Digital Intervention Guide (DIG)

Global Digital Health Forum

December 2018

Session Agenda

TIME	ACTIVITY
12:00 – 12:15	Introductions and Overview
12:15 – 1:05	Activity: Pain Point and Digital Intervention Identification
1:05 – 1:15	Discussion and Questions

BACK STORY

Digital Ecosystem

Health Program

Strategy → Investment Roadmap → Application/Intervention

Application/Intervention → Scale & Sustain

Application/Intervention

Digital Health Systems

Strategy → Investment Roadmap → Systems Architecture / Platform → Application/Intervention

Inventory

Data Use Culture
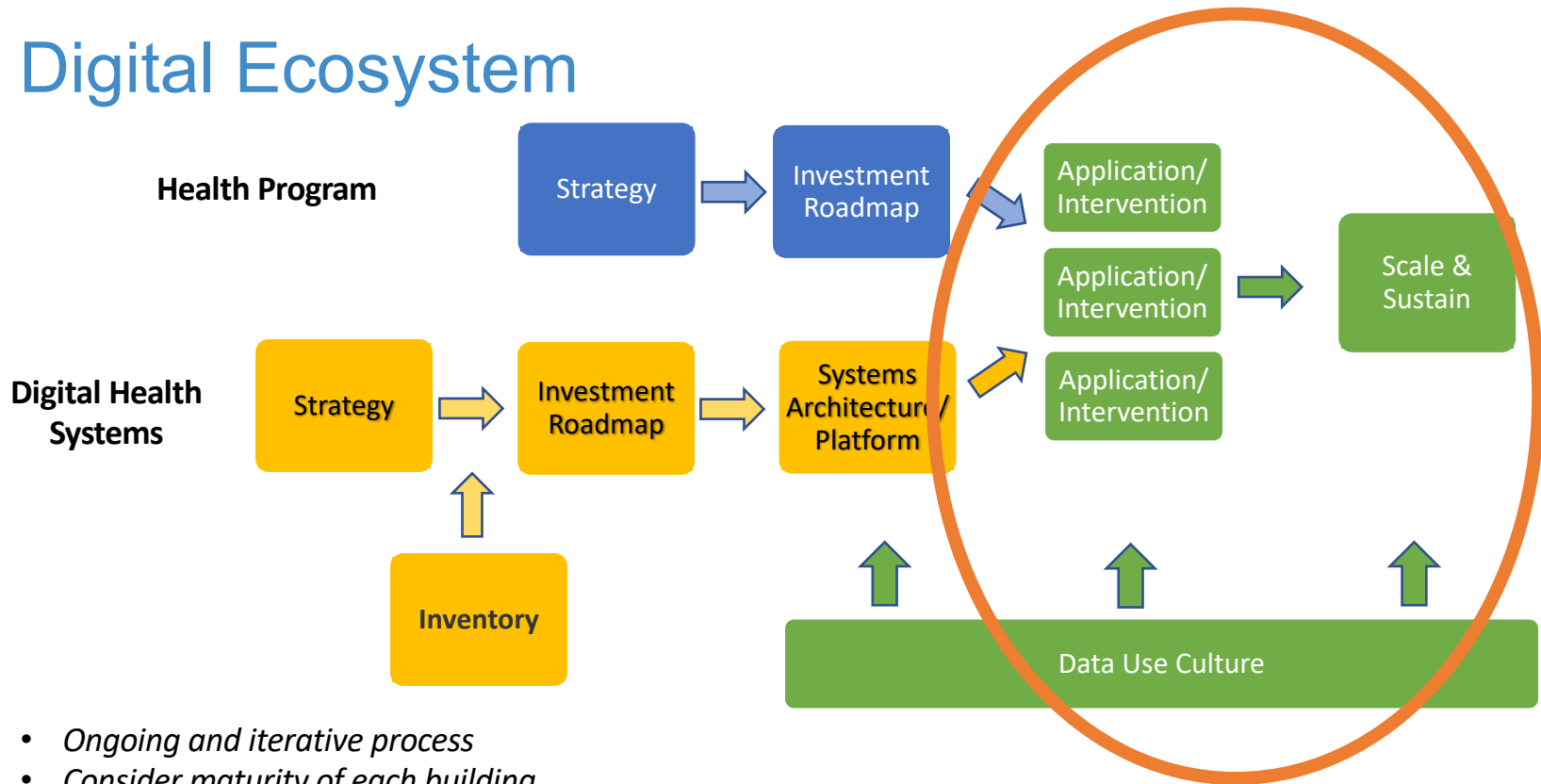
- *Ongoing and iterative process*
- *Consider maturity of each building block at each phase*

What vehicle should I buy?

What vehicle should I buy?
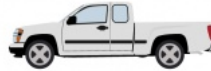
- Where will you use it?   City
- What will you use it for?   Transporting People
- How many people at a time?   3 – 5

What vehicle should I buy?

- Will it meet my needs?
- Will it fit in my environment?
- Have I found a good vendor?
- Are there people close by who know how to repair it?
- Do I know how to use it?
- What is the initial and long-term cost to maintain?
- How will I pay for it?

The Goal

Users will receive sets of suggested interventions based on the challenges they select
Customized visual project plans will help user picture how their full initiative will play out

The packaging tool will provide **customized information**, encourage **holistic planning** that accounts for training and motivation, and make content **easy and appealing** to consume.

Education on change management approach
Recommended "bundles" of interventions always cover motivation/buy-in & training

Minimal and clear text, with additional information available
Feature photo and video content where possible

DIGITAL IMPLEMENTATION GUIDE

Digital Implementation Guide
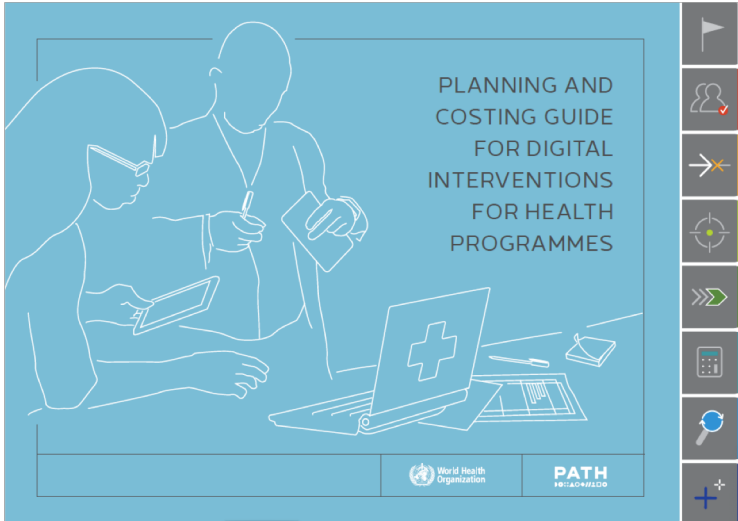
Paper/Static

Web/Dynamic

1. Introduction

2. Form the Team and Establish Goals

3. Identify Health System Challenges

4. Determine Appropriate Digital Interventions

5. Plan the Implementation

6. Cost and Budget

7. Monitor and Evaluate (plus Adaptive Management)

8. Use the Costed Plan

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Linkages

- Written for ministerial health programme managers, decision-makers, and digital health implementers
- Update of Optimize toolkit
- Connects to:
  - Digital Health Atlas
  - WHO Classification of Digital Health Interventions v1.0
  - WHO Digital Health Guidelines
- Builds on Principles for Digital Development
- Integrates case studies from BID and Sierra Leone best practices and lessons learned

Planning an information systems project
A TOOLKIT FOR PUBLIC HEALTH MANAGERS

Demonstration

http://dev.toolkit.pulilab.com/

ACTIVITY

Pain Points >> Health System Challenges >> Digital Interventions

| Pain Points	Health System Challenge	Digital Health Intervention
Health workers do not counsel clients appropriately	Poor adherence to guidelines	Decision support for health care providers
Health workers are unsure of which/when services are due	Poor adherence to guidelines	Digital provisions of training content to health care providers/mLearning

Activity Instructions

You have been asked to help the Wakandan MOH improve postnatal care services following the methodology described in the Digital Intervention Guide.

Step 1. Review the workflow

Workflow diagrams *visualize the user journey specific activities within a process to illustrate interactions between the personas who perform those activities.*

These diagrams also map how information moves through the system and can show where pain points occur.
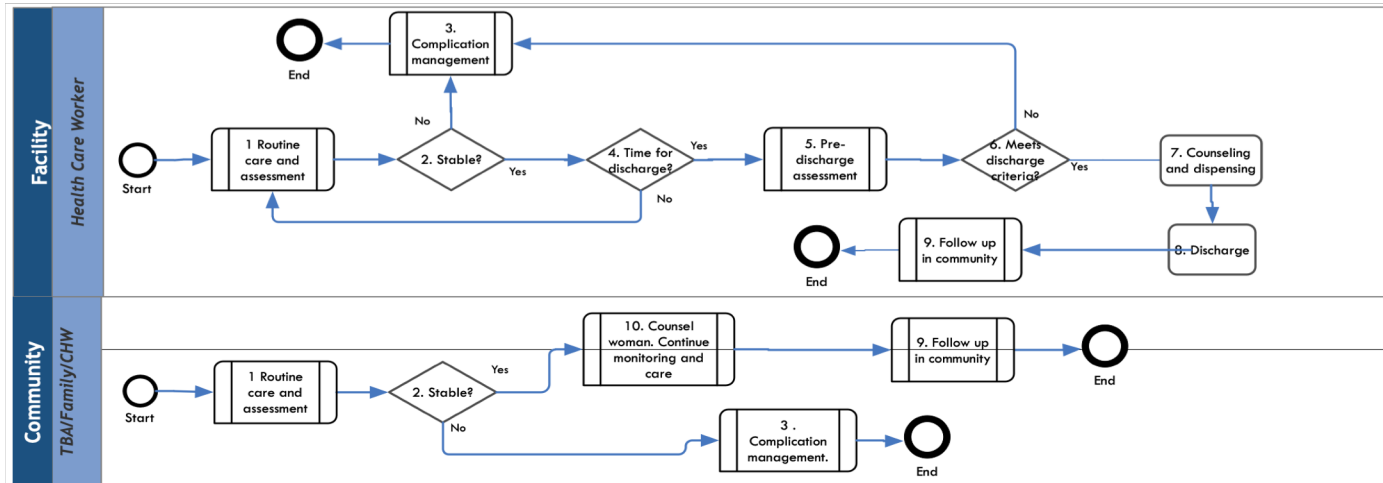
Step 2: Identify pain points within the workflow

In your own words, identify the __pain points__ in the workflow.

Which parts of the workflow are causing the program to fail or perform suboptimally?

Illustrative pain points
"Health workers are not sure of what services to provide"
"Health workers turn away clients"
"Services are too far for clients"
"Clients do not to continue taking their medication"
"Client does not receive necessary medication/test at the facility"

Step 3: Match the pain points to the "health system challenges" in the Classification

Illustrative pain points

"Health workers are not sure of what services to provide"

"Health workers turn away clients"

"Services are too far for clients"

"Clients do not to continue taking their medication"

"Client does not receive necessary medication/test at the facility"

HEALTH SYSTEM CHALLENGES

1 INFORMATION
- 1.1 Lack of population denominator
- 1.2 Delayed reporting of events
- 1.3 Lack of quality/reliable data
- 1.4 Communication roadblocks
- 1.5 Lack of access to information or data
- 1.6 Insufficient utilization of data and information
- 1.7 Lack of unique identifier

2 AVAILABILITY
- 2.1 Insufficient supply of commodities
- 2.2 Insufficient supply of services
- 2.3 Insufficient supply of equipment
- 2.4 Insufficient supply of qualified health workers

3 QUALITY
- 3.1 Poor patient experience
- 3.2 Insufficient health worker competence
- 3.3 Low quality health commodities
- 3.4 Low health worker motivation
- 3.5 Insufficient continuity of care
- 3.6 Inadequate supportive supervision
- 3.7 Poor adherence to guidelines

4 ACCEPTABILITY
- 4.1 Lack of alignment with local norms
- 4.2 Programs which do not address individual beliefs and practices

5 UTILIZATION
- 5.1 Low demand for services
- 5.2 Geographic inaccessibility
- 5.3 Low adherence to treatments
- 5.4 Loss to follow up

6 EFFICIENCY
- 6.1 Inadequate workflow management
- 6.2 Lack of or inappropriate referrals
- 6.3 Poor planning and coordination
- 6.4 Delayed provision of care
- 6.5 Inadequate access to transportation

7 COST
- 7.1 High cost of manual processes
- 7.2 Lack of effective resource allocation
- 7.3 Client-side expenses
- 7.4 Lack of coordinated payer mechanism

8 ACCOUNTABILITY
- 8.1 Insufficient patient engagement
- 8.2 Unaware of service entitlement
- 8.3 Absence of community feedback mechanisms
- 8.4 Lack of transparency in commodity transactions
- 8.5 Poor accountability between the levels of the health sector
- 8.6 Inadequate understanding of beneficiary populations

Steps 4 and 5: What is the appropriate digital intervention for this pain point and new workflow for this process?
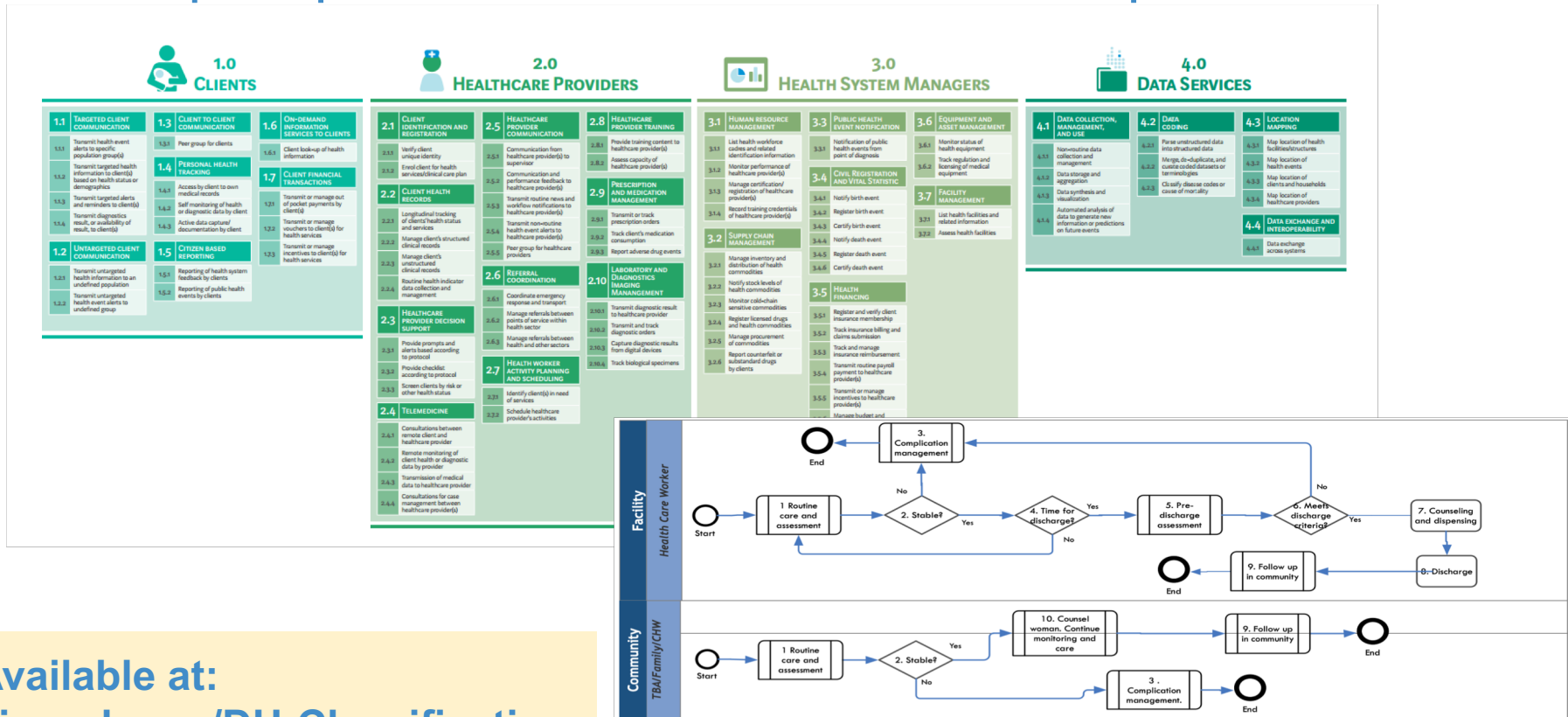
Available at:
tinyurl.com/DH-Classification

Activity Instructions

You have been asked to help the Wakandan MOH improve postnatal care services following the methodology described in the Digital Intervention Guide. During your first workshop you've been asked to:

1. Review the "basic" workflow.

2. Identify the pain points in the workflow. Which parts of the workflow are causing the program to fail or perform suboptimally?

3. Match the pain points to the "health system challenges" in the Classification.

4. Identify the pain points that would best be addressed by a digital intervention and select an appropriate digital intervention listed in the Classification.

5. Re-draw the improved workflow based on the addition of the digital intervention.

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QUESTIONS AND NEXT STEPS

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THANK YOU!