# MEDIC MOBILE™

Software for Community Health Systems

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 11 million people. Between 2017 and 2021, we aim to help provide care to 100 million people.
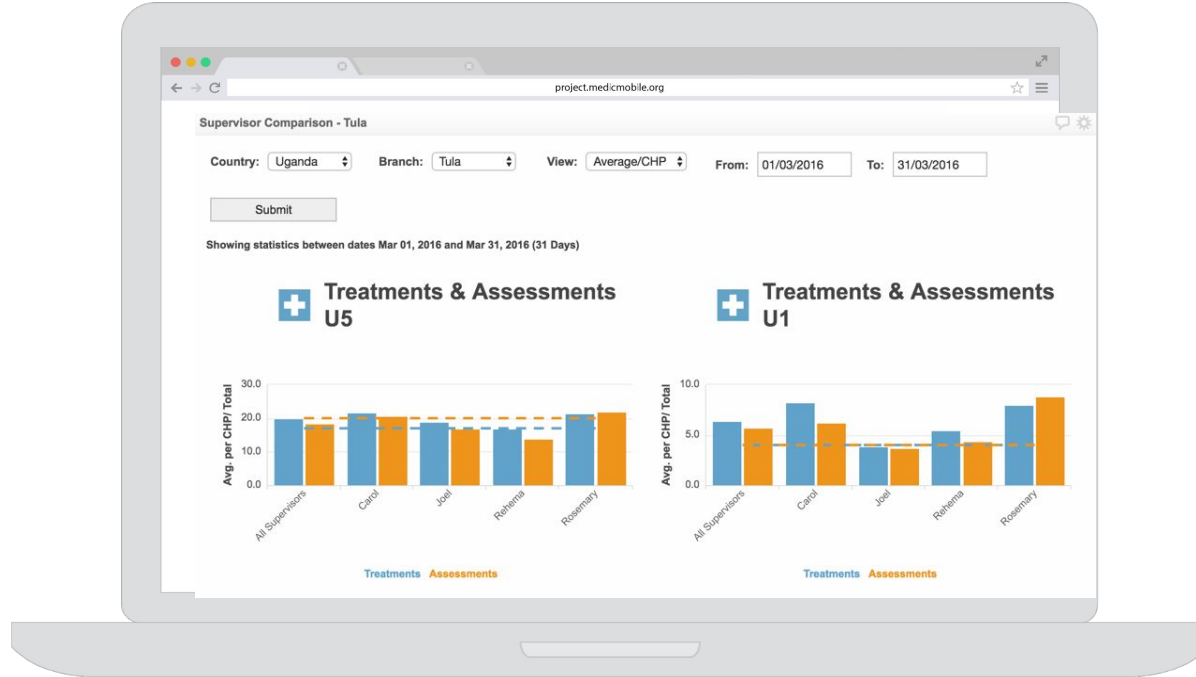
CHW Performance Management
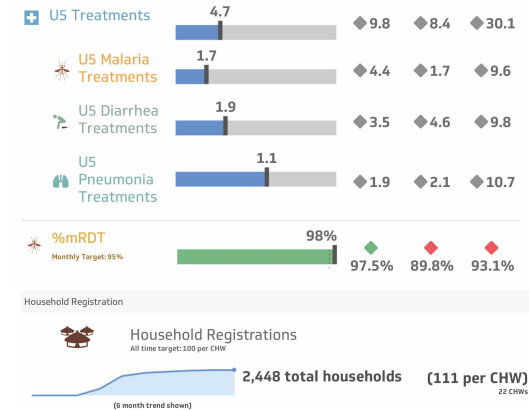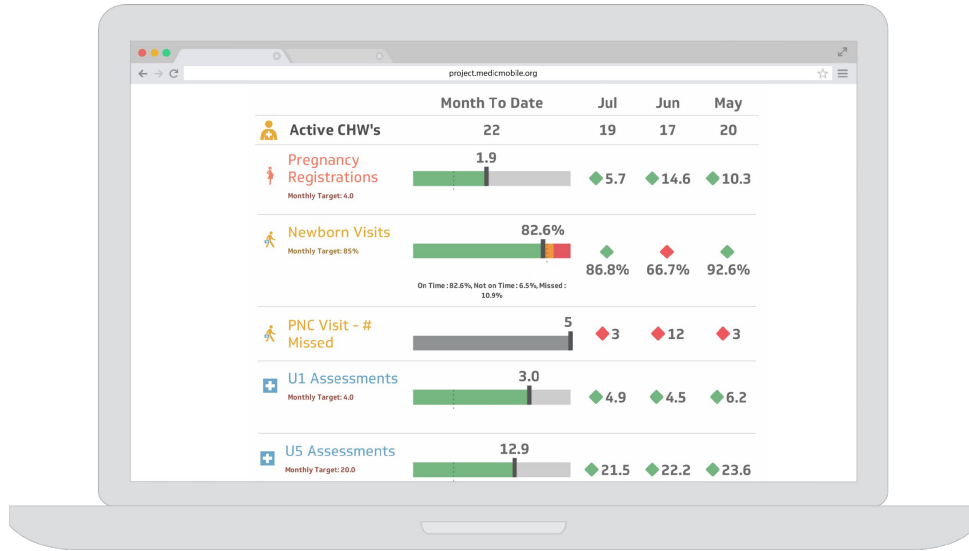
Real-time data supports performance management for individual CHWs or groups of CHWs. The dashboard displays month-to-date progress, performance against goals, and comparison to previous months.
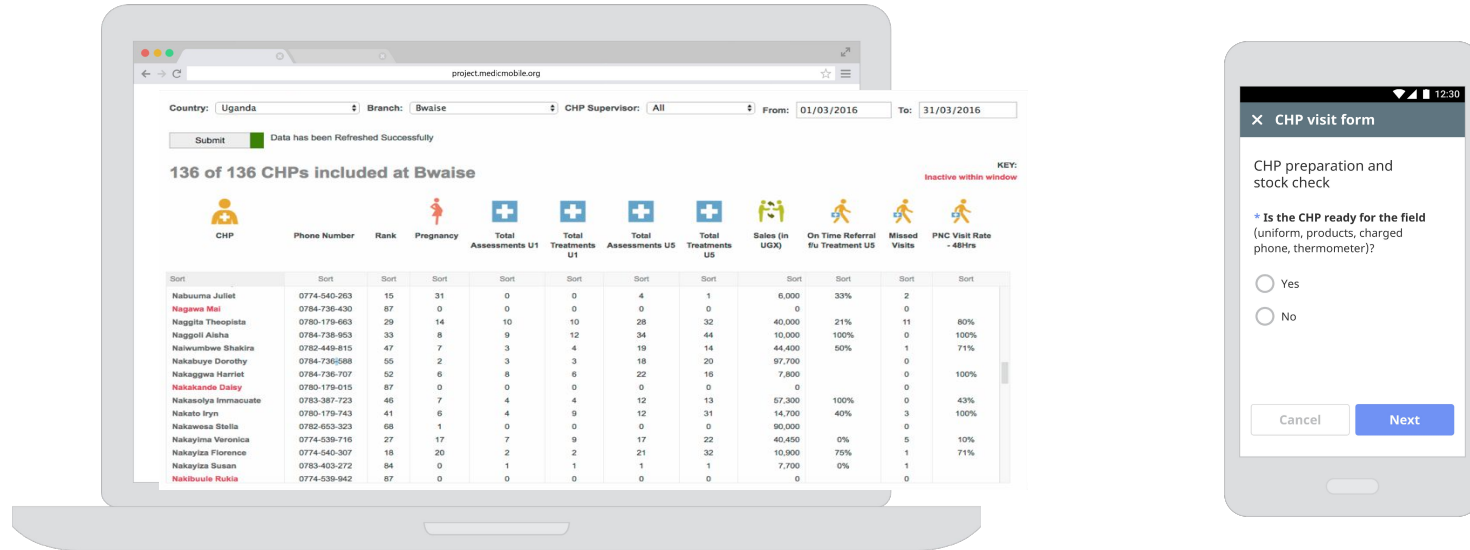
Manager Comparison

Within a branch or health facility, managers can see if they reach targets.
They can also see how their metrics compare to other managers.

Facility or Branch Comparison
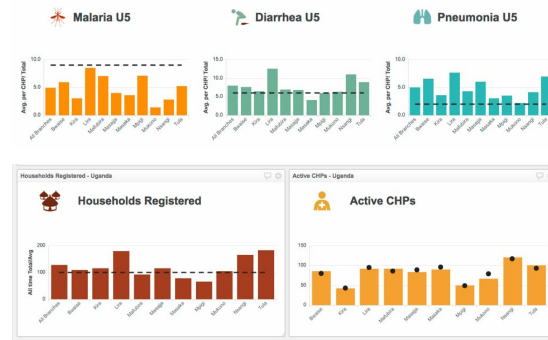
Higher-level managers can easily look across the entire program to compare the performance of multiple facilities or branches.

Targeting Tools and Supervision App

Managers can quickly see which CHWs are thriving or struggling. In the demo dashboard above, CHWs highlighted in red are not active and need attention.

The app guides managers through supervisory visits for CHWs in the field. Data from these visits is recorded and geo-tagged, similar to patient data.
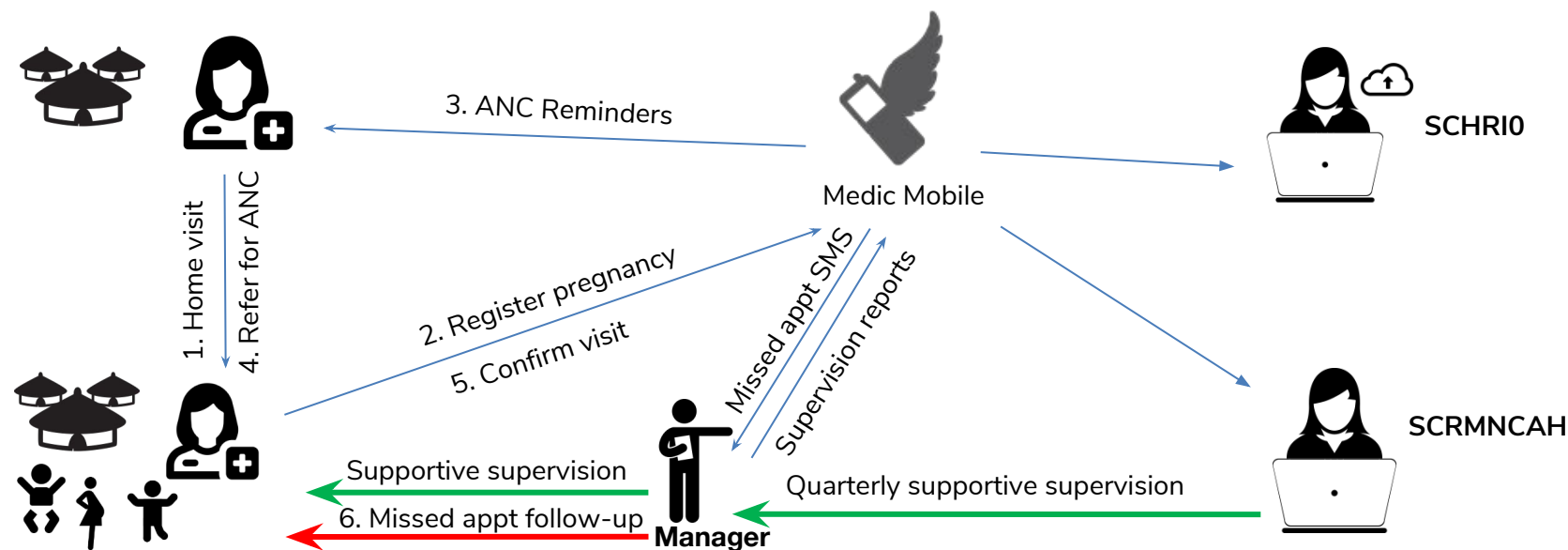
CHW Coaching Dashboard

Managers use individualized performance dashboards for 1-on-1 coaching with CHWs. These dashboards show performance against targets and comparison to the highest-performing peer CHW.

Meet Ann, CHW Manager

3. ANC Reminders

Medic Mobile

SCHRI0

1. Home visit
4. Refer for ANC

2. Register pregnancy
5. Confirm visit

Missed appt SMS
Supervision reports

SCRMNCAH

Supportive supervision
6. Missed appt follow-up

Manager

Quarterly supportive supervision

The CHW visits a pregnant mother at home. She registers the woman with Medic Mobile and then registers the woman's pregnancy.

She receives SMS reminders to refer the pregnant mother to the facility for ANC and submits visit confirmations.

When the woman delivers, she sends a delivery confirmation and notes the location of the delivery.

CHW Manager:
- Has access to ANC data
- Notified of missed appointments via SMS
- Sees each specific CHW's performance
- Sees summaries based on CHW activity
- Sees detailed analytics accessible by the Sub-County HMT

Sub-County Health Management Team:
- Access to data analyzed for all the facilities and community units in the sub county
- Supports CHW managers

1. How might a manager support her CHWs in this workflow? What are some of the activities she might conduct?
2. How could we help managers be more supportive managers? What kind of manager would a CHW appreciate most?
3. How can we use mobile tools to help managers? What are some ways they could access the information they need?

Distill your ideas into 3-5 user stories that you think add the most value for managers.

As a manager, I want to _____ so that _____

Medic's User Stories

As a CHW manager, I want to closely monitor the performance of my CHWs to inform my supervision activities, enabling me to target individual support.

As a CHW manager I want to see the overall health status of my CHW areas so that I can plan and execute appropriate CHW activities in response to those indicators.

As a CHW manager I want to be notified of upcoming and missed appointments so that I can engage my CHWs to ensure that patients are followed up promptly.

As a CHW manager I want to transfer households from one CHW to another so that there is a smooth continuation of care of family members when CHWs leave their duties or new CHWs are recruited.

As a CHW manager I want to verify, validate and aggregate reports from all the CHWs I manage so that I can submit my reports to the health records officers for uploading into DHIS2.

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