We are all health workers
Mobile and web tools for community health workers and clinics
Systems that work better for people
Medic Mobile toolkit
Individual, group, automated messaging
Community health and patient data
Analytics and alerts

352 active pregnancies

9 missed appointments this month

Name | CHW       | EDD  | Visit Num
--- | --------- | ---- | ----
Wanjiku Njihia | Agnes Nashangai | 7/12/14 | 4
Norkirama Lekutit | Mary Ndichu | 9/02/14 | 2
Sheila Langat | Magdalene Espan | 9/20/14 | 2
Jackline Sialo | Magdalene Espan | 8/03/14 | 3
Antonela Chiro Ise... | Eunice Ntuli | 7/24/14 | 4
Rejina Ngisoye Eki... | Julius Ntoika | 8/13/14 | 3

6 high-risk pregnancies

Name | CHW       | EDD  
--- | --------- | ----
Pamela Kinya Mutuma | Josphat Kiriga | 7/12/14
Emily Kathambi Musa | Josphat Kiriga | 9/02/14
Happiness Moi | Julius Ntoika | 9/20/14
Susan Nafi | Mary Githia | 8/03/14
Jackline Kerubo | Mary Githia | 7/24/14
Gladys Kwamboka | Mary Githia | 8/13/14

Women with upcoming due dates

Name | Weeks Since LMP | Age | Date Registered | EDD
--- | ---------------- | ---- | --------------- | ----
Catherine | 35 | 18, Mar 2014 | 4/22/14
Catherine Nduta | 36 | 26, Mar 2014 | 4/23/14
Sarah Kairuthi Kath... | 34 | 14, Mar 2014 | 4/25/14
Virginia Kimeu | 32 | 02, Mar 2014 | 4/27/14
Agnes Nabanlu Iep... | 36 | 03, Apr 2014 | 5/1/14
Wacugu Mwangi | 35 | 27, Mar 2014 | 5/1/14

Visits completed so far

<table>
<thead>
<tr>
<th>At least 1 Visit</th>
<th>At least 2 Visits</th>
<th>At least 3 Visits</th>
<th>4 or More Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
</tr>
</tbody>
</table>

% of total women registered
Visualizations for daily use
Priority use cases

- Disease surveillance
- Childhood immunizations
- Drug stock monitoring
- Antenatal care
DRUG STOCK
MONITORING
We don’t start with technology. We start with people.
HUMAN-CENTERED DESIGN
“I don’t know what the clinics need”
“The drugs we need don’t come”
“Distances are far and we are often out of fuel”
All the secrets!

Sketching
Adding details
Finding opportunities
Participatory system design
Build for resilience
Picking technology tools
Monitoring for Impact
1. Registration
   - CHW
   - Christian Aid Nairobi

2. Reminders
   - CHW

3. Referral
   - CHW

4. Visit Attendance
   - Clinic
   - CHW

5. Follow-Up
   - CHW

6. Visit Confirmation Report
   - If no visit confirmation, CHW is notified.
Craft vs. Art

Gary Shuttleworth
Sketching

10 minutes

People, places, things, and actions
Advanced Sketching

[Diagram showing a flowchart with steps labeled 1 to 4, discussing current stock levels, reporting delays, and stock-out requests.]
Equity lens

Poorest families, farthest from a facility, marginalized groups
"As a patient, I need my prescriptions to be available when I need them so that I can stay healthy."

"As a pharmacy manager, I need to be able to remedy a stock-out so that I have the drugs my patients need."

"As a Jurisdiction/State official, I need to be able to accurately forecast stock orders so that I don’t spend unnecessarily."
Finding opportunities

10 minutes

Pain Points

Conditions

Incentives

User Stories

Mark it up!
New system sketches

- HEALTHRIGHT - PROPOSED
  - CLINICS X4
    - Mary
    - All clinics have GSM?
  - MARY??
  - MARAFWET EAST
    - SUB-DISTRICT HOSPITAL
    - What is happening now in new system? Are they submitting a report as well?
    - SIM App Reports
    - PROPOSED: 8 mods
      - What are the rest (which will remain on paper)?
    - Frequency?
    - Stock-out vs. stock monitoring?
    - We need to structure forms now. How we want them. Think about what Paul can do with them.
    - Notify clinics when stocks are ready for pickup.
  - CC: SMS
  - Paul
  - NO DASHBOARD
    - NOW BUT EXPLORE LATER
  - MARAFWET WEST
    - DISTRICT PHARMACY
    - Fills order
    - Monthly (same)
    - RX
    - County pharmacy
    - XLS EMAIL
      - CELDORED
      - County pharmacy
Design cards
Design cards
Use cases and design cards

10 minutes

Tell a new system story with design cards
How many user needs can you fulfill?
Implementation and Impact

5 minutes

*How will you know?*

Delivery
Activity
Impact
Shareback and Questions

10 minutes
Stay in touch!

dianna@medicmobile.org  hello@medicmobile.org
DIY tools

**DO-IT-YOURSELF TOOLKIT**

**HOW TO GET STARTED**

1. Read user guide
2. Get your hardware
3. Download & install
4. Train & deploy

**FEATURE LIST**

<table>
<thead>
<tr>
<th>Messages</th>
<th>Reports</th>
<th>Analytics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send and receive messages from community health workers, patients, nurses, and other contacts.</td>
<td>View an inbox of pregnancy registrations, completed visits and flags for high-risk pregnancies submitted by care coordinators.</td>
<td>See a collection of charts and graphs to help you track registered pregnancies, danger signs, and trends in your community. Analytics lets you know who is fitting which slices in your community!</td>
</tr>
</tbody>
</table>

SIGN UP NOW