

Ushauri System for Adherence and Retention Management

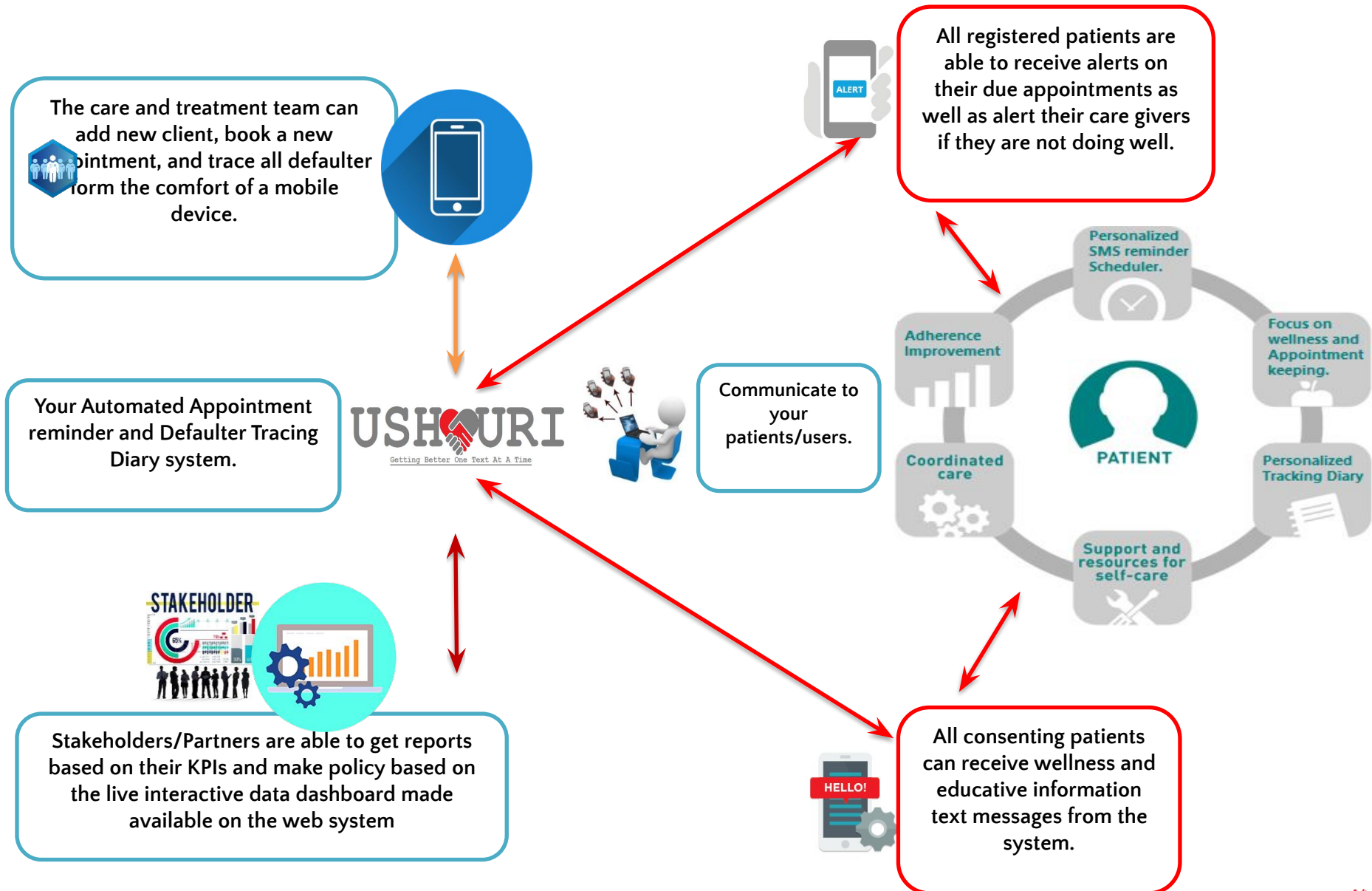
Data Use Community Meeting

Presented by mHealth Kenya Team

Text For Adherence (T4A)/USHAURI

- **USHAURI** is a mobile & web-based platform developed with the objective of improving the health outcomes of PLHIV by providing timely and reliable messages including appointment reminder messages, treatment adherence messages, and wellness messages.
- The platform also provides the care provider with an electronic appointment diary & defaulters tracing module aimed at managing patients' appointments at the facility level.
- Ushauri can be used in facilities that use EMR and is easily integrated with other systems including Lab and Pharmacy dispensing systems through the Integration Layer (IL) .
- Ushauri is also suitable for use in facilities that do not use EMR.

Ushauri Process Flow



Ushauri

Functionalities

Electronic Diary: Facilities are able to receive automated list of expected clients, missed clients & defaulted clients daily.

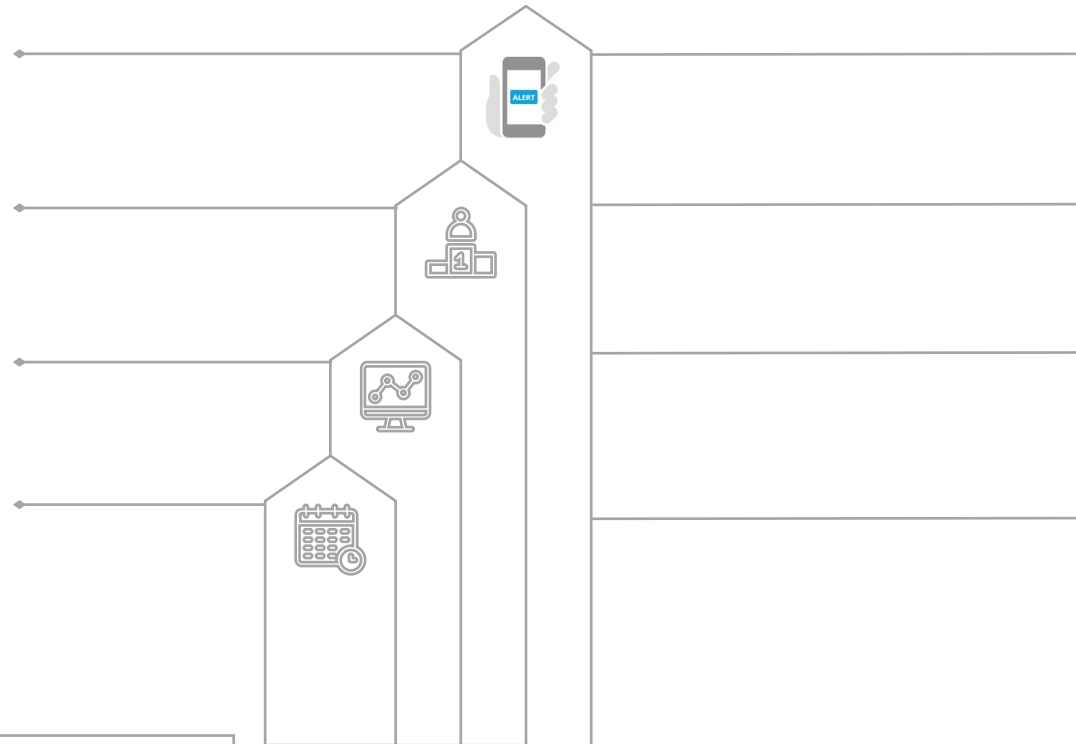
Tracing Module: is used for documenting tracing efforts, costs and outcomes

Dashboards: Availability of dashboard at various levels for decision making

Reminder messaging: Appointment messages, wellness messages and platform can be used for any other messages e.g. on differentiated care model (DCM), test and treat, change of treatment regimen for dissemination to the clients

PMTCT & DCM Module

Prevention of Mother to Child Transmission (PMTCT)
Enables paired appointments for both mother & child
DCM facilitates longer appointment management making it possible to book two appointments for stable clients (at month 3 & month 6)



Benefits to the Program

Elimination of use of manual diaries .

Availability of electronic documented evidence on the tracing efforts, costs & outcomes

Fast tracking of decision making because of real time collected data that is readily available

Improved appointment keeping rates because of the reminders & communication to clients

Improved appointment keeping for the HIV Exposed Infants (HEIs) and reduction of the workload at the facility because of longer Date of next appointment (TCA) for stable clients.

Impact

#32 

Counties

#20

Partners

534

Health Facilities



1,078

ART Directory Users

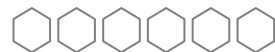


Ushauri

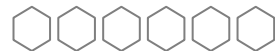


361,097

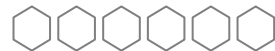
Clients enrolled into Ushauri



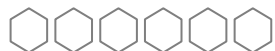
289,381 Consented Clients



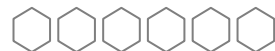
1M Appointments Booked



72,990 Defaulter tracing events



183,275 Future Appointments

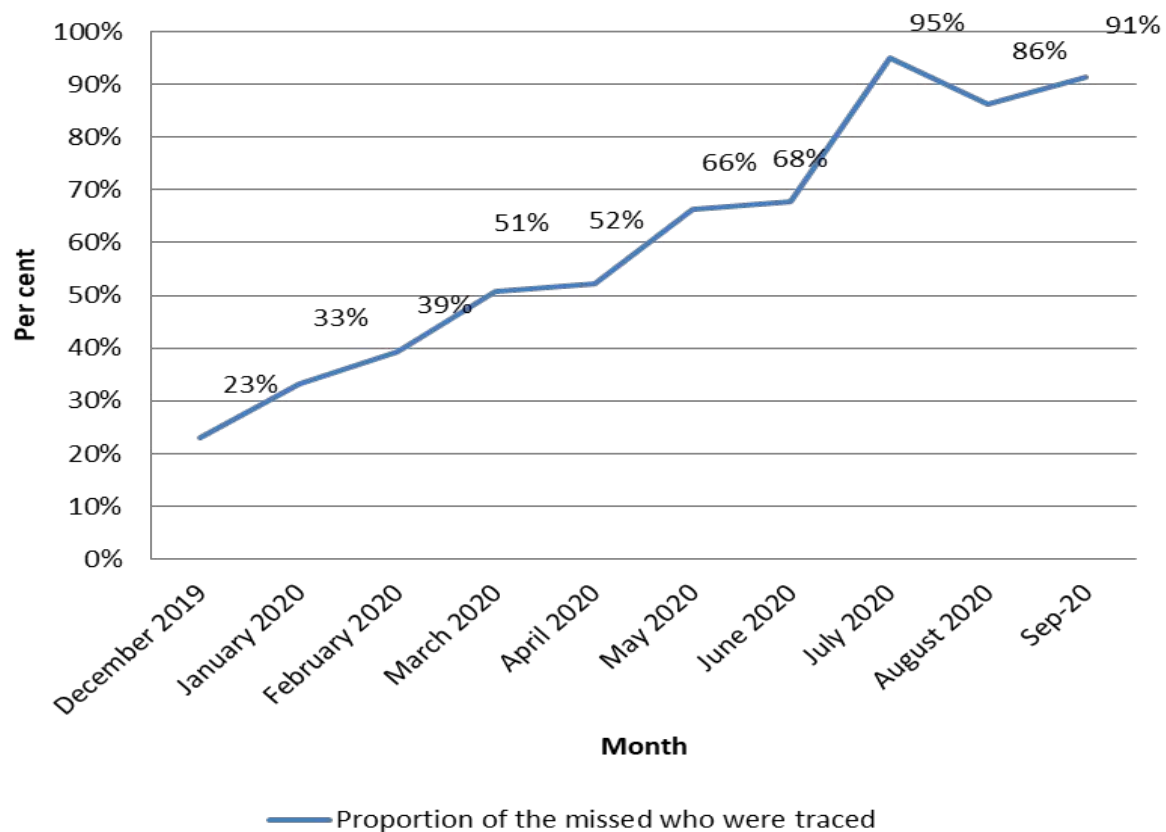


1,702 Broadcast SMS during COVID19

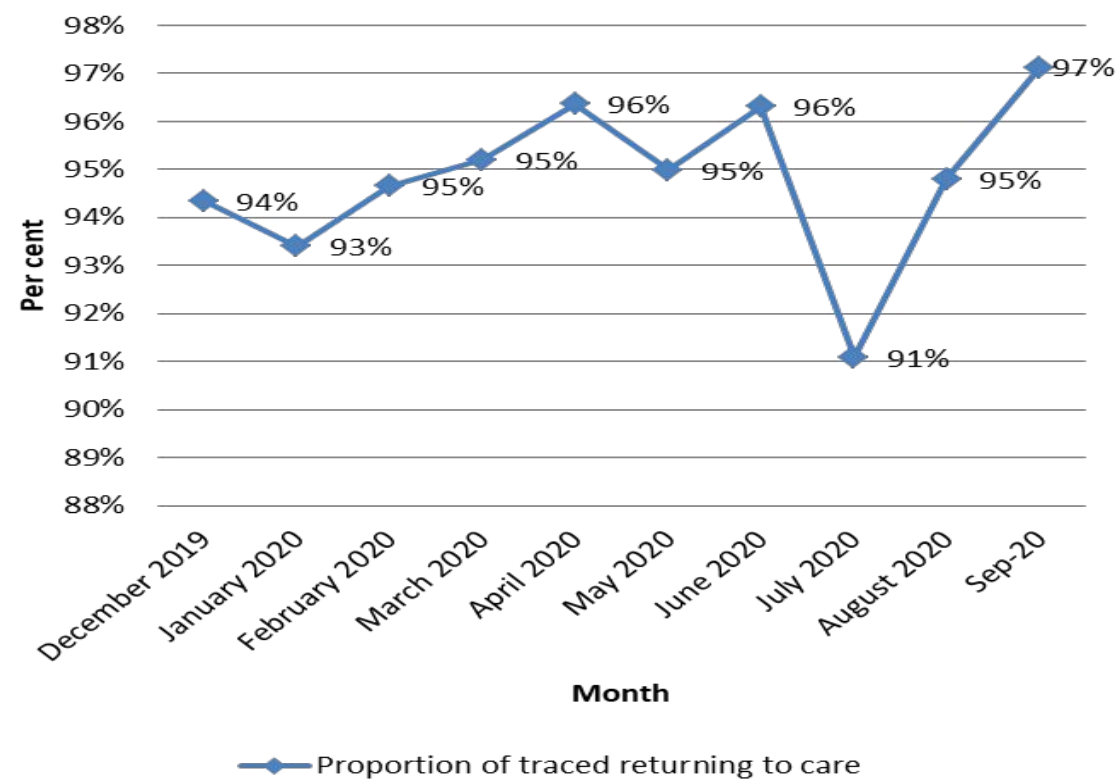
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Ushauri

Proportion of the missed clients who were traced



Proportion of clients traced who returned to care



Ushauri's Capabilities for Covid19 Response

- USHAURI was utilized by partners to reach all clients who had appointments scheduled within the COVID-19 period who were recalled to the facility for refills for at least 3 months so that they do not lack medication for the period.
- Notification messages were scheduled through USHAURI to clients to confirm that facilities will still be operational during the COVID-19 period – Effective 18th March, 2020

*"Dear XXX, remember to come tomorrow for your clinic visit. **Note that clinic operations continue as normal. Thanks, MOH.**"*

*"Dear XXX, this is a polite reminder to come for your appointment on YYY. **Note that clinic operations continue as normal. Thanks, MOH.**"*

*"Hujambo XXX, hukufika kliniki kama ilivyo tarajiwa. Jee uko salama? **Huduma za kliniki zaendelea kama kawaida. Wizara ya Afya.**"*

- Information about COVID-19 can also be sent to clients during this period.
- Clients enrolled on Ushauri will continually be monitored through Wellness checks during the period.

Thank You