

Using human-centered design approaches to develop innovative models for the delivery of essential health services in three Philippine rural communities during the COVID-19 pandemic

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Social Innovation in Health Initiative- Philippine Hub



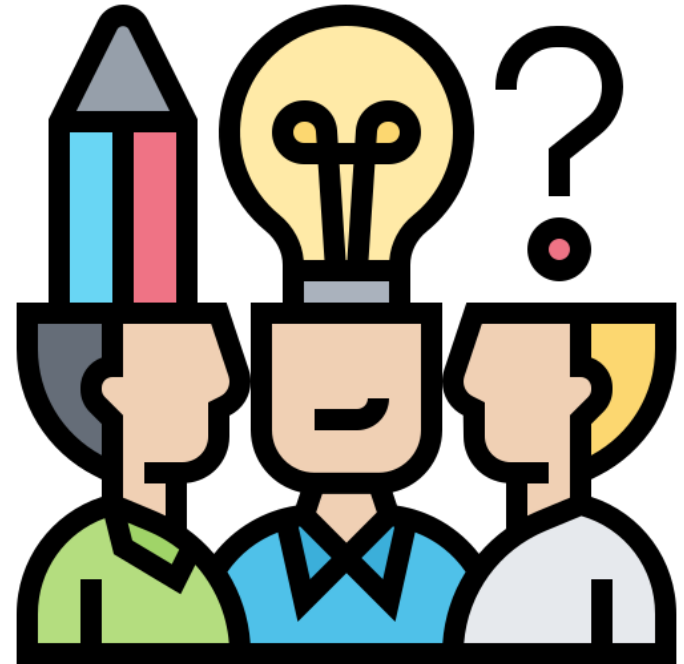
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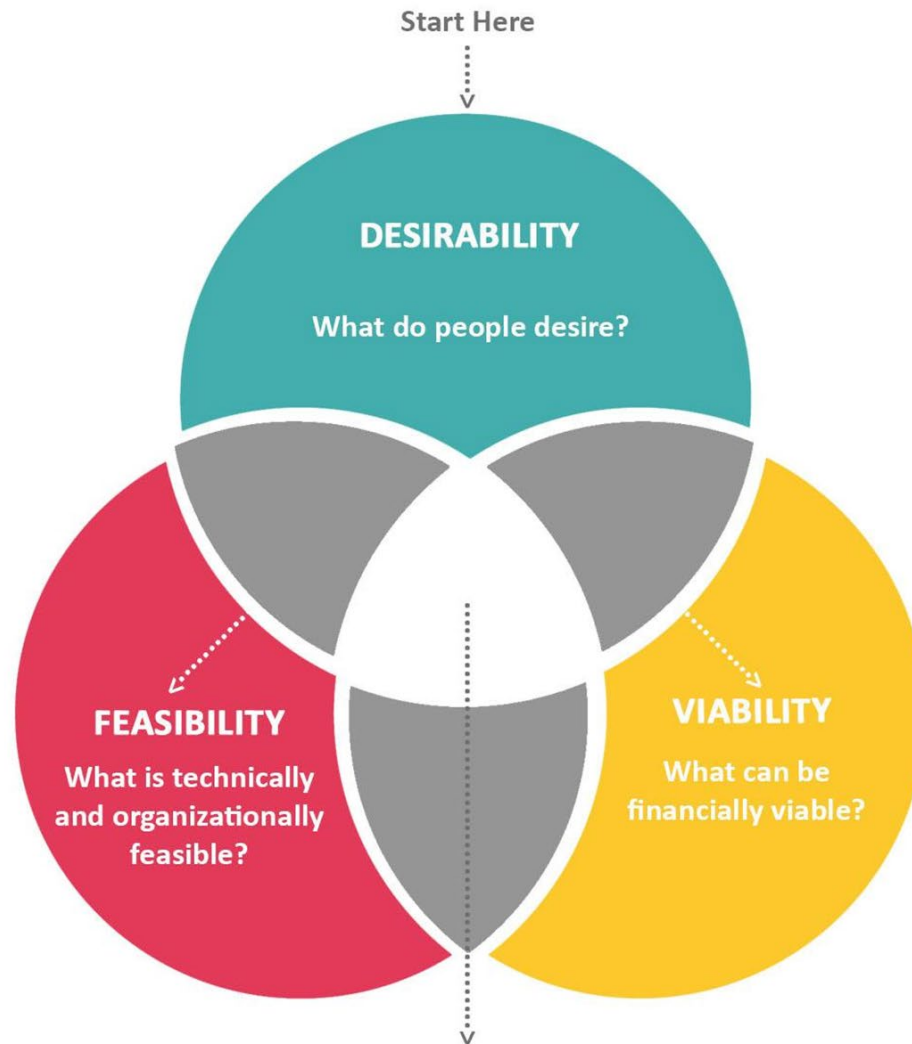
Background

Reductions in outpatient care attendance owing to lower demand were reported by 76% of countries, with other factors such as lockdown restrictions (48%) and financial difficulties (33%) also mentioned.
- WHO, 2020

Methods



Methods



The solutions that emerge at the end of the Human-Centered Design should hit the overlap of these three lenses; they need to be **Desirable, Feasible, and Viable.**

Methods

Journey Mapping

-mapping the patient and provider's journey

World Cafe

- Idea generation to address the identified pain points in a patient's journey

Prio Grid

- Ranking of ideas to identify high-impact, high-value interventions

Methods

Patient symptom and duration:

Date of Consult:

Location: _____

Health need: (Maternal and child health, non-communicable/ communicable disease, family planning, etc.)

New patient? Yes ☐ No ☐

Phase	Before Consult		During Consult			After Consult	
Sub-phase	Symptom Onset and finding a health facility	Scheduling and Travel to health facility	Testing (Laboratory, X-ray, etc.)	Diagnosis and consultation (Doctor's consultation)	Treatment (Getting medication or other treatment)	Recovery	Maintenance (follow-up and accessing medications)
People involved							
Duration (Mins, hrs, days)							
Emotional State (-10 to +10)							
Location (RHU, BHW, Hospital, home, etc.)							
Positive experiences							
Pain points							
Insights/ narratives							

Journey Mapping

Methods

Rows

- People Involved/ Setting
- Duration
- Emotional State (-10 to +10)
- Positive Experiences
- Pain Points
- Insights/ Narratives

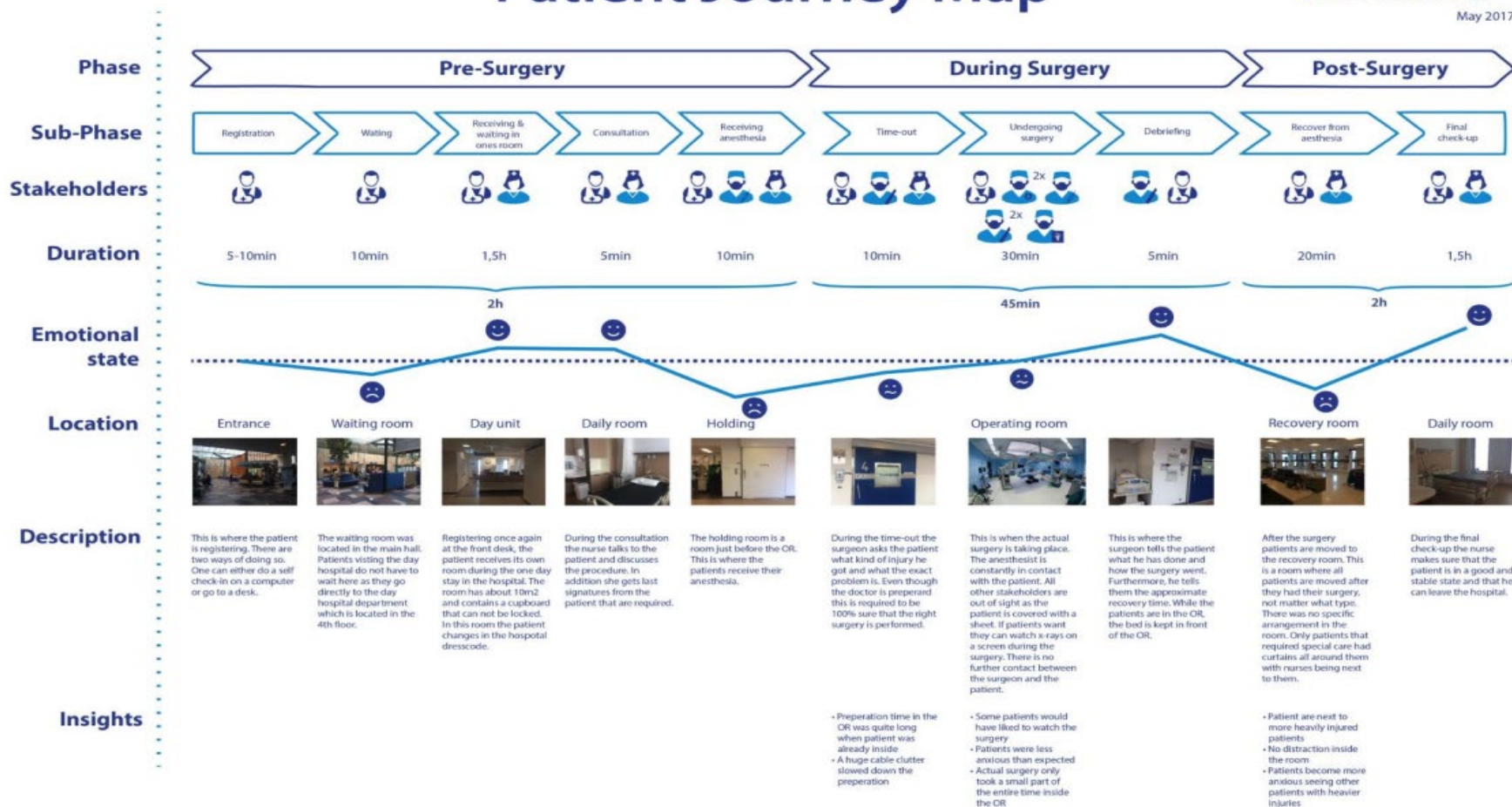
Columns

- Before Consult
 - Symptom Onset and finding a health facility
 - Scheduling and Travel to health facility
- During Consult
 - Testing (Laboratory, X-ray, etc.)
 - Diagnosis and consultation (Doctor's consultation)
- After Consult
 - Recovery
 - Maintenance (follow-up and accessing medications)

Figure 1. Patient Journey Map

Patient Journey Map

Reinier de Graaf 
May 2017

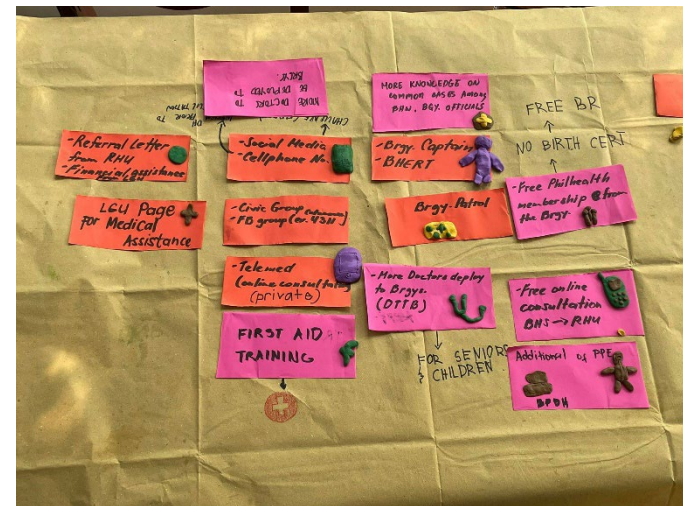


Nurse Patient Surgeon Radiologist Anesthetist Surgical Nurse

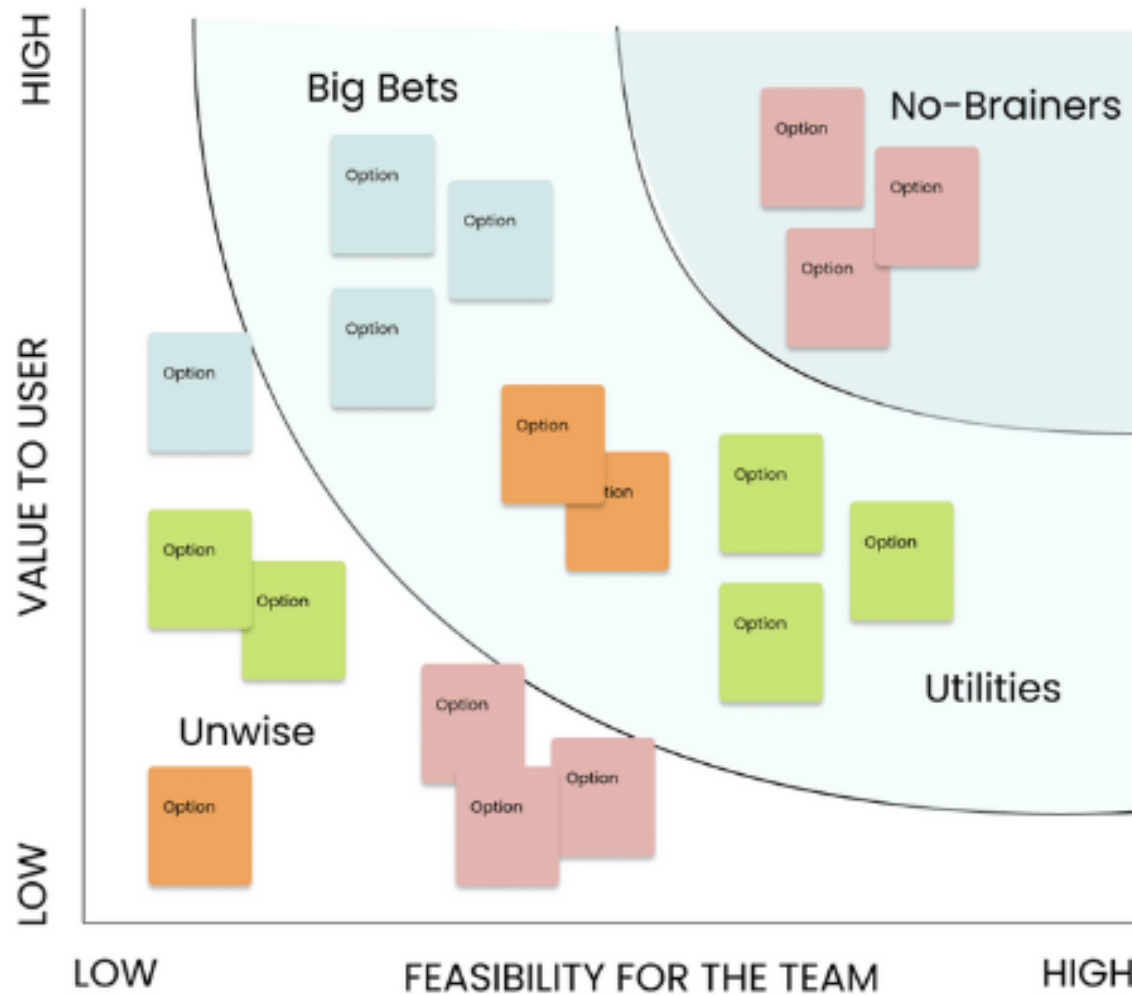
Methods

World Cafe

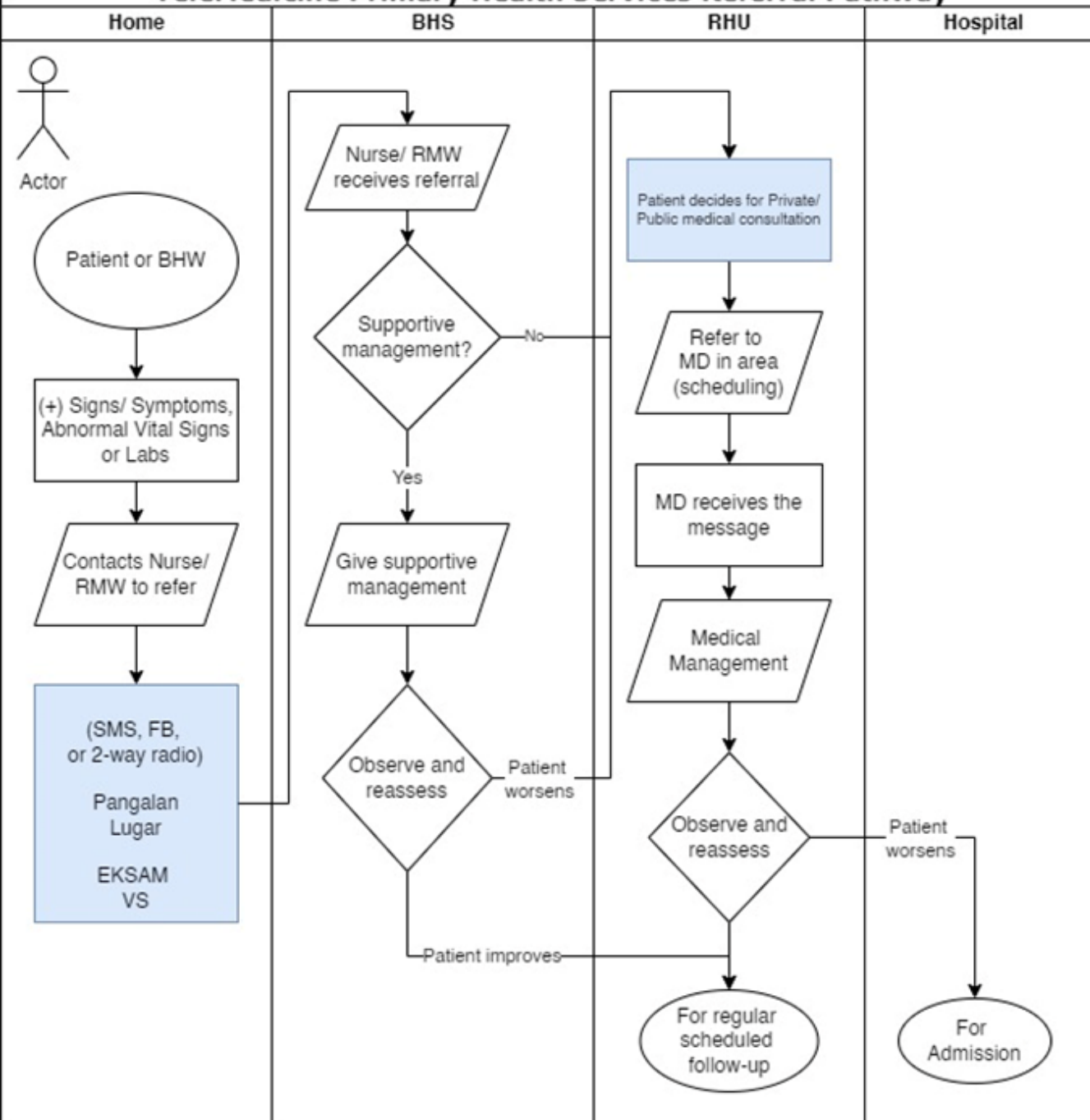
- 1 Group into four people per group.
- 2 Choose a station, and discuss the assigned question for 20 minutes.
- 3 Change station once the time is up.
- 4 Synthesize your key ideas once all stations have been visited.
- 5 Write the key ideas and activities in a post-it note, and place in the board.



Methods



TeleMedicine Primary Health Services Referral Pathway



Telehealth Use case:

Known patient, on meds for Hypertension and Diabetes

Referral Format

- Pangalan Lugar

EKSAM

- E: Edad
- K: Kasarian
- S: Simtomas
- A: Allergy
- M: Medical History/ Meds

VS (Vital Signs)

- BP, HR, RR, O2, Temp, Pain

Results and Conclusions

Suggested use cases for teleconsultations:

- follow-up of patients living in far municipalities previously admitted to the tertiary/ end-referral hospital
- follow up on patients within the municipality with stable chronic disease
- consultation of non-emergent cases
- scheduling of in-person consultation

Health system adaptations observed during the pandemic:

- Pasabuy (community-led consolidated drug purchasing)
- Informal teleconsultations
- Expanded roles of BHWs and Nurses
- Increased participation of private practitioners in public health

Challenges and Recommendations

Restricted mobility to conduct on-site research:

- Hiring local personnel to conduct the interviews

Premature disengagement of stakeholders:

- Properly involve and seek approval from local and regional officials
- Always keep a list of alternative eligible sites

Scope Creep:

- Regularly align funders to the initially agreed-upon goals and objectives before initiating the project.
- Consistency to deliver > Magnitude of the project

Closing

People naturally know how to improvise in trying to attain their needs and desires. It is up to the researcher to recognize these innovations and facilitate their integration into local health systems.

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