

Key Themes:

Medic Mobile/Living Goods and Dimagi/m2m mHealth Case Studies

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Key Themes



1. Learn from the Past
2. Integrate mHealth
3. Use partnerships
4. Design for users
5. Keep it simple
6. Think about scale
7. Have offline options
8. Define resources
9. Train
10. Use data
11. Professionalize
12. Design for more than M&E
13. Plan the project
14. Supervise

Use Partnerships



1. Technology

Partners need to focus on understanding the program when determining the right technology to use and not too much on the technology itself

2. Donor

Funders should be prepared to take risk and go to bat for you when there are set backs when trying out new technology

3. Government

Work with the government to ensure the design fits within or aligns with the existing government system

4. Facility

Link with facilities to support functions enhanced by mHealth solutions, e.g. referrals and tracking

Design for Users



An essential element to an mHealth development process is **user-centered design**, where engagement with all individuals within the program is key to understanding the project workflow.

This can range from designers working with CHWs, supervisors, and other project staff to **understand how they do their jobs, current communication channels, available infrastructure and pain points to understanding the profile of the organization and existing structures.**

Think about scale



When considering scale, understanding where a program is and where it will go is essential to planning for strategic growth. The definition of scale may vary based on program maturity, country program integration or depth of services offered.

★★ All partners should understand and agree on what scale means for the program and what metrics can be used to assess scale-up milestones.

Resources



Appropriately resourcing mHealth projects – both financially and with human capacity – is important to sustain an mHealth solution beyond pilot.

Human:

- mHealth coordinator
- ICT specialist

Financial:

- Start-up and development
- Continuous costs
- Scale-up costs

Training



Training is key to successfully integrate mHealth into a community health program.

- CHWs need training on using the mobile devices and the application
- Ongoing follow-up training is needed to reinforce application use and daily data use

Use Data



mHealth systems capture data in real time to meet the information needs of all levels of the system, which can lead to increased data use within the program.

- CHWs use information on their mobile device to help them plan their day, perform their job and track performance against targets
- Supervisors can use the data captured to track CHW performance and plan supportive supervision
- Heads of regional or branch offices can use information to compare their office to other offices to see where they are excelling or falling short

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