Automating Routine Tasks for Community Health Workers

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Outline

• Community Health Workers
• Organizations
• Methodology
• Results
• Discussion
Organization A

- Multi-country development NGO
- 48 well-paid CHWs
- 200 HH / CHW
- Targeted home visits
Organization B

- Multi-country NGO
- Scaling to 2,000 volunteer CHWs
- CHWs visit 10 of their 150 HHs / day
- Routine home visits
Organization C

- Approx. 2,000 volunteer CHWs
- 10-20 clients
- Registration and monthly forms
- Counseling-based home visits
CHALLENGES

- Me Some Mothers still deliver from TBAs
- Transportation difficult due to some homes
- Lack of Delivery Materials
- Lack of Sufficient Umbrellas
- Sunny So...

SOLUTIONS

1. Sensitization of TBAs
1. Kutembelea kaya la kwa siku kila mmoja
2. Kwa kwanza, kutembelea kaya mmoja kwa mwezi
3. Kama kuna kuna mgonjwa kwenye kaya basi
4. Kuna mtoni kwa matumizi kwa mwezi
5. Watu wengine kama watu hawana uwezo wake wa kufanya mazingira wake.
7. Kama kwenye kumbukumbu ya wanadzokwa na wanaokutai.
CHW Data Flow

- All collect data
- Workflow during visit
- Form life cycle
- Monthly meetings
- Historical data
CHW Data Flow

• Data collection vs service delivery
Other Observations

- Different Environments
Other Observations

• Different Environments
• Training
• Scheduling
  • “can be late if the first visit goes long”
  • “sometimes we forget”
Pilot investigation

• Order of questions
Pilot investigation

- Order of questions
- “this phone will make the work very much easier”
Pilot investigation

• Order of questions
• “this phone will make the work very much easier”
• Asked to see completed data
• Wanted to see statistics
Data vs Service

- CHWs and mother perceptions
- Data-based birth registration
  - 24 questions
  - 10 min
- Service-based neonatal screening
  - 7 questions
  - 3 min
CHW perceptions

• 4 CHWs
  • 1/2 birth registration, 1/2 screening
  • “I would be able to collect large amounts of data...since it has very many questions.”
  • “...because I can be able to help babies in case of any trouble...”
Mother perceptions

- 1 preferred birth registration
- 1 liked both, 1 confused
- 7 preferred neonatal screening
- “more concerned about the well being of my baby.”
What about impact?