



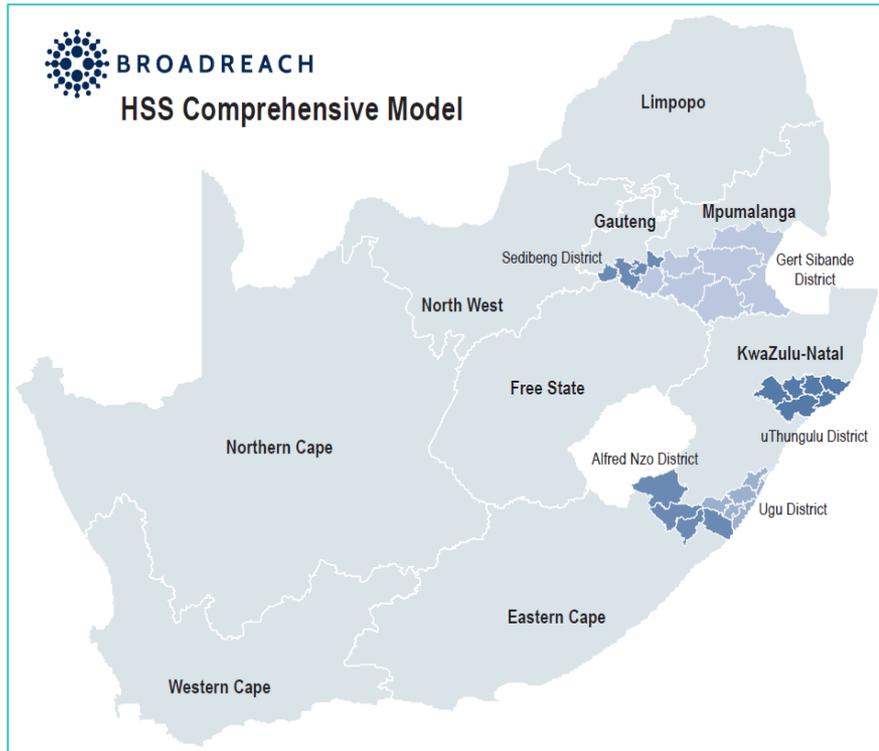
**BROADREACH™**

# Data Use Innovations and Best Practices

Daily Management of Staff to Ensure Direct Service Delivery and TA Targets are Met

Ernest Darkoh & Bonnie Medeossi, BroadReach Operations Director

# BroadReach in South Africa



- BroadReach provides DSD and TA to 6 districts and 311 Facilities
- Supports 90-90-90 through 200 facility-based staff and 50 district-based staff
- Supports over 400,000 people on antiretroviral therapy

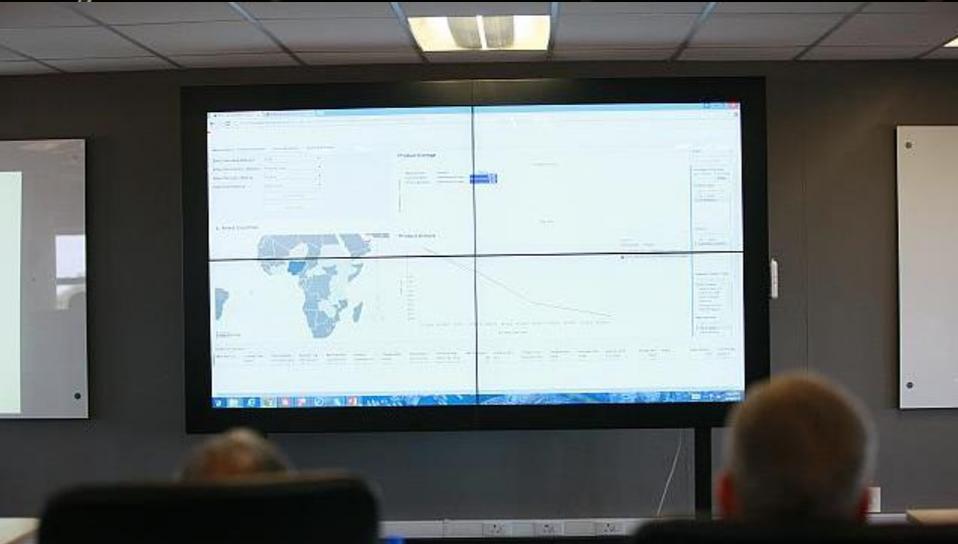
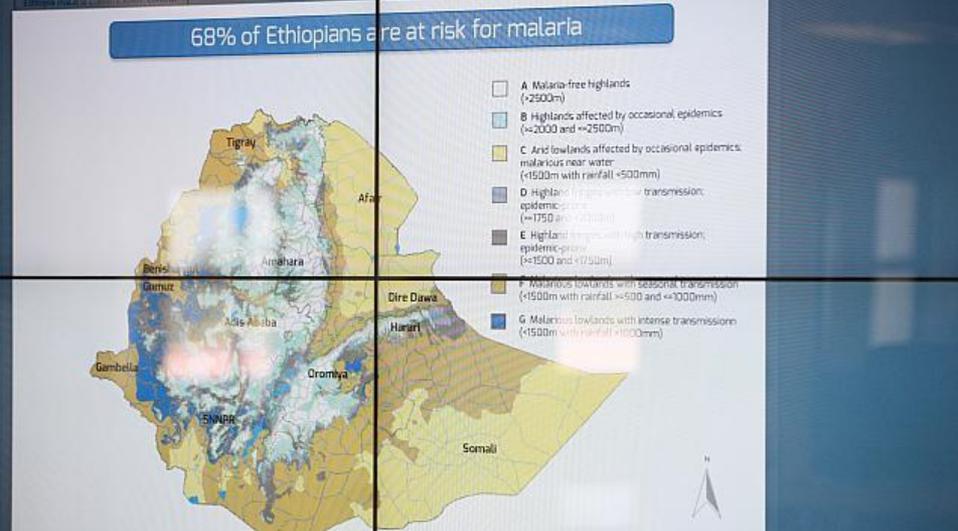
# The Challenge



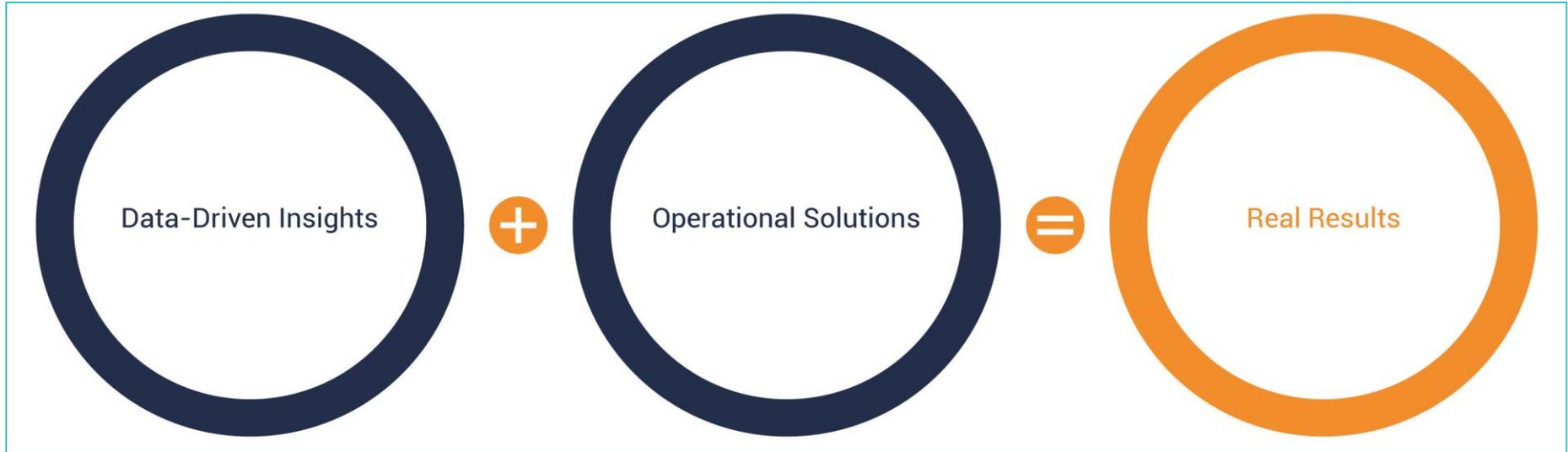




# Linking the Systemic Dots to Generate Meaningful Insights



# Vantage: Integrating People, Process & Technology



## Analytics to focus resources

- Aggregate public & private data
- Understand current performance
- Model & visualise risks & opportunities

## Integrated tools to empower teams

- Best practice workflow toolkits
- Automated reporting
- Real-time collaboration

## Transformative social impact – at scale

- Improve the lives of people in need
- Increase transparency & accountability
- Boost ROI

# Vantage: Organization-wide Intelligent Operating System

Multi-Program

Single-Program

District

Facility/Community

Staff

Country Director



Country Director

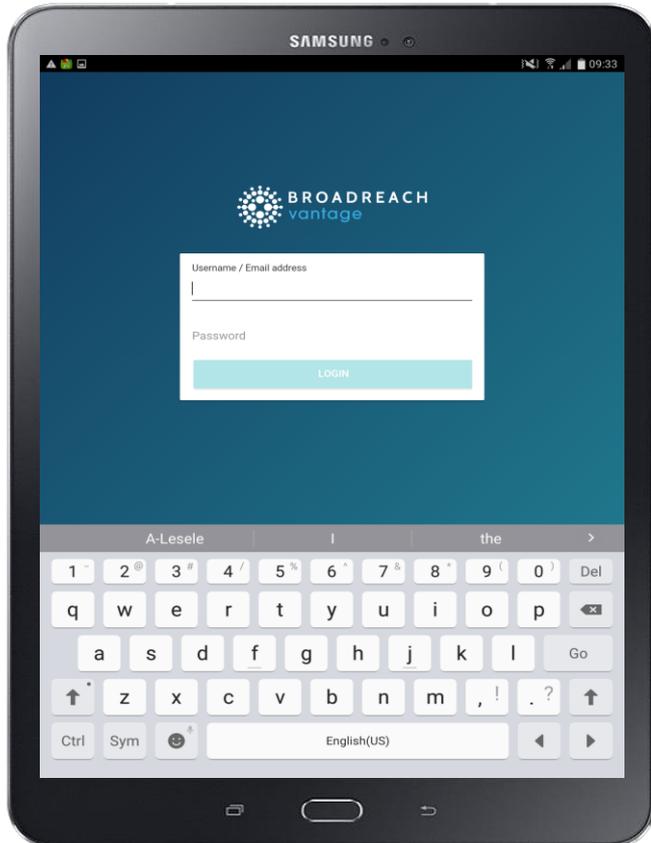


Vantage Provides Managers With:  
 The Right **Insights**, At the Right **Time**, To Make the Right **Decisions**,  
 To Ensure Everyone is Doing the Right **Things**, In the Right **Way**, In  
 Order to Achieve the Right **Results**

District Manager



# Operational Solutions



## 1. Automated Reporting

- Substantially reduce the time to prepare standard and ad hoc reports, grant renewals, reviews and new submissions – transparently complying with requirements.
- Replace a laborious, paper-laden system to free staff for more productive pursuits.

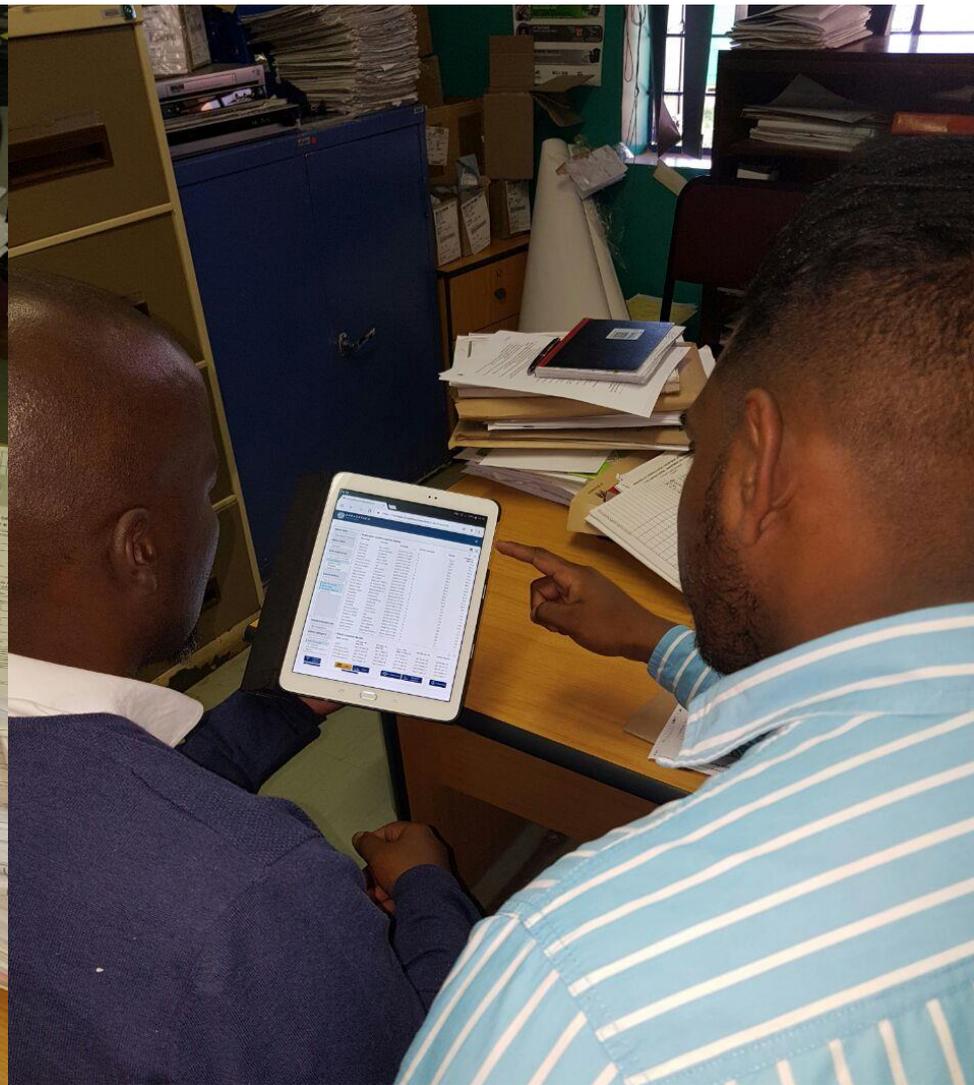
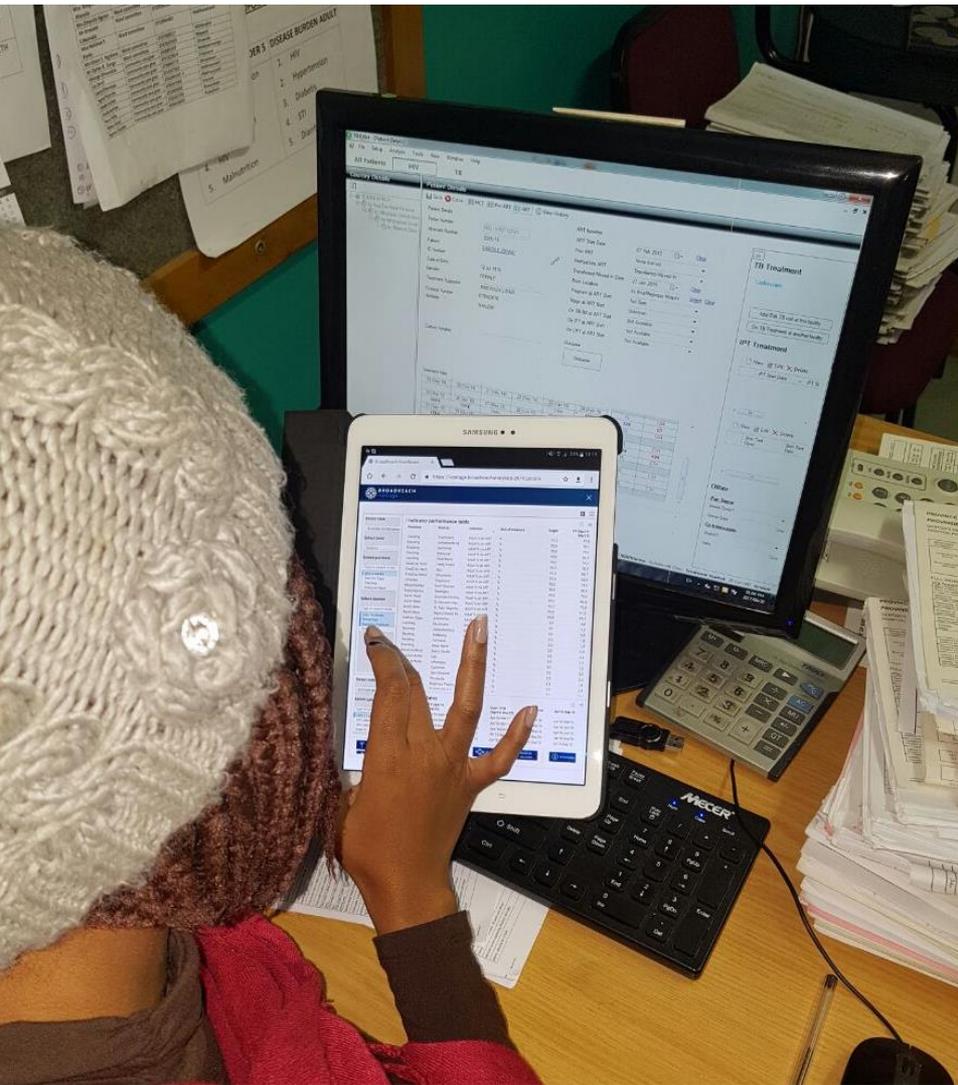
## 2. Workflow Toolkits

- Streamline and standardize processes across facilities and geographies with scalable and auditable turnkey roadmaps for best practices in:
  - ▶ Testing Campaigns
  - ▶ Patient Adherence
  - ▶ Operational Excellence
  - ▶ Clinical Excellence
  - ▶ Supply Chain

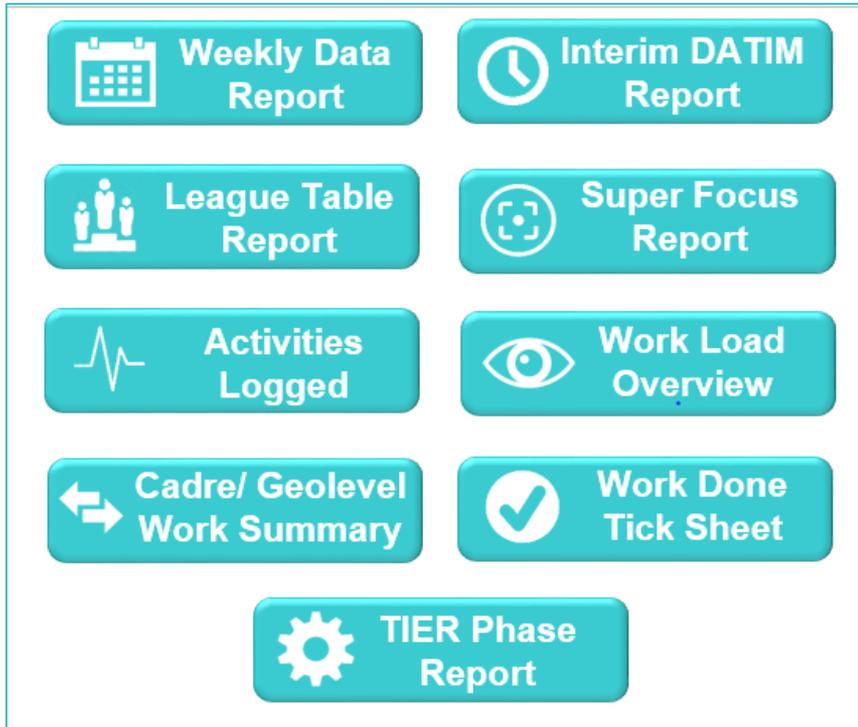
## 3. Automated District and Facility Profiles

## 4. Automated Internal SIMS

# Deployed in the Field



# How is the Data Analysed and Interpreted



## Point of Interpretation

- Central management views data insights at an individual, facility, district or contract level in real-time.
- Insights derived are by managers to manage staff and facility performance against targets
- Enable staff to efficiently allocate and re-direct resources to sub-districts, facilities and facility wards that yield the largest impact.

**BroadReach staff utilize this data to manage and report on performance at different levels of the health system**

# How is the Data Analysed and Interpreted: Interim DATIM Report

**BROADREACH vantage**

Switch to graph | View period values only | View YTD values only | View annual values only | View all values | Menu | Reset

Select level: Facility

Select district: Sedibeng

Select facility: Bophelong (Region B) CDC | View multiple locations

Select intervals to display: Months

Select periods within: Aug 17, Jul 17, Jun 17

Select indicator to display: HTS\_TST, HTS\_TST+, Testing Yield %

### Facility Level Annual values

District	Sub-district	Facility	Period name	HTS_TST			HTS_TST+			Testing Yield %			TX_CURR			TX_NEW		
				YTD value	Annual target	Gap to annual	YTD value	Annual target	Gap to annual	YTD value	Annual target	Gap to annual	YTD value	Annual target	Gap to annual	YTD value	Annual target	Gap to annual
Sedibeng	Emfuleni	Bophelong (Region B) CDC	Aug 17	4432	1701	-2731	745			17			3634	4930	1296	785	296	-489
			Jul 17	4246	1701	-2545	711			17			3575	4930	1355	742	296	-446
			Jun 17	4019	1701	-2318	682			17			3578	4930	1352	663	296	-367
			May 17	3544	1701	-1843	614			17			3518	4930	1412	607	296	-311
			Apr 17	3044	1701	-1343	550			18			3400	4930	1530	527	296	-231
			Mar 17	2768	1701	-1067	520			19			3382	4930	1548	460	296	-164
			Feb 17	2183	1701	-482	419			19			3379	4930	1551	387	296	-91
			Jan 17	1661	1701	40	319			19			3303	4930	1627	311	296	-15
			Dec 16	1113	1701	588	203			18			3271	4930	1659	235	296	61
			Nov 16	817	1701	884	136			17			3303	4930	1627	174	296	122
			Oct 16	450	1701	1251	81			18			3164	4930	1766	80	296	216

# Accountability Down to Daily Individual Standards



Menu Reset

Select cadre  
Enrolled Nurse

Select district  
Type to search in list  
King Cetshwayo  
Sedibeng  
Ugu  
(Empty)

Select data frequency  
Daily

Select period to display  
1 August 17

Select individual  
Type to search in list  
(All) 56 values  
Andisiwe Myesi  
Angella Zifamba  
Boitumelo Maruping

## League Table

## Grade Legend

District	Name	1 August 17											
		HTS_TST				Transcription of VL results				Appointment for initiation			
		Standard	Work toward standard	% standard met	Grade	Standard	Work toward standard	% standard met	Grade	Standard	Work toward standard	% standard met	Grade
Alfred Nzo	Mongezi Nzule	10	10	100.0	A	30	0	0.0	F	15	0	0.0	F
	Nandi Sithetho	10	11	110.0	A	30	10	33.3	F	15	15	100.0	A
	Ncebakazi Habe	10	21	210.0	A	30	29	96.7	A	15	15	100.0	A
	Ncumisa Rafu	10	34	340.0	A	30	25	83.3	B	15	11	73.3	C
	Ndileka Nxoko	10	20	200.0	A	30	29	96.7	A	15	0	0.0	F
	Nomagcino Xulu	10	13	130.0	A	30	17	56.7	F	15	10	66.7	D
	Nontuthuzelo Nyawose	10	20	200.0	A	30	29	96.7	A	15	0	0.0	F
	Nyanisa Malangeni	10	13	130.0	A	30	40	133.3	A	15	15	100.0	A
	Zanele Radebe	10	15	150.0	A	30	31	103.3	A	15	0	0.0	F
	Chriselda Makhubedu	10	8	80.0	B	30	0	0.0	F	15	0	0.0	F
Sedibeng	Fikile Ndlovu	10	10	100.0	A	30	20	66.7	D	15	2	13.3	F
	Hyacinthia Bhengu	10	0	0.0	F	30	0	0.0	F	15	0	0.0	F
	Khethikuthula Shongwe	10	17	170.0	A	30	0	0.0	F	15	0	0.0	F

Grade	%
A	>90%
B	>80%
C	>70%
D	>60%
F	<50%

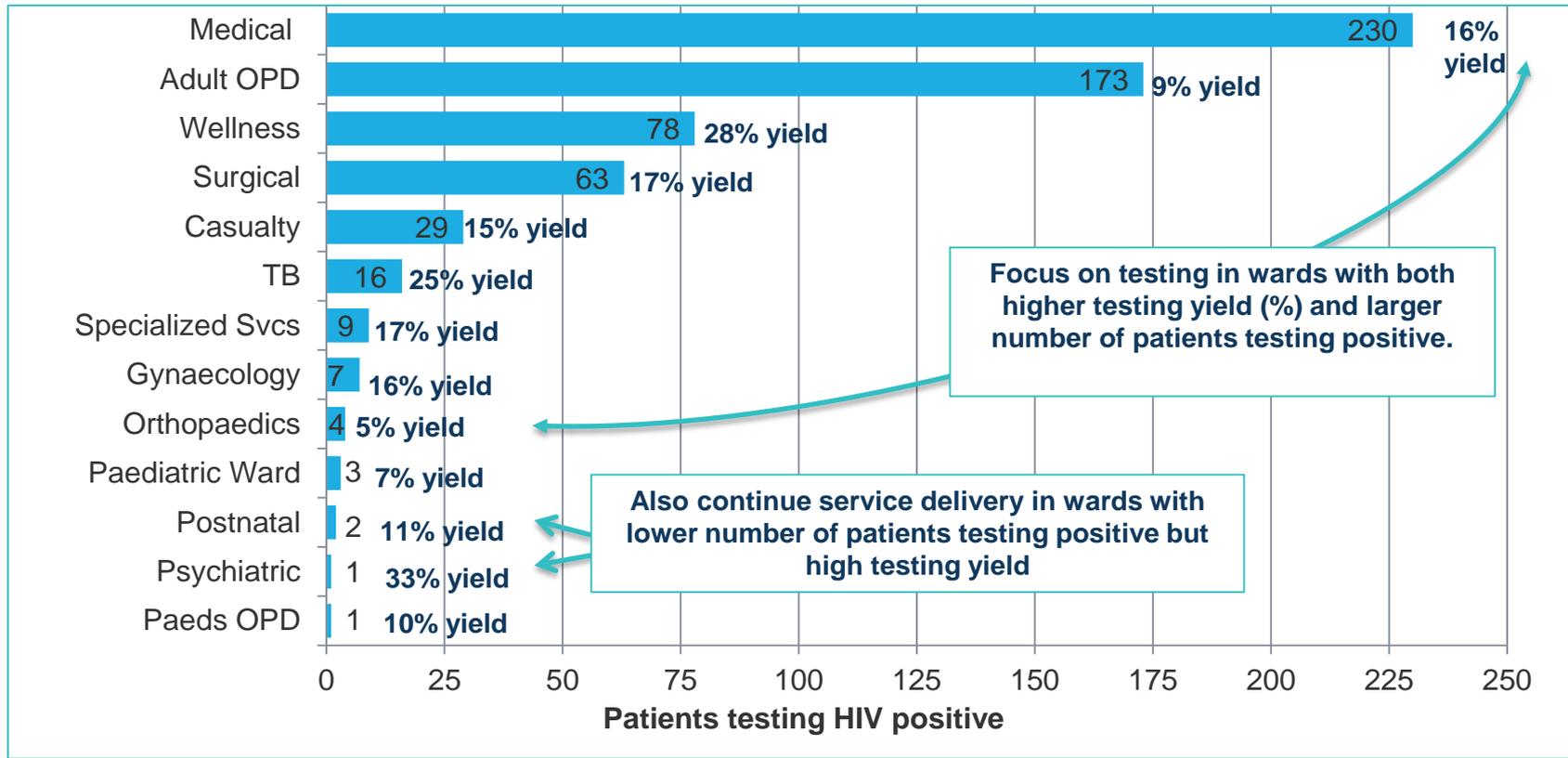


Real Results



# Key Results

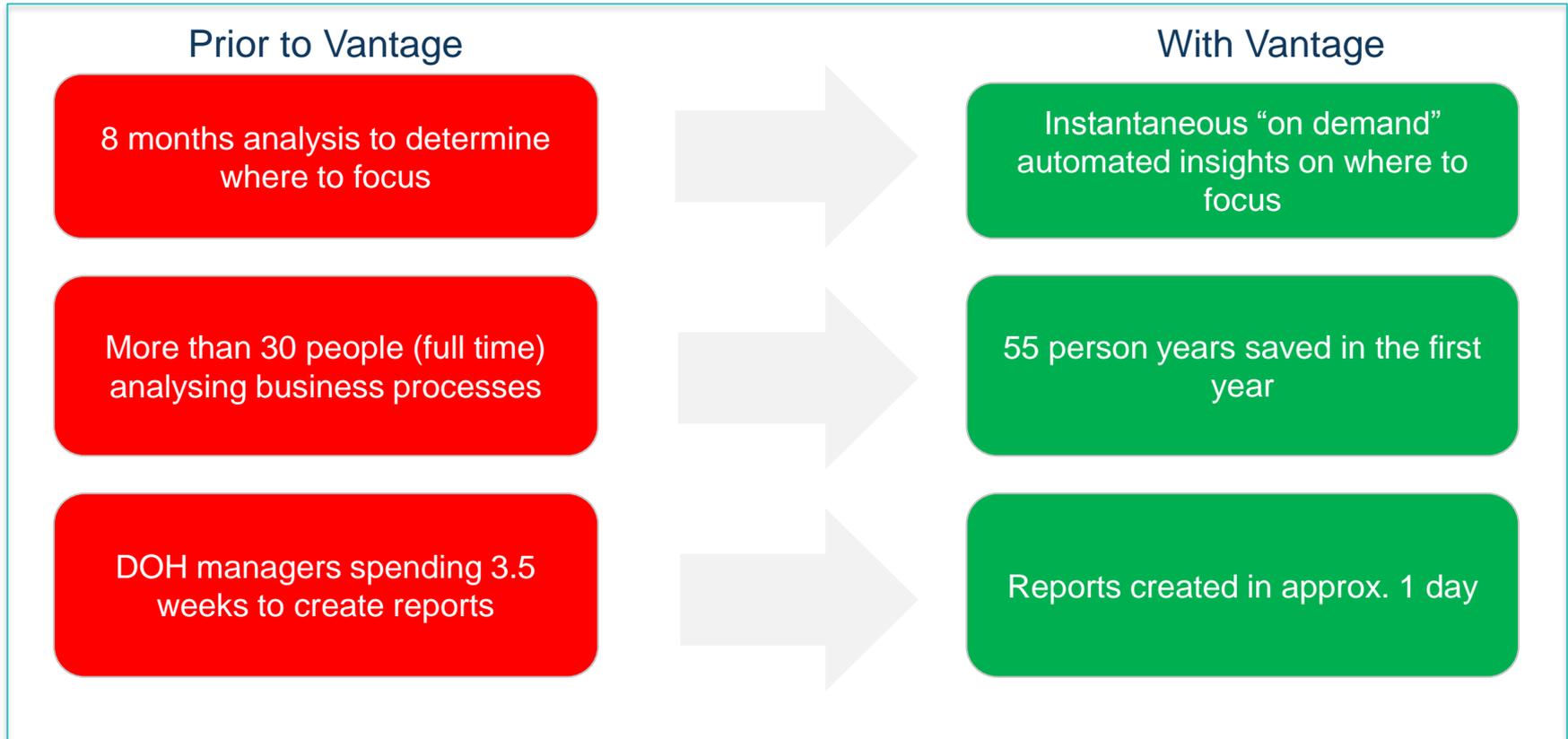
## Testing Yield by Hospital Ward by BroadReach Enrolled Nurses (DSD)



Having access to real-time microlevel data and the ability to allocate resources accordingly has resulted in:

- Improved linkage to care, especially in hospitals
- Focused efforts for impact on the appropriate clients (age and sex)

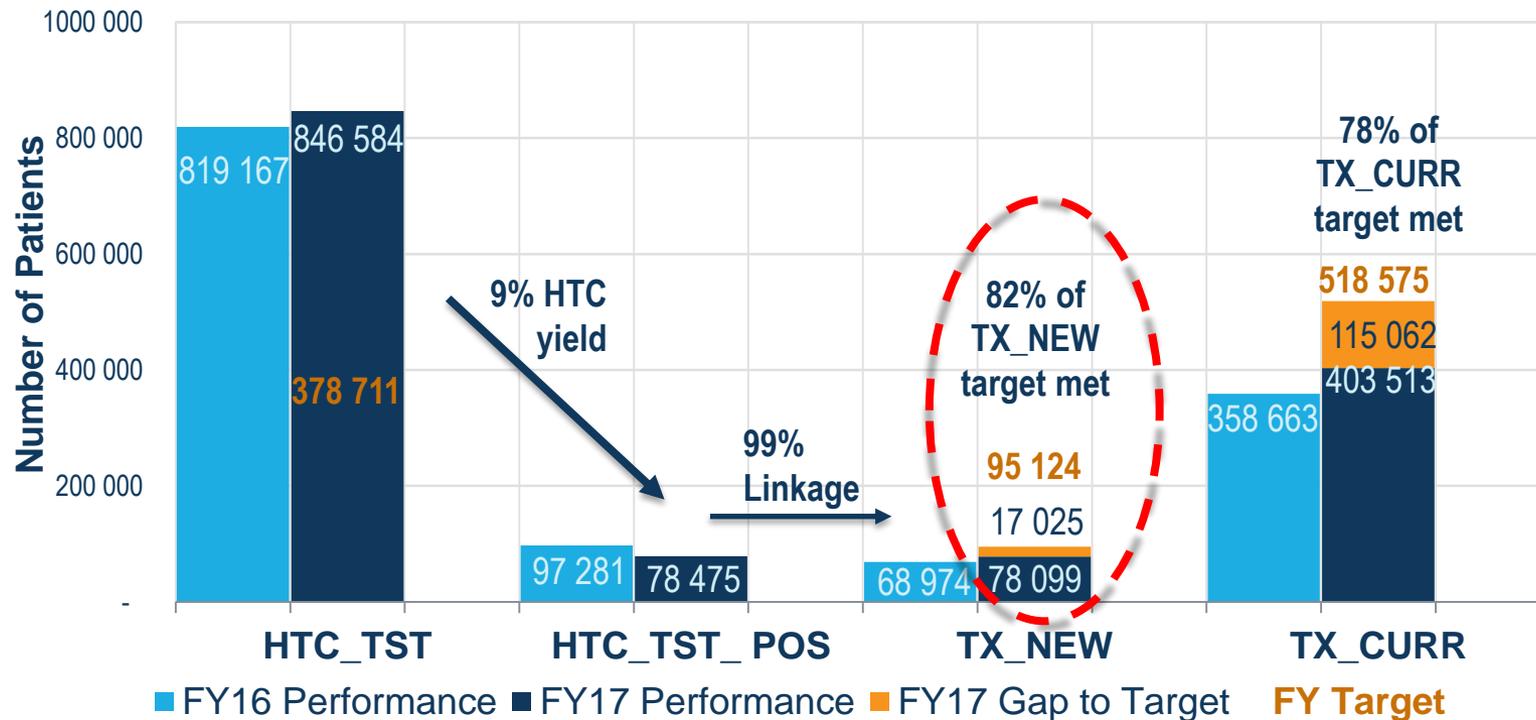
# Vantage contributes towards Increased Efficiencies and Improved Management Oversight:



## Improved Health Results

Greater focus due to data driven insights

# Impact on Program Performance – Progress Against Key Indicators, Oct 2016 – Jul 2017



Having access to real-time microlevel data and the ability to allocate resources accordingly has allowed BR Management to:

- Have daily and weekly team meetings to monitor and evaluate programme performance
- Direct and re-direct staff to the highest impact facilities, wards and entry streams

# Conclusions and Recommendations

- Technology can be an amazing enabler, but it is not necessarily the solution in and of itself- that said there is almost no way we can manage healthcare well without leveraging technology
- The right insights must be followed by the right actions and technology can help facilitate real time knowledge and skills transfer
- Change management is essential to ensuring any technology works well and delivers on its promise
- You do not have to wait for “perfect” data to begin- start with what you have and improve from there

Thank you

# BroadReach

## Vision

We work for the day when the world's most vulnerable populations lead the life they were meant to live—in good health, with access to education, decent work and compensation and the ability to live peacefully and equitably in society.

## Mission

BroadReach is profoundly focused on improving the health and wellbeing of underserved populations around the globe.

We power the governments, donor groups, NGOs and private companies in emerging economies with intelligent systems and solutions to operate more efficiently and improve outcomes for people in need.



# Who We Serve



