CommCare: Improving Standards of Care with Mobile Applications in Tanzania

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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
CommCare is a mobile support tool for CHWs

**Key Features:**
- Checklists
- Simple medical protocols
- Day planning
- Communication
- Referrals
Developing CommCare:

1. Focus Group
2. Observation
3. Paper Prototype
4. Build CommCare
5. Test
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!

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