



# Ghana, Nigeria: Mobiles to Improve Quality of Services

Joseph Addo-Yobo, SHOPS Country Representative, Ghana  
Abt Associates  
June 17, 2014



SHOPS is funded by the U.S. Agency for International Development.  
Abt Associates leads the project in collaboration with  
Banyan Global  
Jhpiego  
Marie Stopes International  
Monitor Group  
O'Hanlon Health Consulting

# Improving Private Provider Performance

- Supportive supervision introduced to address the identified gaps
- Integrated into scheduled inspections of Pharmacy Council, a statutory regulatory agency
- Offers on-site training of providers
- Use of smartphones



# Benefits of Using Smartphones

- Powerful (mini-computer)
- Offline capability
- Real-time data for decision-making
- Easy to deploy
- Tracking of supervisors and mapping of facilities (GPS, camera)

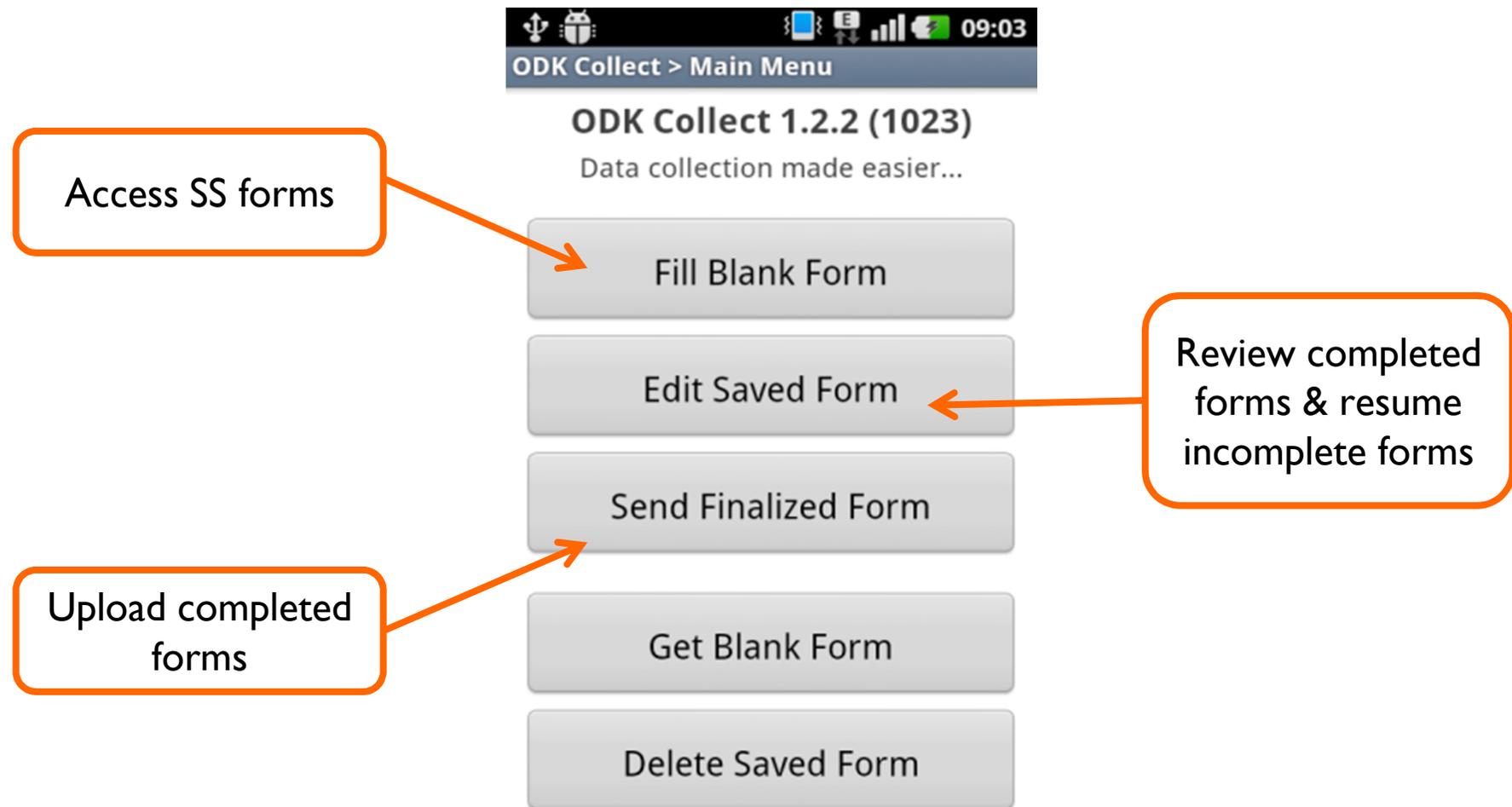


# ODK Collect: Features

- Multiple checklists
- Automatically generates weaknesses and strengths of supervisee
- Guides supervisor in providing feedback
- Provides an action plan template
- Completed checklist sent to supervisor via email
- Data is Excel-based



# Easy-to-Use Interface



# Real-Time Feedback

ODK Collect > LCS\_SS\_Malaria\_Checklist

**The Checklist is complete**

*(swipe to view summary report and then submit)*

ODK Collect > LCS\_SS\_Malaria\_Checklist

Section 6: Attendant must provide the following advice/counselling to patient:

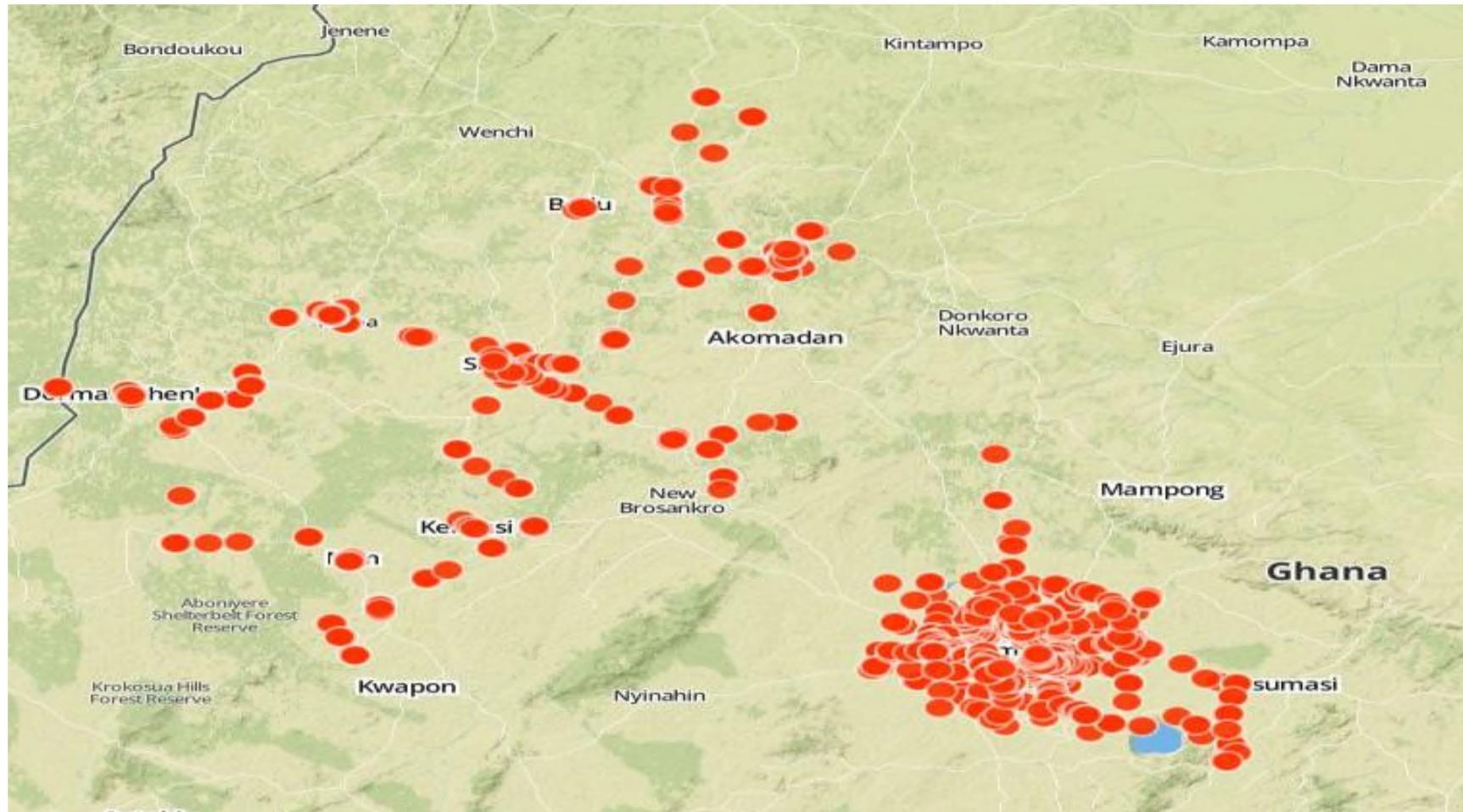
!



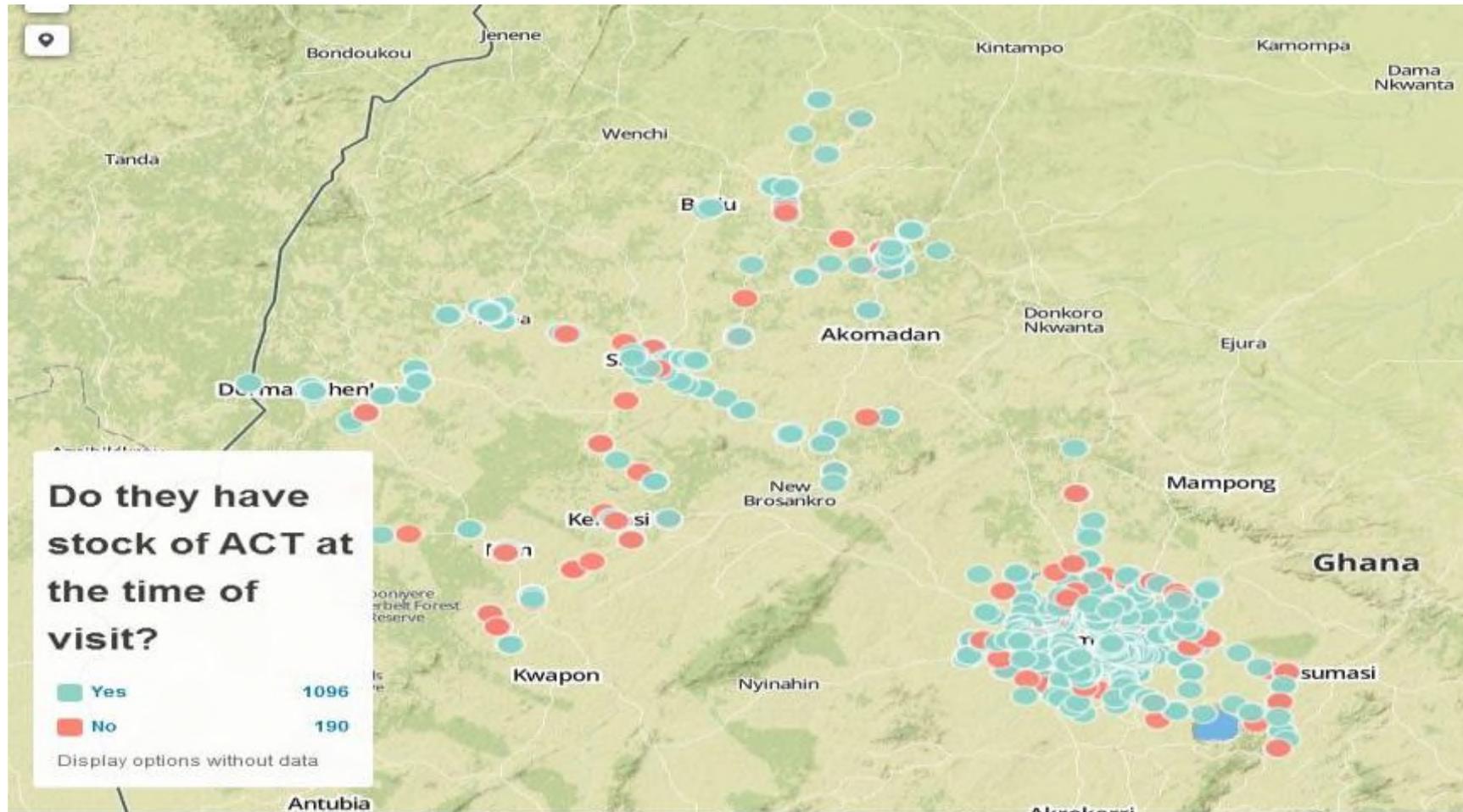
**Tell caregiver or patient what is wrong with patient**

**Check that the patient has**

# Data Aggregated on Web-based Platform



# Allows Web-based Monitoring



# Results

- Addressing stockouts on weekly basis
  - Zinc availability in retail outlets increased by 20%*
- Improved rapport between Pharmacy Council and OTCMS
  - Increased number of visits from 5,000 to 11,000/year*
- Use of data to identify training needs, inform training content, follow-up activities, policy issues, etc.



# Sustainability Success: Local Ownership

- Ghana
  - Adoption by Pharmacy Council for routine regulatory inspections
  - A USAID project is currently working with us to adopt the system for public sector supervision activity
- Nigeria
  - State Pharmacist Council is in the process of adopting the system for their routine regulatory activity
  - Clinton Health Access Initiative and UNDP have expressed interest in adopting the system



[joseph\\_addo-yobo@shopsproject.com](mailto:joseph_addo-yobo@shopsproject.com)  
[www.shopsproject.org](http://www.shopsproject.org)



**SHOPS is funded by the U.S. Agency for International Development.**  
**Abt Associates leads the project in collaboration with**  
Banyan Global  
Jhpiego  
Marie Stopes International  
Monitor Group  
O'Hanlon Health Consulting