

mHealth: Experiences from the Field

September 2014
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Zimbabwe:

SMS VL to Patients (high or low)
(Ongoing)

Malawi

SMS Linkage in Prisons (Design)
SMS High VL to Clinics (Ongoing)



Mozambique

SMS ePassport for Health
(Design)

South Africa/Lesotho

Khayelitsha : SMS Results & Tracing: Self Testing (Design)

Virtual Support Groups for Youth Clubs (Ongoing)

Mobile Data Collection Pilot for Clubs (Ended)

Stop Stock Outs: Patient/HCW Stock Out Reporting, Mapping & Case Management

KZN: SMS Patient Messages for Adherence, Linkage, PMTCT (Design)

LSO: Defaulter Tracing

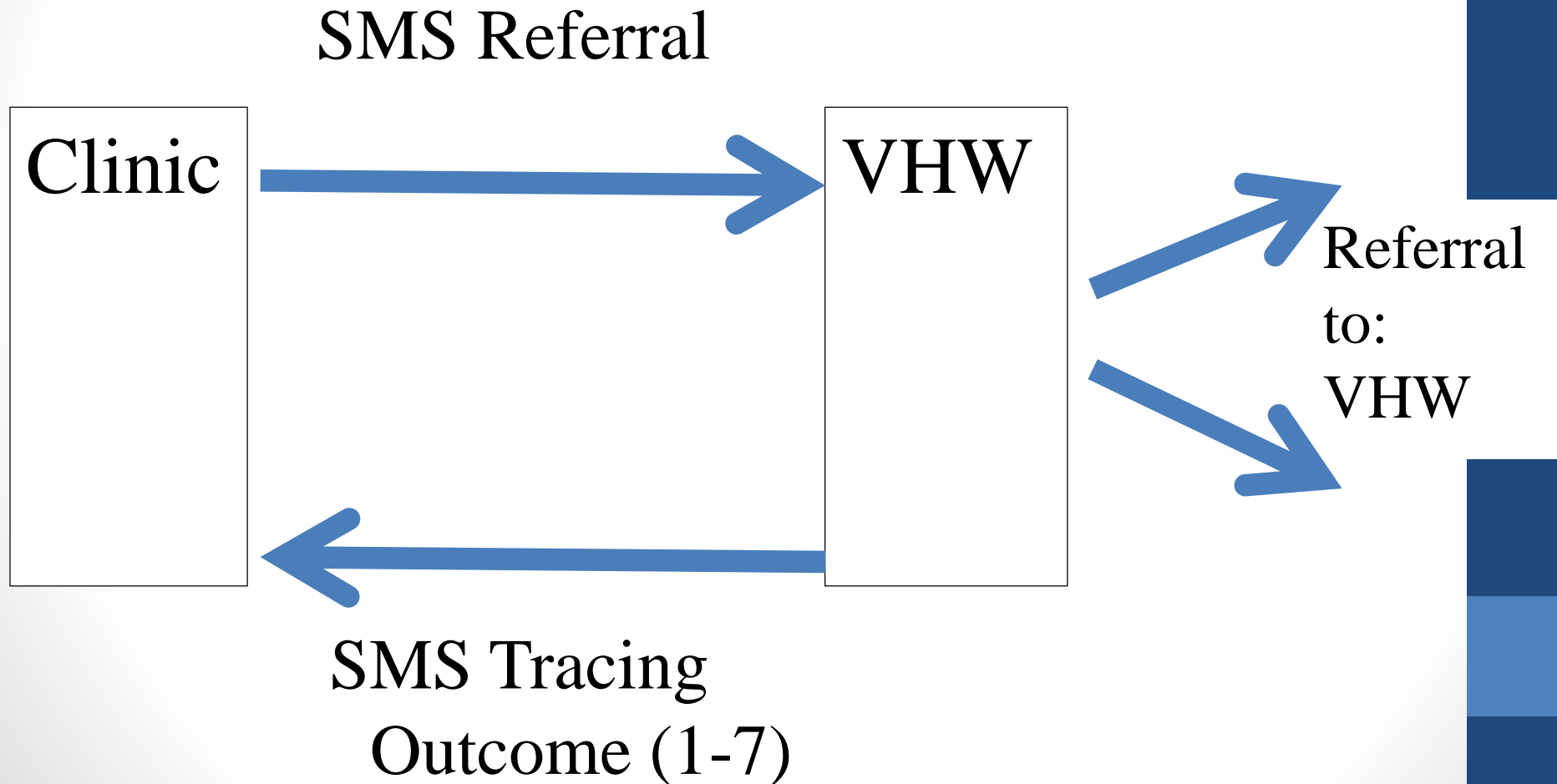
Lesotho : VHW Defaulter Tracing



- Project Problem: 1. High number of missed appointments (PMTCT, HIV, TB) 2. Low referral rates from the clinic to VHWs for tracing. 3. Lack of accurate data re: patient tracing
- Rationale mHealth: **Long distances** (rural setting) to villages (monthly VHW meetings) + **Long time** to trace (PMTCT)

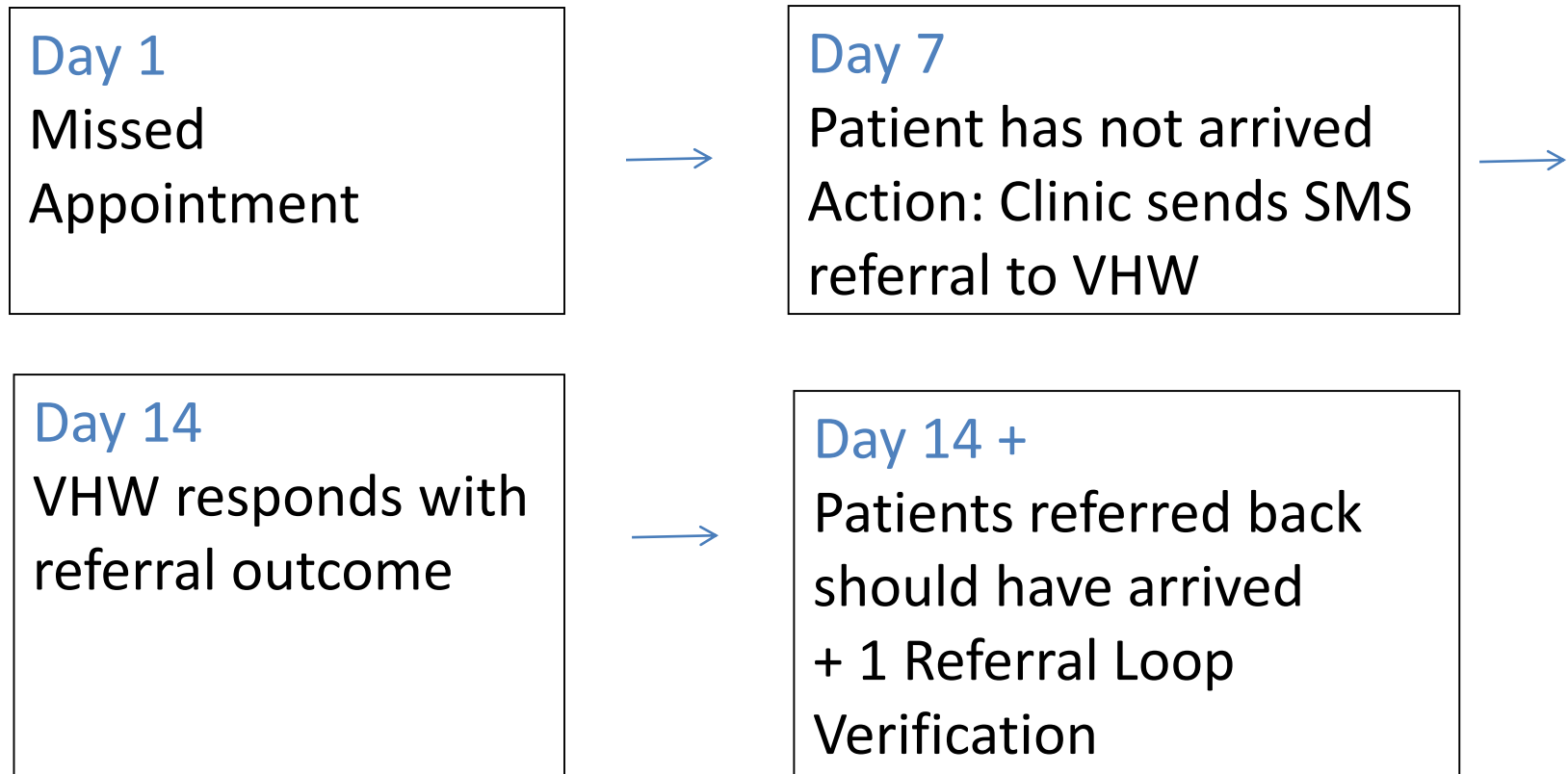
Lesotho – SMS Referrals: Protocol

Developed with: Clinic Nurse, Counseling Team, VHW, Doctor, Midwife and mHealth Advisor



Lesotho – SMS Referrals: Protocol

Developed with: Clinic Nurse, Project Counseling Team, VHW, Project Doctor, Project Midwife and mHealth Advisor



Patient Confidentiality: Password Protected phones, Coded SMS Messages

Online SMS Database – (Telerivet)

The screenshot shows the Telerivet web interface. The browser address bar displays <https://telerivet.com/p/9da86208/messages>. The page title is "Messages". The interface includes a sidebar with navigation options: Dashboard, Messages, Contacts, Services, Phones, and Account. The main content area shows a list of messages with columns for checkboxes, sender names, content, and timestamps. A "Delete" button is visible at the top right of the message list. A "New Message" button is also present. A green banner at the bottom of the page displays the message "Conversations deleted.".

Messages Delete 1-5 of 5 [More](#) [New Message](#)

<input type="checkbox"/>	Hara Mpeo-Salemone: Marethabile maieane (16)	Mohlouoa thakali 7 07 07 2014	16.7 12:55 pm
<input type="checkbox"/>	Ha Farelane: Maphello Dubane (14)	LYDIA MAKHSTHA 3 OLOFILE	16.7 12:47 pm
<input type="checkbox"/>	Ha Seqhoasho: Manthuseng Pakela (4)	Sebe Tobi 1 o lofile	16.7 12:44 pm
<input type="checkbox"/>	Ha Thabo Lerotholi: Mamotena Lerotholi (3)	Hello	16.7 12:37 pm
<input type="checkbox"/>	T'senekeng: Masello Makhafola (15)	Masello	2.7 7:03 pm

[Conversations](#)

- All messages
- Incoming
- Outgoing
- Starred
- Status
- Type
- Scheduled

All Time

Conversations deleted.

Live updates

Lesotho – SMS Referrals: Evaluation

Aim 1: LTFU rates are reduced with SMS VHW referrals

- Patients Traced
 - # Patients Returned to Clinic/# Patient Referred
 - # Patients with known LTFU Outcomes/# Patient Referred
- Length of time to Refer and VHW to trace

Challenges: Evaluate against Standard of Care

- First improve Standard of Care (Paper Referrals)



KZN – SMS Interventions Along the Cascade

1. Linkage; 2. Adherence; 3. PMTCT



KZN – RCT Linkage Patient SMS

- Project Problem: Low linkage to care rates
- Rationale mHealth: Mixture of Rural/Urban Setting; High penetration of mobile phones; Reduced contact points with health system post-testing (early contact points in 3 months)



KZN – RCT Linkage Patient SMS

Protocol: Patients receive 1 SMS per week for 12 weeks after enrollment

Primary Outcome

- **Linkage from community to clinics**

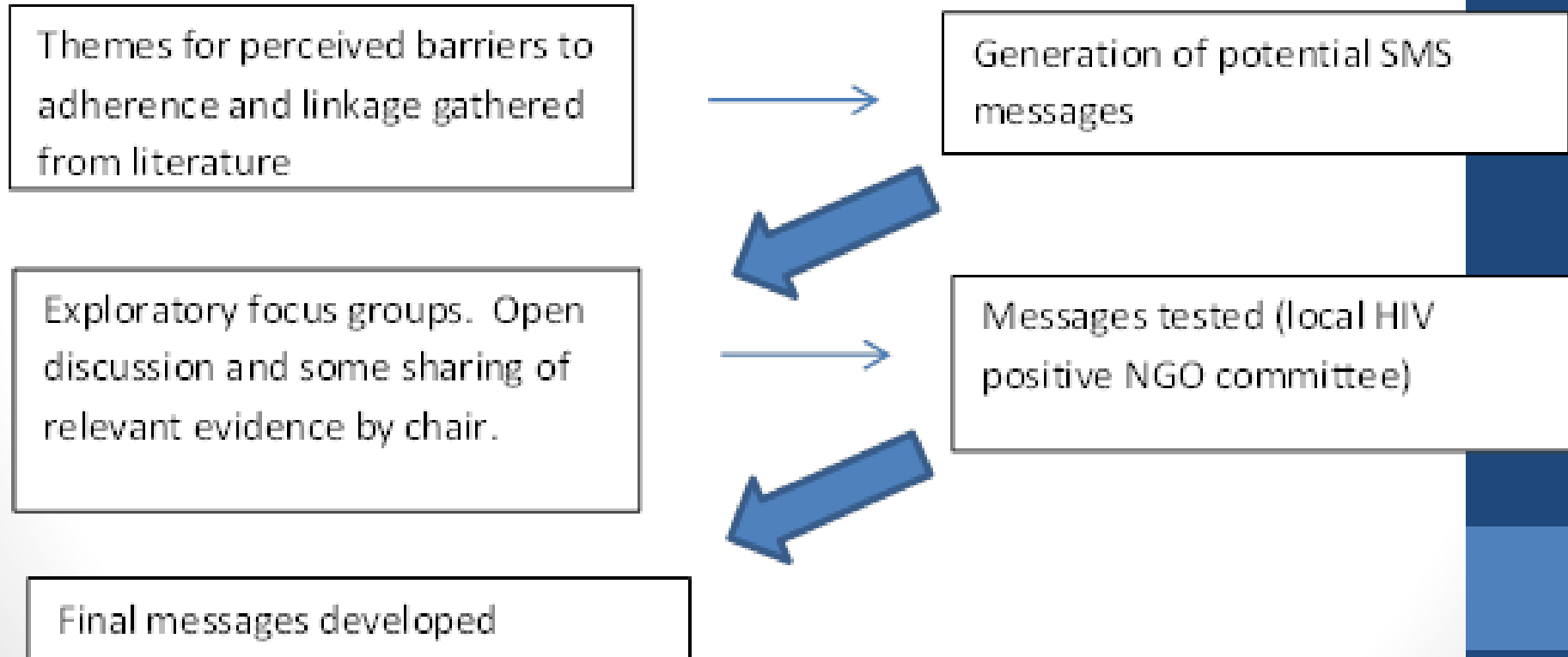
Secondary Outcome

- **Retention in care at 6 months**
- **Time to linkage**



KZN – RCT Linkage Patient SMS

Developing the Messages:



KZN – RCT Linkage Patient SMS

Challenges/Considerations:

- Patient Confidentiality/Accidental Disclosure (ex. Shared Phones) – Informed Consent
 - Contents of the Messages
 - HIV Related Wording
 - General vs Directed Messages (ex. You/Your)
 - Adverse Event Plan (One phone call per opt out)



Lessons Learned

1. Developing a evaluation protocol early
2. Improve standard of care within clinics (parallel process)
3. Patient Directed Interventions may have more impact
4. mHealth solutions have flexibility for ongoing reiteration and adaptation/personalization



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