the President of Ghana, opening the 28th AMCOA Conference

Bridge to the next case study — Rwanda shows the value of integrating regulatory data nationally; the next step is to connect these systems across countries.

I look forward to Kenya’s Digital Register and to building an interoperable African regulatory ecosystem together.

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THANK
YOU



Medaase



Asante