

CommCare: Improving Standards of Care with Mobile Applications in Tanzania



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Who do we work with?

Community Health Workers are trained to provide basic health services in the communities where they live

- Serve poor & rural populations
- Promote preventive care
- Convey health information
- Collect necessary data
- Provide social support to chronically ill patients



Problem: Lack of effective tools



Mobile Applications for CHWs

CommCare is a mobile support tool for CHWs

Key Features:


- ❑ Checklists
- ❑ Simple medical protocols
- ❑ Day planning
- ❑ Communication
- ❑ Referrals

you use to
render your
water safe
for drinking?

Do you have a kitchen?

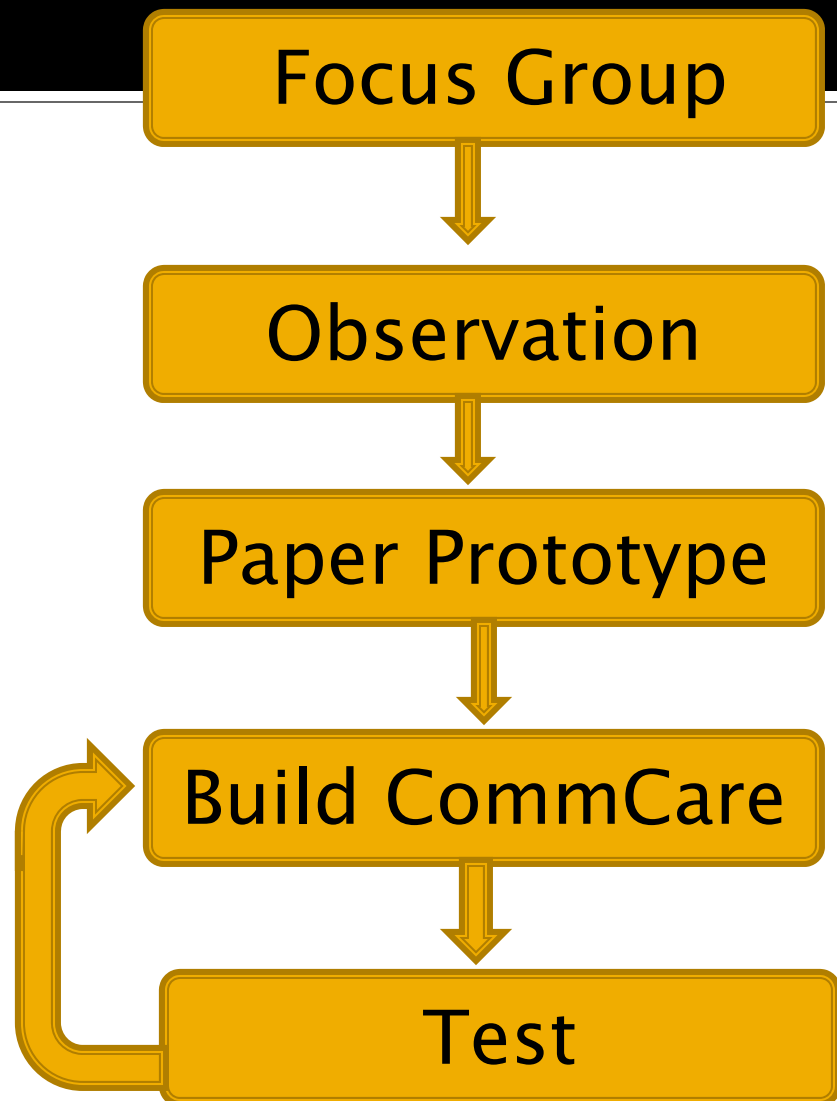
Yes

No

Menu  Back

The screenshot shows a mobile application interface with a light gray background. At the top, there is a question: "you use to render your water safe for drinking?". Below this, there is another question: "Do you have a kitchen?". Underneath, there are two radio button options: "Yes" and "No". The "Yes" option is highlighted with a yellow background. At the bottom of the screen, there is a navigation bar with a blue bar on the left, the word "Menu", a black upward-pointing triangle icon, and the word "Back".

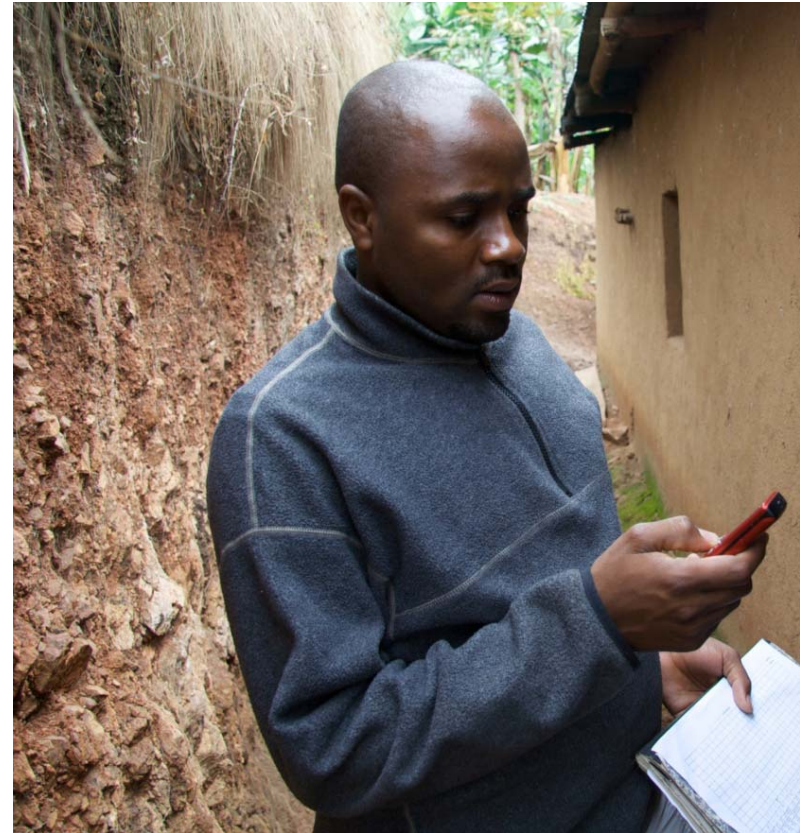
Developing CommCare:



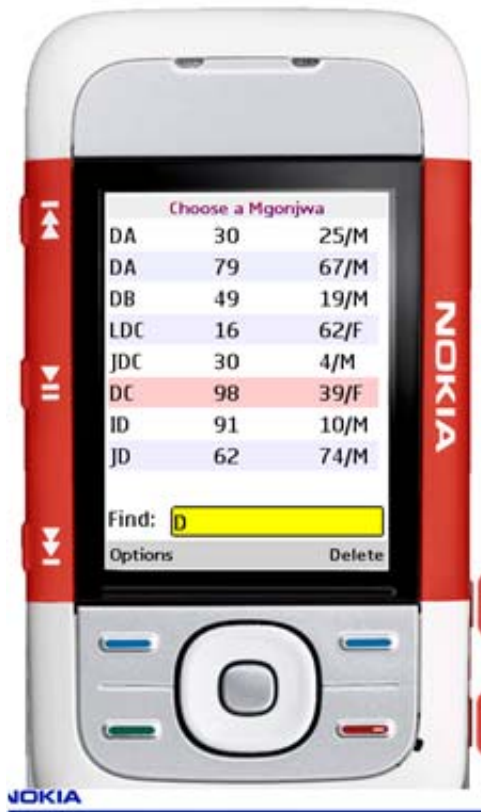
Iterative Development Methodology



Observed Visits



Screen Shots



Client List



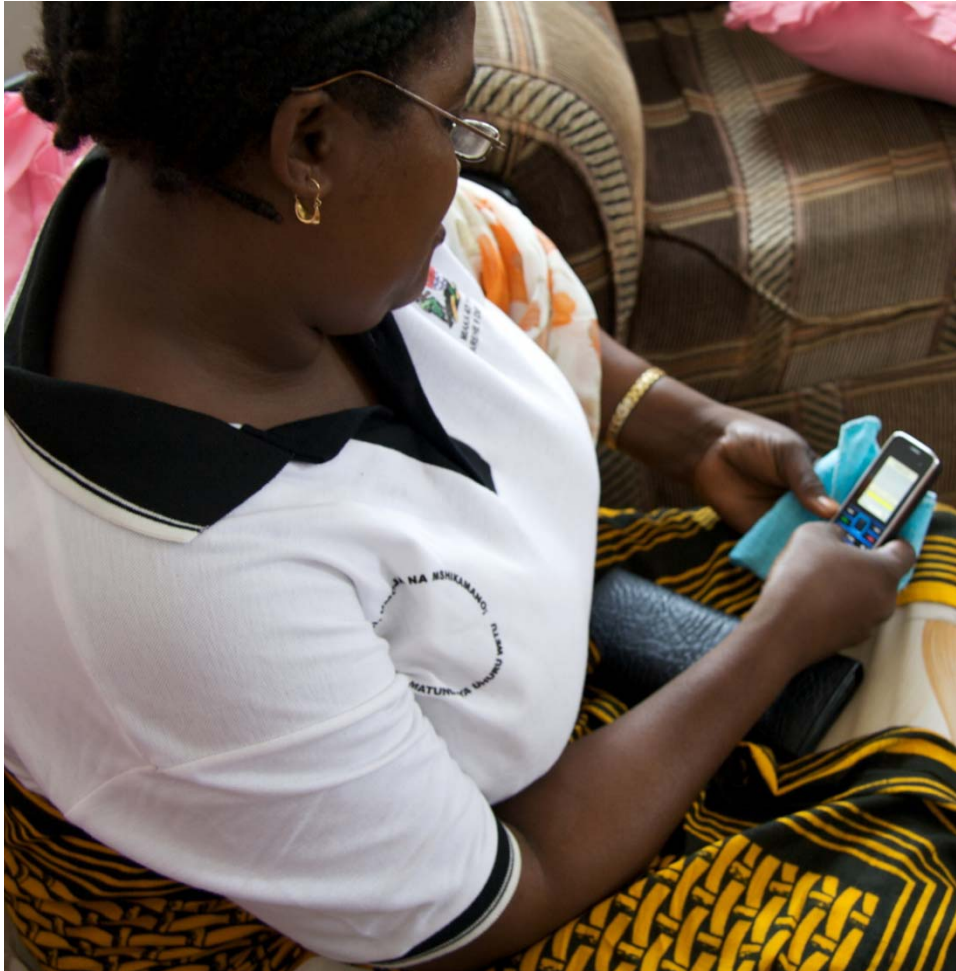
Screen sample in English and Swahili



Training



Continued regular client visits using CommCare



Challenges

- Charging phones (use of paid charging points, solar chargers, crank chargers)
- Variable network coverage
- Airtime management, personal calls
- Uptake and understanding technology
- Privacy considerations and protecting data

Lessons Learned

- Keep it simple!
- Involve the users in the development of program, be responsive to feedback
- Field test early on
- Make a system that serves the supervisors as well as it serves the CHWs

Future Plans

- Develop reports/tools to support CHWs' supervisors and more extensive data analysis
- Develop the procedures and automated systems needed to run on a large scale.
- Develop procedures for maintaining and troubleshooting CommCare
- Add modules for family planning, TB, others

Thank You!

