

# Opex Healthcare Solutions

*Operational Excellence for Africa's Healthcare Future*

Healthcare Management Consultancy | Technology Products | Talent Network

## EXECUTIVE SUMMARY

OPEX Africa is a 100% remote healthcare management consultancy serving healthcare SMEs and founder-led organizations across Kenya and East Africa. We bring together deep clinical expertise, MBA-level strategic management, and decades of hands-on operational experience to help healthcare organizations perform at their best — without the overhead of traditional consulting engagements.

From hospital wards to boardrooms, OPEX Africa helps healthcare leaders build systems that scale, teams that deliver, and operations that endure. Our integrated offering spans four consulting practice areas, three purpose-built technology platforms, and a growing pan-African healthcare talent network.

<p><b>14+</b></p> <p><b>Years in Healthcare</b></p> <p>Clinical &amp; strategic expertise</p>	<p><b>100%</b></p> <p><b>Remote Delivery</b></p> <p>Pan-African reach, lower cost</p>	<p><b>4</b></p> <p><b>Practice Areas</b></p> <p>Strategy · Workforce · Revenue · Data</p>	<p><b>3</b></p> <p><b>Tech Products</b></p> <p>HRIS · LMS · Analytics</p>
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## WHO WE ARE

### Our Mission

To empower African healthcare organizations with world-class operational systems, data-driven strategies, and exceptional talent — enabling them to deliver quality care at scale.

### Our Vision

To become Africa's most trusted healthcare consultancy — the partner of choice for every organization committed to operational excellence in healthcare delivery.

### Our BHAG · 2035

To positively transform healthcare operations in 1,000 African healthcare organizations by 2035, impacting over 50 million patient experiences.

### Strategic Goal · 2030

To establish OPEX Africa as the leading remote healthcare consultancy across the continent — driving measurable improvements in operational efficiency, workforce performance, revenue integrity, and data maturity for our partner organizations.

## Our Core Values

<p><b>Excellence</b></p> <p>We pursue the highest standard in every deliverable, every engagement, every interaction.</p>	<p><b>Partnership</b></p> <p>We succeed when our clients succeed. We embed as an extension of your team.</p>	<p><b>Accountability</b></p> <p>We measure what matters, report transparently, and hold ourselves to the same rigour we bring to clients.</p>	<p><b>Innovation</b></p> <p>Fresh thinking, technology-forward solutions, and creative approaches to Africa's most persistent healthcare challenges.</p>
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## OUR CONSULTING SERVICES

OPEX Africa delivers consulting across four high-impact practice areas — each designed to address the most critical challenges facing healthcare SMEs and founder-led organizations in Africa.

**01**

### Business Strategy & Operations Consulting

*We help healthcare organizations design and execute strategies that drive sustainable growth. From multi-year roadmaps to day-to-day process optimization, we build the operational backbone your organization needs to scale with confidence.*

Strategic Planning · Process Optimization · SOP Development · Performance Frameworks · Grants Proposals · Cost Reduction · Change Management · Healthcare Mystery Shopping · Digital & Brand Alignment

**02**

### Recruitment & Workforce Management Consulting

*The right people in the right roles make all the difference. We help healthcare organizations attract, assess, deploy, and retain top talent — from frontline clinicians to executive leadership — with structured frameworks that reduce turnover and boost productivity.*

Talent Acquisition · Workforce Planning · KPI & Performance Systems · Staff Retention Strategies · HR Policies & Documentation · Onboarding & Offboarding · Training & Capacity Building · Leadership Development

**03**

### Claims & Revenue Cycle Management Consulting

*Revenue leakage, denied claims, and slow collections cripple even well-run facilities. We audit, redesign, and optimize every stage of your revenue cycle — from patient intake to final reimbursement — to ensure you capture every shilling you have earned.*

Claims Processing · Denial Management · Billing Optimization · Credit Control · Receivables Recovery · Insurance Relations · Case Management

**04**

### Data Analytics & Data Protection Consulting

*Healthcare data is a goldmine — if managed correctly. We help organizations harness analytics for smarter decisions while ensuring full compliance with Kenya's Data Protection Act (DPA) and GDPR, safeguarding patient trust and institutional reputation.*

Healthcare Analytics · Dashboard Design · Data Governance · GDPR & Kenya DPA Compliance · Predictive Modelling · Privacy Frameworks

## OUR TECHNOLOGY PRODUCTS

OPEX Africa has developed three purpose-built healthcare technology platforms that turn consulting insights into permanent operational capability. These tools are available to all OPEX partner organizations and healthcare professionals across East Africa.

### PEOPLE MANAGEMENT

#### OPEX HRIS

*A healthcare-native Human Resource Information System designed specifically for SMEs and founder-led facilities. Manage your people, performance, and compliance — all in one place, without the need for a dedicated HR department.*

- ✓ Staff profiles, contracts and document management
- ✓ Leave management and attendance tracking
- ✓ Performance reviews and KPI scorecards
- ✓ Payroll processing and statutory compliance
- ✓ Built-in disciplinary and grievance workflows
- ✓ Role-based access control for multi-site facilities

### LEARNING PLATFORM

#### OPEX LMS

*A comprehensive learning management system designed for healthcare professionals and institutions. Access accredited courses, earn certifications, and build clinical and operational competencies — anytime, anywhere across Africa.*

- ✓ Accredited healthcare courses and certifications
- ✓ Self-paced learning with expert-led content
- ✓ Continuing Professional Development (CPD) tracking
- ✓ Institutional bulk enrollment for hospitals and clinics
- ✓ Mobile-friendly for learning on the go
- ✓ Progress tracking and automated completion reports

### ANALYTICS PLATFORM

#### OPEX Analytics

*A powerful analytics tool for healthcare managers to make data-backed decisions. Enter monthly operational data and receive AI-powered insights, trend analysis, and actionable recommendations — purpose-built for African healthcare contexts.*

- ✓ Monthly data entry with intuitive operational dashboards
- ✓ AI-powered insights and trend analysis
- ✓ Benchmarking against healthcare industry standards
- ✓ Automated performance reports for leadership
- ✓ Predictive modelling for resource and capacity planning
- ✓ Data protection compliant — built on Kenya DPA standards

## OPEX TALENT NETWORK

OPEX Africa is building Africa's largest verified, searchable network of healthcare professionals across East Africa — available for permanent placement, contract engagements, and locum assignments. For healthcare organizations, this means access to pre-vetted talent on demand. For professionals, it means opportunity finds you.

<p><b>2000+</b> Healthcare Professions Covered in the network</p>	<p><b>3</b> Placement Modes Permanent · Contract · Locum</p>	<p><b>Pan-AF</b> Talent Reach Across East Africa</p>	<p><b>100%</b> Verified Professionals Licensed &amp; credentialed</p>
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Every professional in the OPEX Talent Network is screened for qualifications, licensure, and experience before being made available to client organizations. This eliminates the uncertainty and time cost of traditional recruitment — giving you access to a ready talent bench precisely when you need it.

## INDUSTRIES & CLIENTS WE SERVE

<p><b>Hospitals &amp; Clinics</b> Public and private hospitals, outpatient clinics, specialty centers</p>	<p><b>Diagnostics &amp; Labs</b> Medical laboratories, imaging centers, POC diagnostics</p>	<p><b>Insurance &amp; Managed Care</b> Health insurers, MCOs, third-party administrators</p>
<p><b>Pharma &amp; MedTech</b> Pharmaceutical, medical devices, health technology firms</p>	<p><b>Government &amp; NGOs</b> Public health agencies, development organizations, health NGOs</p>	<p><b>Corporate &amp; Wellness</b> Employer wellness, occupational health, corporate medical programmes</p>

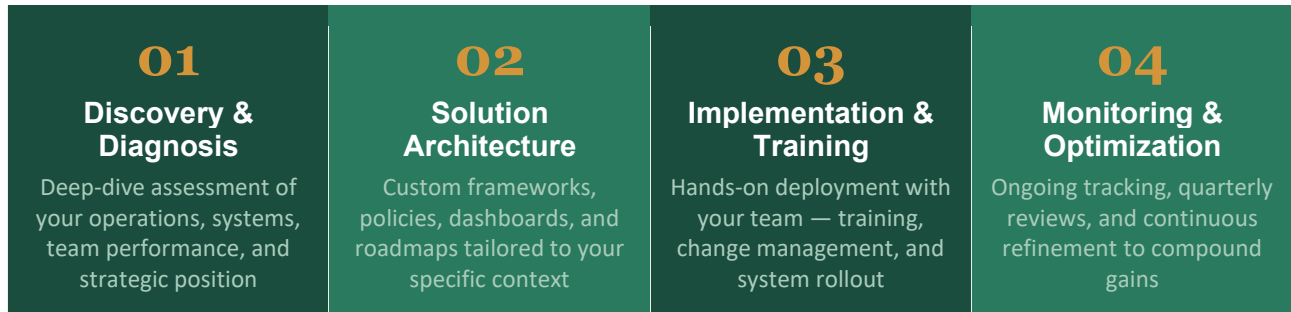
## WHY OPEX AFRICA

Most healthcare consultancies are built for large hospital networks with dedicated HR departments, CFOs, and full strategy teams. OPEX Africa was built specifically for the healthcare founder and the growing SME — the clinic owner who is also the chief clinician, the diagnostics entrepreneur managing operations and sales simultaneously

<p><b>100% Remote, Zero Compromise</b> Lower costs, faster engagement, and continental reach without geographic constraints. Our clients consistently report a more responsive experience than traditional on-site consulting.</p>	<p><b>Healthcare-Native Expertise</b> Our team has lived experience from hospital wards, diagnostic labs, and health system leadership — not just MBA case studies.</p>
<p><b>Results You Can Measure</b> Every engagement is anchored in clear KPIs, dashboards, and accountability frameworks. We measure what we promise.</p>	<p><b>Implementation, Not Just Strategy</b> We embed with your team to implement, train, monitor, and refine until results are locked in. We don't deliver a report and disappear.</p>
<p><b>Data-Driven &amp; Compliant</b> Powerful analytics combined with rigorous data protection for informed, fully compliant decisions under Kenya's DPA and GDPR.</p>	<p><b>Pan-African Understanding</b> Regulatory nuance, cultural context, and market dynamics across Africa — we operate within it, not just theorize about it.</p>

## OUR ENGAGEMENT PROCESS

Every OPEX engagement follows a proven four-phase methodology refined across dozens of healthcare organizations — ensuring consistent, measurable, and sustainable outcomes.



## CLIENT VOICES

OPEX Africa partners measure success not in reports delivered, but in results achieved. Here is what our clients say about working with us.

*“OPEX helped us redesign our entire revenue cycle. We reduced claim denials by 35% and recovered outstanding receivables within 90 days. Their remote model made everything seamless.”*

**Dr. Margaret W.**, COO, Regional Hospital Network

*“The workforce management frameworks they built transformed how we recruit, onboard, and retain clinical staff. Our turnover dropped significantly within the first quarter.”*

**James K.**, CEO, Diagnostics Company

*“Their data analytics work gave us visibility we never had before. Real-time dashboards tracking every critical KPI, and our data protection compliance is now airtight.”*

**Sarah A.**, Director, Health Insurance Provider

## LEADERSHIP & TEAM

OPEX Africa is led by a multidisciplinary team of healthcare operators, strategists, and technologists — united by a deep commitment to transforming Africa's healthcare landscape.

### **Mr. M.D Wambugu**

#### **CEO & Director of Consulting**

14+ years in healthcare operations. MBA in Strategic Management. Registered Nurse, author of The Leadership Seatbelt, and keynote speaker (MD Talks). Healthcare transformation architect and co-founder of Skillfix International.

## SERVICE INVESTMENT OVERVIEW

OPEX Africa offers flexible engagement models designed to match the scale and budget reality of healthcare SMEs and growing organizations. Every engagement begins with a complimentary consultation to define scope and investment.

Service Category	Investment Range	Engagement Model
Consulting Projects	<b>KES 35,000 – 150,000+</b>	Fixed scope / project-based
Monthly Retainers	<b>KES 25,000 – 50,000/month</b>	Ongoing advisory & support
OPEX HRIS Subscription	<b>KES 5,000 – 30,000/month</b>	Per facility, tiered by size
OPEX LMS Access	<b>KES 1,500 – 15,000/month</b>	Individual & institutional plans
OPEX Analytics	<b>KES 2,000/month</b>	Monthly data & insights platform
Talent Placement	<b>15–20% of first-year salary</b>	Permanent & contract placements

*All pricing is indicative. Final investment is determined during the initial consultation based on scope, complexity, and duration. Custom packages are available for multi-service and long-term engagements.*

## LET'S BUILD SOMETHING TOGETHER

### Ready to Transform Your Healthcare Organization?

*Every thriving healthcare organization started as a founder's vision. The difference between those that scale and those that stall is always the same — operational systems that outlast personal effort.*

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**Book a free consultation at [opex.africa](https://opex.africa)**