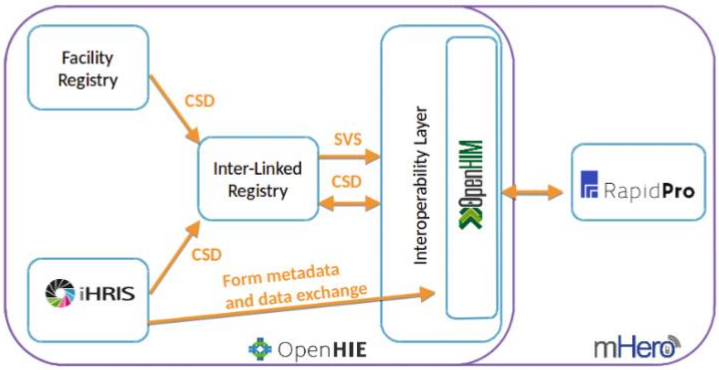
mHero

mHero is a two-way, **mobile phone-based communication system** that connects **ministries of health** and **health workers**. It uses data from existing local health information systems to deliver messages via locally popular communication channels. It reduces the barriers that can exist between health workers and their support systems, playing a critical role in ensuring effective and efficient responses, particularly in a crisis. Health officials can use mHero to:

- **Communicate** both routine and urgent messages to health workers.
- **Target messages** to health workers based on cadre, location, or skill set.
- **Collect critical information** that powers resilient health systems, including stock levels, routine and one-time assessments, and validation of health worker and facility data.
- **Build capacity** and **provide support** to health workers, to give them the information, skills, and encouragement to deliver quality health services.

Source: https://www.mhero.org/about

- DHIS2 houses information on service delivery statistics and facilities
- iHRIS houses information on health workers, including their mobile phone numbers
- SMS messages are developed and tested in RapidPro
- DHIS2 and iHRIS are connected through the health worker registry, which connects to RapidPro through the OpenHIM



Within the context of mHero, the OpenHIM performs a few vital functions.

- It triggers the synchronization between RapidPro and the OpenInfoMan.
- It provides visibility into the messages being exchanged. This allows the user to ensure that the data exchange is occurring correctly.
- It ensures that the communication between components occurs securely and it logs the transactions for historical and audit purposes.
- It provides authentication and authorisation mechanisms to control access to the OpenInfoMan documents

The OpenHIM provides polling channels to trigger the synchronization between RapidPro and the OpenInfoMan. These polling channels execute periodically and trigger an mHero mediator which in turn pulls data out of the OpenInfoMan and pushes it into RapidPro. To learn more about polling channels please see the OpenHIM docs here.

Source: https://openhim.org/docs/implementations/mhero/