Digital Solutions to enhance the continuity of care for refugees and migrants

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Session Overview

- 14:00 - 14:20 Overview of global health digitisation trends and summary of key terminology [Dr Kudzai Kanhutu]
- 14:20 - 14:35 Digital design case studies from the fields [Dr Kanav Kahol]
- 14:35 - 15:00 Telehealth for refugee care; lessons learnt and best practice implementations [Dr Tom Schulz]
- 15:00 - 15:20 A problem for you…. [You]
- 15:20 - 15:30 Group share and discussion

How digitally literate are you?

Digital literacy means having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies like internet platforms, social media, and mobile devices.

https://www.jisc.ac.uk/content

Key definitions

- **Digital health** - the convergence of digital and genomic revolutions with health, healthcare, living and society. (Sonnier)
- **e-health** is the use of information and communication technologies (ICT) for health (WHO) In 2015 58% of member states had a e-health strategy.
- **m-health** - the use of mobile and wireless technologies to support the achievement of health objectives (WHO)
- **Internet of things** - encompasses all the devices connected to the internet ~30 billion devices by 2020
- **EMR** - a digital version of a patient’s medical and treatment history for a particular organisation.
- **EHR** - designed to encompass the total health of the patient with the information moving with the patient.
The road ahead....

- UX
- FHIR
- Blockchain
- A new internet - Solid open source project

Blockchain

- "You can fool some of the people all of the time, and all of the people some of the time, but you cannot fool all of the people all of the time."
- Blockchain is to Bitcoin what Internet is to email. A big electronic system, on top of which you can build applications.
- A distributed ledger system or decentralized record of transactions
- Rather than relying on a 3rd party authority [Bank, School, Hospital], verification of transactions can be done through the network.
- Makes it harder to hack the system if millions of people are verifying the transaction rather than a central authority.

UX user experience

- The overall experience of a person using a product such as a website or computer application especially in terms of how easy or pleasing it is to use.
- MEELS mnemonic:
  - Memorability - is it easy to remember how to use it?
  - Efficiency - how quickly can you accomplish tasks with it?
  - Errors - are there many errors or wrong turns when using it?
  - Learnability - how easy it is to learn the functions of the product?
  - Satisfaction - how do you feel about the product?
- https://www.usability.gov/get-involved/blog/2013/01/accessibility-and-usability.html

FHIR and interoperability standards

- Fast Healthcare Interoperability Resources FHIR
- Draft standard for enabling faster exchange of healthcare information.
- Leverages off web-based and app style technology
- Easier to implement than older types of info exchange
- Use case: Clinic X requests most recent drug list and serum iron levels for Ms. Jones from hospital Y.

Block chain use case

- Rohingya project http://rohingyaproject.com/about
- Uses: Blockchain technology to reduce the impact of economic exclusion for stateless Rohingyans.

Unlocking potential with access to:
Solid open source project

- Tim Berner's Lee latest brain child
- "It gives every user a choice about where data is stored, which specific people and groups can access select elements, and which apps you use"
- Takes central control away from major players
- Use case: nutrition app for refugees and migrants

Time to work....

- Can you help me with an app design?
- Mission, Money, Minutes, Minds
- Introducing Shifra
- https://www.shifra.io/
- What about evaluation?
- Whose perspective matters most?

Dr Kanav Kahol

Swasthya slate

- Swasthya = Health
- https://www.youtube.com/watch?v=meFL0maC9k

Discussion and feedback

We Do Not Have
* WiFi...
* Talk To Each Other
Pretend It's 1995