Report of field survey for the e-health Observatory in the Southern countries of the

Meeting with InSTEDD iLab (Southeast Asia)

Florence Delcher, Project Manager Asia, Pierre Fabre Foundation, May 2017 - Phnom Penh, Cambodia

1. Origin and objectives

Instedd iLab is a non-profit organisation established in Silicon Valley. Its priority is to put technology (non-profit) at the service of the major problems of the least developed countries (Health, Safety and Development).

Very quickly and in order to better understand the needs of these countries, Instedd iLab decided to create two antennas (hot spots) in the field:

- **in Phnom Penh** (influence South East Asia) in 2008.
- **in Buenos Aires** (influence Central and Latin America).

The purpose of these antennas is to understand, analyse and identify problems on the spot, then to propose, test and evaluate e-solutions. Instedd iLab cooperates with all types of organisations (governmental, non-governmental, public or private).

Over the years, Instedd iLab has developed a real e-expertise to answer major public health issues (e.g. intervention of Instedd iLab in Sierra Leone during the EBOLA epidemic).

2. Instedd iLab South East Asia Antenna

The antenna works more particularly at the monitoring and management of infectious diseases identified in the Mekong region (malaria, tuberculosis, diarrhoea etc. ...). Since its creation, Instedd iLab S.E.A has implemented various programmes, notably with Laos, Cambodia, Vietnam, Nepal, Thailand and Myanmar.

Instedd iLab is contacted either by a structure interested in its expertise in the field of e-Health, or responds to calls for projects.

Some projects continue, others do not go beyond the pilot phase. In all cases, Instedd iLab does not seek to continue the pilot phase if the partner (at the origin of the request) does not appropriately own the project financially.

Nine people work full time (mainly engineers, no health professionals on the team).

*During the Interview, Ms Channe Suy Lan proposed to introduce me more specifically to the E-Health initiative **Programme 115.***

1. Origin

Program 115 is the result of a close collaboration between Instedd iLab and the Ministry of Health of Cambodia.

In 2014, Instedd iLab has taken part in a Health Hackathon in Cambodia. On this occasion, the Ministry of Health invited NGOs from the health sector present in the country, health professionals, engineers specialised in e-technology... The following emerged from this meeting:

- The finding of several difficulties, including the complexity of the Cambodian government monitoring the live evolution of an epidemic on its territory, as well as informing its population of the recommendations to follow.
- The idea of creating a system allowing all Cambodians to report a new infection in real time (Health and patient staff).

Programme 115 has been in operation since December 2016.

2. Objectives

This is to allow the Ministry of Health to monitor the evolution of an epidemic (infectious focus, location, speed of propagation, symptoms...) in real time, in order to quickly make a decision at national or local level, and to give good recommendations to the public.

3. Operation

Until 2016, all reports of infectious diseases (under special surveillance) were in paper format. In fact, Health staff who wanted to make a statement had to fill out a paper questionnaire by hand. The rural health centre had to transfer the document to the dispensary, which transferred it to the district hospital, etc.… The time to trace and process information to the CDC department (Cambodia Decease Control) of the Ministry of Health in Phnom Penh was about 2 months.

Program 115 allows the CDC to collect live reliable data from all over the country (isolated rural health centre, district hospital, patient himself, etc.) via a free phone number: 115.

The call to this free number comes directly to a computer server managed by the CDC.

Meeting with Ms Channe SUY LAN (Regional Manager of Instedd iLab) and her team in their office in Phnom Penh

This call allows:

- Each health staff member to report an infected patient
- Each patient to know the recommendations to follow for themselves (or for those around them).

It is enough to follow the instructions explained in Khmer.

The CDC database is updated instantly. The CDC can thus monitor the evolution of an epidemic in real time (from the field to the decision-making centre).

Instedd iLab has trained the CDC staff. Then the CDC took charge of the training in the use of this programme at the health centres of the Country (and the population).

3. Economic model

In accordance with the projects developed by Instedd iLab, the funding is different.

Program 115 has benefited from 3 sources of funding:

- Ministry of Health
- Cambodia Telecom Service
- Skoll Global Threat Fund

Other projects have been funded in the past, such as the Clinton Health Initiative.

4. Beneficiaries

All the inhabitants of Cambodia and the health services of the Country are the beneficiaries of this E-Health initiative.

5. Communication

A public health campaign to introduce Programme 115 has been organised by the Ministry of Health of Cambodia.

DIFFICULTIES EXPLAINED by Instedd iLab

- A new approach to a problem, which has yet to prove itself.

NEEDS of Instedd iLab

- To develop and structure the e-Health network in South East Asia.
- Sharing ideas, reflections and pilot initiatives already tested in the area (and learn from them to improve the system).
- Finding qualified human resources (in the field of e-Health) in South East Asia.

FUTURE

For programme 115,

- The Cambodian government, very satisfied with the first results of this programme, wishes to continue and amplify it after the pilot phase.

- The Vietnamese Ministry of Health has already shown interest in setting up this type of programme in Vietnam.

CONCLUSION

Strong points:

- E-Health initiative, which is highly acclaimed and managed by the users / beneficiaries themselves.
- Programme 115 provides a simple and concrete solution to a real national problem.
- Saving precious time, from the field to the decision-making centre. No loss of information during data upload.
- Provides an opportunity for the Ministry of Health to take action quickly.
- Excellent knowledge of the context of Instedd iLab since it is in the field.

Weak points:

- Key indicators collection work not carried out by Instedd iLab following the pilot phases.

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ANNEXES

1. Presentation video: https://www.youtube.com/watch?v=IaJWHTqHQZQ
2. Other Instedd iLab South East Asia projects:
   http://www.ilabsoutheastasia.org/our_projects/