upSCALE: Strengthening of the mobile health platform to improve quality and coverage of community-based maternal and child health care and disease surveillance in Mozambique

Project outline

Community health workers (CHWs) in Mozambique are community members trained to provide basic health care in remote areas. Within their remote communities, they conduct health promotion activities and diagnose and treat malaria, pneumonia and diarrhoea in children under 5 years of age. They also refer acute malnutrition cases, new-borns and pregnant women with danger signs, provide family planning services, deliver pre and postnatal care, and support patients with tuberculosis and HIV.

Between 2009 and 2016, Malaria Consortium developed and tested a mobile phone application to improve the quality of care provided by CHWs in

Countries
Mozambique

Donors
Department for International Development

Length of project
February 2016 – October 2018

Partners
Ministry of Health, Provincial Health Directorate of Inhambane and Cabo Delgado, Dimagi, UNICEF
Inhambane province. Building on this successful pilot, Malaria Consortium, the Ministry of Health and UNICEF reviewed the application and transformed it into a digital health platform known as upSCALE, for CHWs, their supervisors and managers of the National CHW programme, for future integration into the national Health Information System for monitoring and evaluation (HIS).

Project objectives
The project aims to refine and expand a mobile health system for the national CHW programme in Mozambique in order to improve the quality and coverage of community-based health services and overall programme management.

Activities
- Refine the CHW mobile phone application in a user-centred perspective-focused decision-making system
- Develop an application to strengthen CHW supervision by health facility staff, with tools for stock management, case management monitoring and resolution of technical problems with the mobile phones
- Create an interface between the upSCALE and HIS platforms for the district, provincial and national managers to easily access real-time CHW programme data
- Expand the upSCALE platform to all districts in the provinces of Inhambane and Cabo Delgado, and prepare for later expansion to other provinces
- Train users and managers at provincial, district and health facility level on platform management, as well as software and hardware troubleshooting
- Build capacity of province and district level managers in data visualisation and analysis for action
- Prepare for the integration and management of the m-health platform within the Ministry of Health.

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Overview of the upscale platform for CHWs, supervisors and managers