

**JSI JOHN SNOW, INC.**

## MHEALTH NETWORKING AND LESSONS LEARNT WORKSHOP

**15 January 2015**

**JSI JOHN SNOW, INC.**

## 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.

**JSI JOHN SNOW, INC.**

## GLOBAL PROGRAMS

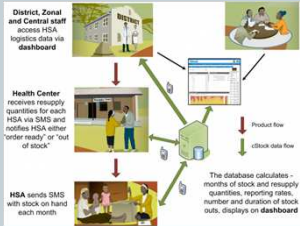
- The rapid advance of mobile, web, mapping, and other technologies has resulted in an increase in tools that can be adapted for use in the most difficult environments.



**JSI JOHN SNOW, INC.**

## 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.



**JSI JOHN SNOW, INC.**

## SUPPLY CHAINS FOR COMMUNITY CASE MANAGEMENT – MALAWI

- cStock (JSI & Dimagi) both collects data and facilitates resupply at the CHW level
- System allows CHWs to report on 19 essential medicines via text messages
- cStock was scaled up by the MOH with partner support and is now being used by all ~4000 CHWs who treat patients in the community
- 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 LMS



*Community health worker in Malawi entering and transmitting data to cStock*

**JSI JOHN SNOW, INC.**

## 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*

**JSI JOHN SNOW, INC.**

## 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)

**JSI JOHN SNOW, INC.**

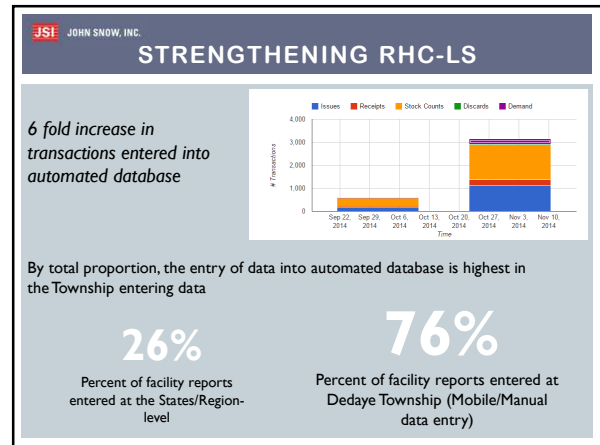
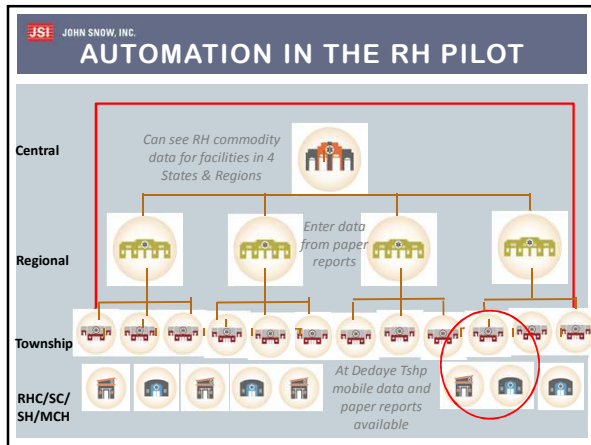
## MYANMAR

### 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*




**JSI JOHN SNOW, INC.**

## 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



**JSI JOHN SNOW, INC.**

## MYANMAR

### 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



**JSI** JOHN SNOW, INC. **MYANMAR**

Quality of Care: RMNCH


- 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



**JSI** JOHN SNOW, INC. **MYANMAR**

Quality of Care: RMNCH


- 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



**JSI** JOHN SNOW, INC. **MYANMAR**

Data for Decision Making: HMIS

- 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.



**THANK YOU!**

