**Notes**

* Clients:
  + Wezesha - technology NGO (implementer)
  + UNICEF (funder)
  + Government of Tanzania (stakeholder)
  + Principal Investigator + Point of Contact: Dylan Groves
* Why?
  + Wide variation in quality and funding of health institutions
  + Inefficient allocation of resources
  + Lack of trust in health facilities
  + Low demand for essential health services, poor service delivery
  + 10k facilities nationwide
* A community health worker greets you when you enter a facility and then you would meet a nurse
* Most of the administrative records are paper based, there is a lack of digitization
* We do not want paper-based to high levels
* Limited resources 🙁Government does not know how to use limited money
* Common challenges:
  + Poor infrastructure
  + Absentee doctors
  + Corruption (government doesn’t want to talk about this)
  + Lack of supplies/testing technologies =((( give them vaccines bruh
  + Long wait times
  + Mistreatment
* Theory of change = Clients and the community, healthcare providers, government officials all exchange ideas through a feedback platform to empower their services
* This is where data and tech comes in!
* **Collect data and provide the data to healthcare providers and the government officials.** 
  + Create an online platform that turns cell-phone surveys into a usable dashboard (report cards, red flags, recommendations for change) to be used by health facilities, counties, and regions
  + Make a platform usable by citizens to provide additional feedback and use information to improve their search for effective health services
  + Incorporate additional forms of feedback (government audits of health facilities, news reports, whistleblower complaints)
  + ***Question:***
  + *Do the citizens even have the technology to be able to go online and submit complaints however? YES!*
* **They wish to leverage citizen feedback to improve the delivery of essential services.** Goal is to bring it to national scale and use it in other services
* **Project:**
  + Put the CSV file/data into a usable UI that is computer based.

**Questions**

* Why Tanzania?
  + His motive for what he does in Tanzania and the purposes
* What is the purpose of this software?
  + Expected: To aid in organization and analysis of health data from Tanzania
* What does the data look like?
  + What is the format
* How do we get the data, and how do we store it?
* How do you analyze the data?
  + What kinds of tools can we create to help in the analysis of this data?

**Current Business Solution**

* What types of data do you currently collect?
  + How do you collect them, and how often?
  + What format is the data in?
  + How is it stored?
* How is the data currently stored?
* What types of insights are you looking to extract?
* What challenges or pain points led you to seek this software solution?
  + How do you currently handle these issues?
* What would the ideal solution look like?

**Users & Workflow**

* Who will be using this solution?
  + Roles
  + Experience levels
  + Technical familiarity
* What are the main tasks users will use the tool to accomplish?
* Do different users utilize the system in different ways?
* Are there any existing tools/workflows that this system would need to integrate with (or replace)?

**Features & Requirements**

* At the bare minimum, what features must this system have in order to be useful?
* Are there any features that would be nice to have–features that aren’t critical, but would add value?
* Are there specific security or accessibility considerations?

**Wrap-Up**

* Is there anything important you’d like to mention that we haven’t covered yet?