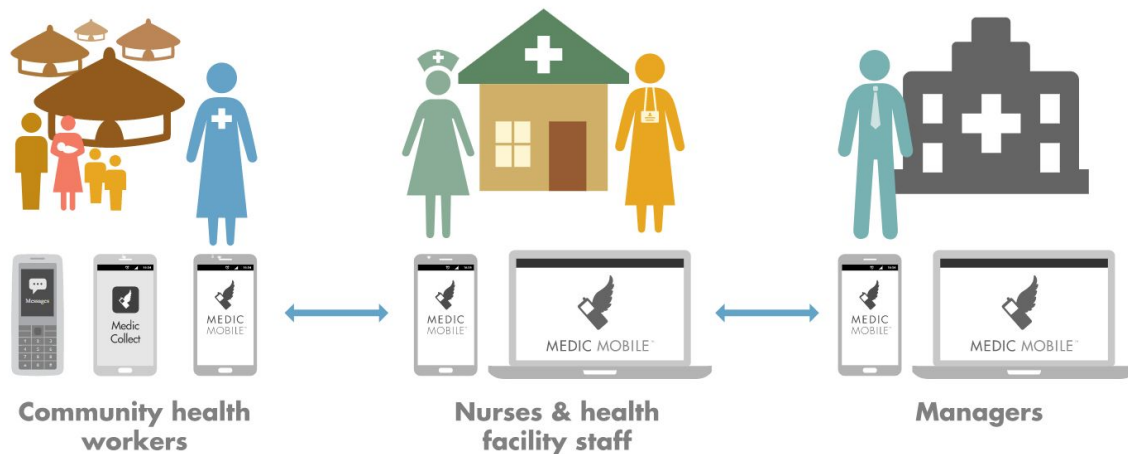# Scaling mHealth with Government: Lessons from Nepal

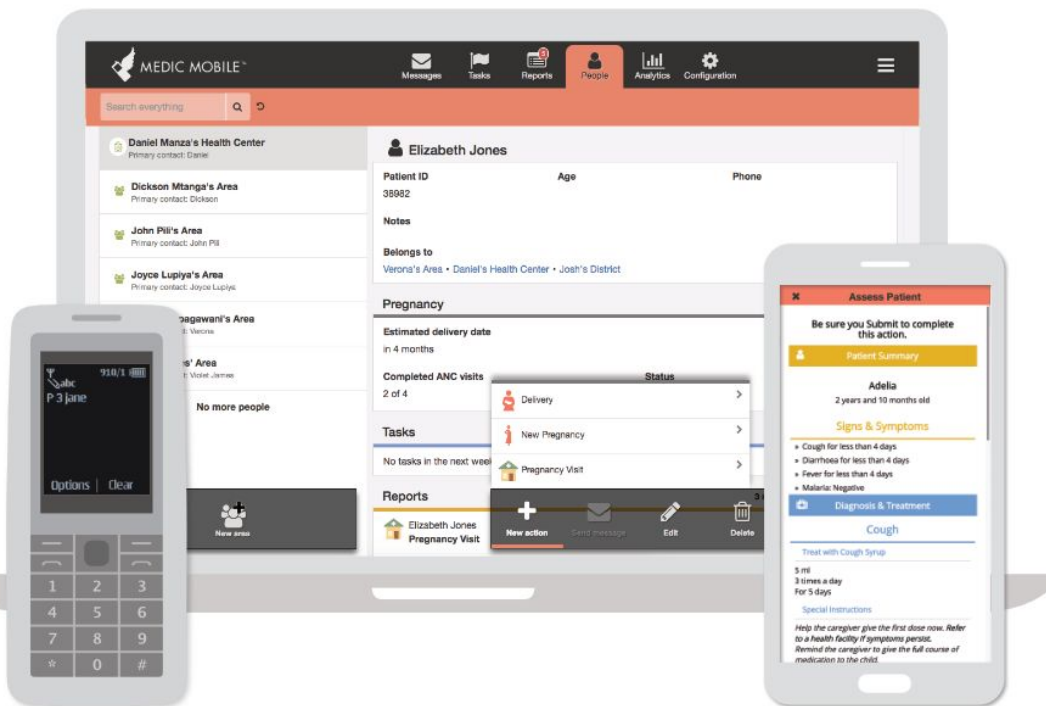Shreya Bhatt, Director of Special Projects for Asia

What We Do

Medic Mobile designs, delivers, and supports world-class software for health workers who provide care in the hardest-to-reach communities.

Today, 20,000 health workers rely on the software to care for 12 million people.
Between 2017 and 2021, we aim to help provide care to 100 million people.

Community health workers   Nurses & health facility staff   Managers

The Medic Mobile Toolkit

- Open-source and offline-first

- Combines decision support for frontline care, prioritization for home visits and follow-ups, and actionable analytics

- Works on feature phones, smartphones, tablets, laptops and desktop computers

- Designed for high-impact and evidence-based use cases

- Supports key shifts in health systems, people-centered and proactive care, and local health equity

Impact logic: Early and timely antenatal care visits and increased coordination between CHWs and clinics lead to an increase in facility-based deliveries, which in turn has a strong correlation to maternal and newborn survival.

Medic Mobile began working in Nepal in 2013 in partnership with One Heart World-Wide and the District Health Office, Baglung. We equipped 77 Female Community Health Volunteers (FCHVs) in 4 health facilities with feature phones and basic mHealth training to register and track pregnancies. Over 600 pregnancies were tracked in the first year.

Since 2013, we have scaled up our ANC program to 3 additional districts in partnership with Ministry of Health, Nepal. We currently support over 2,700 FCHVs and 200 health facilities staff across 4 districts.

In these 4 districts, to date, our tools have supported:

2,700	health workers
7,746	facility deliveries
16,895	pregnancies registered

- Advocacy for hyper-local funding led by local governments (Village Development Committees) to assume ongoing program costs and ensure sustainability
- Commitment from over 40 VDCs to cover SMS and other ongoing costs

- Strong partnerships with national and local government to embed mHealth into existing health systems
- Long-term MOU with Ministry of Health; agreements with District Health Offices and Village Development Committees
- Partnerships with mobile network operators to ensure sustainability

- Managing FCHV trainings at scale, integrations with standard health worker curriculums
- Robust and practical hardware procurement and maintenance protocols
- Local ownership and capacity-building for Ministry of Health partners, including IT officers and deployment support staff to provide first line support

Continuous Iteration at Scale

As we continue to scale our tools in Nepal, we are also iterating, including:

- Continuing to co-design with users
- Exploring adding more use cases to our deployments such as immunizations and growth monitoring
- Seeking to build tools for users such as FCHV supervisors and nurses, and more.

Thank you!

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