MHEALTH NETWORKING AND LESSONS LEARNT WORKSHOP 15 January 2015

Background

- John Snow, Inc. is a public health management consulting and research organization dedicated to improving the health of individuals and communities throughout the world.
- For over 35 years, JSI has implemented projects in 106 countries, and currently operates from eight U.S. and 81 international offices.
- JSI is deeply committed to improving the health of individuals and communities worldwide—a commitment that leads staff to constantly explore new technologies to address longstanding public health challenges.

Global Programs

- The rapid advance of mobile, web, mapping, and other technologies has resulted in an increase in tools that can be adapted for use in the most difficult environments.

Supply Chains for Community Case Management - Malawi

- To address MDG 4, Malawi trained CHW to treat sick children in their villages, where there is the greatest potential to save lives.
- Supply chain needed to consistently deliver low-cost medicines to the community level.
- 33% of CHW had all essential medicines in stock; 94% of CHW reported owning a mobile phone.
- Survey results showed that the “management” intervention (bringing teams of health staff together to review data) led to a significant increase in supply chain performance, even beyond establishing an LMIS.

Data Collection on Mobile Phones Improves Efficiency and Rigor

- Many countries lack reliable and timely reporting mechanisms from the point of care.
- JSI has led the adoption of mobile technology for health facility surveys in more than a dozen countries in Africa and Asia.
- Generate evidence for decision making and reducing time between data collection and response.

Community health worker in Malawi entering and transmitting data to cStock.
LESSONS GLEANED FROM GLOBAL EXPERIENCE

- Beginning focus on a few key areas allows for testing and refinement of applications, and understanding user response to the tool.
- Combined skills training along with introduction of mobile tools assures effective implementation.
- Significant aspects of electronic systems require changes to current protocols (e.g., improving referrals is not just an information problem).
- Time and significant political buy-in is needed to gain consensus on non-technology related issues (e.g., policy, protocols, reporting requirements).

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Supply Chain Strengthening: RHC-LS
- In coordination with MOH and UNFPA, JSI have designed a logistics system to manage RH commodities, including manual and automated tools for collection, transmission and aggregation of logistics data.
- Relief International and JSI have partnered to introduce mobile reporting (the first mHealth system for logistics data in Myanmar!) Tools and dashboards used by the RHC-LS.

AUTOMATION IN THE RH PILOT

Can see RH commodity data for facilities in 4 States & Regions
Enter data from paper reports
A dashboard showing mobile data and paper reports available.

STRENGTHENING RHC-LS

6 fold increase in transactions entered into automated database
By total proportion, the entry of data into automated database is highest in the Township entering data.

$26\%$ 
Percent of facility reports entered at the States/Region-level

$76\%$ 
Percent of facility reports entered at Dedaye Township (Mobile/Manual data entry)

EXPERIENCE OF MIDWIVES

Supply Chain Strengthening: RHC-LS
- Currently, assume low level of mobile literacy.
- Consider the enabling environment (behavioral, system).
- Limited connectivity in rural areas.
- Paper systems will continue to run in parallel.
- User understanding and perception of benefit.

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Quality of Care Initiative
- In coordination with MOH and UNICEF, JSI & Dimagi will customize CommCare and build the capacity of midwives to use the mobile application as one component of broader quality of care initiative.
Support to an MOH-led process to develop a tool for use by midwives for improved quality of care
- Client management over time
- Address missed opportunities for women and children

Rapid prototyping and testing (e.g. FP, ANC, PNC, EPI, IMNCI)
- Roughly one year period of testing with small groups of users
- Capacity building of midwives, user input and feedback to improve the tool
- Development of capacity within the MOH to modify the tool and host the application in country

In collaboration with the MOH Department of Health Planning, JSI supporting DHIS2 rollout in Chang U, including improved approaches for use of data, mentoring and support for BHS.
- Develop user-centered tools and processes for the analysis and use of data for planning and program monitoring
- Support of regional team for reporting, use of data.