

THRIVE Indonesia / Open Smart Register Platform (OpenSRP)

Mini Case Study

Focus area: RMNCH (Reproductive, Maternal, Newborn and Child Health) digital workflow adoption and data quality.

Problem

Frontline RMNCH workflows were largely manual, leading to delayed reporting, fragmented follow-up, and inconsistent data quality across sites.

Approach

Supported local adaptation and pilot implementation of OpenSRP-based Android workflows, prioritizing usability for frontline workers and practical adoption in field conditions.

What I built

- Structured digital service workflows (forms, registers, and task flows) to match program routines.
- Training support: onboarding materials and step-by-step job aids tailored to frontline use.
- Field implementation support during rollout and day-to-day usage (issue triage, refinements, and follow-up).

Evaluation

- Data quality checks: completeness, timeliness, and consistency reviews to spot gaps and recurring errors.
- Field feedback loops to identify friction points (what slows users down, what breaks in real workflows) and iterate.

Result

- Digitized frontline workflows and strengthened reporting discipline during the pilot phase.
- Improved data quality and timeliness through routine checks and iterative workflow adjustments.

Tools

OpenSRP/Android workflows • implementation support • monitoring & evaluation • training delivery