



CHAID: A Digital Tool Gaining Ground, Boosting Health In Rural Communities

Launched in 2021, the tool has seen remarkable growth in usage. By December 2023, over 389,679 community members; nearly equal numbers of males and females, have been served through CHAID, representing a massive 497.4% increase from 2021. As a Mobile App, the tool has been useful in the following areas:

Referrals

Used to alert a CHW about a client who needs immediate referral, to be linked to the facility for further management.



Monitoring

Connected with GPS to aid monitoring of CHWs: their availability at their working stations on daily basis, for reporting



Decisions

Loaded with specific guidelines to support CHWs in making right decisions during client's management



Identification

Enables supervisors to identify gaps in skills among CHWs and address them through coaching and mentorship.



Why CHAID is important, and how it came about

CHAID is a short form for Community Health Assistant Information and Decision-making. The tool, a mobile application, empowers Community Health Workers (CHWs) to improve the access of health services to communities, mostly in rural parts of Tanzania. By aiding the CHWs in making critical decisions, referrals, patient follow-up, and feedback reporting, CHAID addresses people's delays in seeking care, reaching health facilities, and receiving proper treatment. The tool was developed by the Benjamin Mkapa Foundation under its Mkapa Fellows Program III, with support from Irish Aid, and so far has helped to bridge the gap where there is lack of a system that links communities directly to healthcare services or for emergency healthcare. CHAID was innovated as a result of the experience gained from community health interventions implemented by BMF in collaboration with the Ministry of Health and the President's Office, Local Government and Regional Administration.

Services provided

Until December 2023, CHWs had identified 24,844 people who required further management at a health facility. Healthcare workers successfully completed 87% of these referrals all through CHAID. A total of 13,191 pregnant women were referred from the community to a health facility to start Antenatal Care Visits. However, the focus of BMF's use of CHAID involved tracking the types of services provided by CHWs. Their analysis revealed that 14% of interventions by CHWs target Reproductive, Maternal, Newborn, Child and Adolescent Health (RMNCAH), while the remaining 86% address other health areas. This includes Non-Communicable Diseases (NCDs) such as diabetes and hypertension, along with infectious diseases like HIV/AIDS and TB. A total of 72,891 adolescents aged 20 -24 years were reached with Sexual and Reproductive Health Services, Nutrition and GBV education.

Sustainability of the tool

CHAID has evolved into a must-have digital tool used by The CHWs for managing community health services. The innovation aligns with the Government's plans for a national reporting system for community health interventions. BMF has supported District Information Communication and Technology (ICT) officials to coach and mentor Community Health Workers (CHWs) on the use of CHAID. Additionally, collaboration with council experts identified challenges faced by CHWs, ensuring CHAID remains a reliable intervention tool. The platform's dashboard has empowered District Community-Based Health Program coordinators to directly monitor CHW performance. Furthermore, BMF is collaborating with the Ministry of Health in sharing the best practices for utilizing CHAID and similar tools developed by other partners to enhance community health service delivery and reporting.

ADOLESCENTS REACHED WITH SERVICES

 **72,891**

