## mHero IMPLEMENTATION

mHero requires committed country leadership, oversight, and governance. Host governments decide how to best use mHero, while donors and nongovernmental organizations such as USAID, UNICEF and IntraHealth build country capacity to develop and manage the platform.

Ministry of health officials led the first successful pilot of mHero in the midst of Liberia's Ebola crisis in late 2014. Since that time, Liberia has successfully scaled up the platform to reach over 17,000 health workers for data collection and information dissemination. In addition, Liberia has now adapted mHero to be interoperable with DHIS2 Tracker to serve as the SMS component of the electronic Integrated Disease Surveillance and Reporting system. mHero was introduced in both Sierra Leone and Guinea as part of the USAID Ebola Grand Challenge.

Two-way communication between health workers and health officials can help bring epidemics under control, protect health workers and their communities, and curb future outbreaks, all while strengthening ongoing communication among the different levels of the health system.

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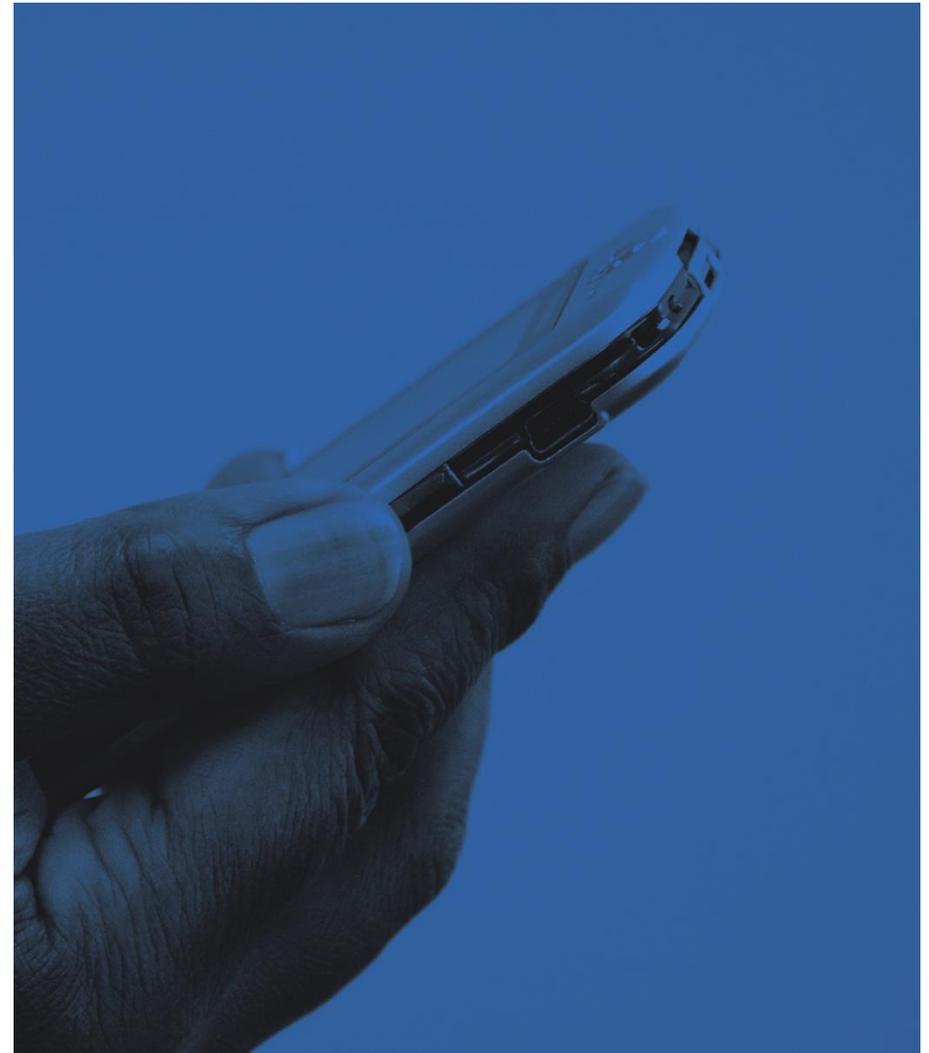
PARTNERS INCLUDE:

mHero

An integrated digital health platform for health worker communication and coordination

WHAT IS mHero?

mHero is a system that connects health workers to health officials, to each other, and to critical information that can save lives, using the basic mobile phones that most health workers already have. The platform facilitates two-way communication using SMS messages to get critical information to frontline health workers in real time.

Initially launched to address the Ebola crisis in 2014 by a consortium led by IntraHealth International and UNICEF, mHero offers ministries of health and health workers a trusted channel of communication on a broad range of health services, including primary care, maternal and child health, family planning, HIV, malaria, nutrition and disease surveillance.

ADVANTAGES

- Easy to learn and use
- Relies on basic cell phones (most health workers own at least one)
- Targets messages by health worker cadre, location, or other filters
- Enhances health worker engagement and trust
- Accelerates identification of health system barriers and challenges
- Extends and improves national health information systems

CAPABILITIES

mHero can...	Resulting in...
Validate and consolidate health worker and services data at the national level	More accurate and timely workforce and systems data for decision-making
Conduct rapid "flash" surveys of health workers	Quick data collection from health workers for targeted response
Produce real-time inventory reports	Decreased stockouts and increased safety for health workers
Send structured messages for refresher training and courses	Improved health worker competencies while performing necessary tasks
Send SMS alerts as part of a disease surveillance system	Strengthened real time reporting and monitoring of diseases, conditions and events
Deliver lab test results	Decreased wait time for results

mHero TECHNOLOGY

mHero unites three existing open source systems that communicate in a coordinated fashion using open standards and leveraging open health information exchange (OpenHIE) principles.

- **RapidPro** (UNICEF): Easily creates SMS-based workflows to monitor programs, track activities, or engage with beneficiaries.
- **iHRIS** (IntraHealth): Supplies decision-makers with high-quality data on health worker contact information, deployment, position, cadre, skills, qualifications, and more.
- **DHIS 2** (HISP): Helps governments and organizations manage operations, monitor processes, and improve communication.

mHero can immediately use health workforce data to target specific communications to health workers whose mobile numbers are captured in iHRIS.