

Summary: For the Monitoring and Troubleshooting Officers (MTOs), December 2013 was also a busy with providing basic trouble shooting services to the field workers (FWs). For detailed information, please contact the pilot contact point; details can be found at the end of this report.

For more information, please contact:

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Basic Troubleshooting

In December, MTOs only visited field workers (FWs) with troubleshooting issues on their netbooks. A total fifty-two (52) troubleshooting services were provided to FWs. Majority of the problems were same as previous; therefore the solving process was also similar.

A total five (5) netbooks had to be brought back to Dhaka to give to the vendor for repair. The problem was solved using the manufacturer's warranty and were delivered back to the FWs within five (5) working days. While netbooks were being repaired, FWs were provided with a backup netbook to make sure that they could continue their counseling activities.

Dhaka Dissemination

The Dhaka dissemination event was held on 17 December where preliminary findings from the eHealth pilot were presented. In the dissemination event, Mr. M M Neazuddin, Secretary, MOHFW was present in the program as the Chief Guest. The Add'l Secretaries of MoHFW Mr. A.M. Badrudduja; Mr. AKM Amir Hossain, Director General, DGFP and Mr. Stephen Herbaly, Deputy Director, OPHNE, USAID Bangladesh also spoke on the occasion as special guests. The dissemination event was presided over by Mr. Ganesh Chandra Sarker, Joint Secretary, and Director, IEM unit of DGFP.

Ms. Vanessa Mitchell, BKMI Program Manager, and Ms. Shusmita Khan of Eminence delivered a joint presentation on the eHealth pilot. A video documentary on the implementation of the pilot was also shown.

The results of the pilot revealed that field workers were empowered through the use of the netbooks and more clients approached them for health information. In addition, their knowledge and skills improved in health, population, and nutrition areas. There was an increase in integration of messages whereby HAs were counseling more on family planning and FWAs were counseling more on nutrition. In the communities, some mothers also began to change their health behaviors as a result of the counseling they received from field workers with netbooks (details on the pilot results are available upon request).

Rafiqul Islam, HA and Puspa Rani Boral, FWA who participated in the pilot also shared their experiences in the dissemination event.