



A User-Friendly Mobile
Application for Frontline
Health Workers



What is mSakhi?

mSakhi is an open source Android mobile application that empowers frontline health workers with the knowledge and skills they need to effectively deliver health services.

mSakhi (*Sakhi* means “a woman friend” in Hindi) is a user-friendly, interactive, multimedia-guided mobile application designed and developed by IntraHealth International. mSakhi combines self-learning, community counseling, decision support and client management, automated home visit schedulers, reminders, and reporting in a single mobile phone application. It also offers the advantage of interapplication integration.

Initially developed to assist ASHAs during critical pregnancy and postnatal services with complete information on maternal and child health issues, mSakhi has evolved to cover the gamut of reproductive, maternal, newborn, child, and adolescent health, including communicable and noncommunicable diseases.

The tool has been adapted for auxiliary nurse midwives and Anganwadi workers to promote collaboration amongst the three types of frontline health workers.

Advantages

- Improves frontline workers’ ability to communicate with the communities they serve and pull/push information to/from their support networks
- Remains open for customizations needed to respond to the evolving needs of frontline workers, communities, and government officials
- Offers flexibility due to its modular design and IntraHealth’s deployment approach
- Helps improve relevant health outcomes and is compatible with metrics health surveys regularly track

Capabilities

mSakhi can:	Resulting in:
Help frontline workers (FLWs) counsel women using interactive multimedia-guided learning	Better health behaviors among pregnant women and children
Support FLWs to conduct routine activities across the maternal, newborn, and child health (MNCH) continuum	Better coverage of all required health services
Help supervisors monitor and improve the performance of FLWs	Empowered and better performing health workers
Support data-driven decision-making through reports and a web-based dashboard	Strengthened health systems to support frontline workers
Produce automated home visit schedules and reminders for FLWs	Timely home visits, services, and follow-ups for missed services
Provide step-by-step guidance and decision support for identifying, managing, and referring sick newborns and women with pregnancy complications	Timely and appropriate health care and referrals for sick newborns and pregnant women

mSakhi Technology

The mSakhi application is free on the Android platform. It uses a robust and compact system of data exchange in a granular manner with the central repository to allow for use even with intermittent or no internet connectivity, which is common in areas where FLWs are working.

The online server was developed using PHP and has a MySQL backend, although this can be changed. mSakhi has generic, user configurable, and extendable dashboards which can be customized for various stakeholders. Google Analytics

provides extensive information on user base and outreach.

mSakhi is capable of interacting with other commonly used health platforms and can be integrated with existing government information and communication technology systems, such as the Mother Child Tracking System and the Health Management Information System.

It can also be used across countries. It allows for location-based customizations as well as language support.

mSakhi Implementation

IntraHealth developed mSakhi in 2011 to focus on maternal and newborn health and for use by accredited social health activists (ASHAs) and auxiliary nurse midwives (ANMs) in Baragaon block of Jhansi in Uttar Pradesh. Deployment was then expanded to a larger area to include more ASHAs and to make it available to Anganwadi workers (AWWs)—a group of frontline workers who focus on nutrition—with support from Qualcomm Wireless Reach.

Positive results on the use of mSakhi informed the rollout of a large scale smartphone-based mHealth initiative led by the Government of Uttar Pradesh and targeting 12,000 frontline health workers in five districts. mSakhi has also been used in one block in Uttarakhand to demonstrate its use and feasibility in difficult terrain. mSakhi has also been used in Jharkhand to address diabetes and hypertension.

IntraHealth is seeking partners in Africa, Asia, and Latin America to extend mSakhi geographically and expand its scope to include non-communicable diseases, HIV and AIDS, and adolescent health.

To learn more, visit www.intrahealth.org/msakhi

Contact

Meenakshi Jain
Country Representative, IntraHealth International
mjain@intrahealth.org

mSakhi: Winner of the 2015 mBillionth South Asia Award for outstanding mobile content

Acknowledgements

IntraHealth International originally developed mSakhi with support from the Bill & Melinda Gates Foundation. Other funders supporting mSakhi include the Wireless Reach Program of Qualcomm and the Margaret A. Cargill Foundation.

