

HELP

Health Enablement & Learning Platform

A mobile application to train community health volunteers in the field.



HELP – An Overview

Problem

- By 2035, there will be a global deficit of 12.9 million skilled doctors, midwives and nurses.
- Community Health Volunteers (CHVs) assist in filling the health worker gap, providing basic health care and education to their communities.
- Most existing CHV training programmes offer limited support for a short period.
- There is a pressing need for a more sustainable, scalable approach to CHV capacity building.

Solution

Mezzanine's Health Enablement and Learning Platform (HELP).

HELP is a mobile phone application which health departments use to train Community Health Volunteers (CHVs) in the field and to empower and support them to render health related services in their communities.

HELP offers structured learning for the CHVs via mobile phone using voice and SMS. Functions include group chat, job aids, content search and diagnostic trees. It, furthermore, allows for health worker supervision, creating performance management reports, providing workforce management data as well as advisory content and training.

Benefits

- A sustainable, scalable approach to CHV capacity building.
- Well-trained and empowered Community Health Volunteers and teams as health departments engage directly with them through learning content and enablement tools.
- Flexibility to easily expand or adjust the curriculum according to requirements through web-based configuration tools.
- Trouble-free mobilising of separate groups with focused and flexible training content.
- Peer collaboration by sharing information and advice.
- Ultimately, communities taking ownership of local health related mobilisation and engagement using readily available information and communications technology – in this case mobile phones.

How HELP Works

Health Enablement and Learning Platform (HELP) is a mobile phone application which health departments use to train community health volunteers (CHVs) in the field and to empower and support them to render health related services in their communities. It uses text (SMS) and audio (IVR) as media to transfer knowledge and information via mobile phones (smart and basic) to the CHVs and to mobilise the communities in which the health workers work.

It is easy to adjust the curriculum to address specific training needs and to mobilise separate groups with focused and flexible content. Peers collaborate by sharing information and advice via HELP. Ultimately, communities take ownership of local health related mobilisation and engagement using readily available information and communications technology (ICT) infrastructure – in this case mobile phones.

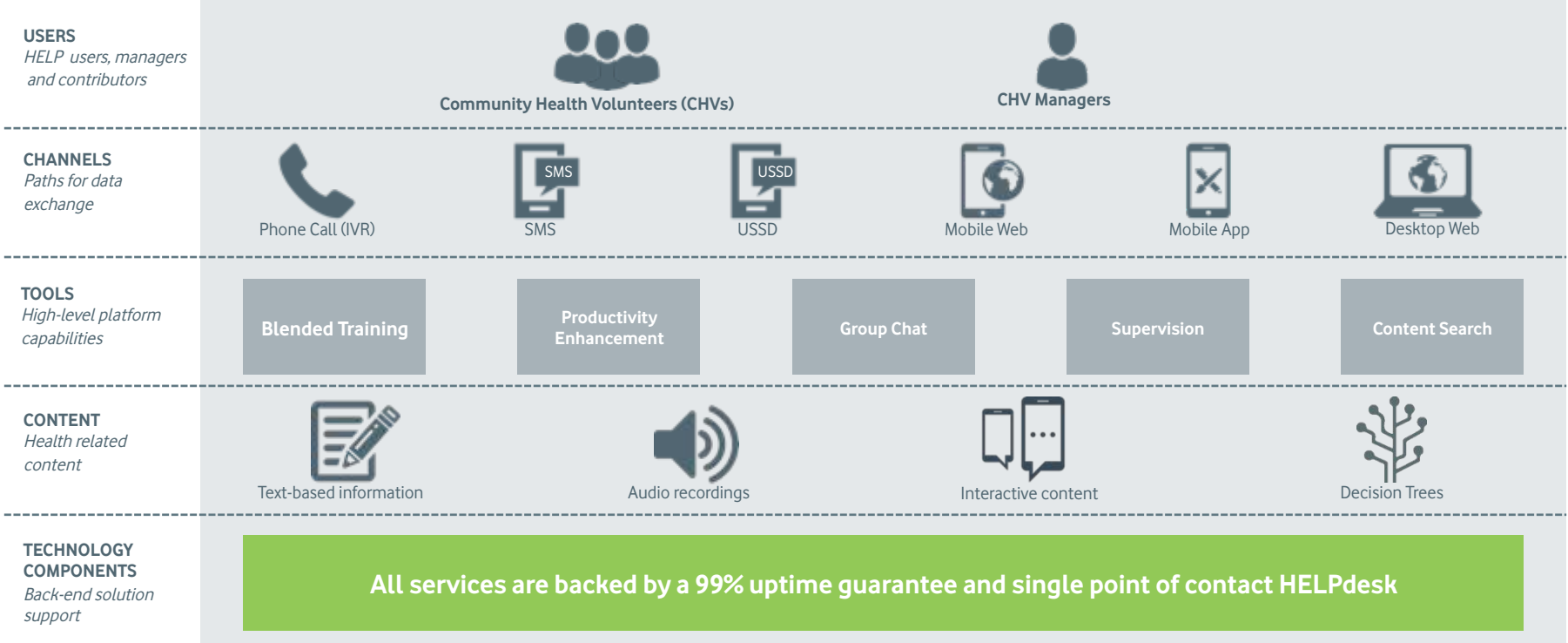
HELP also includes a management module in the form of a smartphone app for those in charge of CHVs to monitor progress and manage communication.

Key Features

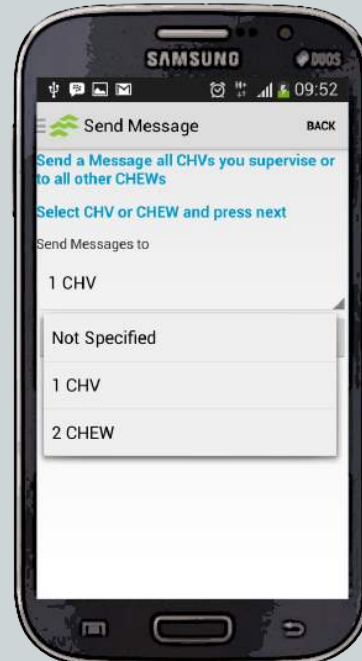
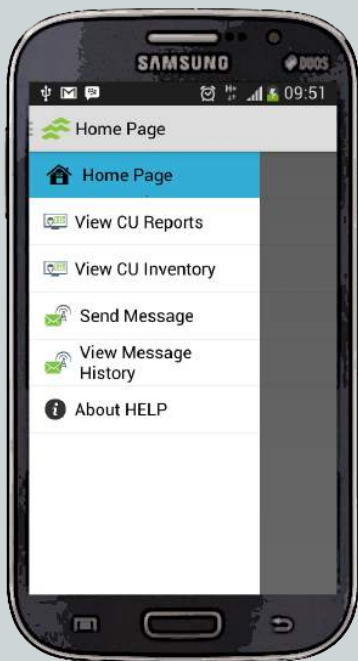
The HELP package includes the following service offering:

- Health education and promotion via mobile phones through voice and SMS.
- Resourceful learning manager scheduling that ensures the delivery of curriculum topics and learning activities to the CHVs.
- Automated notifications including reminders and escalations to ensure group participation and social learning.
- The introduction of gamification in training to introduce an element of fun to motivate learning.
- Group chat features that promote collaboration and discussion of health issues between CHVs and nurses.
- Health decision trees that support real-time diagnosis of prevalent diseases.
- Smart manager features that use real-time mobile reports to monitor CHV progress, identify top performers and motivate learning.
- A personal digital record of training that provides users with their own individual performance measurement and which identifies opportunities for further self-scheduled learning.

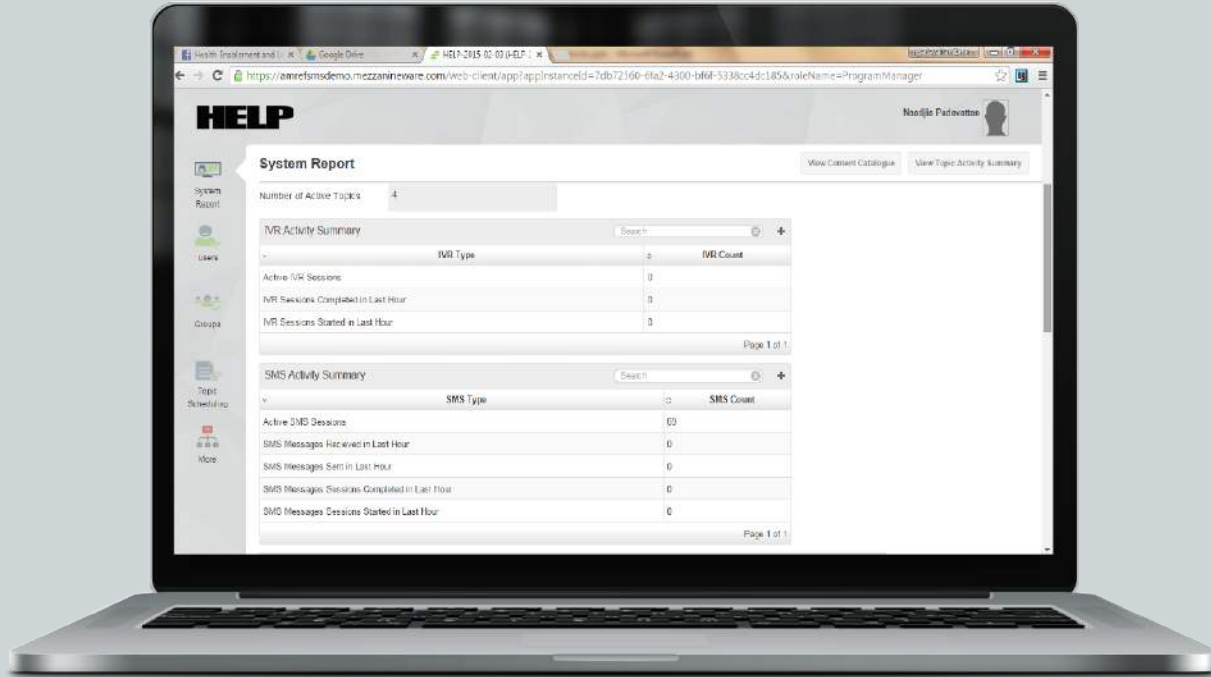
HELP Ecosystem



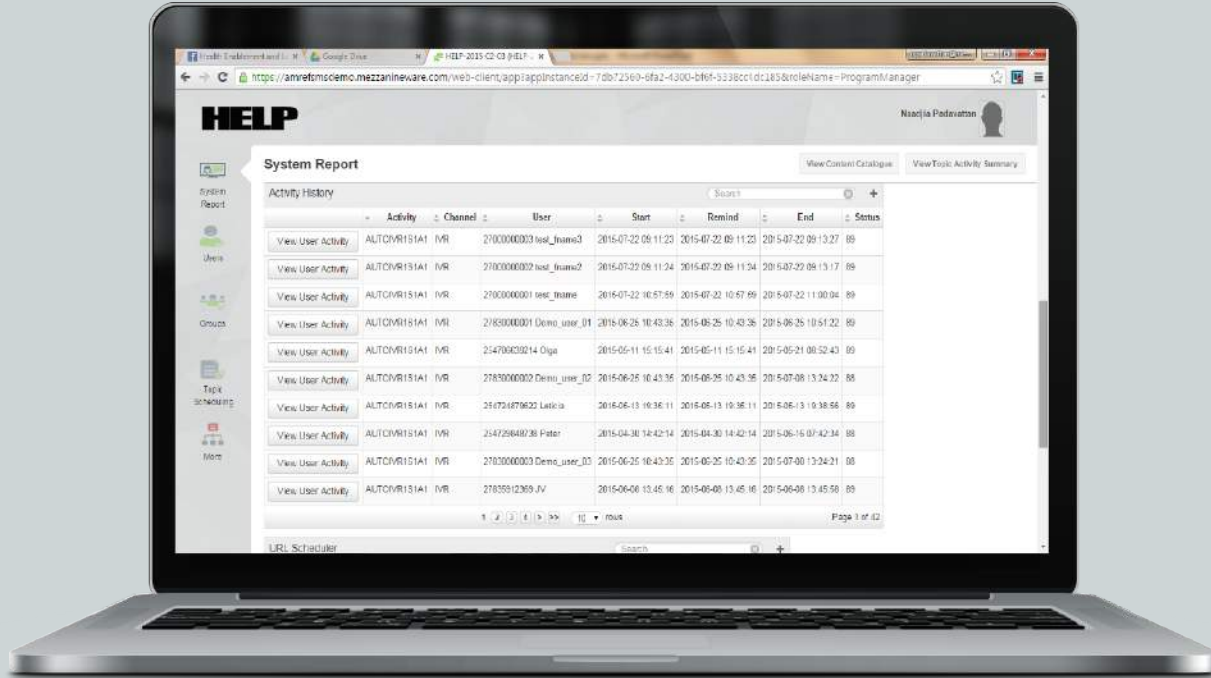
HELP Mobile App



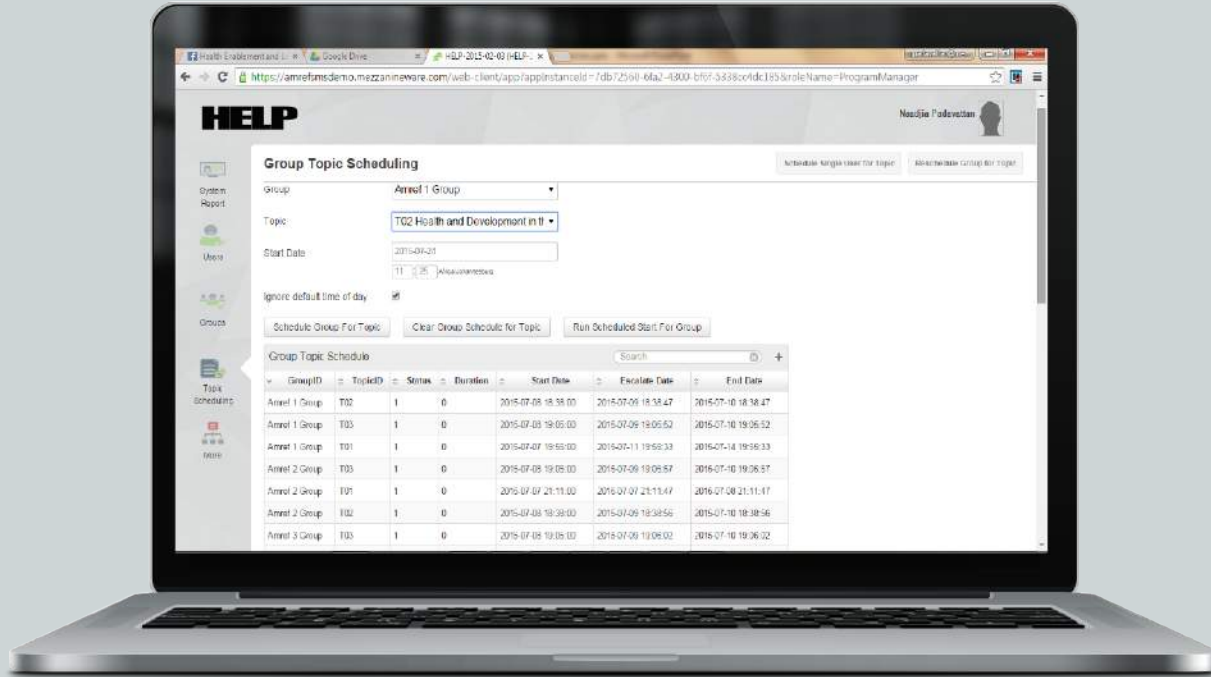
HELP Web App



HELP Web App



HELP Web App



Community Mobilisation

Using HELP group chat, community health care units in Kajiado County, Kenya, mobilised the community in only two days driving a turnout of 200 mothers for an exclusive breastfeeding talk and nutritional assessment. Previously when HELP wasn't utilised, the community health care units struggled to promote a similar event and only 50 clients attended.

For more information contact:

Naadjia Padavattan

+27 (0)21 880 2033 / +27 (0)83 256 8109

npadavattan@mezzanineware.com

Visit our web site for more solutions
www.mezzanineware.com

