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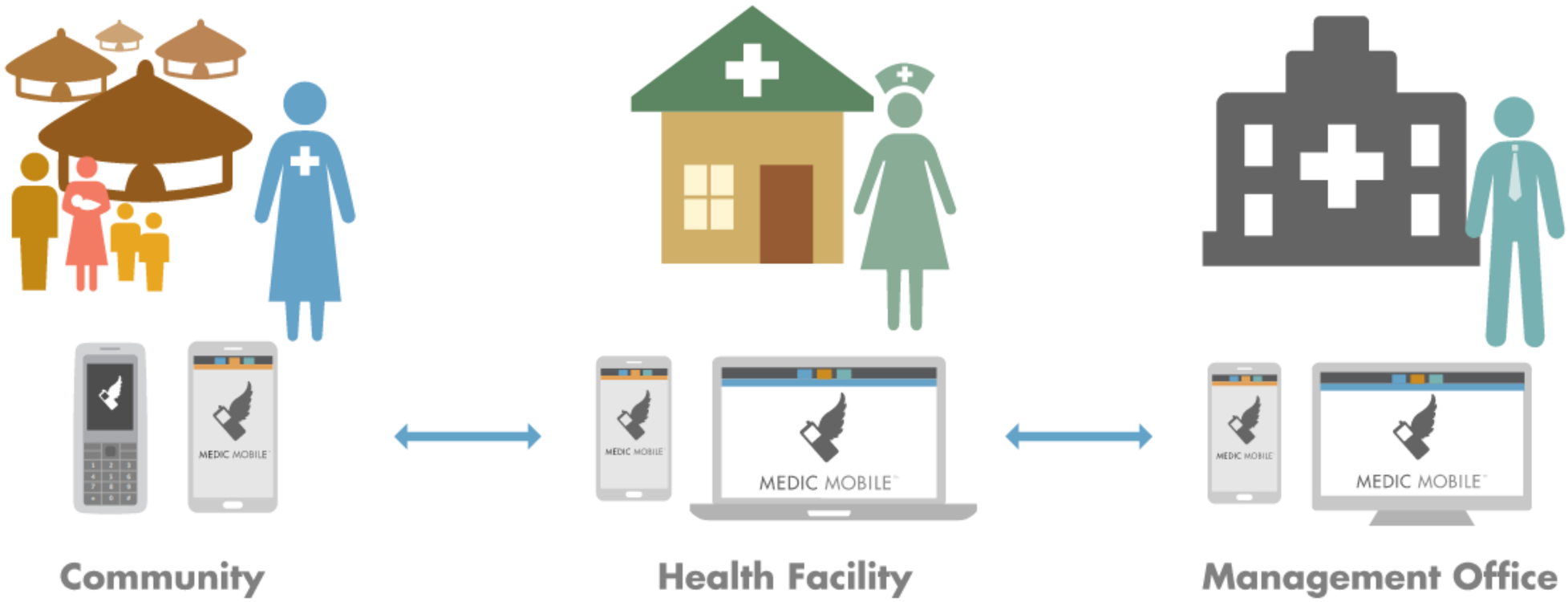
The Medic Mobile Toolkit

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

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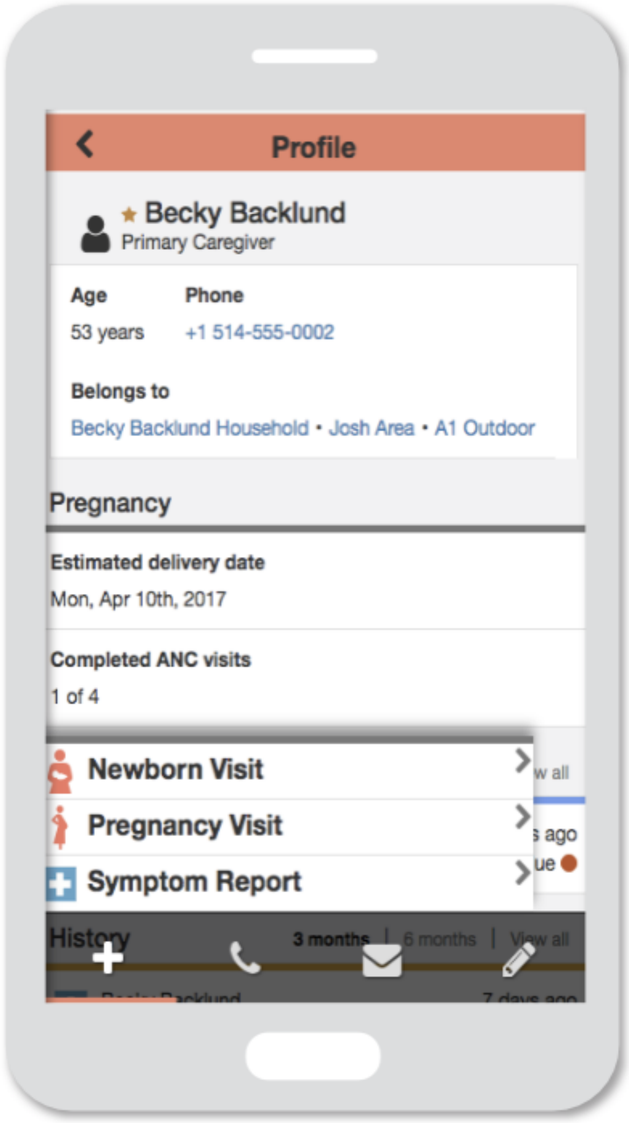

Care for people

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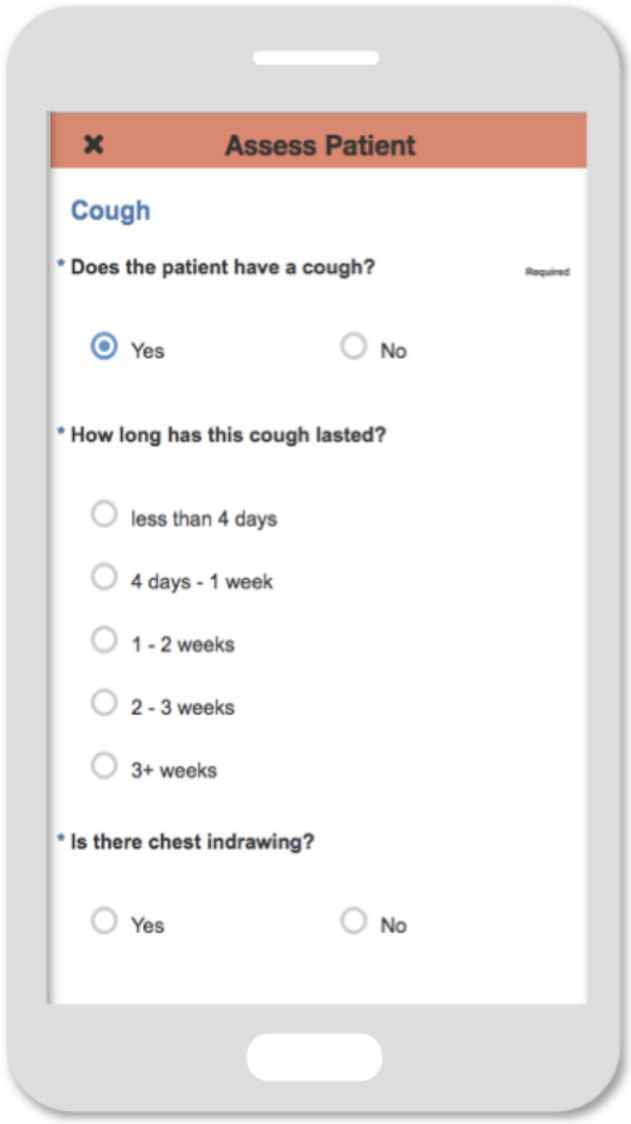

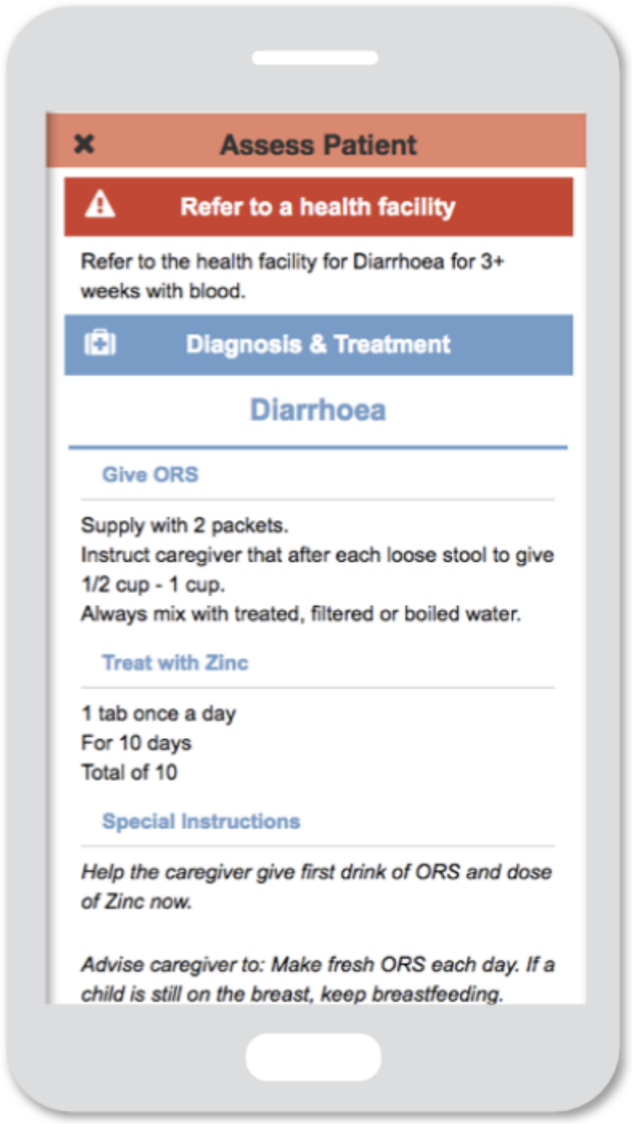

Support health work and decisions

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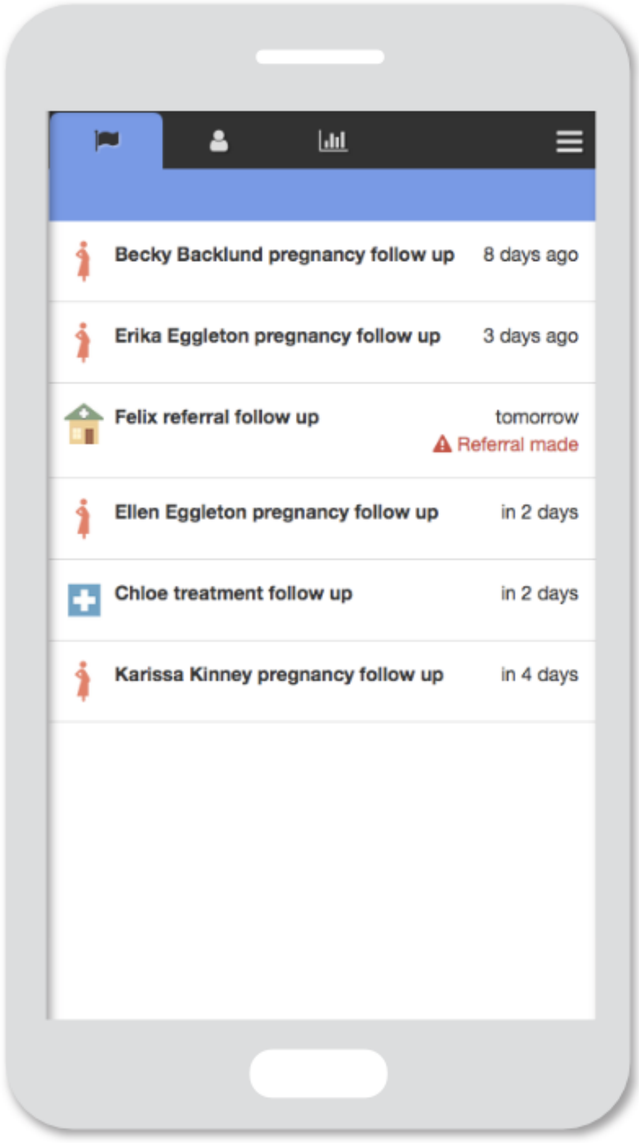

Create proactive health systems

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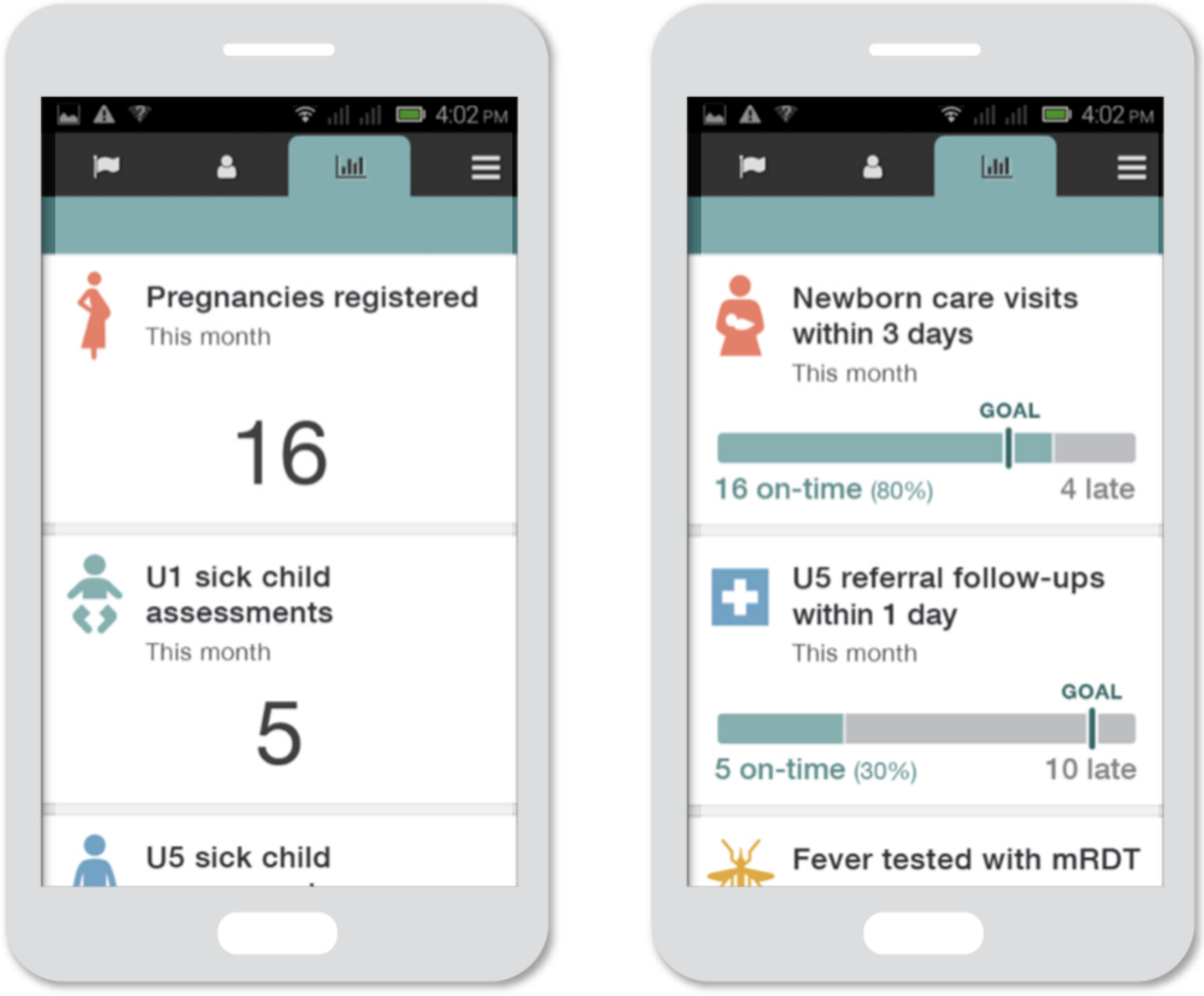
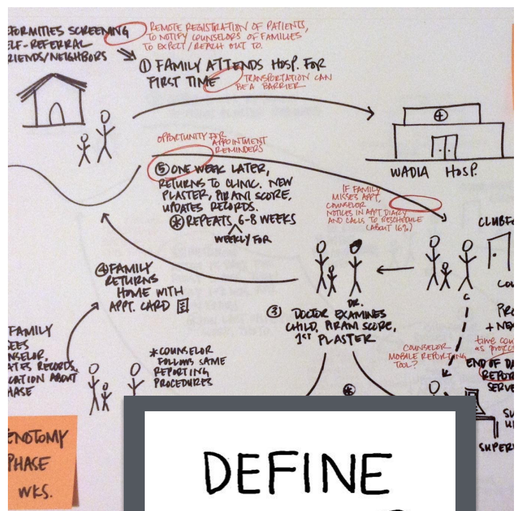


Make progress and challenges visible

For community health workers

For nurses

Human-centered design



For managers

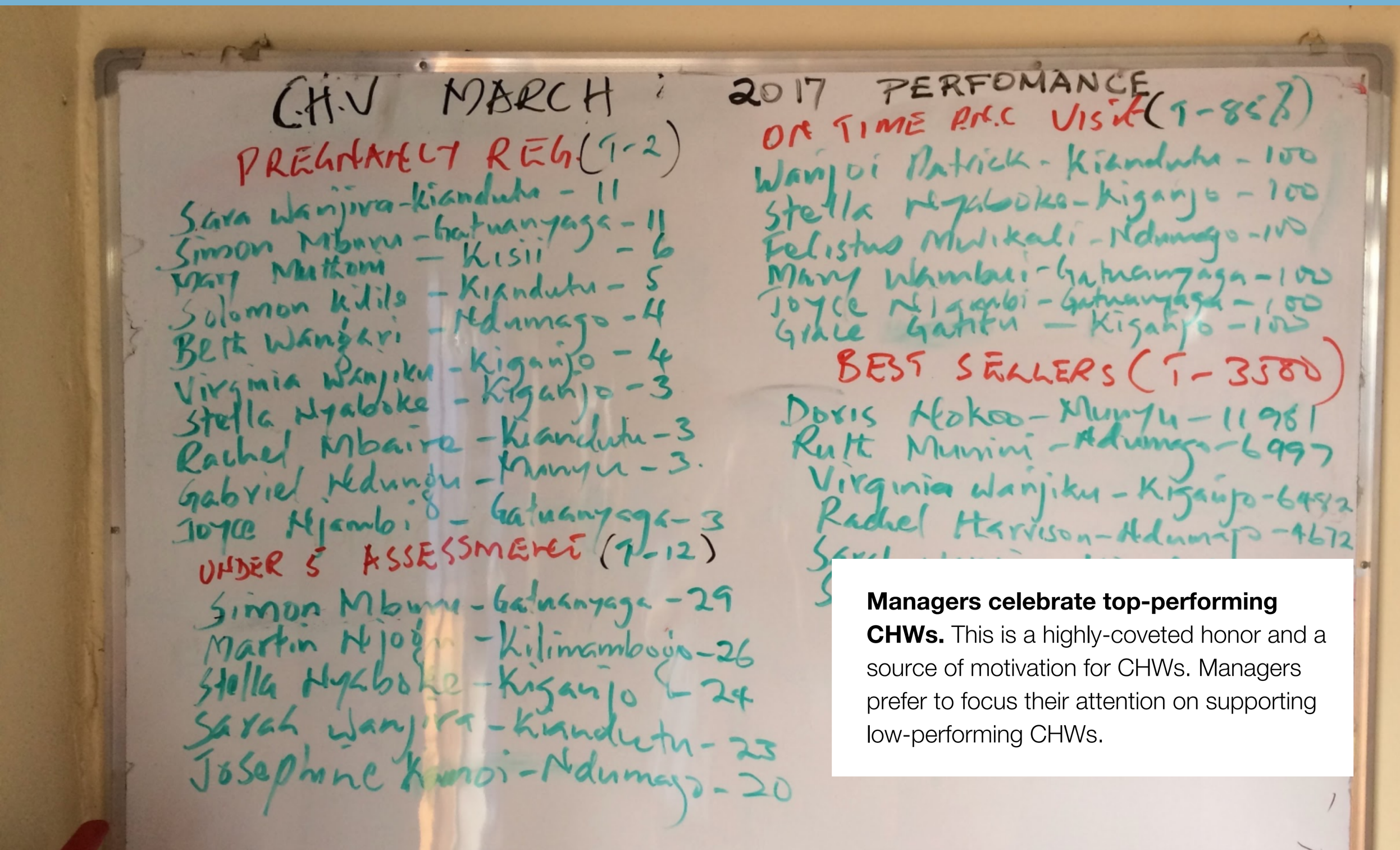
Building empathy

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



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

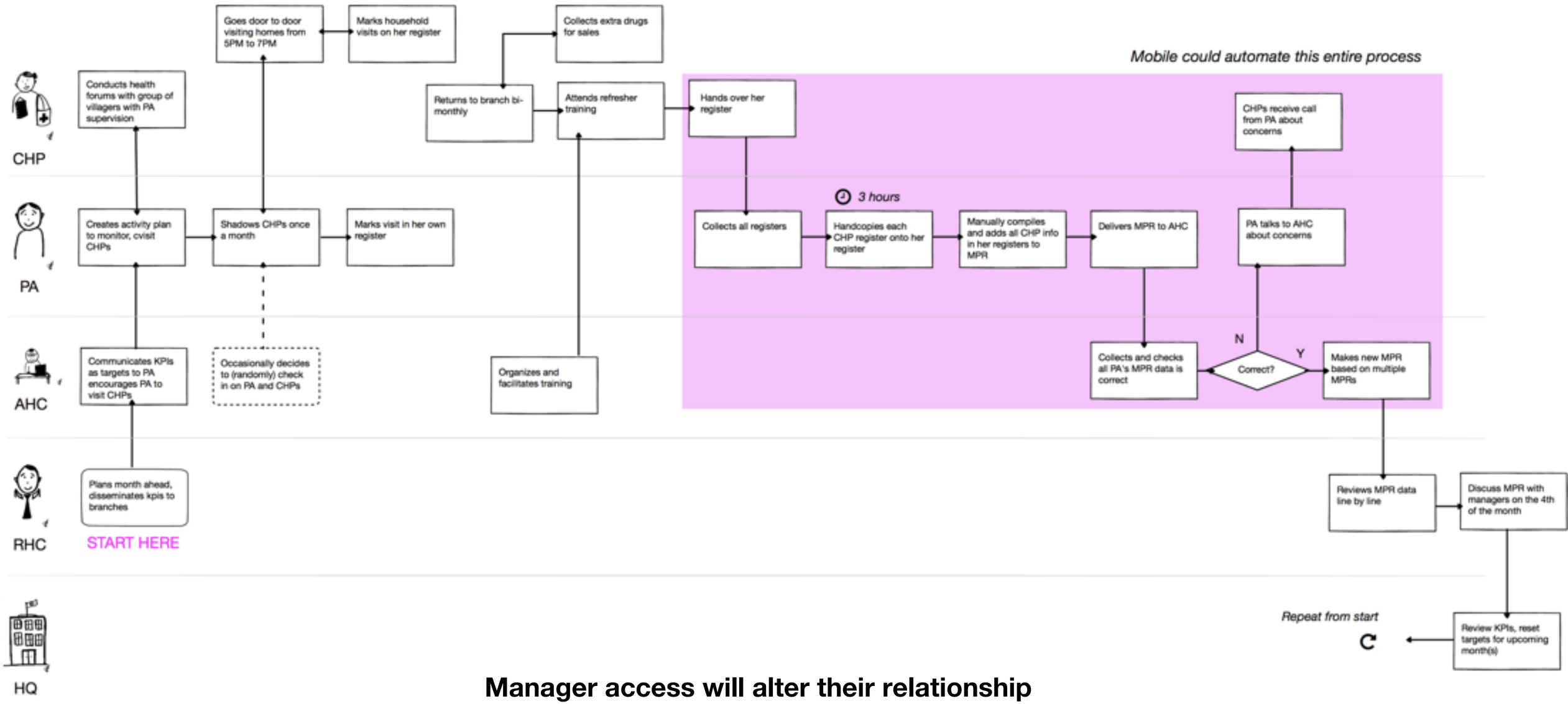
Strengths and Assets

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

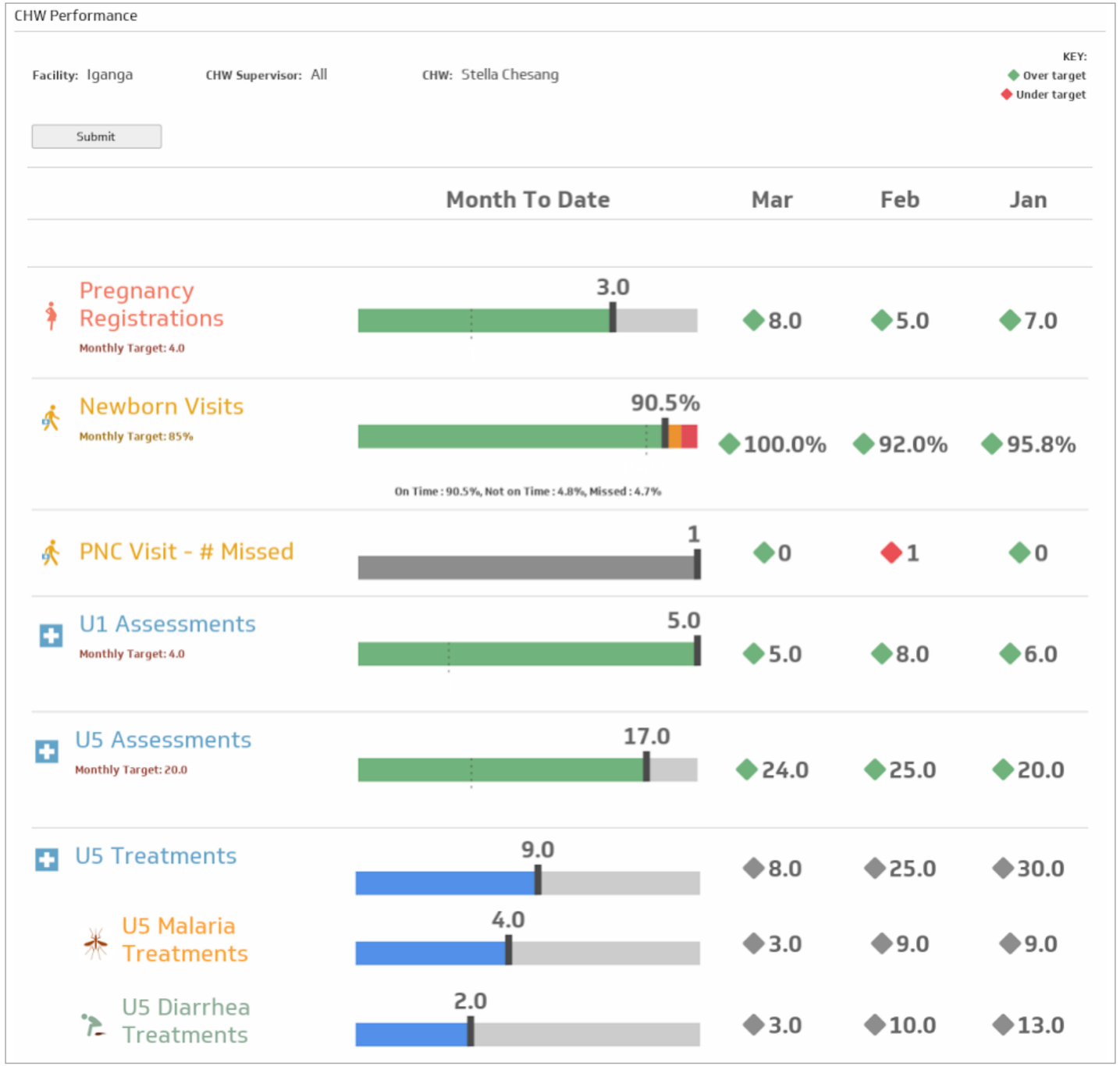
Prototyping

Workflow mapping



Manager access will alter their relationship to the CHW.

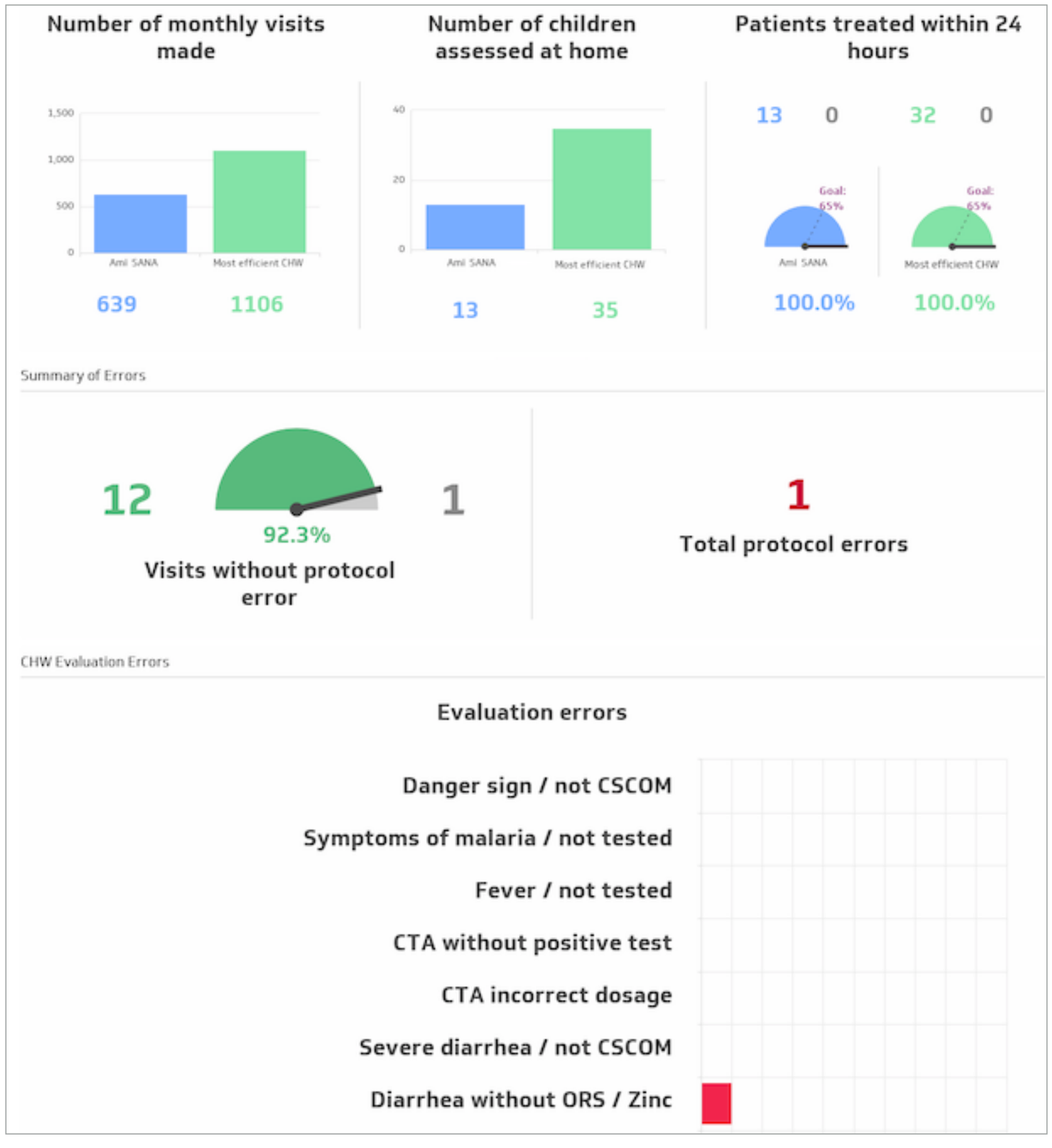
Management View – CHW Performance



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

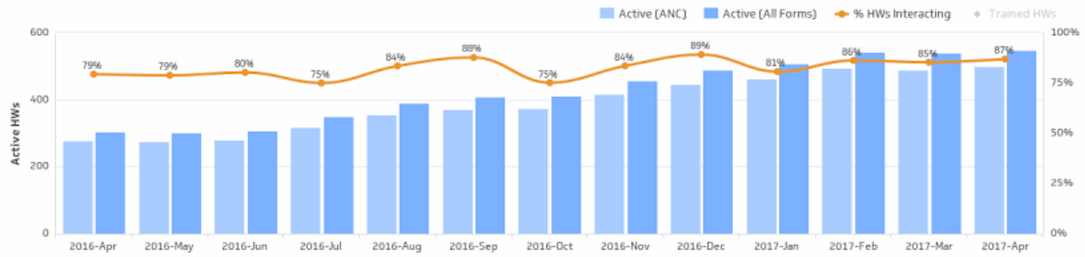
- Speed, coverage, and quality indicators
- Comparing against goals, highest-performing peer, and previous time periods

Manager's View – Activity and Impact Monitoring

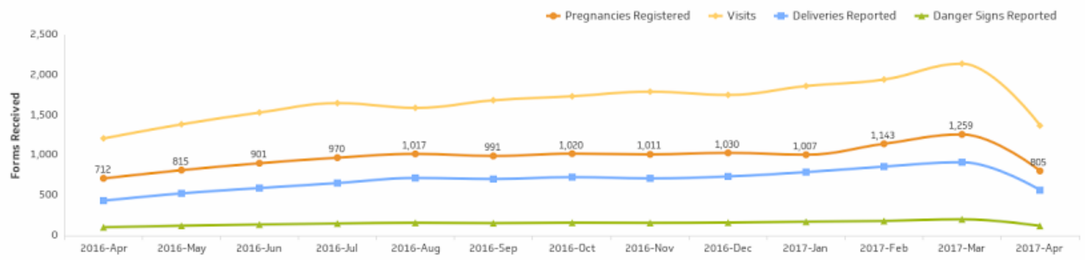
Regional, national, and global managers can monitor trends for key activity and impact metrics.

Activity Metrics

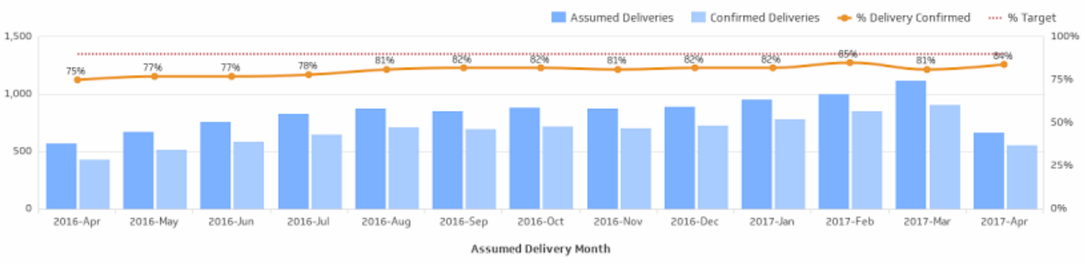
ANC Use Case Engagement



Key Activities

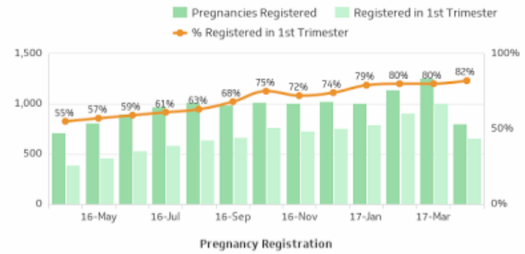


Birth report submission rate

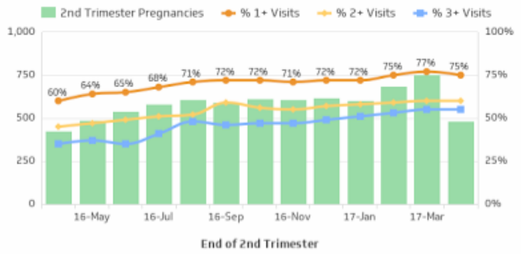


Interim Impact Metrics

Pregnancies registered in 1st trimester

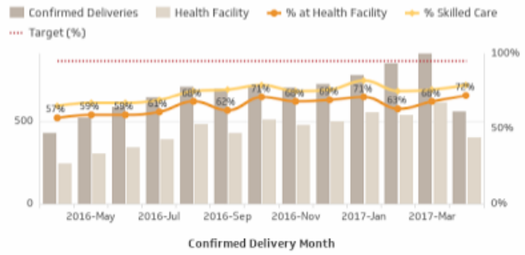


Visit status by end of 2nd trimester

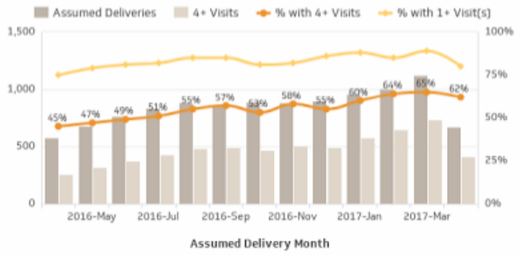


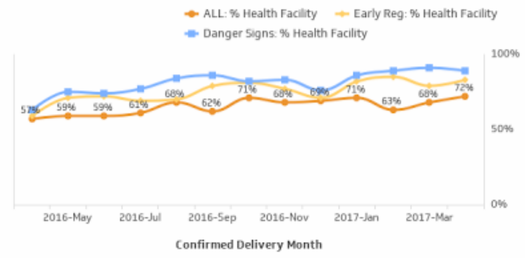
Impact Metrics

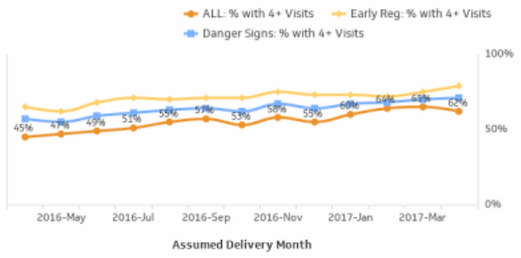
Deliveries at a Health Facility



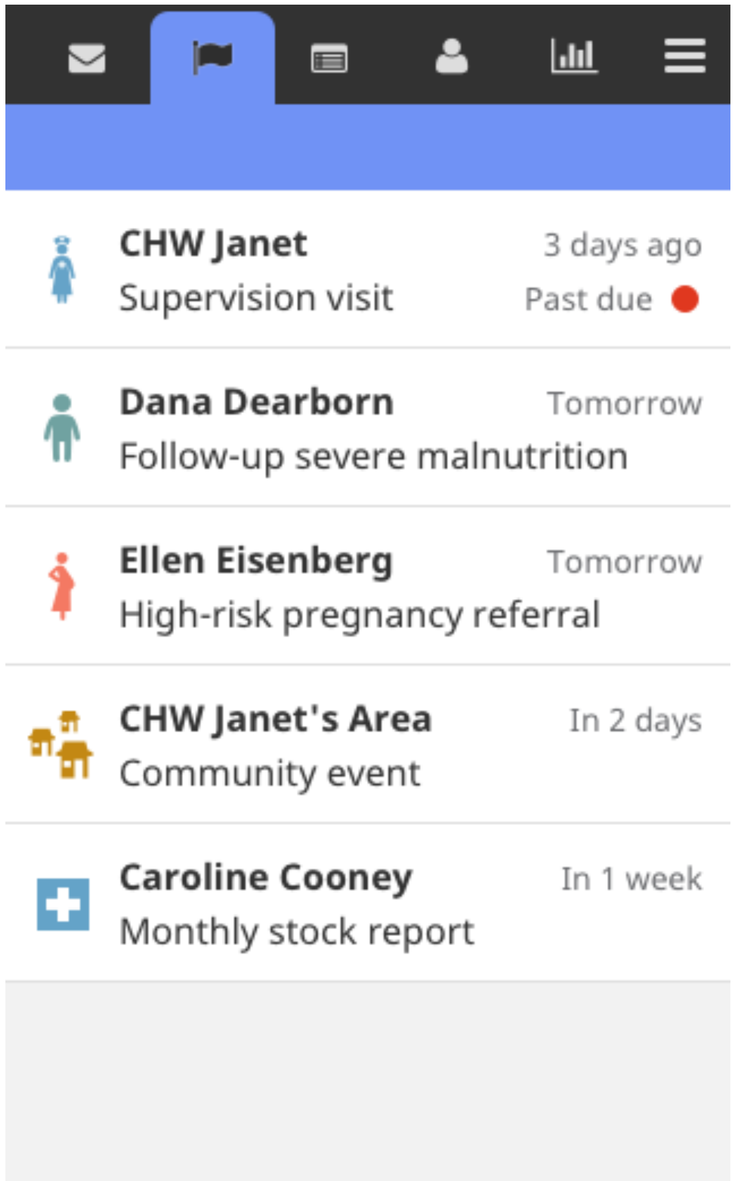
Visits During Pregnancy

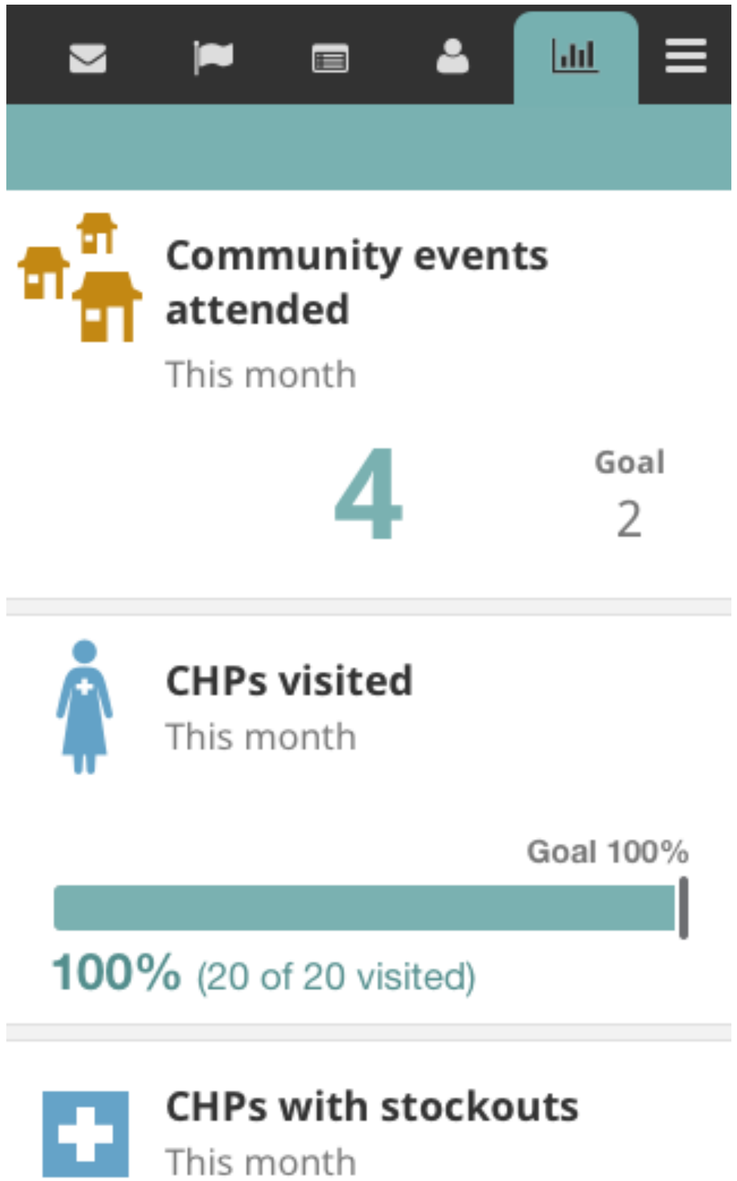




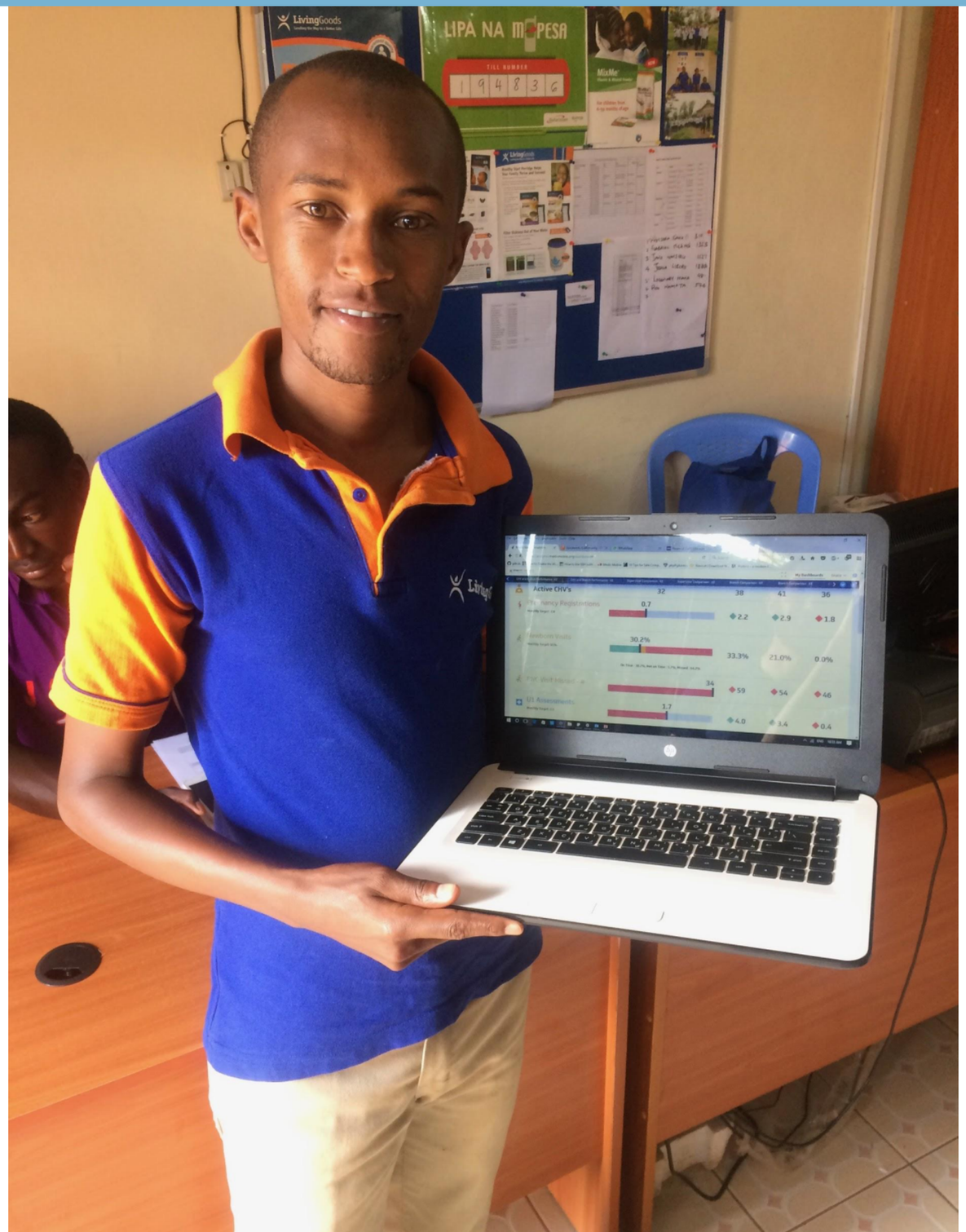


Custom manager views





Continuous iteration



Testing for impact

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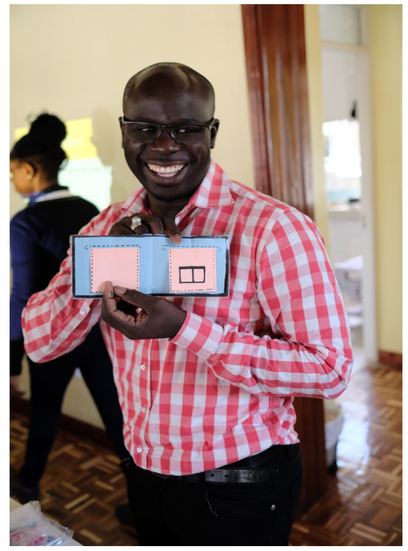
“We are all designers”



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