

## UiO seminar

January 2021





# Welcome and introduction

J. Frederik Frøen

# eRegistries?

## What, who & how?

- Unifying concept for use-cases pushing the limits of Tracker with UiO since 2013
- Digital Health Interventions (DHIs) for Universal Health Coverage (UHC)
- Longitudinal individual data from generation to effective use of DHIs
- NIPH: public health & implementation. UiO: systems. Together: Science & Capacity
- Workshops, support and collaboration with local HISP groups and UiO
- Generic meta-databases and global goods with UiO
- Science: Interventions; Implementations; Registry-based epidemiology









"Public health and clinical care cannot be delivered safely, with high quality, and in a cost-effective manner, without seamless, sustainable, and secure data and information exchanges at all levels of the health system."

WHO, World Bank, USAID 2015









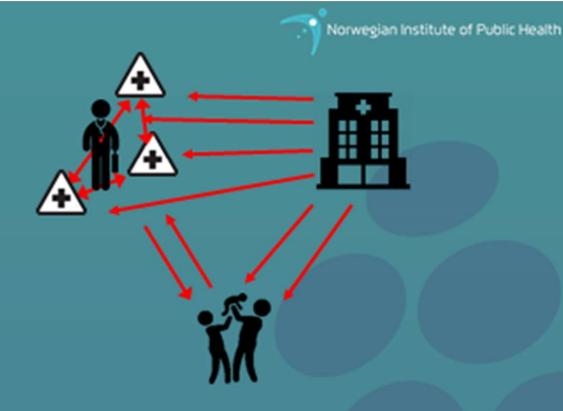
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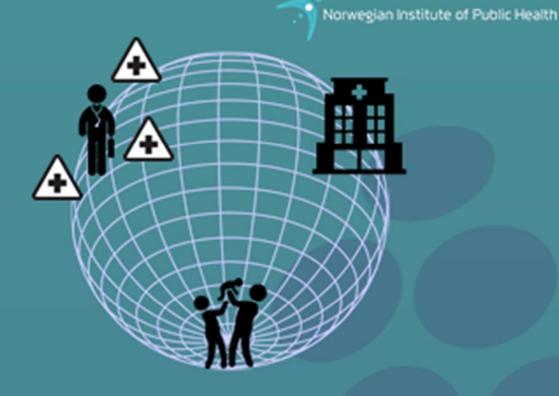
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Uniform individual level longitudinal data, digitized at the point of generation,

exchanged seamlessly and securely at all levels of the health system,

to support the care provider, the clients and patients, and the routine reporting needs.









#### 10 KEY DHIS IN EREGISTRIES

Client identification and registration: unique IDs for enrolment based on national ID, generation of health systems IDs, or biometric algorithms

Client health records: longitudinal point-of-care tracking and management of clients' health records and routine indicators across the continuity of services and programs

Healthcare provider decision support: interactive checklists with risk screening, and guidance, prompts and alerts for adherence to evidence-based protocols

Referral coordination: workflow support and management of referrals and continuity of appropriate access to health records across services

Health worker activity planning and scheduling: scheduling of appointments, and identify and prioritize clients in need or with missed appointments

Targeted client communication (SMS): behavior change communication individualized by demographic and health status, a lerts of health events and test results, and appointment reminders to clients' mobile devices

Healthcare provider communication: communication channels from care provider to supervisors, and automated and individualized performance feedback to providers

Human resource management: ID and listing of workforce cadres and performance monitoring

Data collection, management, and use: demographic, health, service and equity data storage,
aggregation, synthesis, visualization in dashboards, and automated analyses and forecasts

Data coding: curation of coded datasets and automated classification of diseases based on crude

dates and demographic and health data

# eRegistries?

## What, who & how?

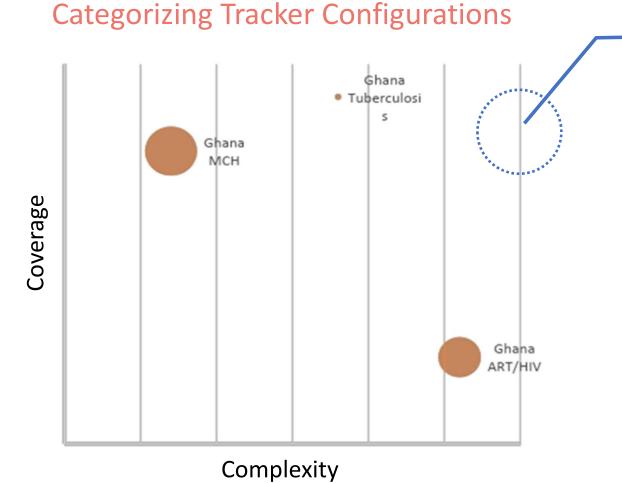
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# Context is King: eRegistries Implementation Lessons

Brian O'Donnell Akuba Dolphyne

# "Isn't eRegistries just Tracker?"



#### *eRegistries*

'Individual data from an identified population digitized at the point of generation, used to support the care provider the patient, and routine data needs.'

- **Coverage**: the proportion of your population of interest who are included in Tracker.
- Complexity: from paper on screen to interdependent functionalities (messages, feedback dashboards, interactions with users through program rules)

# CLASSIFICATION OF DIGITAL HEALTH INTERVENTIONS v1.0

A shared language to describe the uses of digital technology for health

A shared language to describe the uses of digital technology for health							
9.1 Client education and behavior change	9.2 Point of care diagnostics	9.3 Client information systems	9.4 Data collection and reporting	9.5 Service delivery	9.6 Provider training and education	9.7 Human resource engagement	9.8 Supply chain management
9.1.1 Untargeted digital communication	9.2.1 In-device diagnostics	9.3.1 Electronic health records	9.4.1 Data collection and management	9.5.1 Electronic decision support	9.6.1 Assessment of capacity needs	9.7.1 Health workforce monitoring and performance feedback	9.8.1 Cold chain management
9.1.2 Targeted digital communication	9.2.2 Sensors & wearables	9.3.2 Digital service records	9.4.2 Data reporting, management, and visualization	9.5.2 Provider to provider communication	9.6.2 Digital delivery of training materials	9.7.2 Human resource registry and capability	9.8.2 Stockout management
9.1.1.1 Tailored digital communication	9.2.3 Medical devices	9.3.3 Birth and death notification	9.4.3 Surveillance	9.5.3 Client to provider communication (telemedicine)			9.8.3 Drug quality assessment
9.1.1.2 Untailored digital communication		9.3.4 Digital enumeration	9.4.4 Citizen-based accountability reporting	9.5.4 Provider work planning and scheduling			9.8.4 Maintenance of equipment
9.1.3 On demand information service	'			9.5.6 Emergency transport coordination			
				9.5.7 Lab result notification	l r	MCH eRegistry	

# Digital Health Research at Scale

## Context is King

## Palestine (West Bank & Gaza)

- Over 140,000 pregnancies registered
- National roll-out began 2016





### Bangladesh (Chandpur District, Matlab)

- Over 8,000 pregnancies registered
- Collaborating since 2016
- Includes Android deployment



# Context of Palestinian MCH System

- 99% institutional deliveries
- 14 MoH hospitals for labor and delivery
- 395 primary health centers (PHC) in the West Bank and 54 PHC in Gaza
- 84 Primary Healthcare Centers have facility for high risk conditions in pregnancy
- Some issues

  - Relatively ineffective antenatal care content despite frequent visits (5 per woman)
    Significant portion of daily work of healthcare workers spent in reporting



## DHIS2 in Palestine

- Three ongoing RCTs to determine impact and effectiveness of MCH eRegistry
- The success of the eRegistry has led the Ministry of Health to adopt DHIS2 for routine reporting and disease surveillance, including Covid-19 and Family Practice



# eRegistries in Palestine

## Context is King

- Has:
  - National MCH eRegistry at all primary care sites
  - ANC, PPC, NBC
- Does not have:
  - Care at birth
  - Integration with hospital EMR
  - First 1000 days
  - Outreach coverage to Bedouin communities
  - Android
  - Updated MCH guidelines



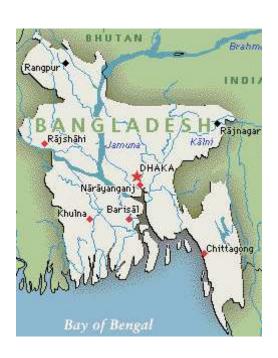
# Bangladesh DHIS2

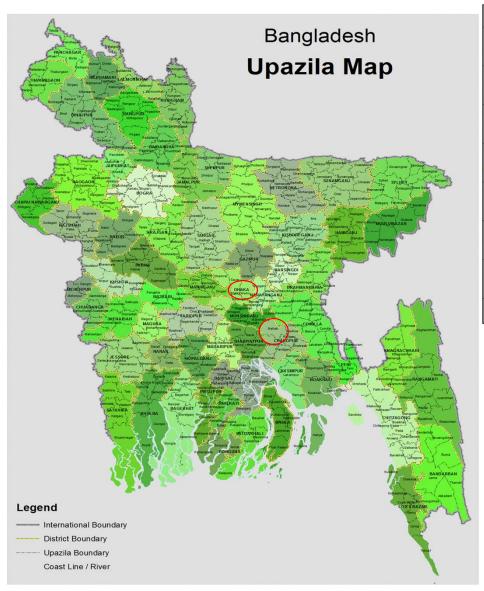
## Context is King

- Used to report and analyze aggregate health data from ~15,000 health facilities
- Used for longitudinal antenatal care health records (7.8 million mothers and children registered)
- Serves as a national data warehouse, combining data from 33 separate electronic health systems





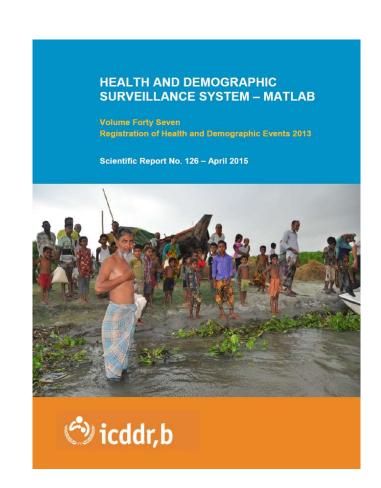






## What is in 'Matlab'?

- Chittagong Division
  - Chandpur District
    - Matlab Uttar Upazila (North)
    - Matlab Dakshin Upazila (South)
    - 2 municipalities (Matlab and Chengarchar)
    - 18 wards
    - 72 mahallas
    - 22 union parishads
    - 244 mouzas
    - 407 villages
- Health surveillance site for icddr,b



## Tracker for MCH in Matlab

- Has:
  - National MCH Tracker for one cadre CHCPs
  - MCH eRegistry in research sites (Matlab)
    - Includes community health
    - Includes biometric ID and Android
- Does not have:
  - Care at birth
  - Integration with hospital EMR
  - First 1000 days
  - Updated MCH guidelines

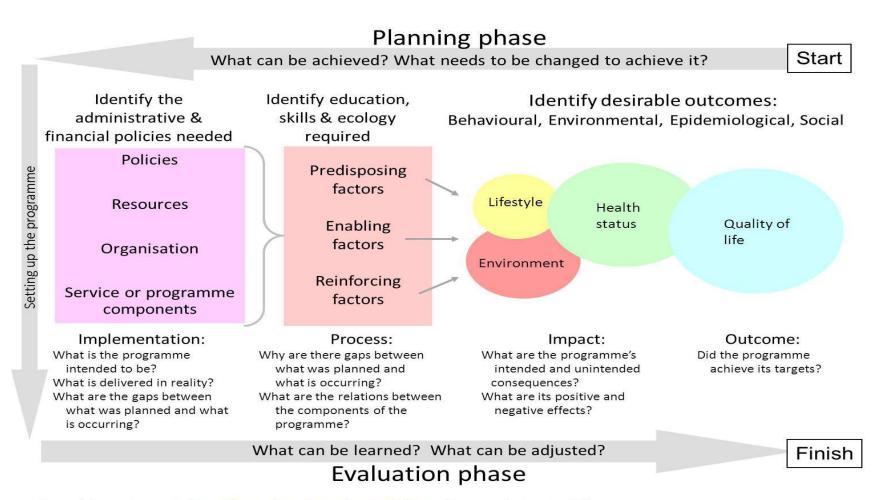




# Designing eRegistries' Digital Health Tools

Context is King

## Formative Research: PRECISE-IMPAC



Adapted from: Green L. <a href="http://www.lgreen.net/precede.htm">http://www.lgreen.net/precede.htm</a> (Accessed May, 2009)

#### Part 1: Health system structure

- Organogram
- Referral Mapping
- Reporting Hierarchy



#### **DHIS2 Structure**

- OU hierarchy
- User groups/roles
- Key dashboard indicators

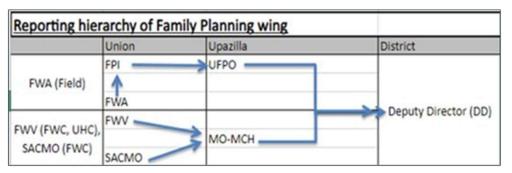


Table 2: Descriptions and responsibilities of healthcare providers in the study area

Health worker cadre*	Tasks	Pre-service Training	Health System Venue
Family Welfare Visitor Antenatal care		18 months	DGFP
(FWV)	Family planning		Facility based
	Childbirth care		
	Postnatal care		
Community Health	Antenatal care	3 months	DGHS
Care Provider (CHCP)	Postnatal care		Facility based
	Antenatal care	3 months plus 6	
	Childbirth care	months CSBA†	
	Postnatal care		
Health Assistant (HA)	Vaccination support	8 weeks	DGHS
	Counseling for care services		Community based
	Vaccination support	8 weeks plus 6 months	
	Counseling for care services	CSBA†	
	Childbirth care		
Family Welfare	Family Planning	8 weeks	DGFP
Assistant (FWA) Pregnancy registration			Community based
	Counseling for care services		
	Family Planning	8 weeks plus 6 months	
	Pregnancy registration	CSBA†	
	Childbirth care		
	Counseling for care services		

<sup>\*</sup> Some areas also have female sub-assistant community medical officers who can provide maternal health care services. †CSBA: Community Skilled Birth Attendant.



**SHARED** patient records

#### **DIFFERENT** duties



#### **Part 2: Clinical Algorithms**

- Screenings
- Referrals
- Clinical Actions



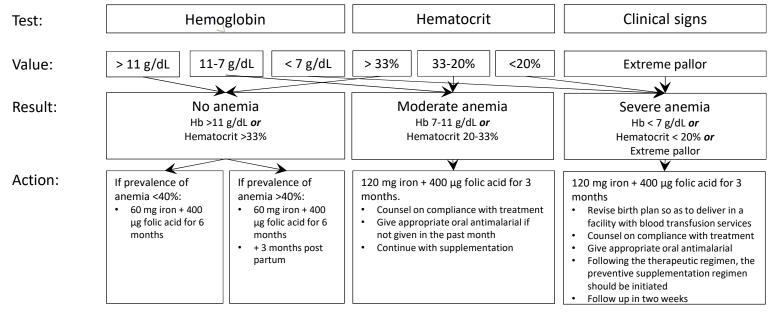
#### **Program Structure**

- Stages
- Program Rules
- Warnings, Errors, and "iButtons"
- Managements

#### Iron and folic acid supplementation during pregnancy (1,2,3)

Level of care: Community/Primary/Referral All health workers

#### First antenatal care visit



#### All subsequent antenatal care visits

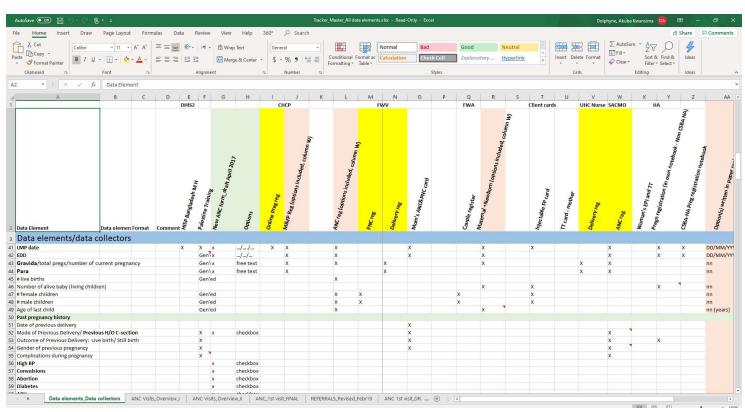
Hemoglobin or hematocrit measures if moderate or severe anemia has been identified at previous ANC, or if screening has not been performed at previous ANC. Follow decision flow-chart as for ANC1.

- (1) Guidelines for the Use of Iron Supplements to Prevent and Treat Iron Deficiency Anemia. Washington: International Anaemia Consultative Group (INACG); 1998
- (2) Guidelines for Essential Interventions, WHO; Pregnancy, Childbirth, Postpartum and Newborn Care: a guide to essential practice
- (3) Definition of severe anaemia and recommended treatment regimens from Stoltzfus & Dreyfuss. Guidelines for the Use of Iron Supplements to Prevent and Treat Iron Deficiency Anaemia. Washington: International Nutritional Anaemia Consultative Group (INACG); 1998. p.19 and 23

## Collect data points from all sources

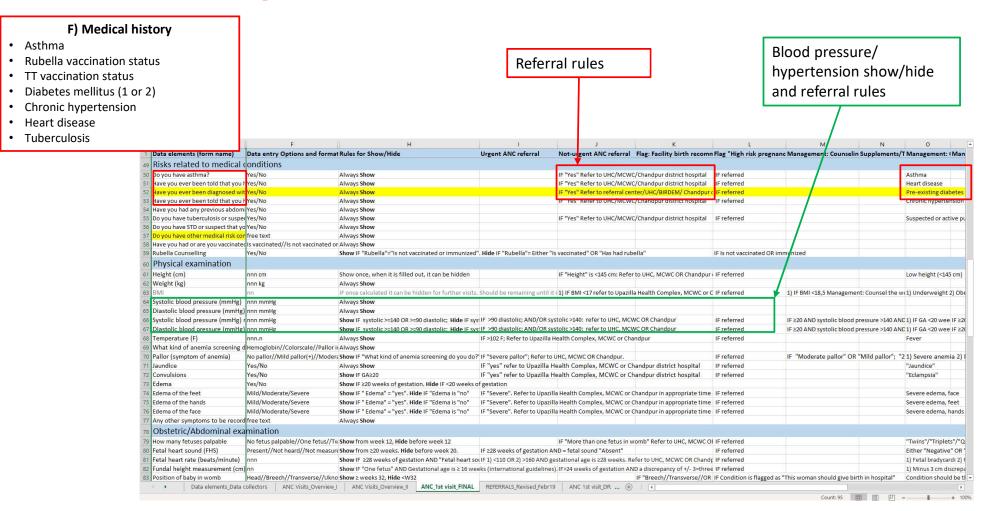
## Context is King

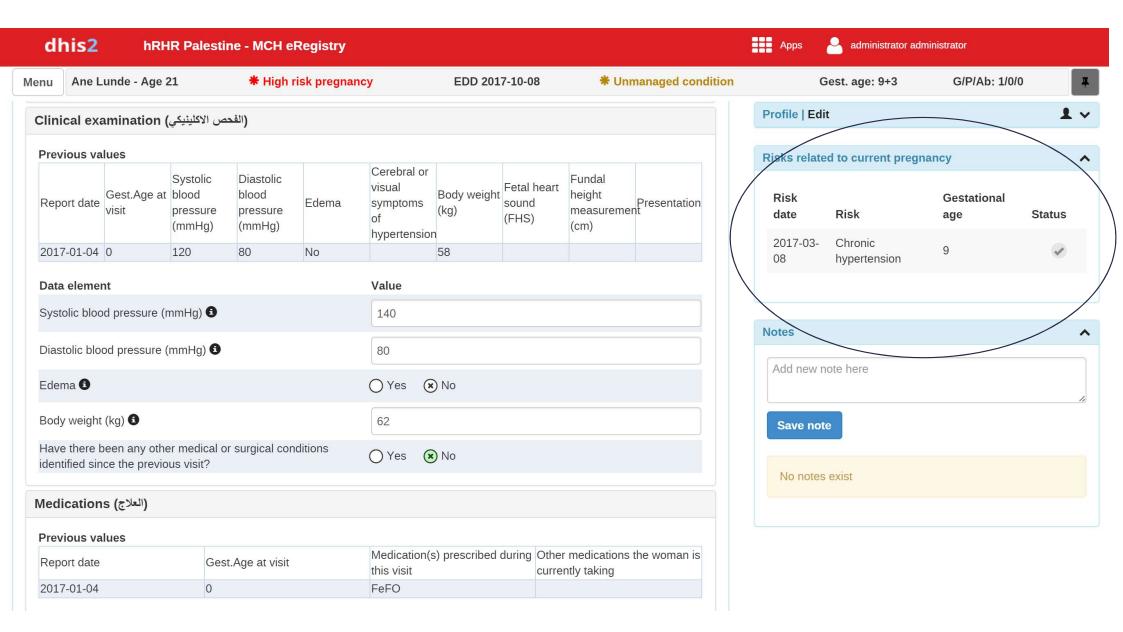
Facility registers, electronic systems, client cards, notebooks



## Detailed algorithms for each data point

## Context is King







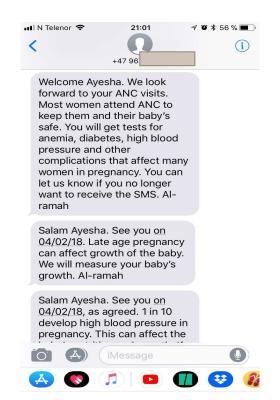
intenatal care mar	nagement					
Management date	Gestational age	Condition	Management	Performed	Status	
2017-03-08	9	400 μg folic acid	FolicSupplements	✓ Yes	<b>~</b>	1
2017-03-08	9	First routine ultrasound	RefUltra	✓ Yes	<b>✓</b>	1
2017-03-08	9	Measure hemoglobin ABO & RH	RefLab	✓ Yes	<b>~</b>	1
2017-03-08	9	Screening for glucose in urine	RefLab	✓ Yes	<b>✓</b>	1
2017-03-08	9	Screening for protein in urine in booking visit	RefLab	<b>✓</b> Yes	<b>✓</b>	1
2017-03-08	9	Urine analysis for UTI	RefLab	✓ Yes	<b>✓</b>	1

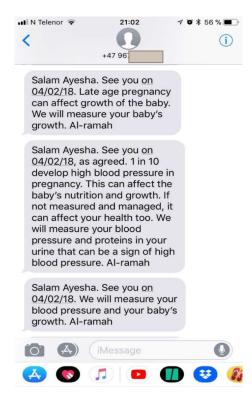
Managements and Risks Widgets

"CREATEEVENT"
 ProgramRuleAction -> Widget displays all management and risks events within ANC stages

# Targeted client communication by SMS

- HBM (formative research)
  - Perceived susceptibility
  - Perceived severity
  - Perceived benefit
- Model of actionable feedback:
  - Customizable/actionable
  - Non-punitive
  - Individualized
  - Timely
- Nudge style used:
  - Enhanced active choice & gain framed
  - Featuring statistics
  - Calling by name
  - Identifying the trusted source
  - Social nudging





# SMS Triggers within MCH Program

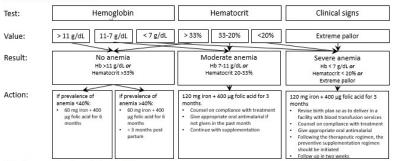
	Message category	When ?	To whom?
	Welcoming/introductory SMS	Within 24-hours after booking	All pregnant women who agreed to receive SMS
	Persuasive SMS	One week before scheduled appointment for the 'five sentinel visits'	<ul> <li>Women scheduled within the GA for the 'five sentinel visits'</li> <li>NOT diagnosed with specific HR condition (Anemia, GDM, HDP, FGR) targeted at that specific GA</li> </ul>
	Risk-factor SMS	Three days before scheduled appointment	Women with risk-factor/s for specific high-risk condition BUT NOT diagnosed with it
	Reminder with purpose	<b>24-hours</b> before scheduled appointment for the 'five sentinel visits'	Women who are scheduled within the 'window period'
	Reminder (simple)	<b>24-hours</b> before <b>ANY</b> scheduled appointment	All appointments scheduled outside of the for the 'five sentinel visits' which is 'window period'
	Reminder: missed appointment	<b>24-hours</b> after <b>MISSED</b> scheduled appointment	All women who missed scheduled appointment
	Continuity of care focused SMS	<b>24-hours</b> around term (last) visit and <b>NOT</b> scheduled for any ANC	All pregnant women who reached term (attended the last scheduled visit for ANC) and not scheduled for any ANC
F	PNC/NBC SMS	<b>24-hours</b> after the first PNC/NBC visit	All postpartum women who attended first PNC/NBC services, or whose birth outcome is registered in the MCH eRegistry
	PNC	<b>24-hours</b> before reminder for 2 <sup>nd</sup> Postpartum care visit	Postpartum women who attended first PNC and scheduled next visits

## Guidelines

#### Iron and folic acid supplementation during pregnancy (1,2,3)

Level of care: Community/Primary/Referral All health workers

#### First antenatal care visit

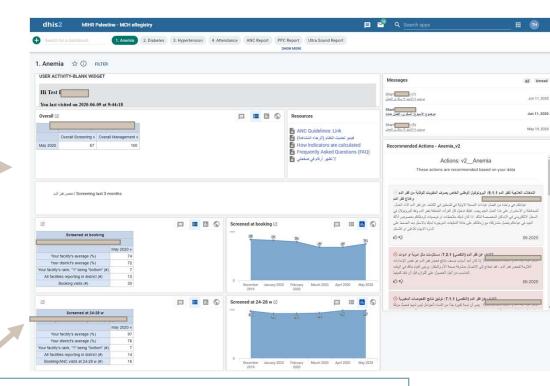


#### All subsequent antenatal care visits

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# Feedback and Reporting



eRegistry

Shared client record to promote continuity and quality of care

# Implementation Challenges

## Context is King

- What we prepared for from the start...
  - Identification
  - Safety and privacy
  - Networks and coverage
  - Technological literacy
  - Governance and coordination
  - Legacy structures and behavior
  - Community of learning & practice
  - Standards and evidence
  - Advocacy and support

- ...And our biggest roadblocks
  - Tracker Technology Readiness
    - Performance and reliability at scale → unexpected crashes
    - No realistic test environment at scale → tested on production
    - Records shared by Android and browser users
    - Multi-stage analytics
    - "Look-back" Automated SMS Trigger
    - Autogenerated Client ID based on Org Unit
  - System ownership & access rights
  - Maintenance of DHIS 2.29 Branch + custom eReg app + custom Android
  - Multiple MoH branches & coordination
  - Integration with legacy systems (Palestine)
  - Duplicated data entry on paper (Bangladesh)

## Dashboard Requirements and DHIS2 Development

Technical Requirement (c. 2016)	Generic DHIS2 as of 2016	New DHIS2 Core (2018)	DHIS2 custom features	DHIS2 2.31 core?? (2019)	Outside DHIS2 (Python3)
Dashboard shared only with clinician	X				
Percentage indicators of program data	X				
Pivot tables and charts	X				
Custom period boundary & "rolling avg"		X			
Count most recent value in enrollment	X				
Count any value in enrollment (d2:countIfValue)		X			
Validation instructions		X			
Validation Rules on <b>DASHBOARD</b>			X		
Scheduled validation analysis		X			
Analyze patients by visit clinic	X				
Analyze patients by enrolling clinic	X				
Analyze patients by "ownership" clinic				X	
Show facilities "district rank" via dashboard					X

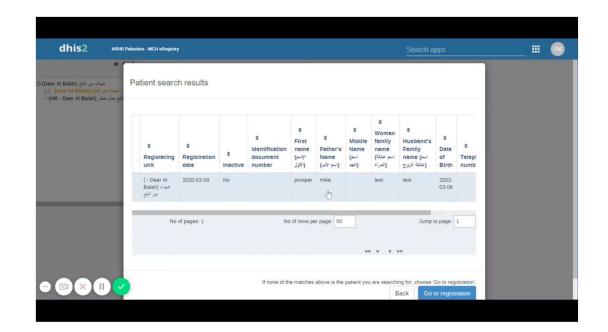
## Timeline Overview: 2015 - 2017

## Context is King



## eRegistries features possible through HISP Collaboration

- Search for records nationally
- Audit log before opening if record from outside OU
- Share stages by user groups
- Enter raw data -> Validate & generate risks, managements, and referrals
- Scheduling next visit
- Automated SMS to pregnant woman
- Exporting longitudinal registry data, linked to SMS sent
- Quality feedback dashboard shows validation results



# Key Implementation Lessons

## Context is King

#### **Palestine**

- Network connection and server reliability
- Built strong competence with hardware / software
- Connecting to existing systems
- Two MOHs + Research team requires communication
- RCT + implementations = mutually reinforcing rigor

#### **Matlab**

- Usability of shared record at community level
- Android compatibility/ performance with program rules
- User group sharing
- Retraining is key need a large team to support!
- Testing point-of-care system takes time and commitment



# Research

Mahima Venkateswaran Kjersti Mørkrid

## Types

### eRegistries research

- Cluster randomized controlled trials
- Using an eRegistry for fidelity and data collection of other health interventions
- Health systems research and epidemiology
- Qualitative research for design of DHIs
- Implementation research
- Overall methodology: longitudinal data collection that supports DHIs

Type: cluster randomized controlled trial

- Objective: assess effectiveness of eRegistry's clinical decision support compared to paper-based records on the quality of antenatal care
- 60 clusters with eRegistry vs. 60 clusters using paper records
- 6367 pregnant women in the trial

Type: cluster randomized controlled trial

### Antenatal care (ANC)

Process outcomes: screening and management

Anemia

**Diabetes** 

Hypertension

**ANC** 

attendance

Fetal growth monitoring

Malpresentation



Adverse pregnancy outcomes

Moderate/severe anemia

Large for gestational age baby

Severe hypertension

Small for gestational age baby undetected during ANC

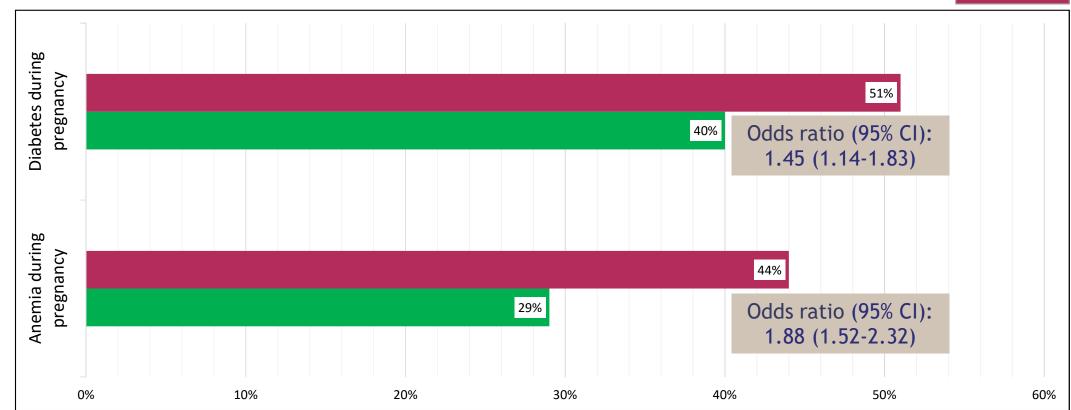
Malpresentation at labor undetected during ANC



Type: cluster randomized controlled trial

Non-eRegistry clinics

eRegistry clinics

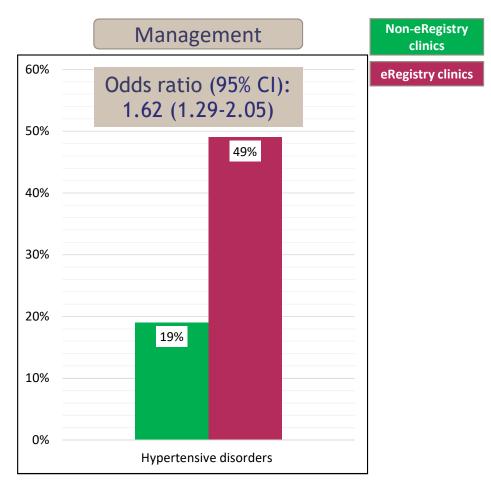


Type: cluster randomized controlled trial

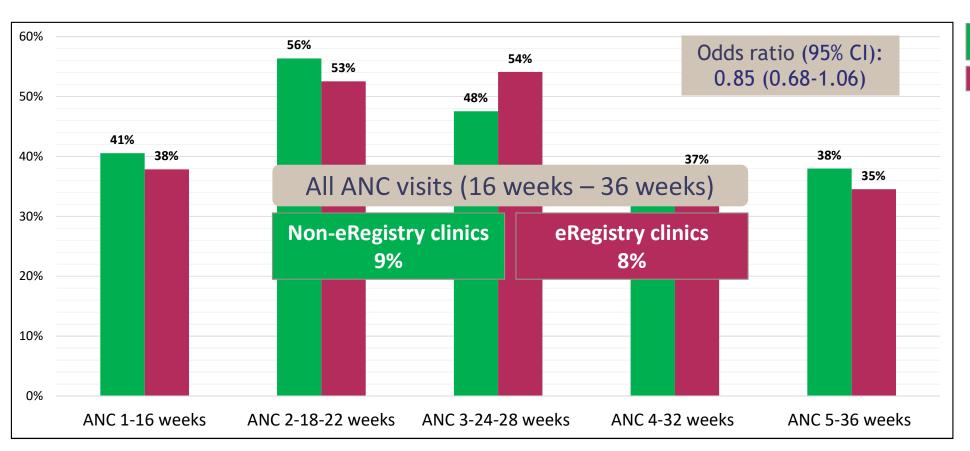
 High baseline screening (blood pressure measurement)

• Non-eRegistry clinics: 95%

• eRegistry clinics: 96%



### Type: cluster randomized controlled trial



Non-eRegistry clinics

eRegistry clinics

Type: cluster randomized controlled trial

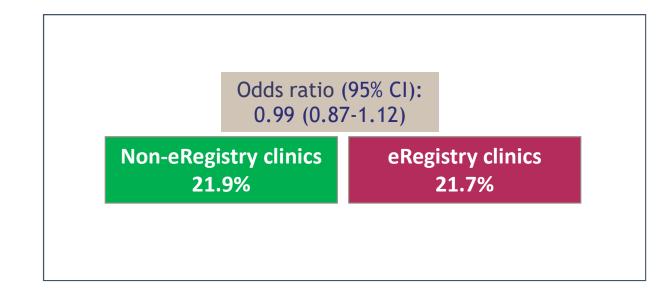
Moderate/severe anemia

Large for gestational age baby

Severe hypertension

Small for gestational age baby undetected during ANC

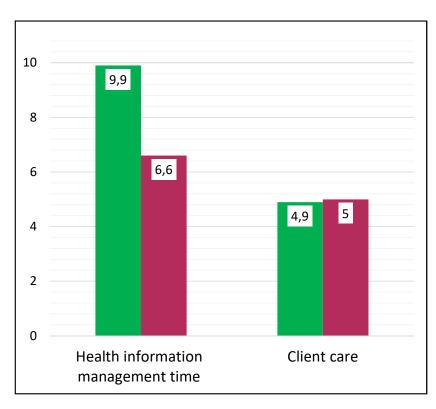
Malpresentation at labor undetected during ANC



## eRegTime

### Type: cluster randomized controlled trial

- Objective: time spent on information management in eRegistry vs. non-eRegistry clinics
  - Reading from files
  - Writing, reporting
  - Finding files
- 24 clinics, direct observations to record 'time-motion' data



Non-eRegistry

clinics

eRegistry clinics

Time per consultation in minutes

## eRegMat

### Type: cluster randomized controlled trial

- Objective: assess effectiveness of an eRegistry with DHIs compared to an eRegistry without DHIs on the quality of antenatal care
- 29 clusters with an eRegistry vs. 30 clusters with an eRegistry PLUS
  - Clinical decision support
  - Feedback dashboard with action items
  - Targeted client communication via SMS
- Primary outcomes
  - Appropriate screening/management of hypertension  $\rightarrow$  clinical decision support
  - Timely antenatal care attendance → SMS
- Secondary outcomes
  - Morbidity/mortality in the perinatal period  $\rightarrow$  SMS, clinical decision support

7500 pregnant women enrolled

## eRegMat

Type: cluster randomized controlled trial

- Example of sub-study assessment of Element biometrics
  - Successfully identified on the first attempt

Palm-based biometric: 84%

Name-based DHIS2: 61%

Mean number of attempts needed to identify

Palm-based biometric: 1.2

Name-based DHIS2: 1.5

## eRegistries for effective coverage of ANC

Type: eRegistry for fidelity/data collection of other health interventions

- Uganda
- Objective: Strengthening uptake, equity and quality of ANC by innovating the health information systems of the public health facilities using an eRegistry
  - Implementation research for DHIs by assessing and responding to factors for implementation at scale.
  - Cluster randomized trial: ANC4 schedule vs. the new ANC8

Qualitative research for design of DHIs - Quality Improvement Dashboard (QID)

- Designing a QID for healthcare providers through the understanding of the current supervision practice, preferences and needs, and the relationship to technology, data interpretation, and other factors
- Human Centered Design framework and the Model of actionable feedback: timely, individualized, customizable, non-punitive
- 18 in-depth interviews; 3 focus group discussions; observations, document & process review, and continued discussions and improvements

### Quality improvement dashboard

#### **Timely**

- Finding: Irregular supervision, critical issues not timely addressed
- QID: Real time data prompted weekly for a selected priority theme

#### Individualized

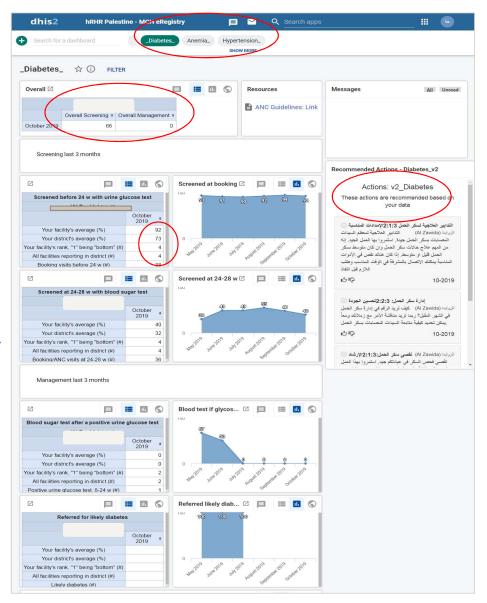
- Finding: Clinic level, completion of files, lack of skill for reading charts and graphs, indicators presented as fractions
- QID: Clinic level, room for improvement, no "mandatory" interaction with supervisors, understandable - color coding, FAQ

#### Non Punitive

- Finding: Concerned about being compared, feelings of being treated unfairly and punished
- QID: Compares with peer performance, training quality improvement tool for them

#### Customizable

- Finding: Take clinical judgement, no existing culture of flexibility
- QID: Training no expectation of 100%



Qualitative research for design of DHIs - Targeted client communication (TCC)

- Designing and evaluating a TTCC via SMS intervention to pregnant women through the identification of how pregnant women perceive their risks of getting anemia, hypertension and diabetes during pregnancy, in addition to benefits and barriers of attending ANC
- Co-design process with users, Health Belief Model, also nudging, MAF
- 8 in-depth interviews with women, and 8 with healthcare providers

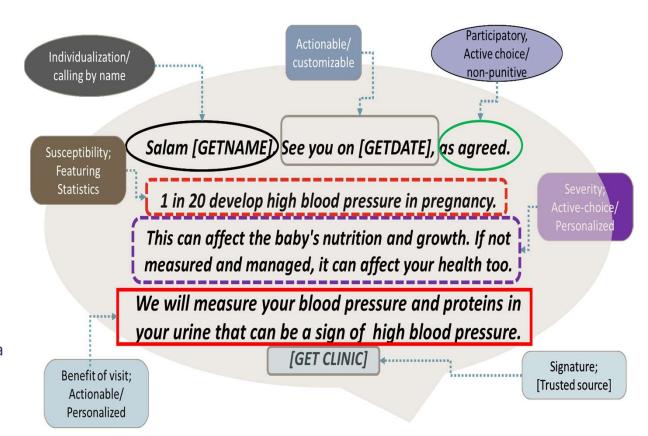
### Targeted client communication via SMS

#### Text messages sent:

- At registration welcome message
- One week prior to a timely scheduled visit
- Three days prior to a timely scheduled visit only to women with risk factors for anemia, hypertension, diabetes
- 24 hours prior to a visit
- 24 hours after a missed timely scheduled visit

#### ANC visit and focus area:

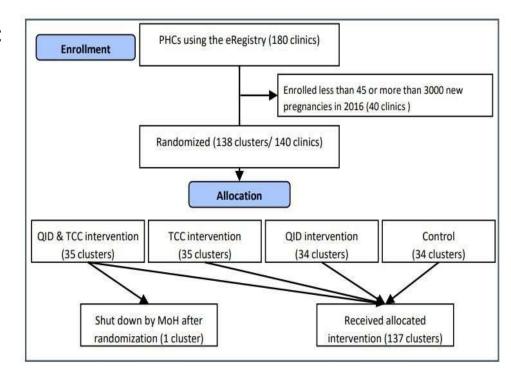
- 16 weeks fetal growth and wellbeing
- 18-22 weeks hypertensive disorders
- 24-28 weeks gestational diabetes and anemia
- 32 weeks fetal growth
- 36 weeks anemia



#### Cluster randomized controlled trial

- To estimate the effectiveness of the eRegistry's:
  - Quality Improvement Dashboard on improving appropriate screening and management for anemia, hypertension and diabetes during pregnancy by the healthcare provider
  - Targeted Client Communication on improving timely attendance to ANC by the woman
  - QiD and TCC interventions combined on the measures described above,

compared to the basic eRegistry



### cRCT – preliminary results

QID on improving quality of care at 24-28 weeks

TCC on improving timely attendance to ANC

#### Anemia

• Screening: 59% (contr) vs. 63% (QID)

Management: 18% (contr) vs. 9% (QID)

#### HT

Screening 99% (contr) vs 99% (QID)

Management 90% (contr) vs. 92% (QID)

#### Diabetes

Screening 55% (contr) vs 57% (QID)

Management 45% (contr) vs 45% (QID)



### DHI to improve immunization and growth monitoring

### Implementation research

#### Rwanda

- The Design and Implementation of a DHI to improve growth-monitoring for the Identification and Management of Malnutrition in Rwanda
  - Assessment of the national nutrition program for children under two years of age, and its growth monitoring service provision and utilization - HOT-FIT framework and Health Belief Model
- The Design and Implementation of a DHI to improve childhood immunization program in Rwanda
  - Assessment of the childhood immunization program for infants 0 -15 months of age in public health facilities, with regards to the data quality, effective coverage, and inequalities - HOT-FIT framework

#### Next steps

- Design a DHI based on the findings to "close the gap"
- A process evaluation of an implementation of a DHI











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# Thank you