



USAID
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mHero

—

Designing During a Public Health Emergency

A close-up photograph of a person's hand holding a black Haier mobile phone. The phone's screen displays a text message with the following content: "Message body", "ALERT:", "Outbreak of", "unknown", "disease in", "Sinoe. Watch", "out for these", "symptoms:", "Options", and "Back". The phone has a physical keypad and a small screen. The background is blurred, showing what appears to be a clinical or hospital setting.

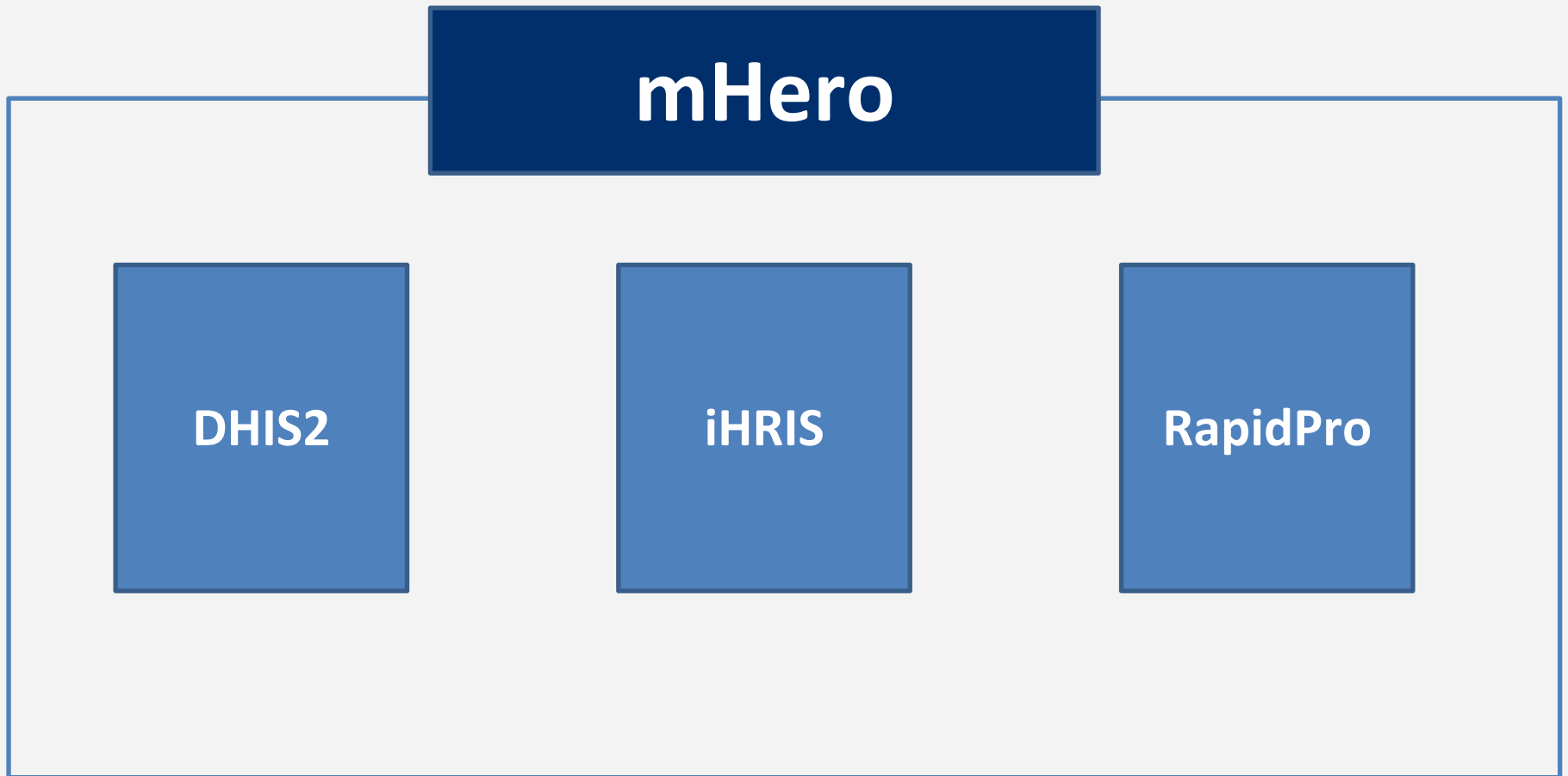
Message body
ALERT:
Outbreak of
unknown
disease in
Sinoe. Watch
out for these
symptoms:
Options
Back

Context of the technology in Liberia

During the West Africa Ebola outbreak, information was essential, but difficult to obtain and share.



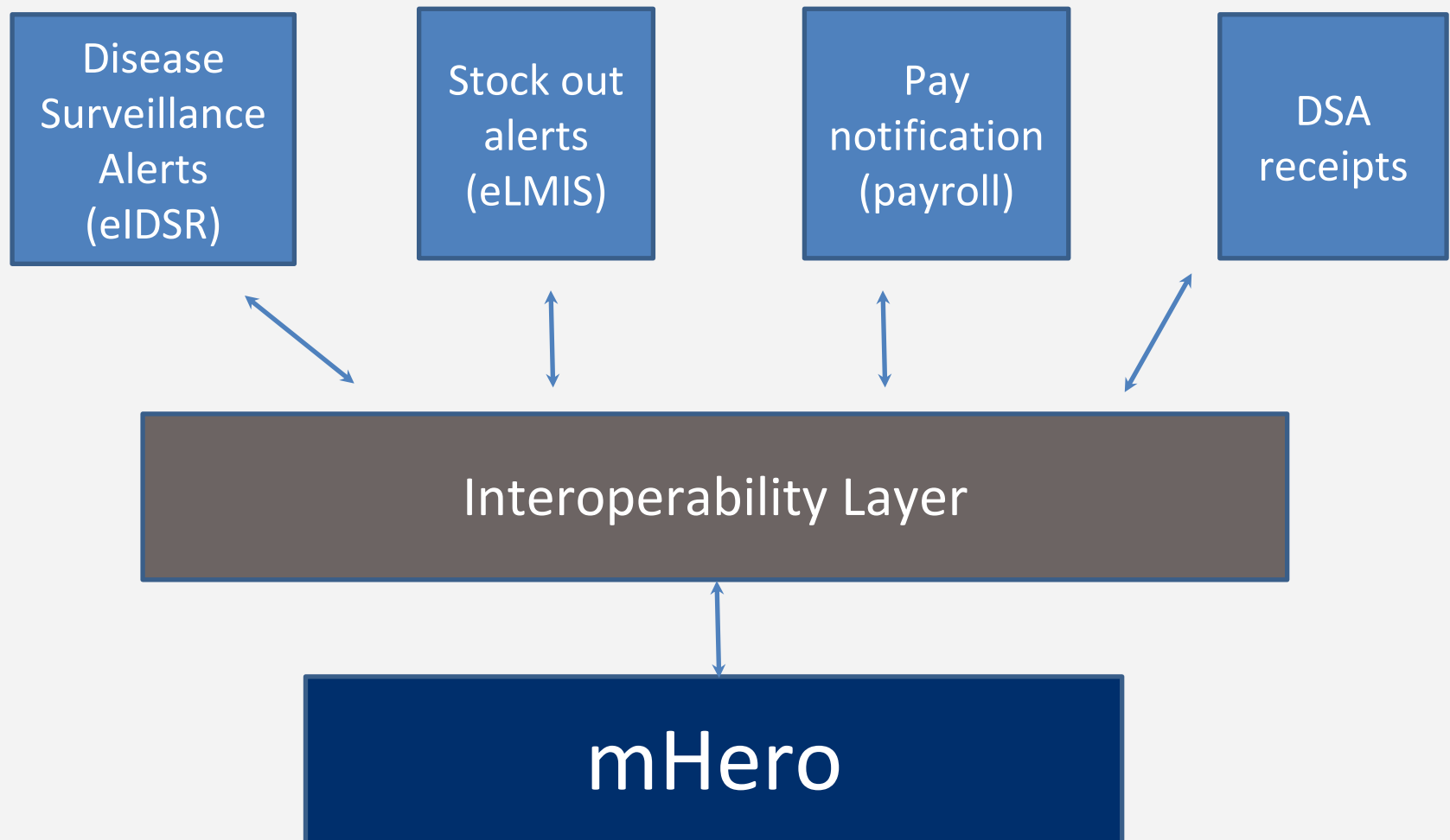
In Liberia, RapidPro does not stand alone. It is integrated into a suite of systems.



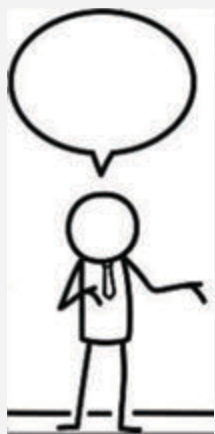
The system was designed with the Principles for Digital Development in mind

Reuse and Improve	<ul style="list-style-type: none">• mHero was built to incorporate existing systems, instead of requiring new.
Build for Scale	<ul style="list-style-type: none">• mHero was built with platforms already at national scale (iHRIS and DHIS2).
Open Source and Open Standards	<ul style="list-style-type: none">• 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



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



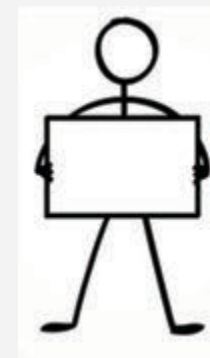
Share health
info



Solicit health
info

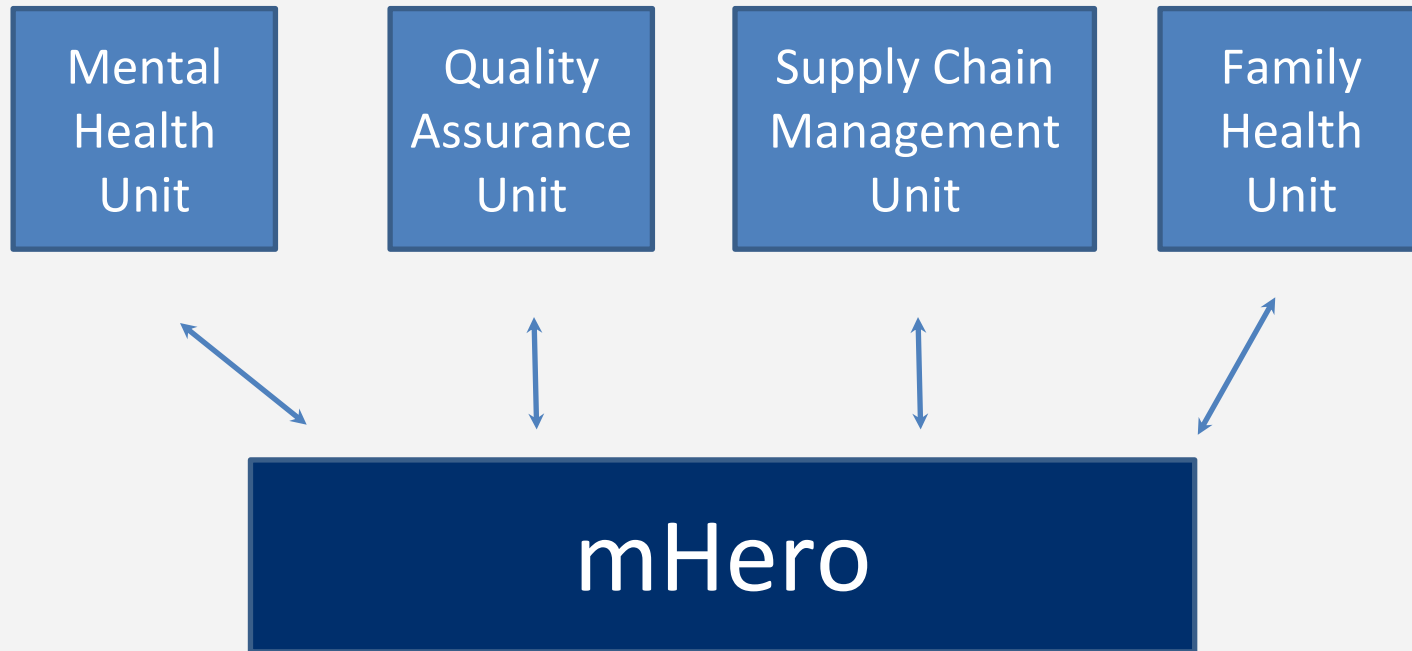


Pilot eIDSR &
commodities
tracking



Provide
alerts and
reminders

mHero has been used by 16+ departments



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

