Moderator:

Sonja Ruetzel
ICT4D Partnerships & Conference Manager
Catholic Relief Services

Speakers:

Joel Ugborogho
Founder
Cenhealth

Lukas Borkowski
Director of European Partnerships
Viamo

Miriam McNabb
Editor-in-Chief
DRONELIFE
Discussion: Digital acceleration due to Covid-19

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Key Digital Transformation Trends*

1. Digitization of services: ERP systems for data sharing, communication tools
2. Cyber security
3. Capacity building: digital skills for program managers & program knowledge for IT teams

* from CIO interviews with CRS, IRRI, Oxfam Intermon, SOS Children’s Villages, ActionAid, Global Fund, DAI Global
https://www.ict4dconference.org/resources/podcast/
Discussion: Digital acceleration due to Covid-19

ICT priorities and challenges for 2021*

1. Digital skills & capacity building

2. Emerging tech: AI (chatbots), telemedicine, supply chain, behavior change communication

3. Ethical considerations

* from CIO interviews with CRS, IRRI, Oxfam Intermon, SOS Children’s Villages, ActionAid, Global Fund, DAI Global

https://www.ict4dconference.org/resources/podcast/
Discussion:

Artificial Intelligence trends in Africa

Joel Ugborogho
Founder
Cenhealth
Emerging AI trends in Africa

Trends, Challenges and Opportunities

JOEL UGBOROGHO
FOUNDER & CEO CENHEALTH

www.cenhealthacademy.com
www.cenhealth.com
INSIGHTS

HEALTHCARE PROFESSIONALS IN AFRICA & THE DIASPORA SAY:

1. WANT TO UNDERSTAND THE OPPORTUNITY TECHNOLOGY CAN BRING TO HEALTHCARE

2. Want to learn more about AI, Blockchain and other emerging technologies in health.

72% say telemedicine will have a big impact in Africa

84% believe platforms such as What’s App and SMS will improve care

50% think AI will considerably or substantially change healthcare

1/3 think Blockchain’s impact will be BIG

Almost 1/2 think collaboration with professionals in the DIASPORA would be helpful

69% think the use of health devices by patients will change care

75% say roles such as Digital Scribes will be important in the future
AI Healthcare use-cases that:

- Beneficial health outcomes
- Scale
- ROI and Cost reduction
REVISED APPROACH FOR
SUB SAHARAN AFRICA

CHALLENGE

EMERGING TECH SOLUTION

ACCESS TO BASIC SERVICES-
GP/DENTAL/OPTICIAN

TELEMEDICINE/MOBILE APPS

CHRONIC CONDITIONS/
MEDICAL ADHERENCE

IOT DEVICES / AI / BIG DATA

SCANS/ RADIOLOGY/LABORATORY

MACHINE LEARNING, AI, BIG DATA

IMMUNISATION / VACCINES

MOBILE APPS/ AI/ BLOCKCHAIN

CLINICAL TRIALS

TELEMEDICINE/MOBILE APPS/
ARTIFICIAL INTELLIGENCE/BLOCKCHAIN
Leveraging AI opportunities in Africa

- Digital 1st Approach
- Digital skills and training
- Collaborative Healthcare Ecosystem
- Policies, Advocacy and Governance
Discussion: Use cases of drones in COVID response around the world

Miriam McNabb
Editor-in-Chief
DRONELIFE
**Discussion:**

*Use cases of drones in COVID-19 response around the world*

1. Governments around the world are willing to expand aviation rules to allow new programs for COVID relief

2. Drones have proven useful in a variety of ways, including social distancing monitoring, measuring temperatures, and disinfecting large spaces

Photo from Drone demonstration at ICT4D Conference in Kampala, 2019
3. Drone delivery has already been proven as a way to improve distribution networks in countries without a robust transportation infrastructure.

-> During COVID, drone delivery has demonstrated an additional benefit: it does not require human contact.

4. Drone delivery to provide supplies to quarantined or high-risk communities has taken place around the world: Delivery of COVID test kits, delivery of food and supplies, delivery of PPE to remote clinics, delivery of prescription drugs to high-risk patients.

Photo from Drone demonstration at ICT4D Conference in Kampala, 2019
Discussion: Gamified large-scale Social Behaviour Change Campaigns through path-based audio learning games in local languages for simple mobile phones

Lukas Borkowski
Director of European Partnerships
Viamo
Path-based Audio Games

1. Call a toll-free hotline and receive a call back! Follow the voice prompts.

2. Listen to a piece of the story. Make choices by selecting from several options.

3. Follow your choices down a path to one of several possible endings.

4. Play, Learn & Repeat!

Thematic story with real-life scenarios

Safe decision-making sandbox

Behavioural insights in real-time
COVID-19 Response

16.9 Million Households
have learned about COVID-19 through Viamo’s pre-recorded voice (IVR) & SMS platforms

203 Million Minutes
of COVID-19 content have been consumed by the general population
Knowledge retention

Wanji Games were first piloted and tested in northeastern Uganda in 2015. Delivered on agricultural practices, participants demonstrated a 16% increase in unique knowledge acquisition.

Behaviour change

Participants reported a 12% greater intention to adopt promoted behaviour per exposure to the game.

Recruitment & referral

In Madagascar, over 200,000 unique individuals played a Wanji Game more than 300,000 times in nine months. 50,000 of these callers registered to receive further information on climate insurance.
Future Outlook

- Path-based Audio Games
- National Information Hotlines (3-2-1 Service)
- Remote Learning and Audio Job Aids
- Remote Mobile-to-Mobile Surveys
- Market Places and Targeted Matchmaking
- Large Scale Targeted Push Campaigns
- Interactive Radio Programs
- Unique Paperless Vouchers

And so much more...
Try yourself and call our IVR demo line: +1 650 866 1481
Connects to our 3-2-1 hotline in Uganda with numerous Wanji Games in English

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Director of European Partnerships
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FREE to attend virtual ICT4D Partnerships Conference [https://www.ict4dconference.org/program/ict4d-partnership/]

with 20+ sessions on:

- **New partnership models**: Innovating together, partnering for scale
- **Supporting local partners** during COVID-19
- **Ethical considerations in ICT4D partnerships**: AI and ML, health data sharing
- **Teaming up for capacity building** and data literacy
- **Multi-sectoral partnerships and knowledge exchange**