mHero

Designing During a Public Health Emergency
Context of the technology in Liberia

During the West Africa Ebola outbreak, information was essential, but difficult to obtain and share.
In Liberia, RapidPro does not stand alone. It is integrated into a suite of systems.
The system was designed with the Principles for Digital Development in mind

| Reuse and Improve | • mHero was **built to incorporate existing systems**, instead of requiring new. |
| Build for Scale   | • mHero was **built with platforms already at national scale** (iHRIS and DHIS2). |
| Open Source and Open Standards | • It was **built using open source technology**. Although it doesn’t mean that the system is without cost, it allows the Ministry to bid out to other tech providers.  
  • mHero does not require the three component platforms. **It can work with any software compliant with the standards articulated** for interoperability. |
Information systems can also use mHero as they come online

- Disease Surveillance Alerts (eIDSR)
- Stock out alerts (eLMIS)
- Pay notification (payroll)
- DSA receipts

Interoperability Layer

mHero
Since establishing mHero, the Ministry has used this service to:

- Share health info
- Solicit health info
- Pilot eIDSER & commodities tracking
- Provide alerts and reminders
mHero has been used by 16+ departments

- Mental Health Unit
- Quality Assurance Unit
- Supply Chain Management Unit
- Family Health Unit

mHero
Implementation Process
Process of Implementation

- Design of mHero technology (interoperability between component tech)
- Adaptation of tech to Liberia
- Joint use case selection
- MOH develops, sends, monitors work flows with TA
- MOH received operational and design training
- Technology enhancements
- Establishment of governance structure within MOH
Thank you!
Appendix: Alternative Process of Implementation