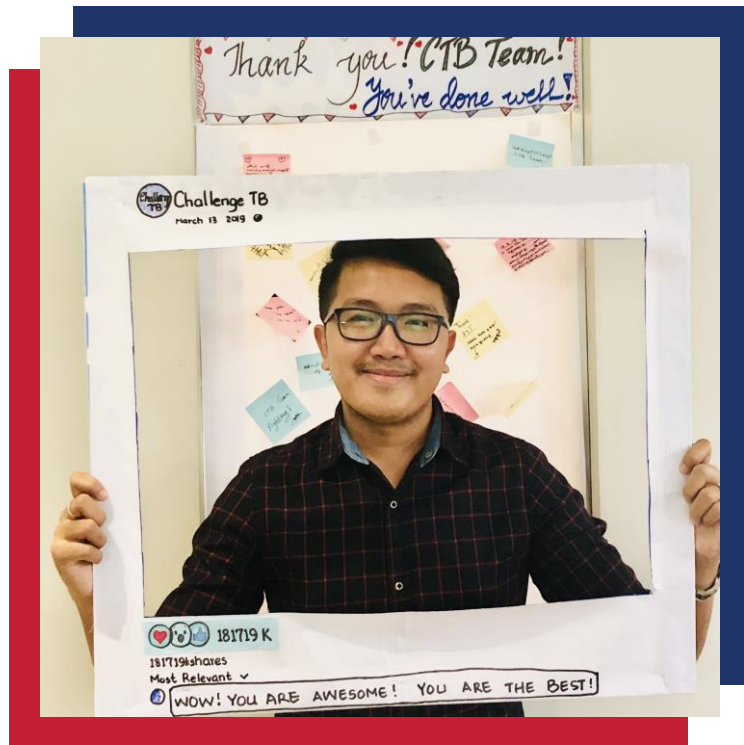


# Speaker's Profile

## Dr. Zaw Wai Yan Bo

Sr. Program Manager at Sun Community Health



Dr. Wai Yan is a medical doctor holding a Master's degree in Public Administration from the Aldersgate College, Philippines, and has almost eight years of experience in the field of TB.

He has been working as Sr. Program Manager at Sun Community Health Organization. He is responsible for overseeing the planning, execution, and evaluation of programs and projects, while ensuring effective coordination among stakeholders, providing technical assistance and maximizing the organization's impact in line with its mission and goals.

He has 6 years of experiences working with Population Services International/Myanmar in several positions from the field implementation to the programmatic management in collaborating with both private and public service providers, focusing on HIV, TB & Malaria.

**Speaking Topic – Breaking through Barriers: Digital TB Referral and Follow-up System in Private Community Pharmacies**

# Speaker's Profile



## Dr. Ei Wathan Zaw

**Health Security Manager** at Population Services International

Dr. Ei Wathan Zaw is a medical doctor with a Master's degree in Public Health from King's College London (KCL). With five years of experience in Health System Strengthening and Health Security, she currently works as a Health Security Manager at PSI/Myanmar. Her responsibilities include providing strategic management and technical input to projects focusing on notifiable diseases, VPDs and EPDs surveillance, and AIS funded CareConnect TB health service linkage service.

Previously, she served as an Emergency Operations Center (EOC) Program Manager, contributing to the enhancement of private sector disease notification and surveillance systems and public sector's EOCs establishment in Myanmar. She has also worked as a senior technical officer for digital health and program innovations in TB, HIV, Family Health and other cross-cutting areas.

**Speaking Topic – Breaking through Barriers: Digital TB Referral and Follow-up System in Private Community Pharmacies**



**USAID**  
FROM THE AMERICAN PEOPLE



## HIV/TB Agency, Information and Services Activity

# Breaking through Barriers: Digital TB Referral and Follow-up System in Private Community Pharmacies

9<sup>th</sup> June 2023





**USAID**  
FROM THE AMERICAN PEOPLE



---

## HIV/TB Agency, Information and Services Activity

# OUTLINE

- Why Do We need Digital Pharma Referral & Follow-up System?
- Innovative Digital Solutions in Action
- Milestone & Key Achievements
- Challenges & Feedback
- Way Forward



# TRADITIONAL TB ACCELERATED CASE FINDING IN PHARMACY CHANNEL IN MYANMAR

- PSI/Myanmar has been implementing TB case referral activity through trained pharmacies since 2011
- Pharmacies screen for TB symptoms and refer presumptive TB clients to TB Diagnosis and Treatment Center
- Pharmacies use a standard referral form to refer for further diagnosis and treatment
- A community mobilizer (CM) is appointed as a field coordinator for each project township to oversee the process and coordinate with clinics and clients



## WHY DO WE NEED DIGITAL PHARMA TB REFERRAL & FOLLOW-UP SYSTEM ?

- COVID-19 and political crisis have created barriers in the TB referral process
- Referrals have reduced due to limited visits to pharmacies and pharmacies' willingness to reduce contact time with clients
- Paper-based referral system from pharmacies is difficult for CMs to effectively and efficiently follow up with clients



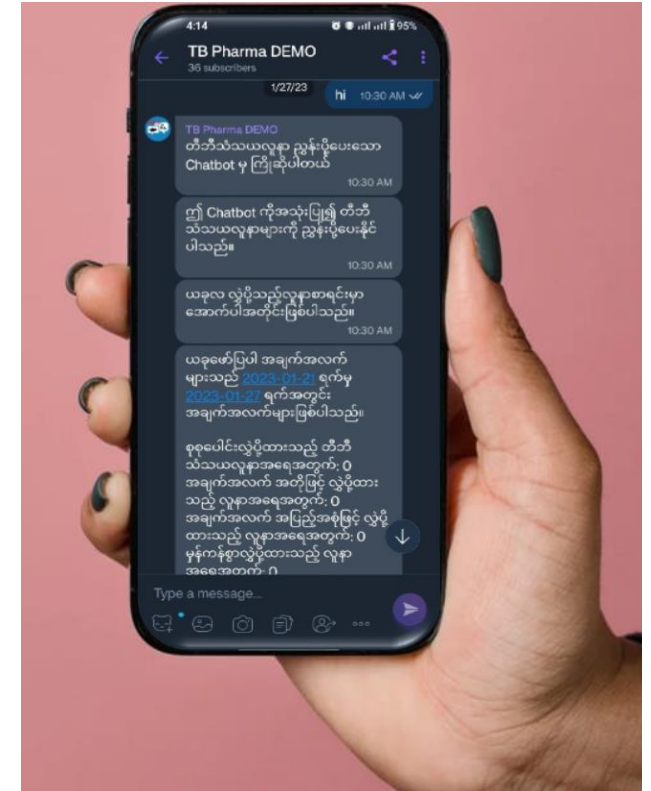
## WHY DO WE NEED DIGITAL PHARMA TB REFERRAL & FOLLOW-UP SYSTEM ?

- Difficult to manage paper based referral documents at the pharmacy settings
- Virtual remote monitoring has been used, but following up with clients still remains a challenge
- Many referred cases are not effectively followed through by appointed community mobilizers



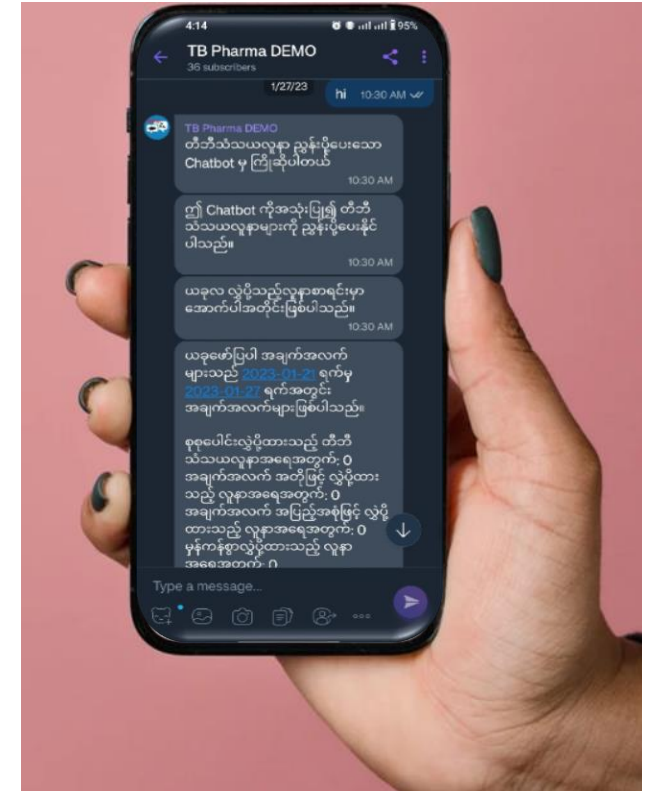
# INNOVATIVE DIGITAL SOLUTIONS IN ACTION

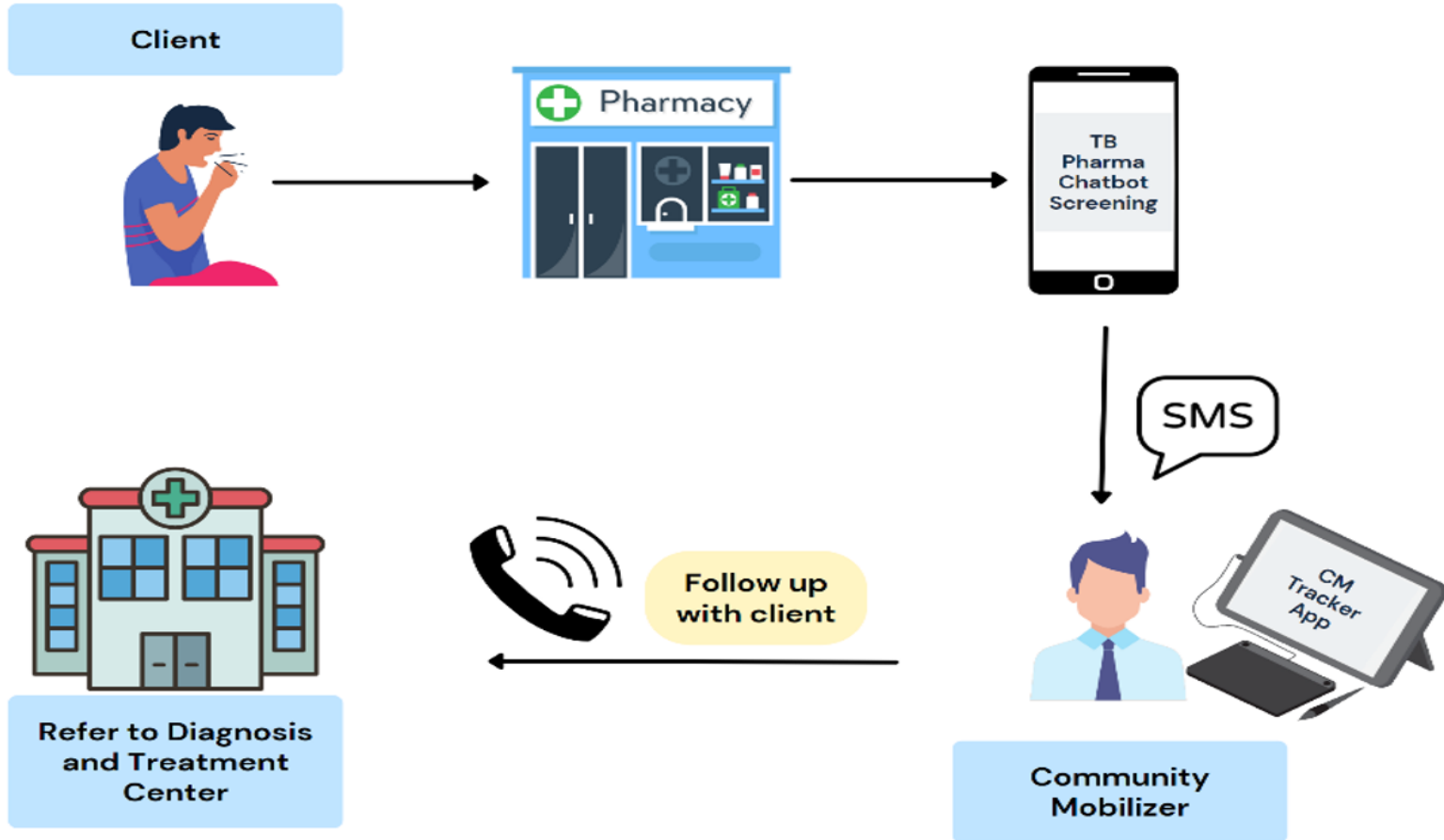
- Digital TB Pharma Referral & Follow-up System uses two programs to form a comprehensive TB case referral system
- **TB Pharma Chatbot** on Viber platform enables pharmacies to perform proper symptomatic screening of TB cases and refer them to diagnosis and treatment facilities
- Referral information is sent to respective township CM via SMS and directly synced with the DHIS2 server
- Referral data is linked with a DHIS2 CM tracker app accessible to CMs through the **DHIS2 Android Capture mobile application** and support CM to follow up with clients



# INNOVATIVE DIGITAL SOLUTIONS IN ACTION

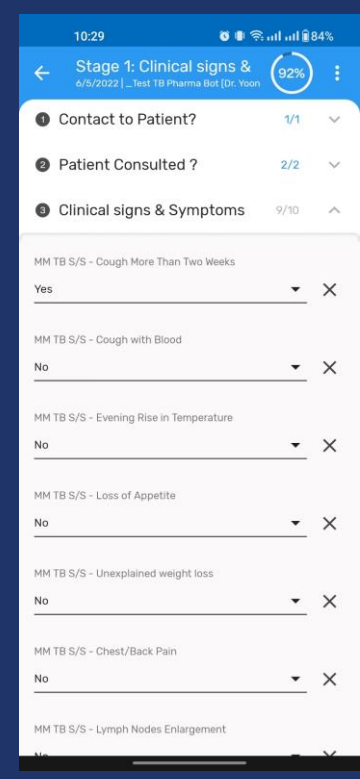
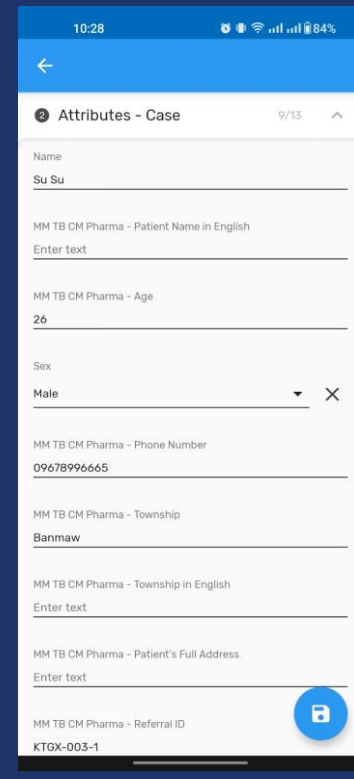
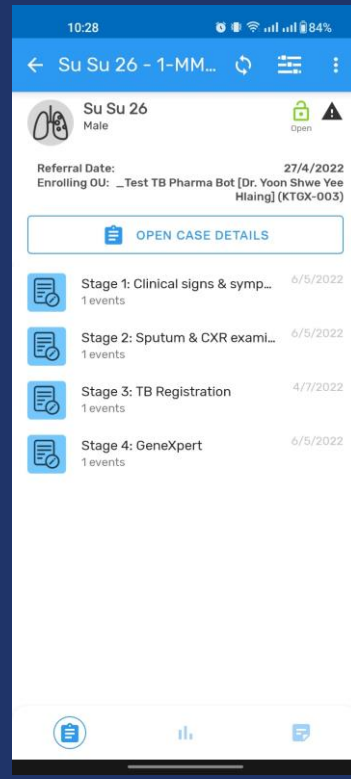
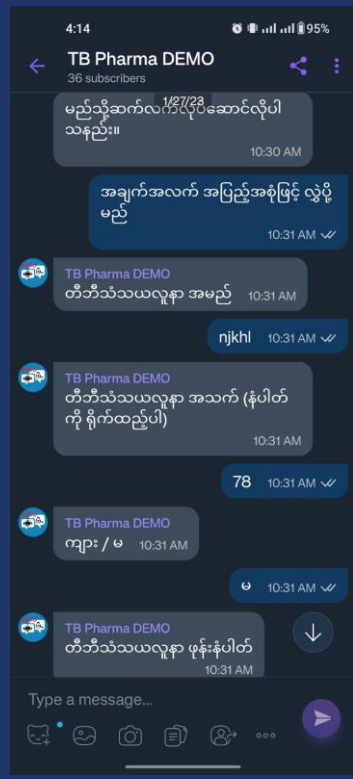
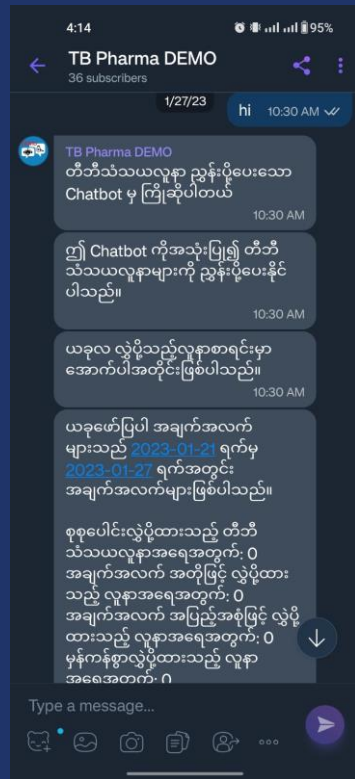
- The system is also linked with live monitoring **Power BI dashboards** which display referral and diagnosis data and assist CMs, Operation teams and M&E teams for effective referral and program monitoring
- Some pharmacies continued using paper based referral forms due to digital illiteracy or internet connectivity limitation or lack of smart phones to report through chatbot
- For these pharmacies, the chatbot was extended to be used by CMs for data entry so that TB pharma referral and follow-up system has become more digitalized, enhancing real-time monitoring of all referral data in one electronic based system



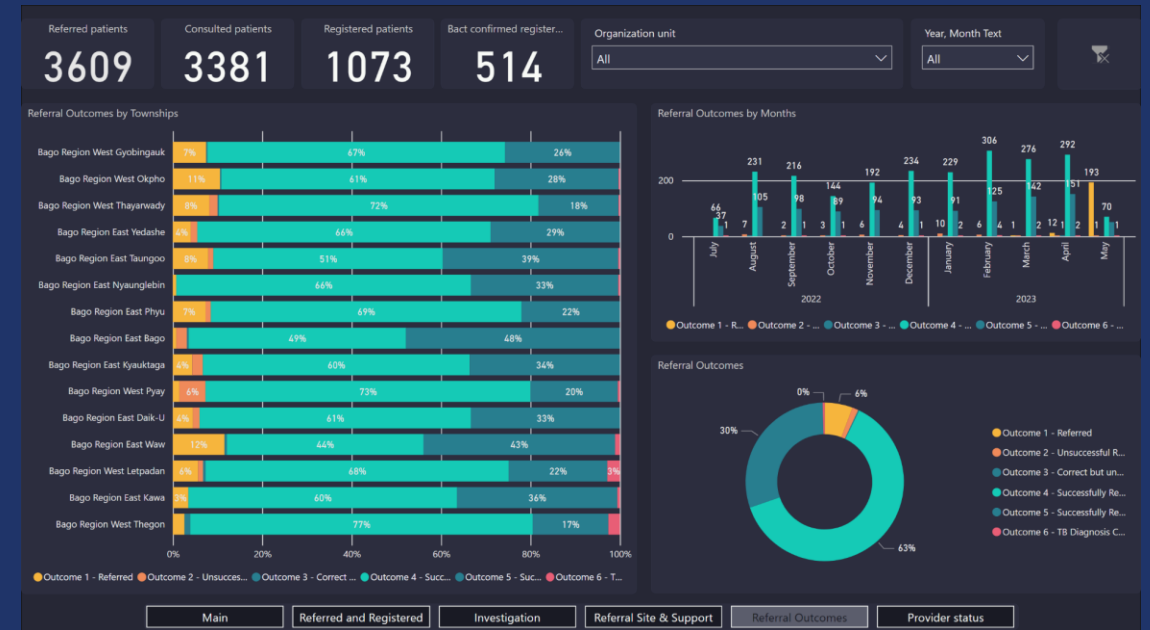


# DIGITAL PHARMA TB REFERRAL & FOLLOW-UP PATHWAY

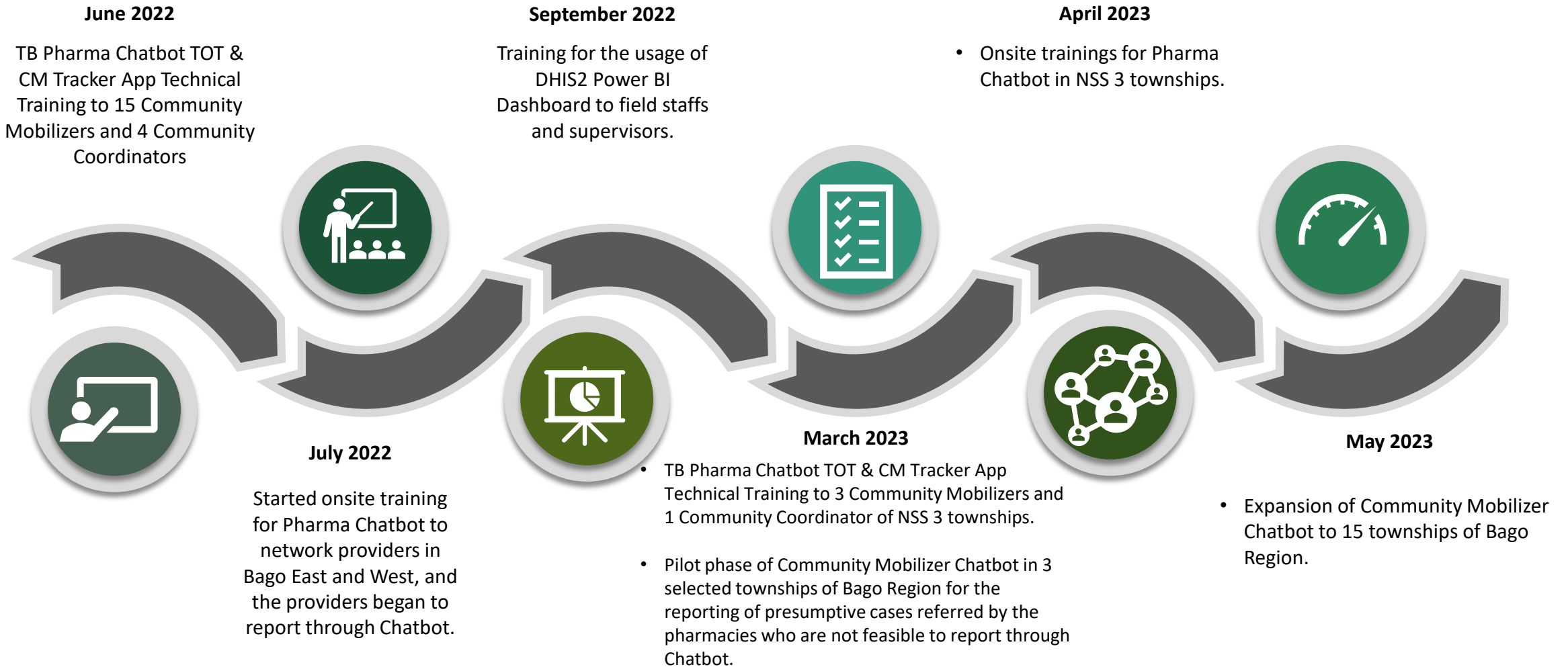
# TB PHARMA CHATBOT & CM TRACKER APP



# POWER BI DASHBOARD



# MILESTONES OF DIGITAL PHARMA REFERRAL SYSTEM



# KEY ACCOMPLISHMENTS

## Training

**554** Pharmacies were trained for digital TB Pharma Referral System which accounts for **85%** of the network. (Bago 15 Tsp and NSS 3 Tsp)

**18** Community Mobilizers and **5** Community Coordinators were trained for CM Tracker App and Chatbot.



## Presumptive Referrals

As of April 2023 reporting period, the rollout has resulted in **3,289** presumptive TB cases being referred through Chatbot, contributing **81%** of the total network referrals. Among them, **3,257** cases reached and consulted for diagnosis.



## Case Notification

Out of the consulted cases, about **31%** (**n=999**) of them have been notified and registered as TB patients, accounting for the **84%** (**n=1,189**) of the total registered cases of the network.



## Efficient Reporting

Digital reporting which is **efficient**, **easy to use**, requiring **minimal paper storage** and **compatible** with a wide range electronic devices. Also, it could improve the **timely tracking and follow-ups** of the referral clients.



## Better Decision Making

The data on patient screening, referral, and diagnosis are displayed on **live monitoring Power BI dashboards** that are **accessible** to all program teams including CMs, and **actively utilized** to enhance patient referral and follow-up throughout their healthcare journey, and to make **timely interventions** as necessary.

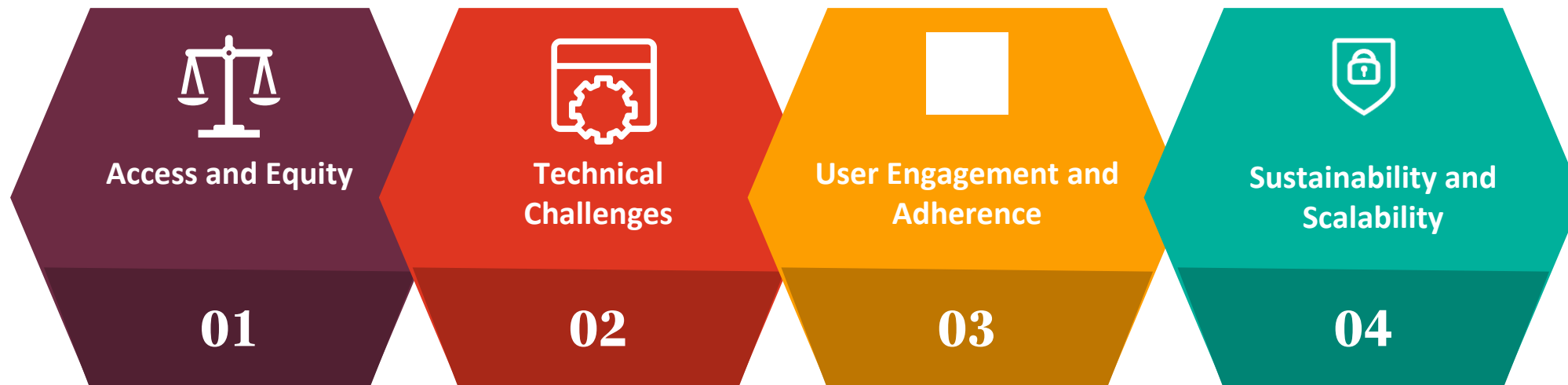


## Improved Engagement

Improves the **relationship** among clients, pharmacies, health facilities and diagnostic centers, and **reduces the workload** of the CM.



# CHALLENGES



01  
Access and Equity

Around 15% of the net work drug sellers could not have access to the necessary technology (e.g., smartphones, internet connectivity) or the digital literacy skills required to effectively utilize the Chatbot.

02  
Technical Challenges

Experienced some errors in Chatbot reporting, CM tracker app and Power BI dashboard resulting in delays to fully replacement of digital reporting, and have to practice conventional referral system during those errors period.

03  
User Engagement and Adherence

Some of the drug sellers trained for Chatbot reporting could not refer all clients through chatbot for staffs attrition, limitations in smartphones and internet connectivity.

04  
Sustainability and Scalability

Securing funding beyond initial implementation is essential for maintenance, updates, and scalability of the digital intervention.



# FEEDBACK FROM PROVIDERS & STAFF



Users found digital reporting to be efficient, and easy to use, requiring minimal paper storage and compatible with a wide range of electronic devices.



Community mobilizers are able to track patient progress through the appropriate app design and inclusion of relevant content, questions, and information, which aided in operational activities.



This app design was particularly useful in reviewing patient information at each stage of referral, allowing for quick identification of patients who had not yet reached the diagnostic center.

# WAY FORWARD

To continue onsite trainings to drug sellers both in NSS and Bago regions.

To expand Community Mobilizer Chatbot to NSS 3 townships.

To conduct data consistency assessment after June reporting to assess feasibility to continue 100% digital reporting.





HIV/TB Agency, Information and Services Activity

THANK YOU.