STRENGTHENING MOBILE HEALTH WORKER ELECTRONIC RESPONSE AND OUTREACH (MHERO) SYSTEM IN LIBERIA

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The Ebola virus outbreak demonstrated the vital need for effective communication systems between health workers and the central Ministry of Health (MoH) to make informed decisions, which is especially essential during emergency situations such as a disease outbreak. To address the communication and information sharing gaps between health officials and frontline health workers, USAID is supporting the strengthening of the mHero in Liberia Activity. The activity will work to create an enabling environment for the use of mHero in routine and emergency situation and build the capacity of the MoH to use information for informed decision-making.

Current Activities

- Develop a transition plan/strategy with the MoH to independently manage mHero during and after the end of the award

- Revise and roll out mHero SOPs for workflow processes at central and county levels

- Provide technical assistance to the MoH to transition the mHero platform from RapidPro to the Cloud

- Support the MoH in the integration and utilization of mHero with three HIS sub-systems (eIDSR, iHRIS, eLMIS) through the SMS platform

- Document and package best practices, success stories, and challenge stories for using mHero.

Accomplishments to Date

- Trained 581 frontline health workers (Officers-in-Charge and supervisors) on the use of mHero to generate and respond to messages
- About 216,620 messages generated at the central level, while 1,019 generated at the health facility level during quarter 3 of the current project year
- All units of the MoH including senior management are using the mHero platform to communicate with frontline health workers and support staff through sending out various types of messages and receiving feedback as well
- mHero integrated into two sub systems, the Integrated Human Resource Information System and the Electronic Integrated Disease Surveillance and Response and is used for sharing information on infectious disease surveillance and reporting

Planned Outcomes

- Technical and institutional capacity of the MoH strengthened and ministry is managing and using mHero for real-time information sharing and decision making
- mHero platform scaled up and is used by MoH programs and departments at centralized and decentralized levels for information sharing
- mHero is positioned as an integral part of an emergent eHealth policy and architecture and interoperable with iHRIS, eLMIS, and eIDSR