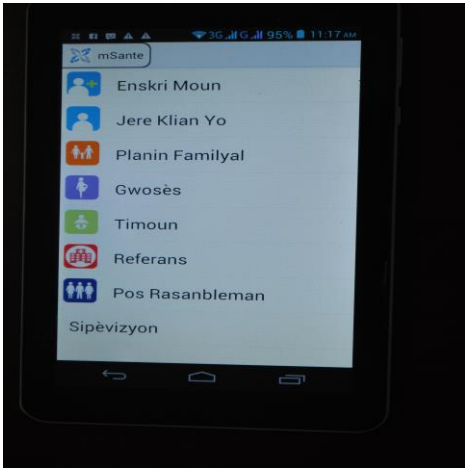




## SUCCESS STORY

### Incorporating Mobile Technology and Payments into the Health Sector



Menu screen of CommCare application on tablet used by community health workers (CHWs) to collect and enter data on patients and patient visits. (Photo Credit – HIFIVE)



Espera Jean Elie, Managing Accountant for Target Zones, preparing to send CHWs their monthly stipend via Digicel's mobile money service, TchoTcho Mobile (Photo Credit – HIFIVE)

The USAID-funded project Services de Santé de Qualité pour Haiti Centre et Sud (SSQH-CS) is an innovative mHealth project, executed by Pathfinder International<sup>1</sup>, that aims to expand and improve health services in the southern and central regions of Haiti. One of the key elements of the SSQH-CS program is the use of mobile technology to replace cumbersome paper-based systems to more efficiently facilitate service delivery and performance monitoring. In collaboration with HIFIVE<sup>2</sup>, SSQH-CS provided MSPP trained community health workers (CHWs) with tablets loaded with the CommCare application, a mobile case management and decision support application, to reinforce the delivery of community-level services. HIFIVE also supported the move to mobile payments via Digicel's mobile money service, TchoTcho Mobile, for CHWs' monthly stipends.

Prior to the implementation of SSQH-CS, it took between 30 and 45 days for the Ministry of Public Health and Population (MSPP) to receive patient files after health care visits by CHWs. The previous system required that CHWs register information on paper forms which were physically sent at the end of each month to their affiliated community health center. The center was then responsible for forwarding the records to MSPP. Under the new mobile system, CHWs have been trained to collect and input data directly into mobile tablets using the CommCare application while in the field visiting patients. This new system not only eliminates the need for paper, but bypasses the intermediate step of the community health center, allowing MSPP to receive patient information in real-time and spot check data quality in real time.

In addition, SSQH-CS promoted the use of mobile payments by providing CHWs with their monthly stipends via TchoTcho Mobile. The switch to mobile payments simplified the process for both Pathfinder and the CHWs. Pathfinder International's Mobile Health Advisor, Roudy Jeune, states that the mobile money service is a good option for him as "it makes performing my job easier, less tiring because we do not have to write many checks. Also, with TchoTcho Mobile, the disbursement of stipends is much easier." CHWs, such as Lienne Jean, also prefer receiving stipends on their mobile wallets. Ms. Jean, a nine-year CHW veteran, saves time by avoiding the long lines she encounters at banks with a short visit to her local neighborhood TchoTcho Mobile agent.

Due to the safety, security and efficiency associated with mobile technology, mobile data collection and payment is a growing trend in Haiti. The partnership between SSQH-CS and HIFIVE is not only a good example of collaboration between USAID projects, but also of using ICT solutions to facilitate collaboration between two normally distinct sectors to address a development problem.

*Disclaimer: This Success Story is made possible by the generous support of the American people through the United States Agency for International Development (USAID). The contents are the responsibility of FHI 360 and World Council of Credit Unions, do not necessarily reflect the views of USAID or the United States government.*

November 2014

<sup>1</sup> Incorporated in 1957, Pathfinder International is an international non-profit organization headquartered in the U.S. It has extensive experience designing, implementing, managing, and monitoring public health programs throughout the developing world, particularly those focused on improving sexual and reproductive health and rights of marginalized populations.

<sup>2</sup> HIFIVE (Haiti Integrated Finance for Value Chains and Enterprises) is a USAID-funded program implemented by FHI 360 and World Council of Credit Unions that expands financial inclusion through improved access to financial products and encourages using technology to expand outreach.