Some Lessons Hard Learned

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Delivering open and innovative technology to underserved communities everywhere.

Motivation for CommCare

“Extending the reach of the public health system through a well-trained and supported community health workforce is a crucial step in meeting the MDGs, strengthening health systems, and increasing quality health care.”

One Million Community Health Worker Campaign Technical Task Force Report

Designing for Low-Resource Settings

- Open source
- Longitudinal client tracking
- Offline usage
- App builder for non-programmers
- mHealth App Store (CommCare Exchange)
- Designed for low-literate health workers
- Works on Android & Nokia phones
- Remotely manage workers
- SMS for performance improvement

User-Focused Design: Design Under the Mango Tree

Mobile Isn’t a Solution: It’s a tool
Supervision is important

CHW Performance Over Time

<table>
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<tr>
<th>Mean Ratio of On Time Clients</th>
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<tbody>
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<td>Study 1 Intervention</td>
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Old Report: Clients Linked to Care

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<th>Reports aren’t enough</th>
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<td>Test Positive</td>
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Things Takes Time

Maturity Model: stages

- Stage 1: Demonstration
  - Proof of concept tool for using phones to deliver protocols
- Stage 2: Iteration
  - Stabilized and field tested tool
- Stage 3: Value Creation
  - Validated tool for delivering value to frontline workers
- Stage 4: Scale-up
  - Packaged repeatable tool to scale up
- Stage 5: Sustain / Improve
  - Ongoing stable use and value extension of platform infrastructure at scale

Commcare Community in Myanmar

- Current Commcare Project: FHI 360 (TB Project), PU-AMI (MNCH), PACT (MNCH/Data collection), Proximity (Agriculture), SMS Nutrition Project
- Monthly Commcare Users Meet up
- Commcare Exchange Application
- Commcare Training Workshop (in Burmese Language) in March

Thank you!

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Additional Resources:
- http://www.commcarehq.org
- http://www.dimagi.com