DIGITAL HEALTH AT PSI WORKFORCE



Workforce Digital Health at PSI focuses on interventions that leverage mobile technology to improve quality, efficiency and stewardship of health service delivery. There are two priority areas.

REMOTE STEWARDSHIP AND SUPPORT FOR HEALTH PROVIDERS AT SCALE

LMICs private health sectors are large and diverse, which presents challenges regarding visibility, stewardship, and support. Health provider support-related challenges also feature in the public sector, given the resource intensive nature of the effort. PSI aims to leverage mobile phones in the hands of providers to drive continuous remote engagement to facilitate:

1. Regulatory check-ins and information sharing
2. Training and capacity building
3. Supportive supervision activities
4. Behavior change communications
5. Insight and service-related information gathering

To implement, we will adapt existing architecture put in place by PSI and partners, to drive engagement principally through platforms that are easily accessible by providers depending on their mobile handset and preferences.

Spotlight: In 2020, we launched an open source, Moodle-based eLearning platform in Angola, targeted at public sector health workers. By mid-year, approximately 400 frontline health workers had interacted with the platform, with a further 400 targeted throughout the rest of the year. As part of our COVID-19 response, PS Kenya launched a COVID-19 eLearning program in Kenya for private sector providers, using WhatsApp connected to a chatbot to improve user experience. Approximately 1,300 providers have used the platform, with positive user experience reported.

DIGITAL CLINICAL QUALITY ASSURANCE

Supportive supervision of health providers – focused on quality improvement – is a critical, yet resource intensive activity. Supervision teams face challenges such as effectively targeting their efforts across their catchment of providers, as well as providing reliable, consistent feedback and coaching on quality improvement. PSI leverages mobile technology to strengthen the efficiency and effectiveness of supportive supervision activities by equipping supervisors with digital solutions that facilitate planning and delivery of supportive visits to health providers.

Spotlight: As part of our efforts to strengthen supportive supervision of health providers, PSI developed and launched the Health Network Quality Improvement System (HNQIS). This tablet-based tool guides Quality Assurance Officers to target supportive supervision visits, undertake observational assessments, provide consistent feedback, and monitor performance improvement. The tool is currently in use in approximately 30 countries (of which 11 are in the public sector), and has been used to deliver over 75,000 assessments across 8,000 providers. Based on demand for the tool, PSI is working to integrate the tool into the core DHIS2 architecture.

KEY DIGITAL ARCHITECTURE NEEDS

Rapid integration with third party platforms capabilities to drive digital engagement with health workers, integration with communication platforms such as WhatsApp, or third-party digital solutions such as an e-commerce platform.

- **Digital solutions**: Integration and API management platforms such as Dynamic Web Service (back-end API management architecture developed by PSI).

Digital companion and virtual assistance capabilities to provide on-demand, interactive health information and ongoing support through the digital channels health workers already use.

- **Digital solutions**: Google's Dialogflow (back-end chatbot architecture).

Health provider location services capabilities to generate demand for services by providing consumers with reliable signposting to healthcare through both smart phones and basic phones.

- **Digital solution**: Provider locator (back-end architecture developed by PSI).



Effective data management capabilities - data capture/storage (health provider unique ID/digital profile), analysis and visualization of health provider data.

- **Digital solutions**: MongoDB, DHIS2, and Microsoft Power BI.

ABOUT PSI

Population Services International (PSI) is a global non-profit organization focused on encouraging healthy behaviors and delivering affordable health products and services around the world. We bring innovation to scale through our presence in 50 countries and a network of over 10,000 health clinics and pharmacies. We shape mixed health systems through consumer powered healthcare (CPH) and private sector interventions, in pursuit of Universal Health Coverage (UHC).

CONTACT US

MALCOLM QUIGLEY
Lead, Strategic Partnerships

mquigley@psi.org
+202.568.6496
psi.org