Health Centre by Phone | HealthChat

Replicating proven health hotline and messaging services with two-way chat technology, powered by AI and machine learning, to improve health outcomes

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The Challenge

X Country has made great strides in reducing morbidity and mortality but still has a ways to go to meet country goals

Long distances to health facility

Poor linkage of community to PHC facilities & poor emphasis on health promotion

Lack of Human Resources to meet demand

Kenya has made great strides in reducing to morbidity and mortality but still has a ways to go to meet country goals

Disease prevention

Cost-effective, efficient support

Long distances to health facility

Poor linkage of community to PHC facilities & poor emphasis on health promotion

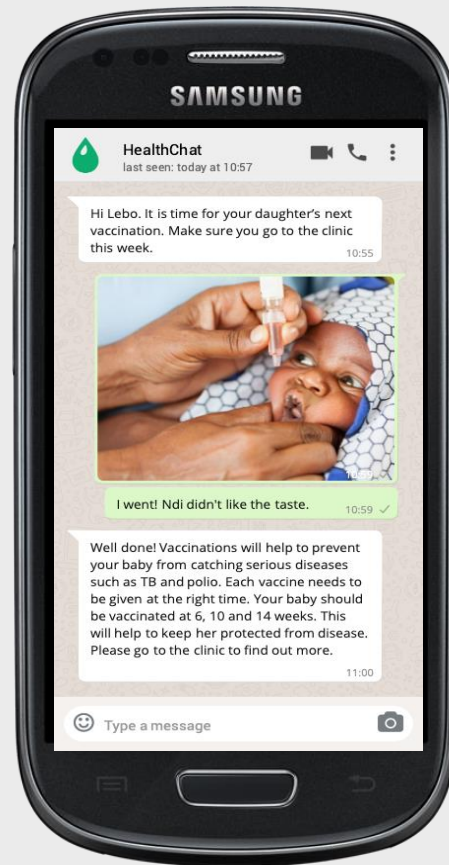**Lack of Human Resources to meet demand**

Increasing opportunity of mobile

Globally, Africa has seen the fastest growth rates in internet penetration and WhatsApp is the most widely used messaging platform across the continent.

The Solution

HealthChat

A **scalable, sustainable** digital health solution that engages both **caregivers and health workers** through **voice and mobile technology** to improve health outcomes for all.

HealthChat
last seen: today at 10:57

Hi Lebo. It is time for your daughter's next vaccination. Make sure you go to the clinic this week. 10:55

I went! Ndi didn't like the taste. 10:59

Well done! Vaccinations will help to prevent your baby from catching serious diseases such as TB and polio. Each vaccine needs to be given at the right time. Your baby should be vaccinated at 6, 10 and 14 weeks. This will help to keep her protected from disease. Please go to the clinic to find out more. 11:00

Type a message

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HealthChat is an integrated service

USERS (Registered & Spontaneous) + HEALTH WORKERS

SERVICES

Health Hotline

Health workers provide real time, personalized health information to callers. Includes mobile network and call center set-up.

Pre-Recorded Messages

Health information on common questions available all hours, no waiting; accessible to non-readers via interactive voice response.

Chat Function

Uses both health workers and AI to provide health information responsive to patient needs via text; available all hours, no waiting.

HealthChat Benefits

People

Receive Information

Multiple FREE avenues to reach out

Referral Follow Up

Health Workers & Governments

CHW & Health Worker Support

Identify outbreaks

Governments

Improve data visibility

Provide Feedback on Health Services

Improve accurate health information

Proof of Impact

Malawi 2018

15 min
Average call time

38%
Calls made by adolescents and young adults ages 15 - 24

27%
Calls that lead to enrolment in Tips and Reminders

98%
CCPF user satisfaction rating of good or very good

75%
of CCPF users started ANC in their first trimester

95%
of children of CCPF users had been vaccinated or received vitamin A at least once prior to the survey

92%
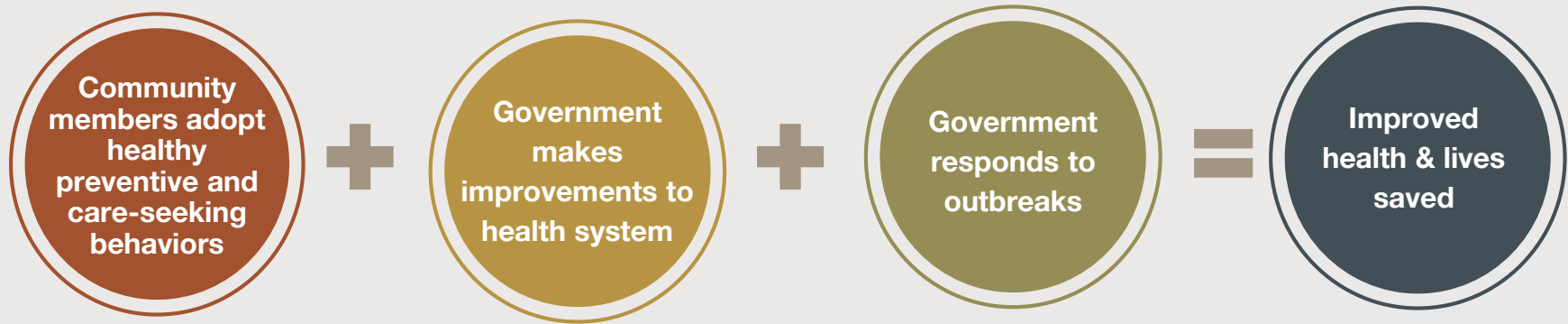of CCPF users were more likely to have been tested for HIV in the prior 24 months

88%
of CCPF users referred to health facilities reported going

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Outcomes and expected results

Theory of Change: What are the expected long-term outcomes?

Community members adopt healthy preventive and care-seeking behaviors

+

Government makes improvements to health system

+

Government responds to outbreaks

=

Improved health & lives saved

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X Country Next Steps

Strategies for implementation, scale, and sustainability

Implementation, Scale & Sustainability

CONTEXT: *(not specific to a given solution)*

The global, regional and country environment; economic capacity and political will to absorb and support needed health-related capabilities

INTEGRATED SOLUTION ELEMENTS: *(specific to a given solution)*

SOLUTION DESIGN
A proven solution including the standard operating procedures, guidelines, tools, templates, job and skill descriptions, needed to manage and operate the solution

RESOURCE AVAILABILITY
Financial, human resources and infrastructure such as buildings and equipment needed to transition, operate and maintain a solution

FINANCIAL MANAGEMENT
The government capacity to develop and manage budgets, and estimate and manage costs; capacity to disburse funds in a timely fashion

GOVERNMENT STRATEGY
Health sector and related strategies that support solution transition, operation and maintenance

POLICY & REGULATORY
Laws and regulations that support solution transition, operation and maintenance

ORGANIZATION
Managerial roles and responsibilities and management effectiveness; governance including ensuring partner alignment with the approved strategy and solution

Where do we go from here?

- How can we move things forward?

- Who do we need additional buy-in from?

- What in country partners might want to support the government to move this forward?

- What would be the best way to discuss solution specifics for Kenya?

- What are the funding mechanisms- both government and donor that could support?

- Are there any upcoming strategic planning sessions?

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Thank you.

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