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Uganda HIPS / access.mobile mHealth Pilot: 2011-2012

In October 2011, access.mobile and the USAID-funded Uganda Health Initiatives for the Private Sector (HIPS) project began a year-long pilot aimed at improving the efficiency and effectiveness of HIPS' data collection processes through the use of mobiles for data collection. HIPS used access.mobile's software, which enables both data collection and transfer through the use of structured forms on a mobile device. Approximately 70 HIPS partner clinics across Uganda used the technology for reporting on a monthly and quarterly basis throughout the pilot. The clinics were geographically dispersed, located in urban, peri-urban and rural areas. Partner clinics also had varying patient loads, ranging from just a few patients to over 200 each day. Participating clinics were chosen based on limited access to the Internet or computers.

Pilot Objectives:

- ❖ Create a more effective and efficient system for data collection and monitoring and evaluation
- ❖ Increase access to data, enabling more informed decision making
- ❖ Ease the process for HIPS partner clinics to report key indicators



Clinic Data Manager Sorts through Paper Records

Source: access.mobile, 2012

About Uganda HIPS

The USAID-funded HIPS (Health Initiatives for the Private Sector) project (2007-2013) works with the Ugandan business community to find cost-effective ways to ensure access to vital health services for company employees, their dependents and the surrounding community members. The project is the culmination of 10 years of support from the United States Agency for International Development (USAID) for private health sector activities and solutions in Uganda.

HIPS provides technical assistance to help companies design and implement comprehensive workplace health programs that also extend to the surrounding community in the areas of HIV/AIDS, tuberculosis, malaria, reproductive health and family planning, and to support orphans and vulnerable children.

Cardno Emerging Markets USA, Ltd. (Cardno) leads this project, with Johns Hopkins University Bloomberg School of Public Health, Mildmay Uganda, and O'Brien and Associates International. HIPS builds on the successes of the predecessor USAID project, the Business PART (Preventing AIDS and Accelerating Access to Antiretroviral Treatment) project, also implemented by Cardno.

About access.mobile

access.mobile is a global data business offering high-quality, data solutions that drive value for business, government and other organizations. access.mobile's market niche is providing "last-mile" mobile data collection and business intelligence solutions where critical data are scarce. access.mobile's solutions use the exponential growth of mobile telecommunications in emerging markets to gather and analyze information across the entire range of business supply and fulfillment, providing decision support and helping each client evaluate the trends most important to its objectives.

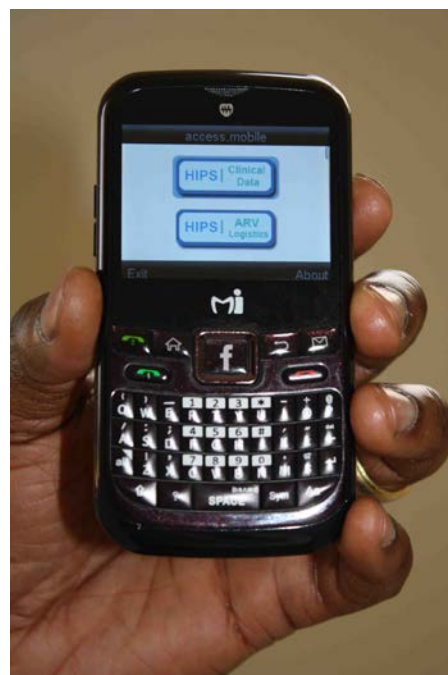
Results:

In a post-pilot survey conducted by access.mobile, 88% of respondents reported that they spent less time collecting and processing data using the access.mobile system. Time-savings reported was significant: 50% of the clinics saved over 16 hours per month, 33% of clinics saved over 24 hours per month and 10% of clinics saved over 90 hours per month. For the 12% that didn't report an increase in time savings, access.mobile was able to identify why and how to make improvements. Overall, the ease of the mobile system allowed the data managers to collect significantly more data than with the previous, paper-based system, and there were high user satisfaction rates.

Key Takeaways

Throughout the pilot, access.mobile documented lessons learned focused on technology, use of the system and data management. Based on the lessons learned, access.mobile developed the following 5 key takeaways:

- ❖ Private sector mHealth programs increasingly need to integrate with national health information management systems
- ❖ Mobile technology initiatives require upfront investments, but yield immediate and growing financial and social returns over time, especially as programs scale up
- ❖ User feedback and responsive customer support are critical elements of a successful mobile technology deployment; it is not simply about building a one-off, standalone product
- ❖ Mobile data collection can increase electronic data volumes by orders of magnitude. However, increased data quantity does not imply improved data quality or usability
- ❖ As time-series datasets are developed, program and product assessments based on robust research are critical throughout the life of a project to inform policy and funding decisions



Phone Used by Clinic Data Managers
Source: access.mobile, 2012

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