**mHealth Working Group Meeting**

**December 1st, 2011, 9:00 - 11:00 am EDT**

**Held at Deloitte Consulting, 555 12th Street NW, 5th Floor, Room 5001, Washington, DC**

**National mHealth Strategy**

**Agenda**

Development of National mHealth Strategy Framework in Tanzania

- mHealth in Tanzania, by Steve Ollis,D-tree International/mHealth Community of Practice

- Video of national strategy workshop, by Deloitte Consulting

-Development Process for the National mHealth Strategy in Tanzania,

by Dr. Mwendwa Mwenesi, mHealth Country Coordinator for the Tanzanian Ministry of Health and Social Welfare

-Panel Discussion:

* Claud Kumalija, Head of HMIS for the Tanzanian Ministry of Health and Social Welfare
* Dr. Mwendwa Mwenesi, mHealth Country Coordinator for the Tanzanian Ministry of Health and Social Welfare
* Marcos Mzeru, Country ICT Manager- mHealth, for the Tanzanian Ministry of Health and Social Welfare
* Jon Tigges and Nathaniel Clarke, Deloitte Consulting
* Sarah Emerson, CDC Foundation
* Steve Ollis,COO for D-tree International, co-chair of Tanzania mHealth Community of Practice

The materials that accompany these notes, as well as those from previous mHealth Working Group meetings, are available on the mHealth Toolkit at: <http://www.k4health.org/toolkits/mhealth/mhealth-working-group-0>. Webcast is available at <https://www137.livemeeting.com/cc/dt/join?id=KQ9HMB&role=attend&pw=CfG23%3Fw>.

For questions or comments, please contact Kelly Keisling ([Keisling.kelly@gmail.com](mailto:Keisling.kelly@gmail.com)) or Laura Raney ([lraney@fhi360.org](mailto:lraney@fhi360.org)), co-chairs of the mHealth Working Group.

**Introduction to mHealth in Tanzania, by Steve Ollis, D-tree/mHealth Community of Practice**

Tanzania recently faced the same challenges in mHealth as other countries, including limited planning by pilot programs and little coordination between them. To address this challenge, Dr. Mwendwa Mwenesi, was appointed as the mHealth Country Coordinator for the Tanzanian Ministry of Health and Social Welfare (MOHSW). The mHealth Tanzania Partnership also supports public private partnerships, working through the MOHSW, CDC, and public and private sector partners. This partnership leverages private sector interest in mHealth and mMoney to develop sustainable public private partnerships. Under Dr. Mwendwa’s guidance, Tanzania’s mHealth Community of Practice has served as a forum for knowledge sharing and coordination between over 30 member organizations. The Community of Practice meets quarterly and has four thematic working groups. It addresses such challenges including scaling, siloed funding, infrastructure, procurement and adoption, and privacy.

**Video of national strategy workshop, by Deloitte Consulting**

The MOHSW and Deloitte Consulting convened a national mHealth strategy workshop in August of 2011. The two-day strategy workshop was held with local stakeholders from health providers, funders, mobile network operators, application developers, eHealth, technology and innovation promotion, academia and research. The workshop was based on local stakeholder calls for a national strategy, local stakeholder interviews, MOHSW guidance, and Deloitte’s experience in designing national strategies. The effort was supported with global lessons learned from literature and expert interviews. A participatory process and graphic facilitation were employed to elicit input on stakeholders’ vision, concerns and priorities. Stakeholders voted on key issues in roadmaps for short-term action and a framework for continued development of a national mHealth strategy.

**Development Process for the National mHealth Strategy in Tanzania, Dr. Mwendwa Mwenesi, mHealth Country Coordinator for the Tanzanian Ministry of Health and Social Welfare**

The Tanzanian Ministry of Health and Social Welfare (MOHSW) prioritizes the developmentt and implementation of national mHealth strategy. This strategy will cover key areas in mHealth, including routine data collection, disease tracking, logistics monitoring, healthcare worker communication and training, education and awareness, and health areas such as reproductive and child health.

The development of a national mHealth strategy follows the precedent and the principles used for health management information systems (HMIS). It takes into consideration HMIS challenges, including lack of integration and of capacity, as well as silos at the staff, administrative and donor level. Data is of little use if decision makers do not use it. Strategy development also builds on HMIS principles of country leadership and ownership, broad-based consensus with stakeholders, building upon existing initiatives, and a gradual and flexible approach.

Strategy development for mHealth covers several key areas, including alignment with MOHSW strategies and health priorities. Other key areas include policy and governance, management of people, processes, and technology, and the related organizational structure and skills. This is supported by the technology and infrastructure of mHealth and eHealth. mHealth is a component of eHealth. eHealth strategy is still in development, as part of a larger eGovernance strategy by the Tanzanian government.

The MOHSW is leading the strategy development process with help from consultants. This is important to have a locally developed strategy with local relevance. A ministry’s of health is the owner of a national mHealth strategy. The ministry’s role is to guide the strategy development process. This includes coordination of multiple stakeholders to ensure linkages between projects. Internal coordination within a ministry also ensures that mHealth strategy leverages related guidelines that have already been developed. A strategy emphasizes key processes for mHealth rather than prescriptive outcomes. Strategy development can take years. The challenge is to keep pace with the quickly evolving nature of mHealth. Since strategy requires significant time to formalize, a balanced approach can allow innovation to continue in a coordinated way.

The focus of a national mHealth strategy is to ensure that technology generates a health impact. The emphasis is on health rather than technology. Too often mHealth projects are run by technologists with little health understanding, and generate little health impact. Monitoring and evaluation is a key role of a ministry to determine which project merit scale up. The Tanzanian MOHSW is conducting process evaluation of mHealth pilots.

A strategy provides a ministry of health with influence from the earliest stages of mHealth projects. Criteria for mHealth programs can be articulated in advance to ensure that pilots plan for key issues such as potential scale up and sustainability. This is necessary so that mHealth projects benefit host countries rather than approaching them as merely test beds for mHealth. For example, it is possible to find a health facility that takes on the burden of hosting five mHealth pilots but no funds are allocated for continuation of the pilots. It is then difficult for a ministry to take ownership of a mHealth project if there has been no planning for scale up.

The role of a ministry is to coordinate organizations in mHealth rather than to control them. All types of stakeholders should be involved in the collaborative process, so that they are in agreement on the resulting strategy. Individual NGOs compete for funding, but recognize the need to cooperate for health impact. Likewise, donors recognize that they must share resources.

In Tanzania, there is already good dialogue between the MOHSW and NGOs through the mHealth Community of Practice. The private sector is interested in joining the dialogue, since many NGO efforts may eventually be transferred to the private sector for sustainability. Inclusion of stakeholders from multiple sectors requires education about their varying needs and about the major issues in mHealth. The mHealth is field is new to everyone, so all stakeholders are still learning about the opportunities and challenges.

Many of the mHealth projects in Tanzania have been conducted without informing the MOHSW. The MOHSW is currently mapping mHealth projects in collaboration with the mHealth Community of Practice. There have also been externally-led efforts to survey mHealth in Tanzania, though short-term inventories based out of a city do not have the same reach as longer-term, local-led inventories.

**Questions and Discussion**

The mHealth Working Group can support local leadership for strategy development in Tanzania and a strategy template based on the Tanzanian model. Local leadership guides the mHealth strategy development in Tanzania. Also, donor requirements can be useful for local partners to plan for scalability or sustainability of projects. However, it difficult to obtain funds for strategy formulation or coordination between multiple projects. The mHealth strategy will be incorporated in the eHealth strategy, which is still under development. The national eHealth strategy is part of a larger eGovernance strategy. Lessons from other eHealth efforts are welcomed, including the anticipated WHO eHealth Toolkit.

Meeting participants commented that coordination with mobile operators is difficult elsewhere in countries without a telecom regulator. In Tanzania, the Tanzanian Communications Regulatory Authority is a member of the mHealth Community of Practice. The MOHSW oversees health data in both public and private sectors. Public private partnerships and incentives are used to leverage both sectors. Regarding mHealth for health insurance in Tanzania, related efforts are underway by KFW and by Tigo. In separate news in the US, Greentree held a meeting last month to prioritize interoperability and evidence for mHealth.

mHealth Working Group Activities Leading Up to the mHealth Summit

* Conference on mHealth and Information and Communication Technologies in the World of Small Enterprise Development, co-organized with the Aspen Institute and UNCTAD on November 29, 2011. This conference addresses how economic development and global health fields can cooperate to foster small local ICT businesses for sustainable mHealth. See <http://www.k4health.org/toolkits/mhealth/november-29-2011>.

* Building Partnerships that Work: Designing for Success and Scale, a paper coauthored by the mHealth Working Group and GBCHealth. This supports the Global Business Coalition panel held at the mHealth Summit on December 7, 2011. The paper and related panel address the opportunities, challenges and approaches for public private partnerships in mHealth. See <http://www.k4health.org/toolkits/mhealth/december-7-2011>.

**About the mHealth Working Group**

The mHealth Working Group is a collaborative forum for sharing knowledge and developing promising practices on mobile technology for health. Founded in 2009 with global health organizations, the Working Group frames mHealth within global health strategies and standards. We promote approaches that are appropriate, evidence-based, interoperable, scalable and sustainable in resource-poor settings. The mHealth Working Group is facilitated and supported by USAID’s K4Health Project. The Working Group holds regular meetings in Washington, DC to discuss promising approaches, challenges and lessons learned. Meeting notes are available on the mHealth Toolkit at <http://www.k4health.org/toolkits/mhealth/mhealth-working-group-0>. 600 representatives of more than 150 organizations in 35 countries participate in the mHealth Working Group. You are welcome to receive future announcements by joining the mHealth listserv at <http://knowledge-gateway.org/mhealth>.

**December 1, 2011 mHealth Working Group Meeting Participants**

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| Name | Organization |
| Jeannine Lemaire | Actevis |
| Meryl Bloomrosen | AMIA |
| Bill Philbrick | CARE |
| Sarah Emerson | CDC Foundation/mHealth PPP TZ |
| Tianne Wu | Columbia University |
| Brooks Hosfield | Deloitte |
| Frank Ramirez | Deloitte |
| Jon Tigges | Deloitte |
| Steve Ollis | D-Tree International |
| Bobby Jefferson | Futures Group |
| Cristin Marona | Futures Group |
| Neil Pakenham-Walsh | GHI-Net |
| Andrew Wyborn | Greenmash |
| Lauren Wu | HHS/OASH |
| Kirsten Bose | JHU CCP |
| Elsie Minja | JHU CCP |
| Ashley Barash | JSI |
| Mike Frost | JSI |
| Sweta Sneha | Kennesaw State University |
| Judy Gold | Marie Stopes |
| Nick Ramsing | MEDA |
| Clemens Masesa | MITU |
| Claud Kumalija | MOHSW Tanzania |
| Marcos Mzeru | MOHSW Tanzania |
| Mwendw Mwenesi | MOHSW Tanzania |
| Alfonso Contreras | PAHO/WHO |
| Margot Mahannah | PSI |
| Mariah Preston | PSI |
| Lindsay Levin | QED Group |
| Trevor Lewis | R4D/CHMI |
| Eric S. Starbuck | Save the Children |
| Adam Slote | USAID |
| Daniel Carozza | Verizon |
| Paul johnson |  |
| Rebecca Hamel |  |
| Anne Marie DiNardo |  |