Leveraging Mobile Technology to Advance Community-based Family Planning:
A Mobile Job Aid for Community Health Workers

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CBFP: A HIP with challenges

- SUSTAINABILITY
- PERFORMANCE
- INFRASTRUCTURE
- ATTRITION
- FINANCING
Challenges with Potential mHealth Solutions

- Poorly functioning MIS
- Limited Supervision Support
- Physical Tool Challenges
- Quality of Service Provision
- Limited Support
- On-Demand
- Plug-Ins
- Portability
- Automation
- Real-time
- Multi-function
Overview of the Mobile Job Aid

- Balanced Counseling Strategy Plus,
- WHO FP Decision-Making Toolkit
- Pregnancy Checklist
- Data Record Forms

Modeled from evidence-based tools:
What it Does

- Counsel
- Screen
- Provide,
- Refer/Follow-up
  (FP, HIV, and STIs services)

- Records & Submits Data to Server
- Submits Reports to Supervisor & CHW

- Supports Case Management
How it Works

- Registration
- Counseling
- MEC Screening
- Method Provision
- Referrals

CHW

CHW Supervisor

Processing
- Reports

SMS

GPRS
Sample Data # 1: Profile of Clients

- # of Clients Visited: 250
- # of Cont. Users: 150
- # of Non-Users: 50
Sample Data # 2: Methods Provided

- COCs: 162
- POPs: 12
- Female condoms: 146
- Male condoms: 376
Development and Evaluation Process

- Design
- Usability Testing
- Refinement
- Deployment/Evaluation
Evaluation Questions

1. Is it feasible for CHWs to use this tool?
2. Does it lead to efficiency gains?
3. Is it effective to improve health outcomes?
4. How much does it cost?
Study Overview

DESIGN: Facility-Randomized-control, Post-Test Only (Paper vs. Mobile)

DATA

• Routine Data Collection – Electronic & Paper
• Interviews with
  o CHWs
  o Clients
  o Supervisors

MEASURES

Primary
• Follow-up visit completion rate
• Referral completion rate
• Data quality and timely submissions

Secondary
• Service utilization
• Continuation rate
• Acceptability
• Quality of counseling
• Cost
Experiences and Lessons Learned: Technology

- Balancing technical requirements & technological capabilities
  - Accessibility of Data by CHWs

- Learning curve technical & technology specialists

- Big Data
  - Processing needs

- Technology imperfections
Experiences and Lessons Learned: Program

- A 2-month learning curve for CHWs
- Double duty – paper & mobile
- In-person supervision is still very important
- Functional CBD platform is essential
- User acceptability

“Nowadays, I am spending a lot more time with clients but providing comprehensive services”

“Using the phone with my client makes her trust what I am saying more than before”

“The job aid is allowing us to have one voice to the client”
"I am a digital wireless internet device! If you call me a 'cell phone' one more time, your service will be terminated!"