



Summary:

- *FLSMS Baseline Evaluation conducted in 3 districts*
- *HIV/AIDS Toolkit populated for demo to key HIV organizations in Malawi*
- *RH Toolkits presented to USAID Health Partners Network meeting Oct. 8*
- *Computer hub processes after-hours text about Meningitis Outbreak prompting fast action*
- *Nkhotakota DLC reporting an average of 24 visitors per day (up from 15 visits per day in September) and computer training of 2 people this month*
- *Salima DLC reporting an average of 17 visitors per day and computer training of 11 people this month*

National Level Activities

USAID Health Partners Network Meeting

On October 8, 2010, an orientation on the Reproductive Health Toolkits was held at a USAID Health Partners Network meeting. Over 15 organizations implementing USAID health programs were present. Some of the organizations included: Catholic Relief Services, M-CHIP, PACT Malawi, Project Hope, MSH, Save the Children US, Lilongwe Medical Relief Fund, FHI, C-CHANGE, Intrahealth, BRIDGE Project, Population Services International, Elizabeth Glaser HIV Foundation, and Dignitas International. After the orientation, K4Health was requested to make a presentation on the project during the next HPN meeting. The orientation was followed up with e-mails to over 50 organizations on the www.K4health.org/Malawi web portal.

HIV/AIDS Toolkit

For the HIV/AIDS Malawi Toolkit, the tabs have been sorted to fit the Malawi National AIDS Committee standards. The main headings and subheadings have been added where there is a higher volume of material and more categorizing was needed. All documents which were previously uploaded have been arranged according to theme and many new documents have been added. The tab subjects include:

1. Prevention
2. Monitoring and Evaluation
3. Research
4. Policies
5. Planning and Resource mobilization
6. Treatment Care and Support
7. Impact Mitigation
8. Gender, Culture and Human rights
9. Mainstreaming

A targeted list of organizations was developed for future outreach regarding the toolkits. In addition, 70 organizations joined a list serve to learn more about K4Health and the toolkits.



Meeting called by Health Education Unit

The Health Education Unit called on the K4health project to discuss the possibilities of a much closer involvement, expressing their interest in integrating the project into the Ministry of Health framework to improve sustainability and ownership. The HEU and K4Health will discuss which aspects of the current program could be handed over to the HEU.

Proposal to ZAIN

The proposal submitted to ZAIN on Toll Free lines and a closed user group in Salima and Nkhotakota Districts reached an advanced stage during the month. Initial feedback was received from the service provider and a final meeting has been called by ZAIN on 1st November 2010.

District Level Activities

K4Health interventions appreciated by the Community-Based Family Planning and HIV & AIDS Services Chief of Party during a visit to Nkhotakota

Mexon Nyirongo, Chief of Party (CoP) for the CFPHS program, was invited to Nkhotakota to have a firsthand experience of the project. During the visit he had an opportunity to interact with a member of the District Health Management team who is also a K4Health taskforce member, visit the Learning Center, see a demonstration of the FLSMS system, and run through some of the messages captured by the system.

He was very impressed with the interventions, especially the FLSMS. A day before the visit the system received a message reporting deaths due to a strange disease which involved five cases. As a response, the District immediately sent an emergency team to the site for an investigation. Currently, investigations are close to concluded and it has been established that two of the deaths were due to HIV related Meningitis, two due to severe Malaria and the other due to Malaria in pregnancy. The District has since intensified an Anti-malarial campaign and provided a motorcycle ambulance to the area.

SMS Baseline study

The project is in the process of conducting a baseline/monitoring study specifically for the SMS component. The baseline is a critical element of our overall monitoring and evaluation program so that we may assess the significance of the SMS intervention in knowledge exchange and sharing among health workers to improve effectiveness of the health delivery system. Three targets were earmarked for the study:

- Health workers (Health Surveillance Assistants (HSA) and Community-Based Distribution Agents (CBDA)) who received mobile phones and are currently using them
- HSAs and CBDAs that are about to receive phones in Salima and Nkhotakota
- HSAs and CBDAs in Kasungu where there is no FLSMS interventions.

The Baseline uses Lot Quality Assurance Sampling (LQAS). Data collection in Salima and Nkhotakota and Kasungu concluded in October and the team is set to start data entry in early November.

Using computers to explore the endless amounts of available information will serve these health workers greatly.

--Mexon Nyiriona, Chief of Party, Malawi: CFPHS

Reproductive Health Toolkits

In Salima, there are 16 organizations using the K4health Reproductive Health Toolkit offline. The District Learning Center Coordinator (DLCC) visited the 16 organizations and shared the soft copies of the toolkits with heads of: Action Aid, World Relief, Red Cross, Maikhandanda, World Vision, Work for Rural Health, CARE Malawi, SASO, SAGNET, HRRC, NICE, ADRA Malawi, NAPHAM, FHI, Mbanja la Mtsogolo and War on Want.

In Salima the project conducted a series of toolkit popularization meetings with district coordinators at Salima hospital. The table below shows details of RH toolkit usage in October.

Malawi Reproductive Health Toolkit October Usage			
	Malawi FP	Malawi RH	Malawi Young People
Pageviews	179	385	150
Unique Pageviews	137	328	114
Top Content	Home tab (61)	Home tab (76)	Home tab (60)
	Best Practices tab (17)	Basic Emergency Obsteric and Newborn Care (BEmONC) resource (59)	Best Practices tab (23)
	Policies & Guidelines tab (14)	Policies & Guidelines tab (37)	About tab (12)
	Communication tab (12)	Training tab (36)	Policy & Guidelines tab (10)
Top Downloaded Resources	Monthly Injectable (brochure graphic)	Mukuchedweranji (poster)	Reaching Out to Teen Mothers in Malawi

District Level Activities continued...

DLC activities for October

The major activities being carried out at the District Learning Centers include offering basic computer and internet training, responding to messages from CBDAs and HSAs, accessing DLC printed materials, sending and receiving reports, and accessing e-mails. It has been observed that the number of people using the District Learning Center specifically for the K4health website (toolkits) and other health related web sites has increased.

Day/Month/Year	Male	Female	Total	Remarks
13/10/2010	11	20	31	The task force led by DLC gave a presentation on K4Health project general overview and emphasized much on the reproductive health tool kit in the K4Health website and demonstrated how the offline version of the tool kit operates. 25 of these members present were project managers at district hospital.
19/10/2010	7	15	22	Toolkits briefing during morning report session
27/10/2010	14	18	32	Toolkits briefing during morning report session
TOTALS	32	53	85	

District Learning Center Renovations in Salima

- Renovations continue for the Salima DLC this month. A temporary location for the DLC was established and painting and bookshelf installation in the permanent DLC continued.
- The maintenance supervisor for Salima District Hospital, Mr. Matamando, assured the DHMT and MSH that work will be finished by 13th November 2010.

Nkhotakota Challenges

- a) The continued scarcity of fuel in the district and the whole country continued affecting orientation of CBDAS and HSAs from Nkhotakota North on keyword messaging.
- b) Two of the five computers connected to internet were not functioning due to viruses.
- c) Temporary disconnection of internet connectivity due to unpaid installation charges. The disconnection lasted for 12 days.

Frontline SMS

In Nkhotakota, the team continued to develop a mechanism that would help track the flow of messages between the CBDAs and HSAs. Using the keyword and message forwarding functions in the Frontline Application, CBDAs and HSAs will be sending messages between themselves using the hub in the DLC, allowing K4Health to track the flow of messages. In October, HSAs/CBDAs received an orientation on using keyword messaging. Orientation for the remaining CBDAs and HSAs in Nkhotakota North will be done in the first week of November. In Nkhotakota, the Frontline SMS was also used to mobilize HSAs and CBDAs for the baseline study currently in progress.

For Nkhotakota, 57 messages were received and like in September, most of these messages were on stock-outs for both RH/FP and HIV/AIDS supplies, as well as DMPA and male and female condoms. The table below shows progress made at DLC in the month of October.

District	Basic comp training		HSPs searching web based information (up in Salima)		HSPs responding to messages through the Hub		Accessing printed materials (up. in Salima)		HSPs sending and receiving reports (up in Salima)		Email & internets		Totals	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Salima	6	5	103	76	0	0	15	16	16	23	169	136	309	251
Nkhotakota	2	0	0	0	1	4	0	0	2	2	47	68	48	72
Total	8	5	103	76	1	4	15	16	18	25	216	204	357	323

Introduction of keyword and forwarding functions for SMS smoothes communication

Keyword and forwarding of messages has helped to resolve some of the problems that sending, receiving and relaying of messages using Frontline SMS Application has experienced in the past. Previously, when the messages were received, the DLC Coordinator would call the responsible Health Service Provider (HSP) to respond to the messages. This was easy when HSPs or the DLC Coordinator were around, but mostly feedback was being given late because both parties were unavailable. With keyword messaging, all major issues that CBDAs/HSAs communicate with their supervisors and the District Health Offices were assigned keys words. When the CBDAs/HSAs want to send a message on a specific issue they start their message with the appropriate keyword. Once the message is received by the computer hub, it will be immediately processed and forwarded to the mobile phone number of the responsible HSP. The HSPs would either respond from their phone handset or come to the DLC to send feedback. This has reduced the time that feedback is given on issues raised by HSAs/CBDAs.

Challenges in Salima

Salima experienced some challenges with the SMS application throughout the month. During the first week of October the hub was failing to send or receive messages as the software was faulty and failing to function normally. The MSH Family Planning project and BASICS decided to upgrade the software of Frontline application during the second week of October. In the first week, all cell phones were withdrawn from Basics Health Surveillance Assistants and Community-Based Distribution Agents in preparation for new Frontline application software loading workshop at Mkopola Lodge in Mangochi District. The phones will be redistributed the first week of November.

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Success Story

Frontline SMS Application helps the District Hospital to act on Meningitis Outbreak

On October 9, 2010 at 19:08 a message was sent by a Health Surveillance Assistant based at Ngala Health Center announcing a suspected outbreak of Meningitis in his catchment area which had claimed the life of two men and one woman in just two days. Although it was past working hours when the message was received by the computer hub, it was processed and immediately forwarded to the District Environmental Health Officer who immediately mobilized a taskforce on Meningitis. The taskforce left for the site of the outbreak first thing the following day to start responding.

Upcoming Activities for November

- Redistribution of phones to Salima CBDAs during first week of November
- Conducting health center based CBDAs mentoring and coaching session on use of SMS keywords.
- Training of additional CBDAs/HSAs who will receive mobile handset with Frontline SMS Application.
- Preparation for USAID visitors and Final LDP session in December

