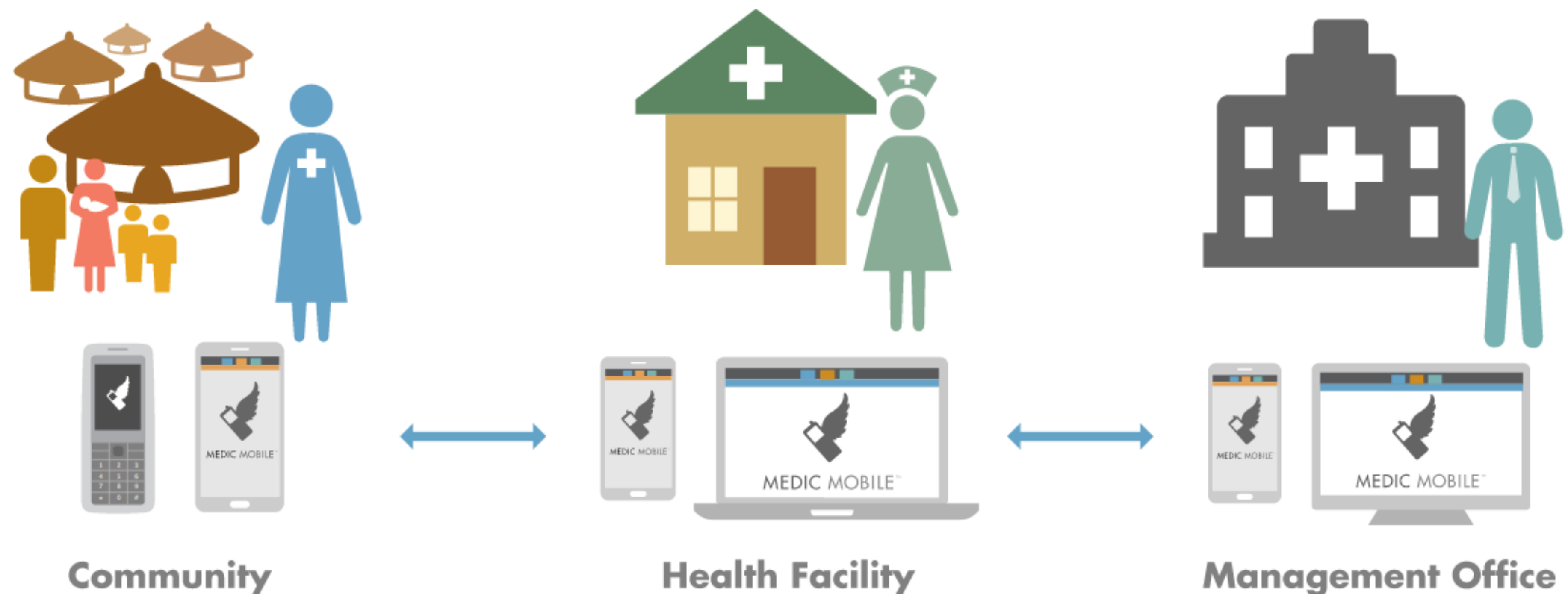






# The Medic Mobile Toolkit

Open-source software for Community Health Workers, Nurses, Managers.



16,000 health workers rely on the tools to deliver care for 9 million people in the hardest-to-reach communities.



# Designed for integrated care

## Reducing maternal and neonatal mortality

- Antenatal and postnatal care
- Family planning

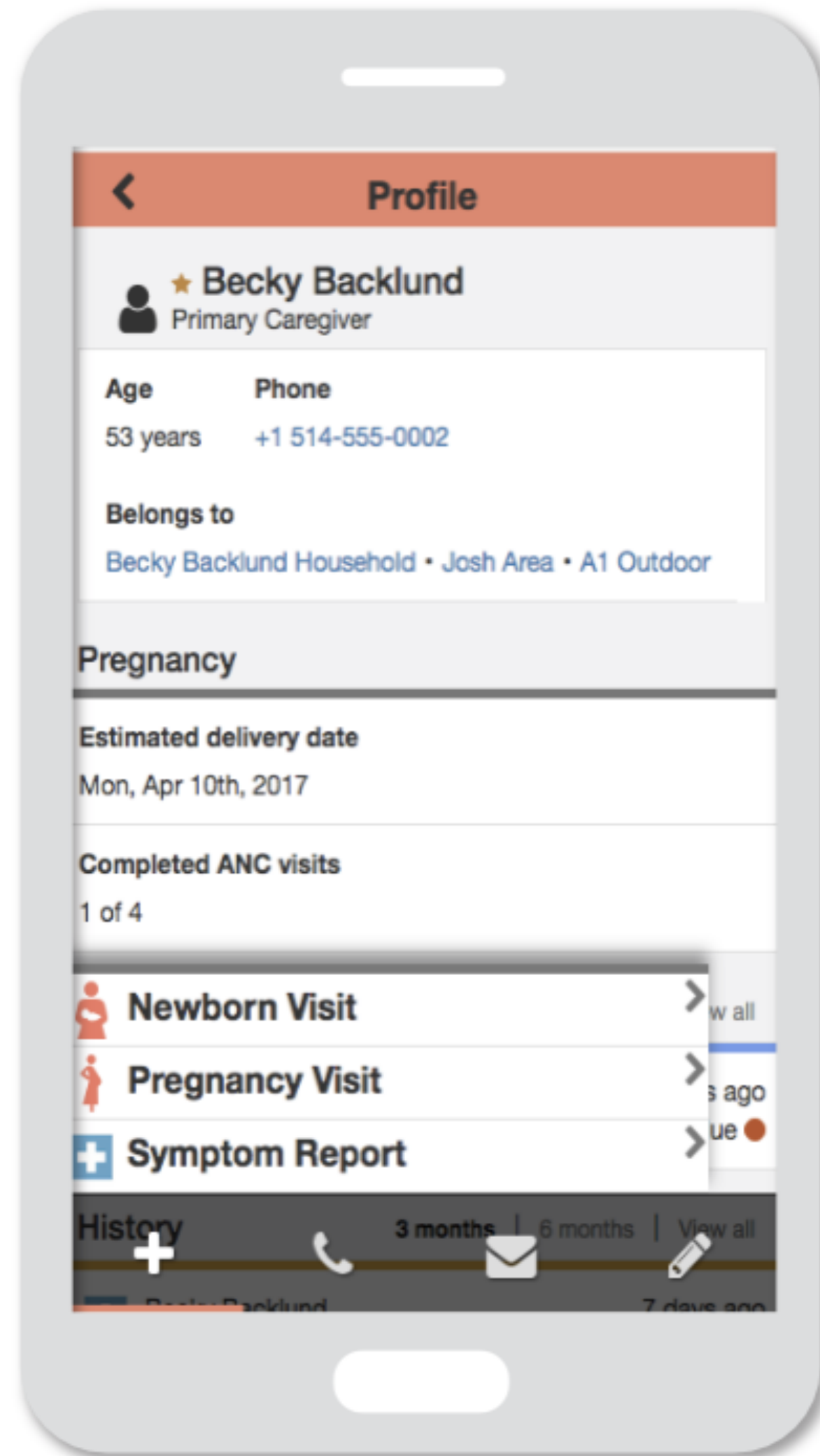
## Improving child health

- Immunizations
- Nutrition
- Integrated Community Case Management (ICCM)

## Strengthening community health systems

- Health worker performance
- Health system performance
- Outbreak Surveillance
- Communications





Care for people



**Assess Patient**

**Cough**

\* Does the patient have a cough? Required

☒ Yes ☐ No

\* How long has this cough lasted?

☐ less than 4 days  
☐ 4 days - 1 week  
☐ 1 - 2 weeks  
☐ 2 - 3 weeks  
☐ 3+ weeks

\* Is there chest indrawing?

☐ Yes ☐ No

**Assess Patient**

**Refer to a health facility**

Refer to the health facility for Diarrhoea for 3+ weeks with blood.

**Diagnosis & Treatment**

**Diarrhoea**

**Give ORS**

Supply with 2 packets.  
Instruct caregiver that after each loose stool to give 1/2 cup - 1 cup.  
Always mix with treated, filtered or boiled water.

**Treat with Zinc**

1 tab once a day  
For 10 days  
Total of 10

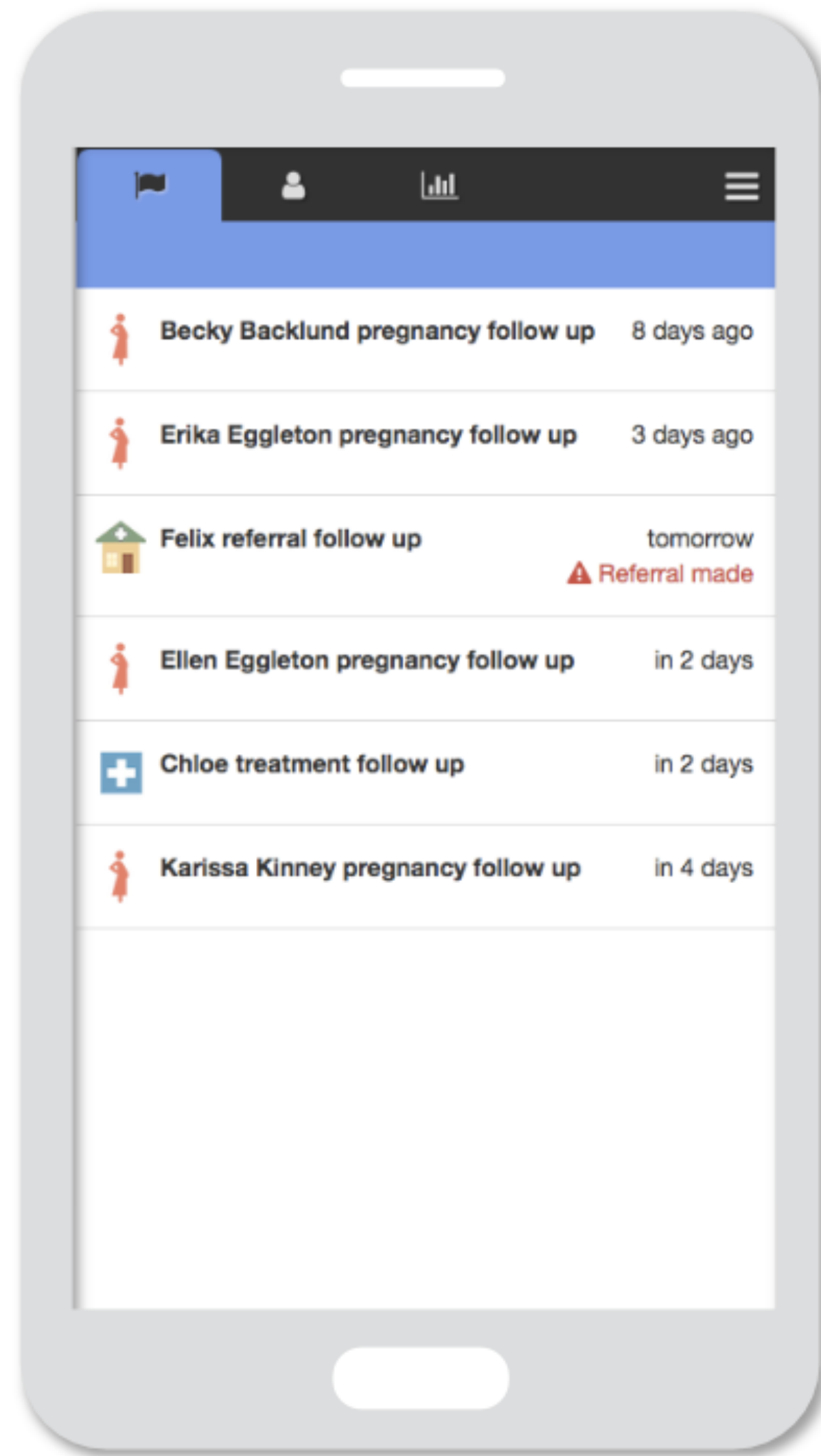
**Special Instructions**

*Help the caregiver give first drink of ORS and dose of Zinc now.*

*Advise caregiver to: Make fresh ORS each day. If a child is still on the breast, keep breastfeeding.*

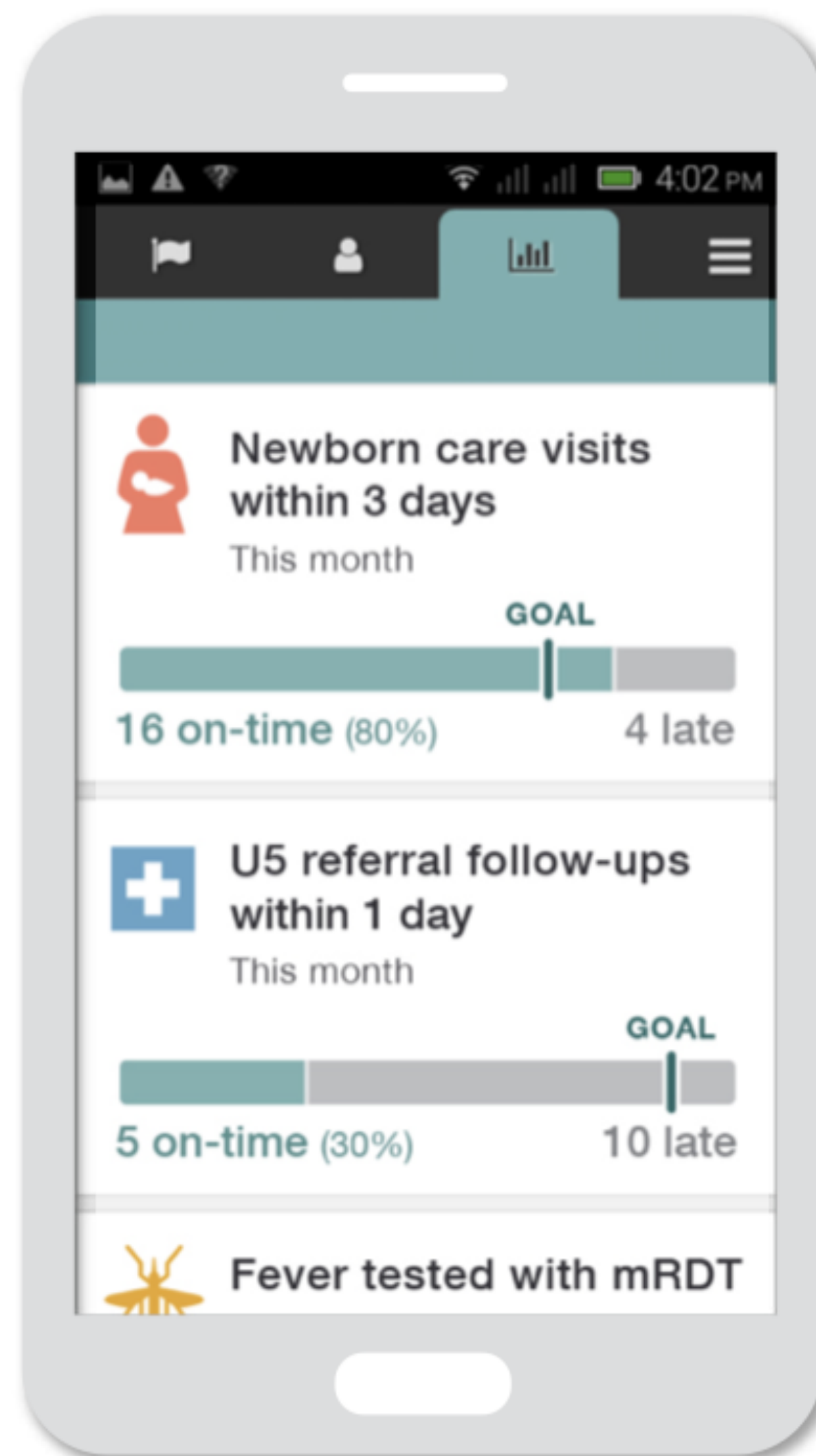
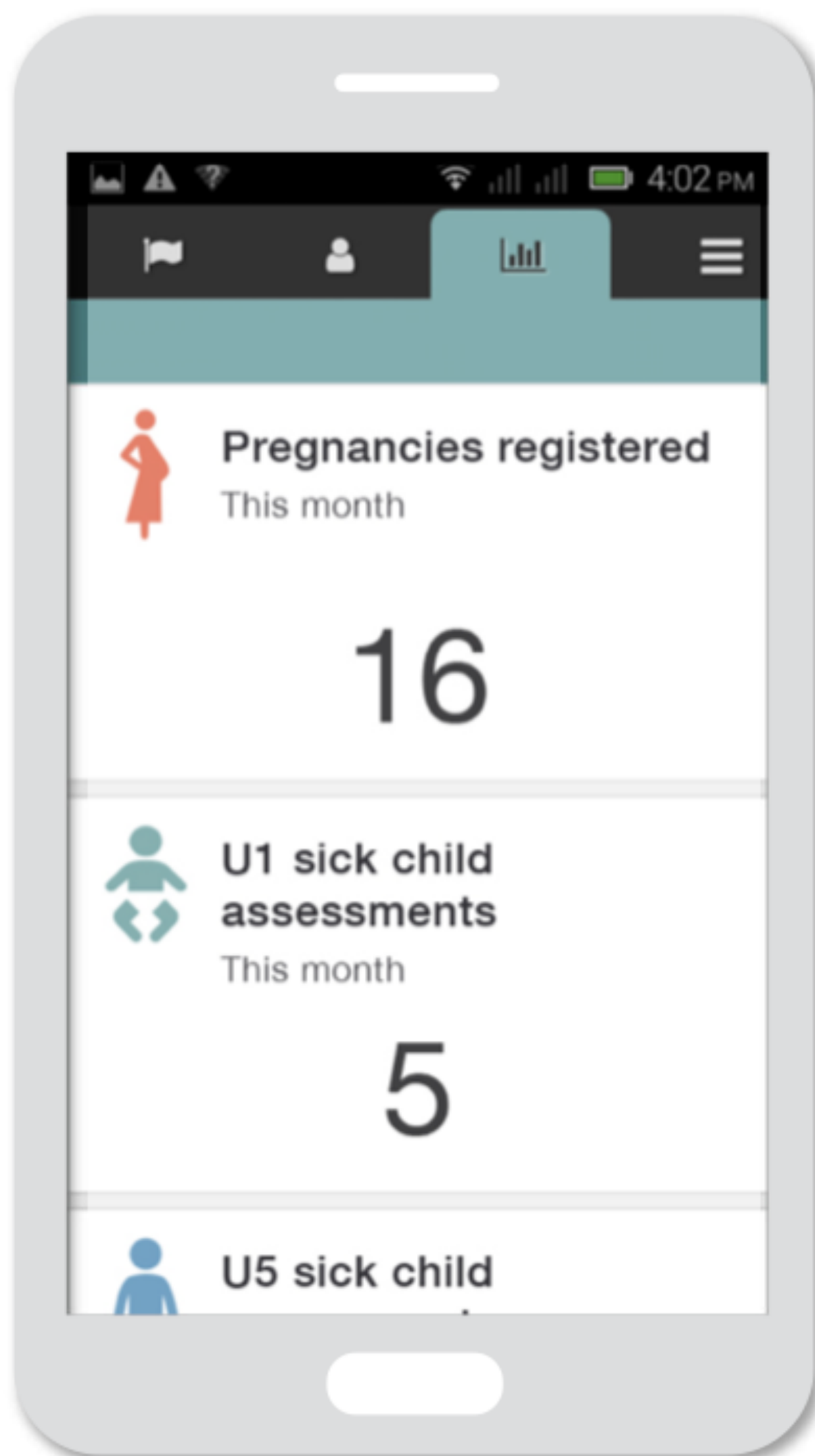
Support health  
work and decisions





# Create proactive health systems





Make progress and challenges visible



For community health workers



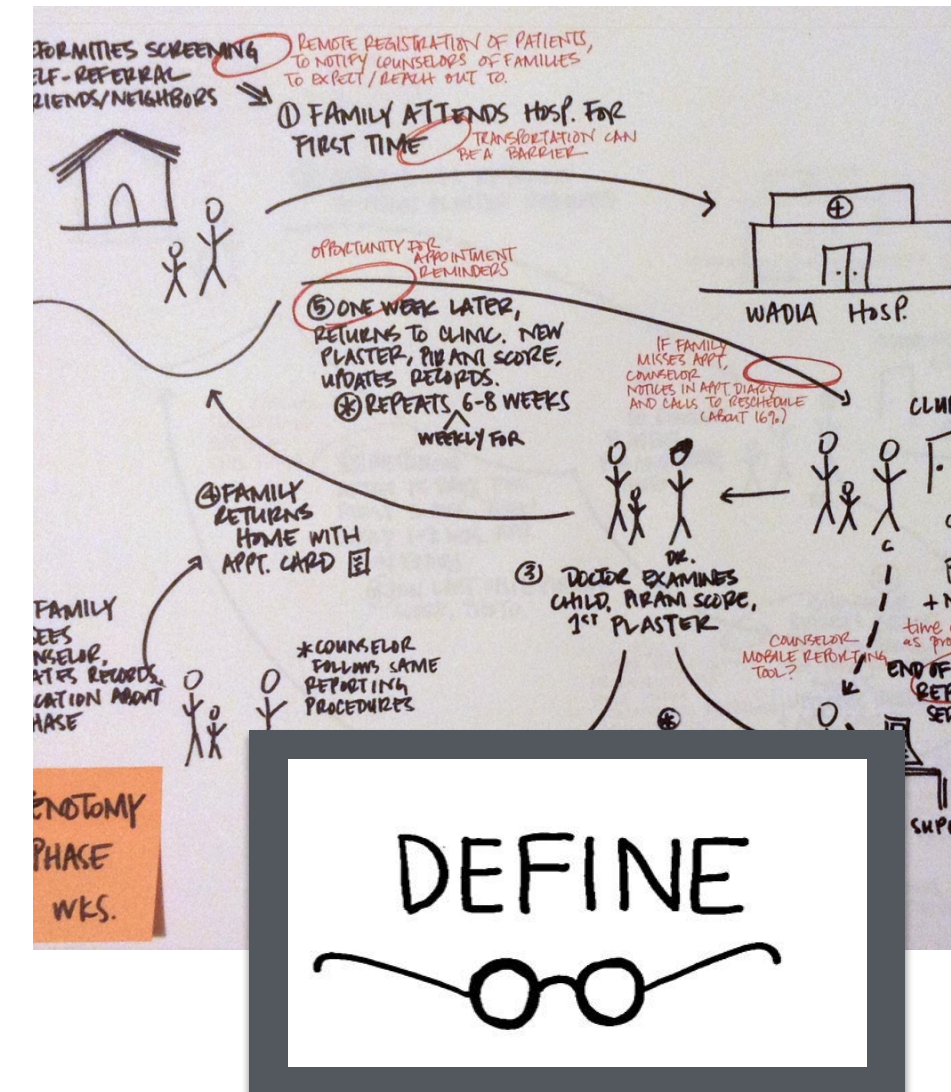


For nurses





# Human-centered design





# For managers





# Building empathy



Managers make a plan to visit CHWs monthly. **They have limited time and would like to provide more targeted support.**



# Shadowing



**Managers may join CHWs on home visits to perform additional tasks,** such as taking blood pressure. They also regularly conduct community health forums with CHWs.



# Documenting existing systems

CHV MARCH

PREHARVEST REH (1-2)

Sara Wanjira-Kiandutu - 11  
Simon Mburu - Gatung'aga - 11  
Mary Mathom - Kisii - 6  
Solomon Kilila - Kiandutu - 5  
Beth Wangari - Ndumaga - 4  
Virginia Wanjiku - Kiganjo - 4  
Stella Nyaboke - Kiganjo - 3  
Rachel Mbairu - Kiandutu - 3  
Gabriel Ndungu - Murutu - 3  
Joyce Njambi - Gatung'aga - 3

UNDER 5 ASSESSMENT (1-12)

Simon Mburu - Gatung'aga - 29  
Martin Njogi - Kilimambogo - 26  
Stella Nyaboke - Kiganjo - 24  
Sarah Wanjira - Kiandutu - 23  
Josephine Kamoi - Ndumaga - 20

2017 PERFORMANCE

ON TIME P.M.C VISIT (1-858)

Wanjoi Patrick - Kiandutu - 100  
Stella Nyaboke - Kiganjo - 100  
Felistus Mwikali - Ndumaga - 100  
Mary Wambui - Gatung'aga - 100  
Joyce Njambi - Gatung'aga - 100  
Grace Gatitu - Kiganjo - 100

BEST SELLERS (1-3580)

Doris Akoo - Murutu - 11981  
Ruth Muriu - Ndumaga - 6997  
Virginia Wanjiku - Kiganjo - 6482  
Rachel Harrison - Ndumaga - 4672  
Sara Wanjira - Kiandutu - 4672

**Managers celebrate top-performing**

**CHWs.** This is a highly-coveted honor and a source of motivation for CHWs. Managers prefer to focus their attention on supporting low-performing CHWs.



# User persona: Ann the CHW Manager



## **Needs**

1. Accurate data from the CHWs
2. Send reports to supervisors promptly
3. Mobilize CHWs regularly and lead them on health promotive/disease preventive community targeted actions
4. Closely monitor the progress of each individual CHWs and provide supportive supervision/guidance to the CHWs who need support
5. Motivate the CHWs consistently so that they do not drop out of doing the community service as the CHWs work purely as volunteers

## **Motivations**

1. Healthy community
2. Increased utilization of health services provided at the health center by the community
3. Recognition from supervisor for sending timely and accurate data

## **Strengths and Assets**

1. Literate
2. Background training in health care
3. Mobile phone
4. Commitment to the community's health
5. Salaried health system staff
6. Familiar with the socio-cultural aspect of the community
7. Earned community respect



# Design cards to imagine new workflows



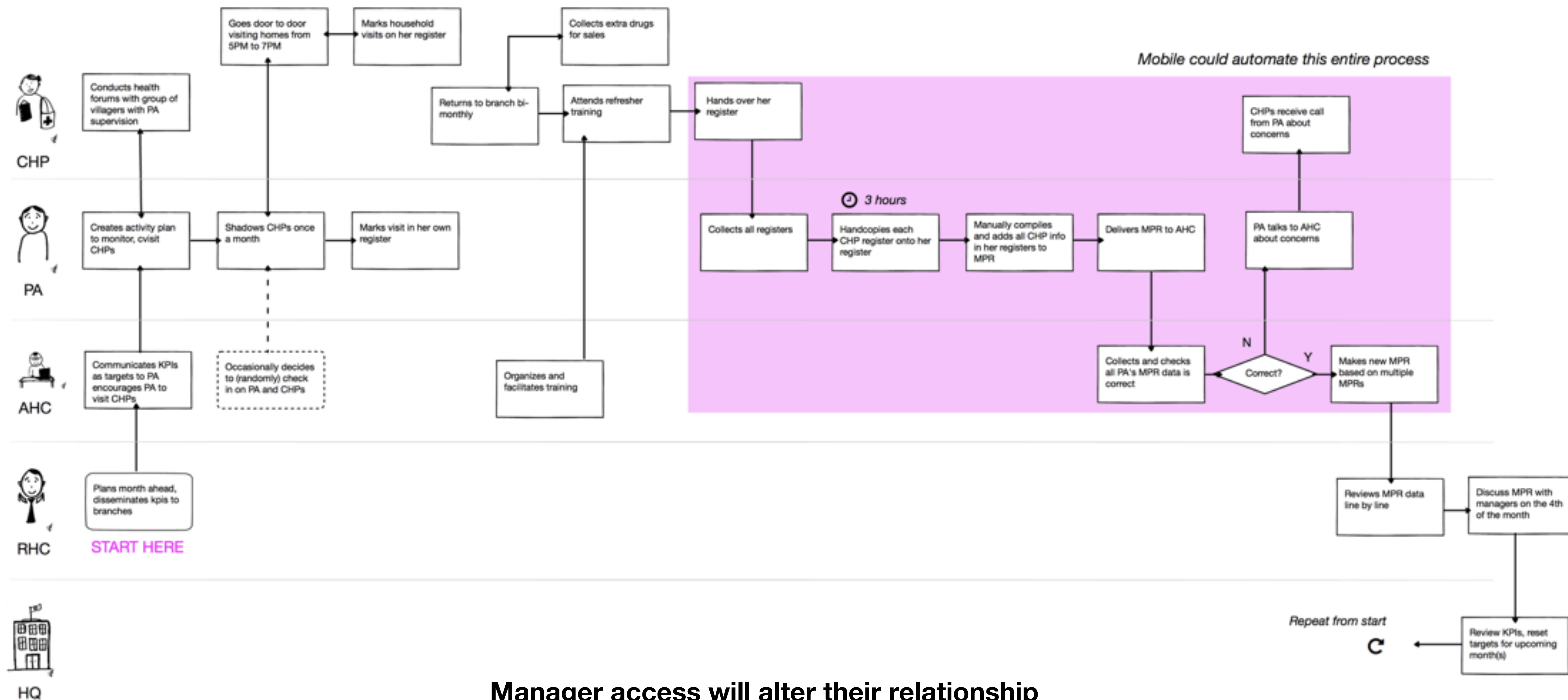


# Prototyping





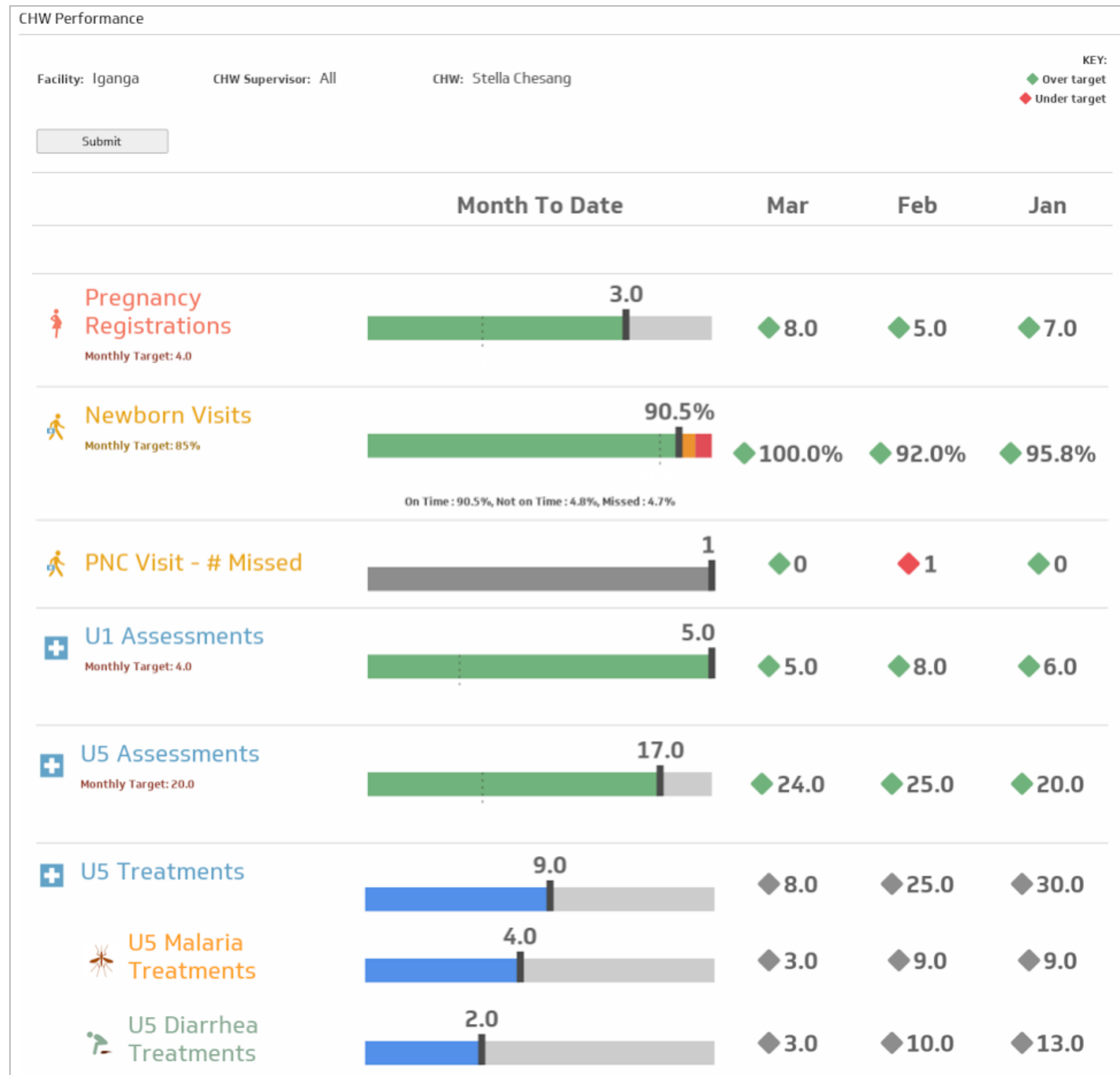
# Workflow mapping



Manager access will alter their relationship to the CHW.



# Management View – CHW Performance

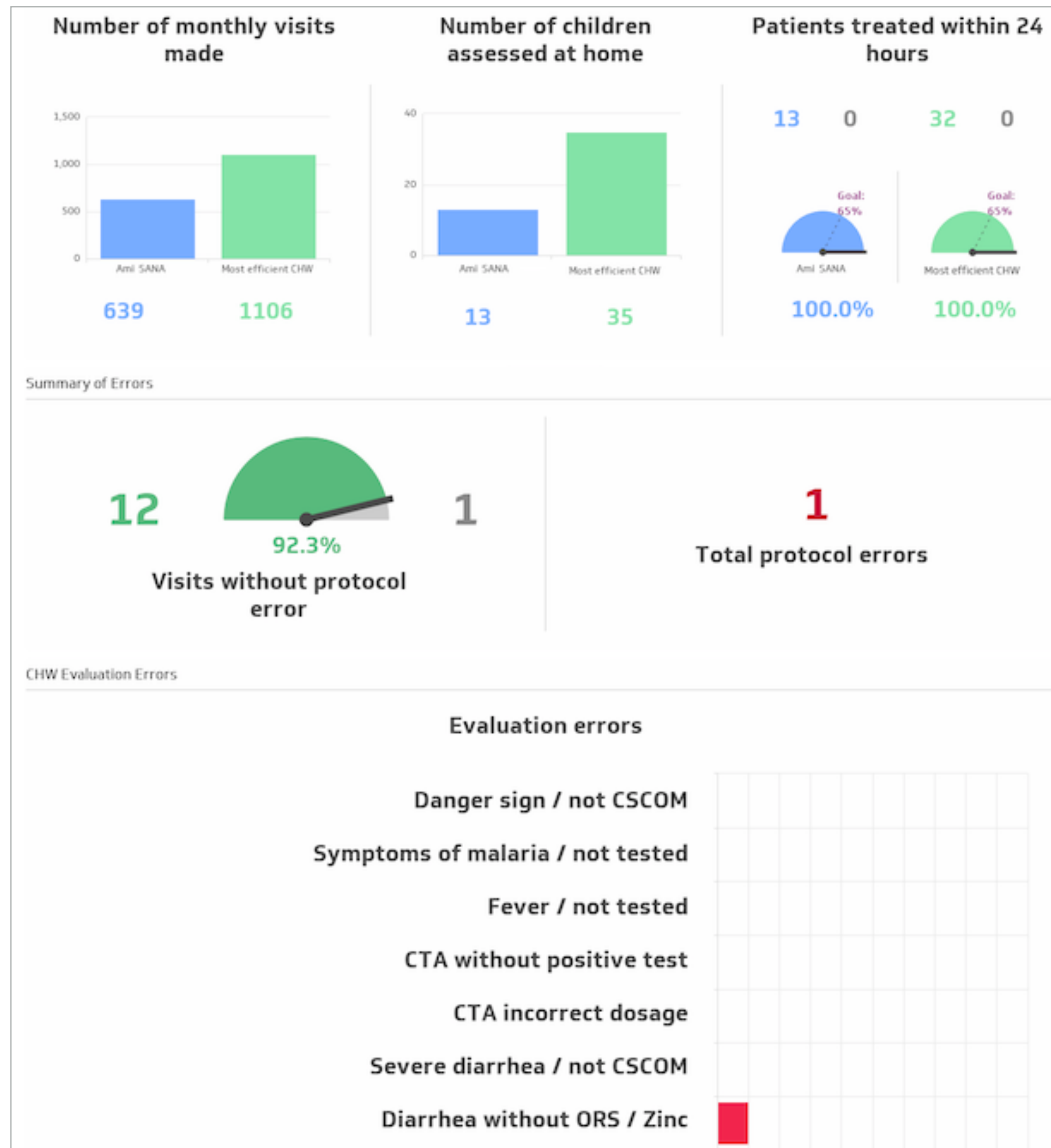


## Data-Driven Management

- Easily monitor indicators for a specific health worker
- Monitor indicators for groups of CHWs
- Compare performance against previous months
- See progress for the current month with goals scaled based on the current day



# Coaching View – CHW Performance



## Data-Driven Coaching

- Speed, coverage, and quality indicators
- Comparing against goals, highest-performing peer, and previous time periods

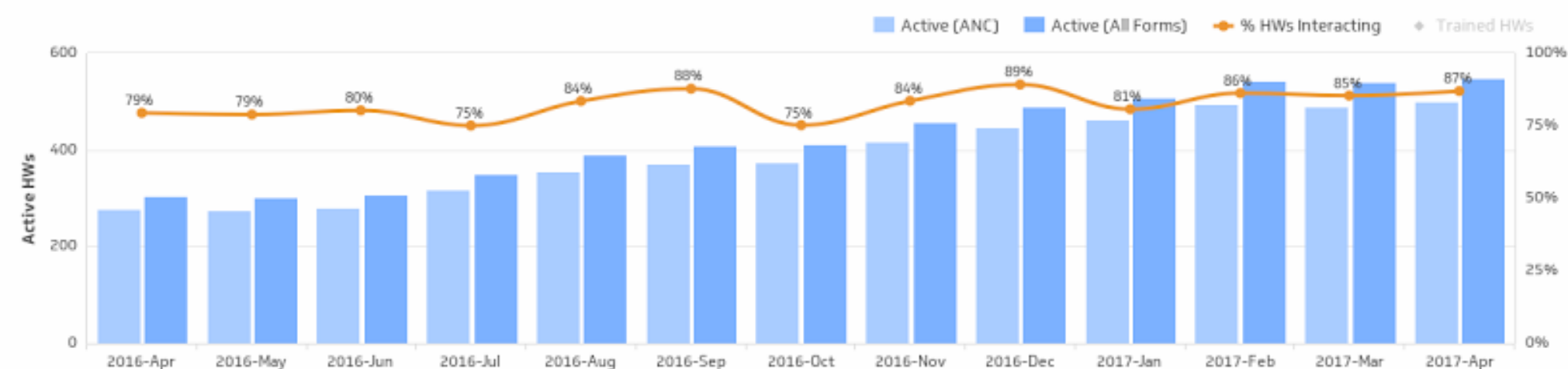


# Manager's View – Activity and Impact Monitoring

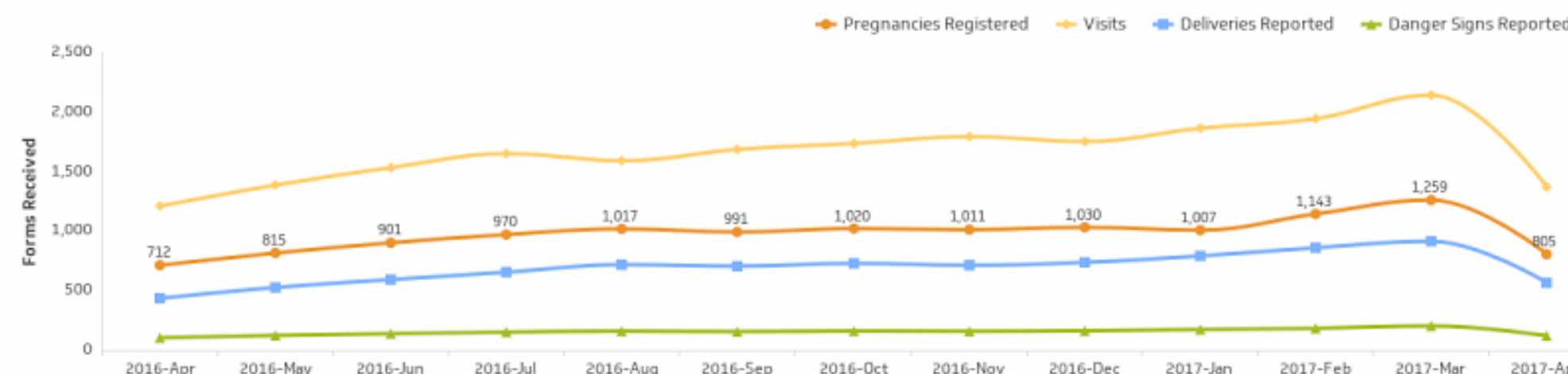
Regional, national, and global managers can monitor trends for key activity and impact metrics.

## Activity Metrics

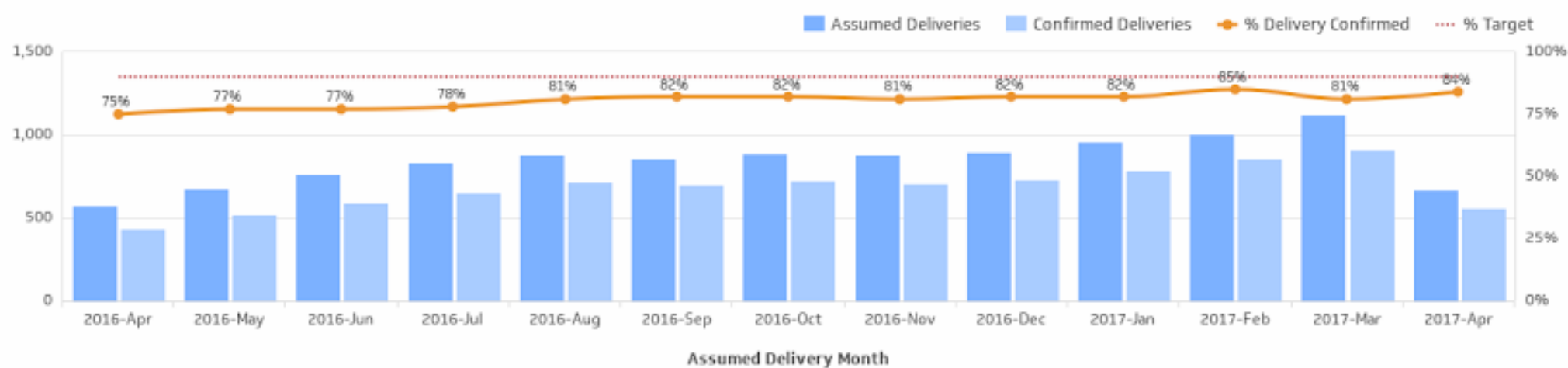
### ANC Use Case Engagement



### Key Activities

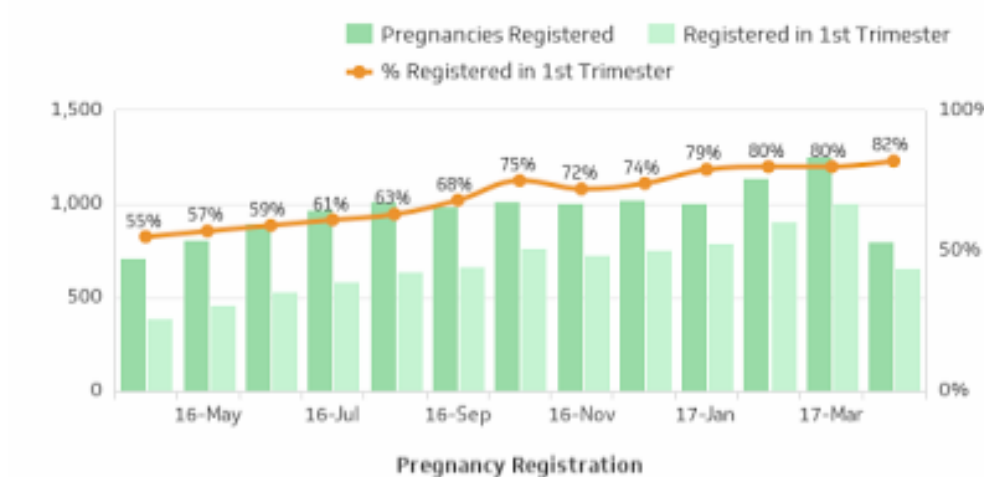


### Birth report submission rate

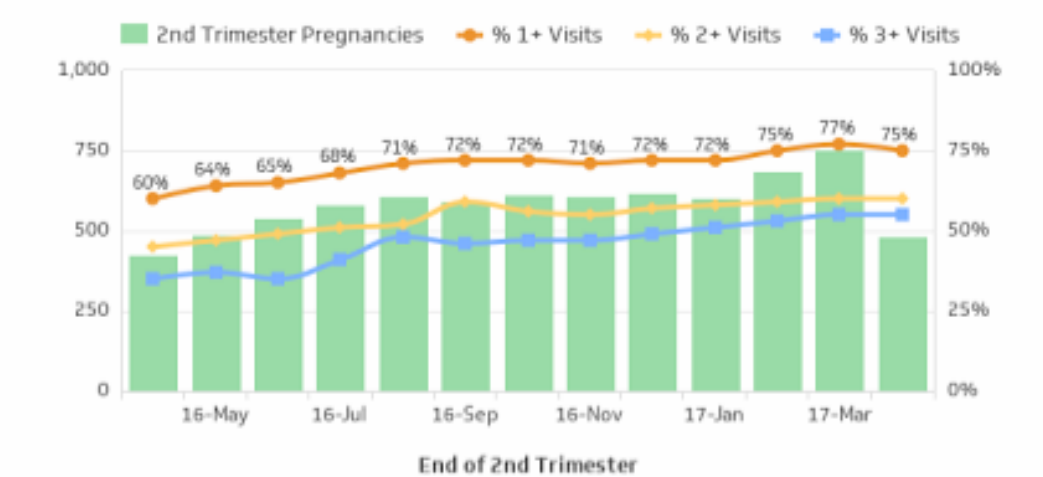


## Interim Impact Metrics

### Pregnancies registered in 1st trimester

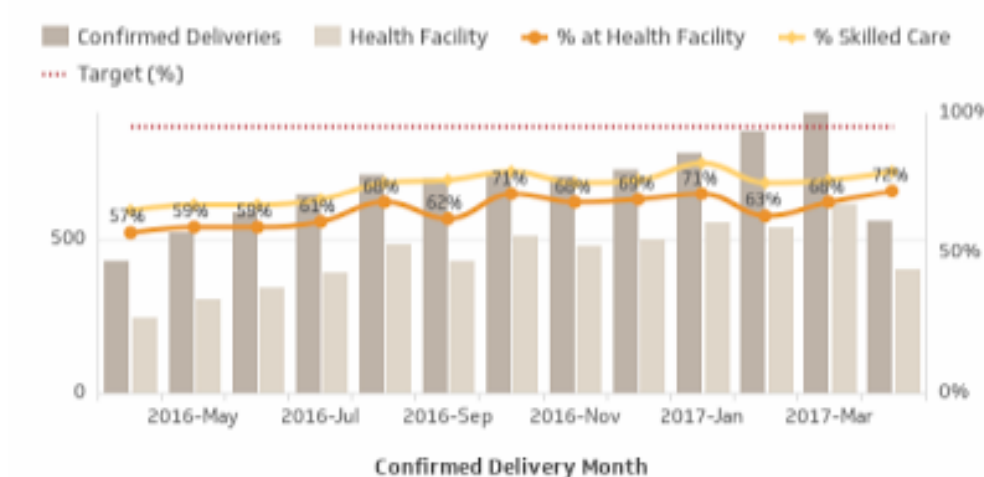


### Visit status by end of 2nd trimester

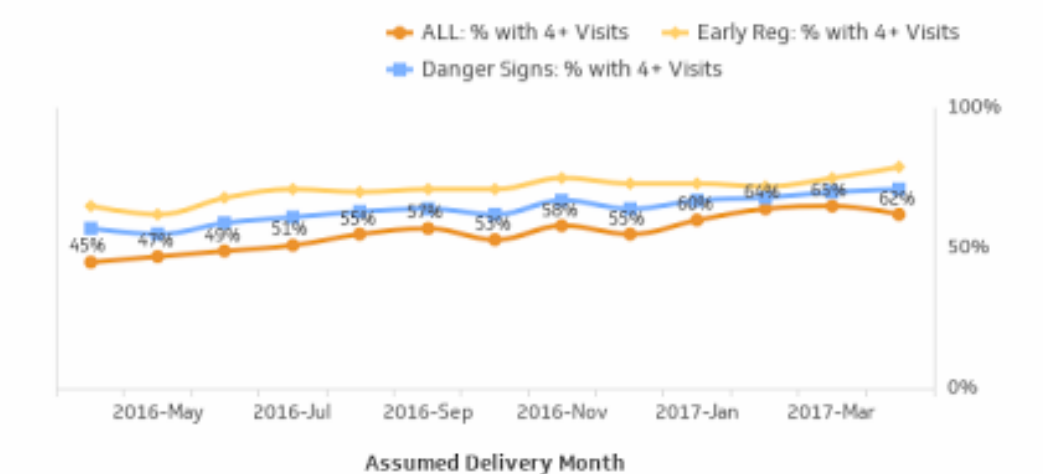
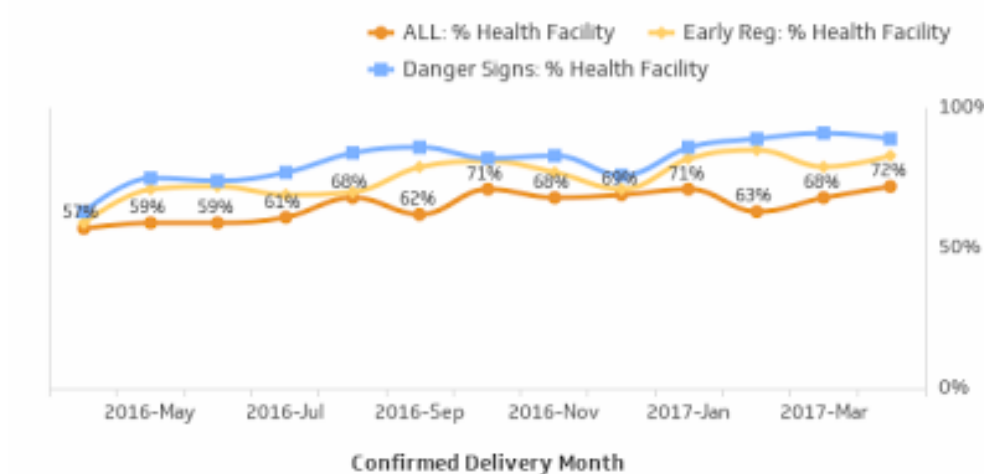
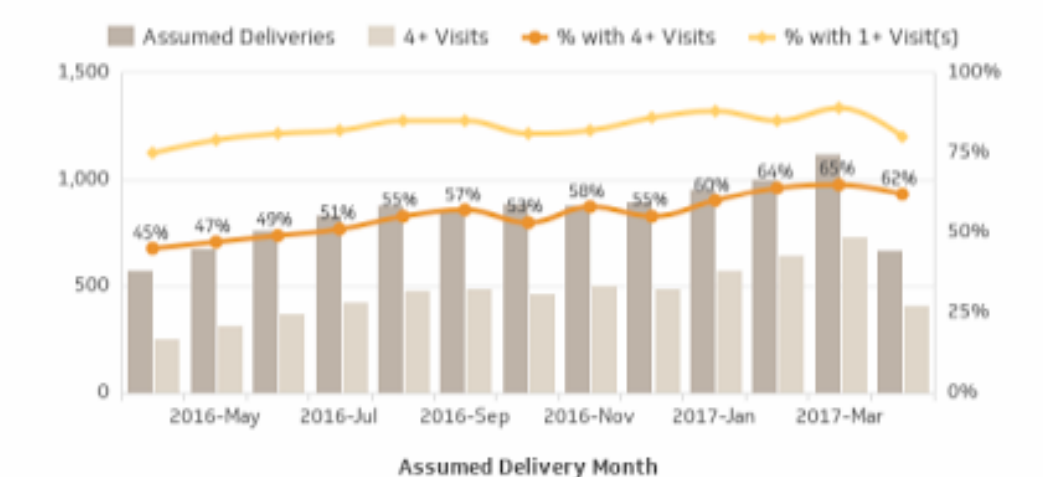


## Impact Metrics

### Deliveries at a Health Facility











### Visits During Pregnancy








# Custom manager views










**CHW Janet**  
Supervision visit  
3 days ago  
Past due 


**Dana Dearborn**  
Follow-up severe malnutrition  
Tomorrow


**Ellen Eisenberg**  
High-risk pregnancy referral  
Tomorrow


**CHW Janet's Area**  
Community event  
In 2 days

**Caroline Cooney**  
Monthly stock report  
In 1 week



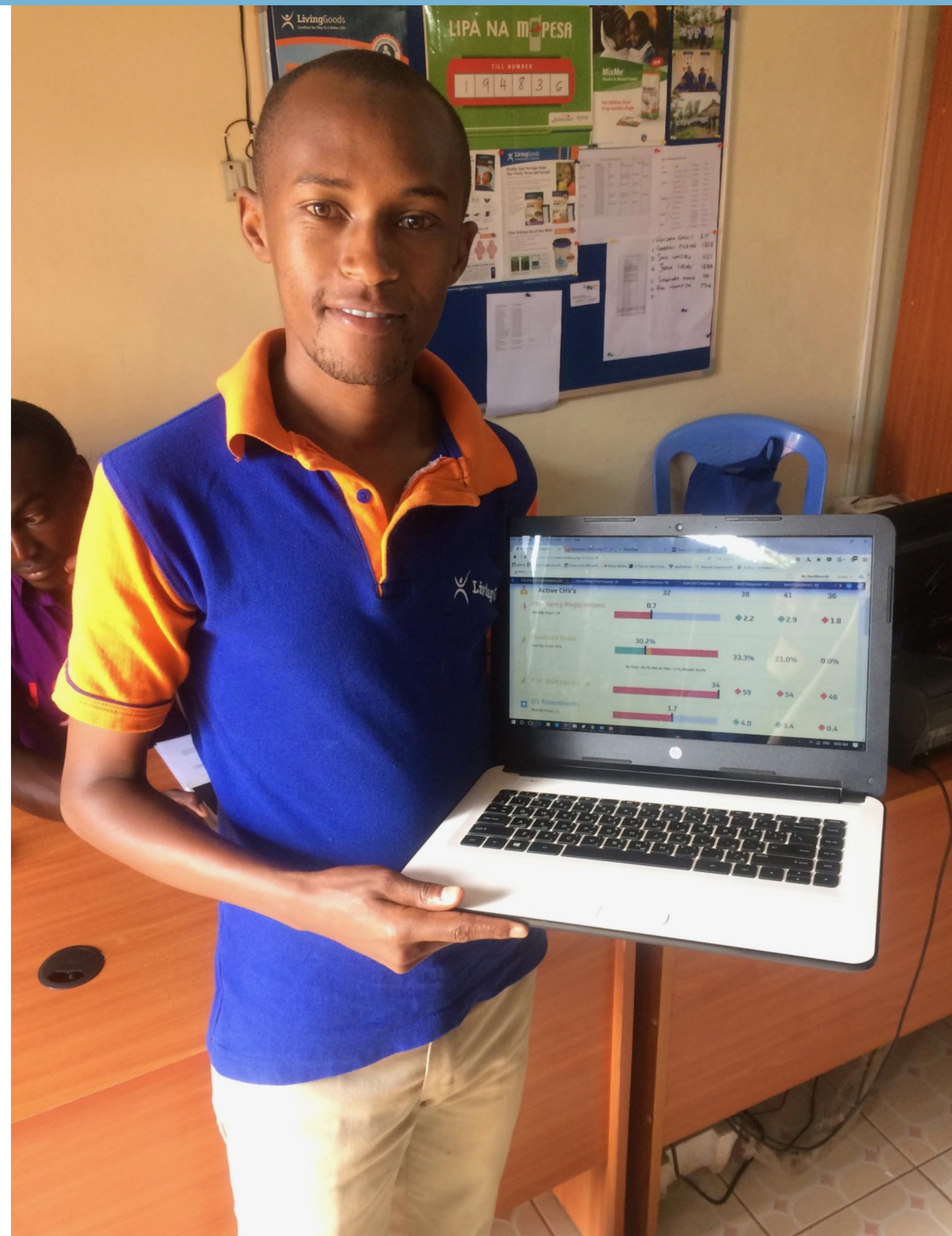
**Community events attended**  
This month  
**4**  
Goal 2

**CHPs visited**  
This month  
Goal 100%  
**100%** (20 of 20 visited)

**CHPs with stockouts**  
This month



# Continuous iteration



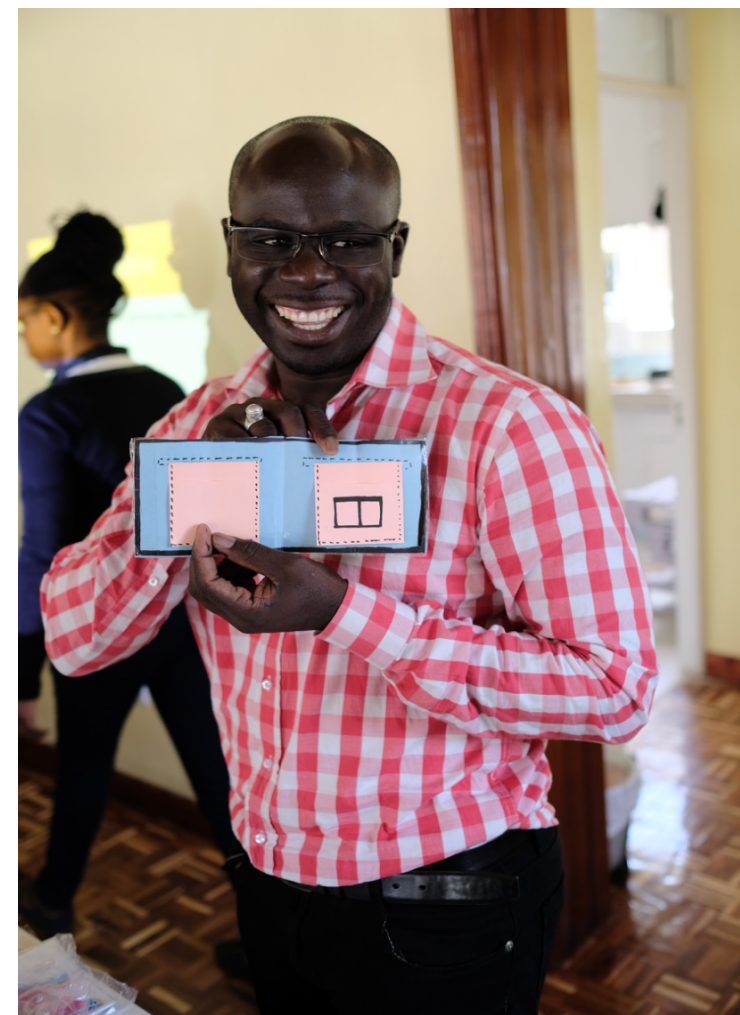


# Testing for impact





“We are all designers”







Dianna Kane  
dianna@medicmobile.org  
@diannakane @medic