

Pro Bono Impact Case Study: Pfizer Global Health Fellows

Profile

Company Revenue: \$59 billion

Company Employees: 91,500

Program: Global Health Fellows (GHF)

2012 Participants: 24 Fellows (Pfizer employees) at 11 Partners (NGOs) in China, E. Africa, and India

Focus Area: GHF partners with international development organizations in key emerging markets with multi-year capacity building projects (each lasting 3-6 months) in areas of strategic interest for Pfizer, including vaccines, oncology, and chronic disease management.

Since 2003, more than 300 Pfizer employees have improved supply chains, business operations, and health prevention in partnership with 40 development organizations.

Data Collection Methodology: GHF collects social and business impact data (examples below) from the following sources:

- Partner (NGO) and Fellow (Pfizer employee) applications (including impact forecasts)
- Fellow statements of work (project inception, mid-point, and final reports)
- Immediate and 12-month post-project surveys (Partner and Fellow)
- Individual interviews (Partner and Fellow)

Social Impacts

NGO Project Types

Fellows addressed core operational challenges at Partner organizations, the most impactful of which (i.e., with “Extremely Significant” and “Significant” effects, as reported by Partners) included:

| Project Type | Highest Impact |
|---|----------------|
| Human Resource Training and Development | 86% |
| Leadership and Governance | 76% |
| Health Service Delivery | 68% |
| Health Management Information Systems | 62% |
| Access to Medicines, Vaccines, Medical Technology | 57% |
| Financial Systems | 52% |

NGO Satisfaction

99% of participating NGOs expressed satisfaction with the GHF program:



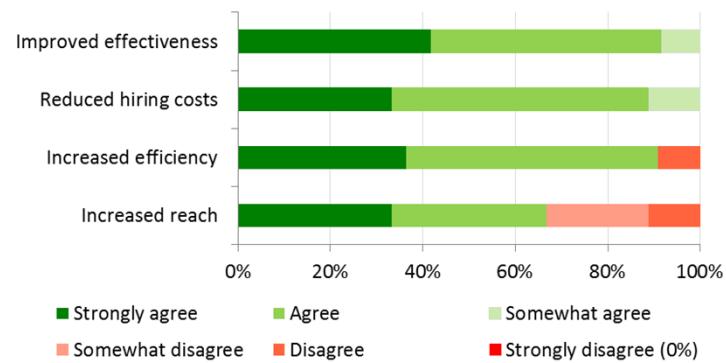
NGO Capacity Gains

Examples of NGO capacity gains included:

- “[By] improving service delivery in existing sites as well as by setting up new sites, the Fellow has increased the number of beneficiaries from approximately 275 to 600 [**a 217% gain**].”
- “The [new standard operating procedures] will enable monitoring of studies (half a day per monitoring visit as opposed to a full day per study) for the 40 research studies at the institute.” [**a 50% efficiency gain**]
- “After the Fellow started working on the systems, our sales for one site alone went up from 68,000 shillings to 203,000 shillings, **an increase of 199%**.”
- “Prior to Sandra's visit... the contamination rate [of hospital blood culture processes for invasive pneumococcal disease] was 6.4%. After the two week hands on workshop, the **contamination rate dropped over 50%** (below 3%).”

NGO Capacity Gains (Long Term)

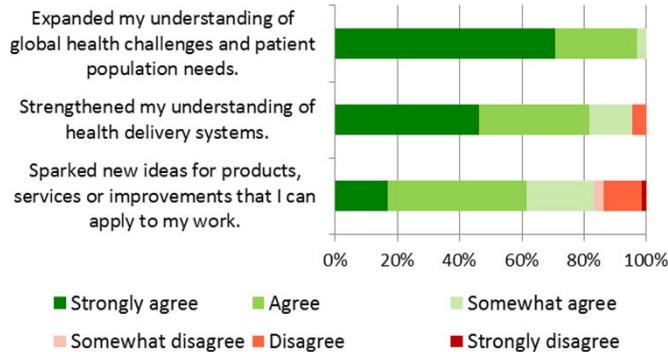
GHF Projects are designed to deliver sustainable improvements, which are monitored via 12-month post-implementation Partner survey. Examples of these persisting effects (from 2011 projects):



Business Impacts

Employee Development

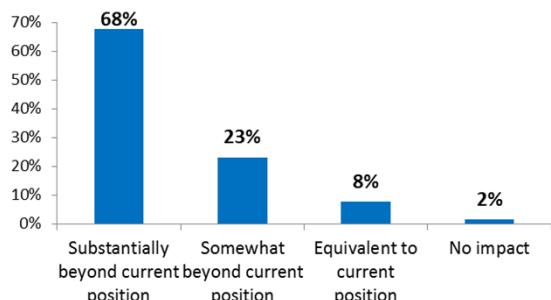
The GHF Program provided Fellows a range of professional development opportunities, including:



Example:

"I was responsible for developing a quality model to support a \$60 million Gates Foundation funded program for improving access to healthcare in Ghana, Kenya and Nigeria. From a leadership standpoint, this is by far the greatest leadership experience I've had."

Fellowships often provided participating Pfizer employees the opportunity to "stretch" their skills beyond their typical work challenges, as reported by more than 90% of Fellows:



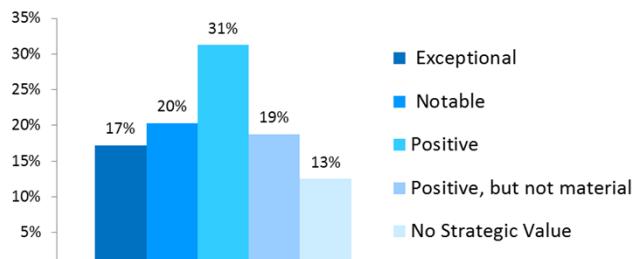
Employee Development (Long-Term)

Professional development gains have been persistent, as reported by Fellows in their 12-month follow-up survey (from 2011 projects):

| GHF Effects: 12 Months Later | % of Fellows |
|--|--------------|
| Gained professional, technical, leadership skills | 100% |
| Drove new ideas for products, services, other improvements | 75% |
| Generated knowledge or experience application to your work | 69% |
| Catalyzed changes in your position at Pfizer | 63% |

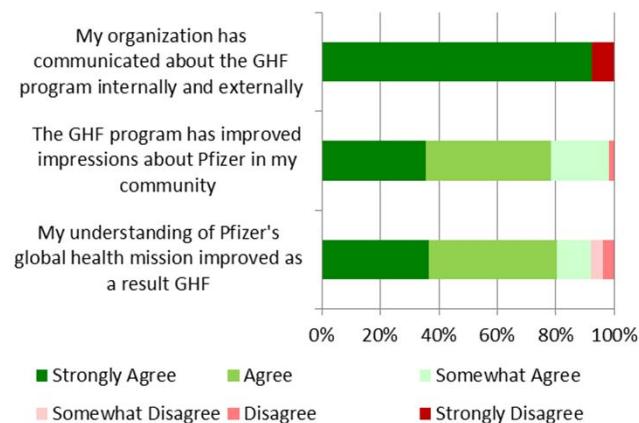
Corporate Strategy

More than two-thirds of Fellows reported significant benefits to Pfizer's overall strategic interests:



Corporate Brand

GHF also serves as a ambassador program for Pfizer. Example feedback from Partners:



Fellow Satisfaction

100% of Fellows viewed GHF positively:

I would recommend the GHF program to my peers.

