

Using m-Health to Improve Community Health Service Delivery

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Abstract

Background: CHVs can act as catalysts of change and also role models by empowering members of their communities with increased knowledge and support. They provide information and services and are mandated to report service statistics to the next level of care. Equipping them with the right tools would essentially improve their efficiency and greatly improve health at community level. Currently, majority on this system are using paper based systems.

Objective: The objective of the intervention is to leverage on mobile technology to improve the effectiveness of CHVs in delivering maternal health services at community level through a reliable m-Health system. Evidence should be able to support the argument for the need to go digital on health systems strengthening.

Methods: Save the Children has strengthened health service delivery at community level by digitizing the community health reporting tools, while also using the mobile phone platform to incorporate key messages for CHVs to administer during Household visits. In essence the app on the phone collects data, while at the same time prompting/advising the CHV on areas that may need emphasis during counselling sessions.

Results: The project has been kicked off in 8 sub counties, covering a total of 161 community units over the last 2 years. Over 100,000 households have been reached with key maternal health messages, which theoretically translates to improved knowledge management

Conclusion: M-health at community level is a powerful platform that improves efficiency and effectiveness of CHVs and results in improved health outcomes, while bridging the gap between record keeping and community health service delivery.

The support required to sustain its operation are feasible processes that revolve around governance and resource allocation.