Track: Tack E: Health Systems and Economics Implementation Science  - Monitoring  and Evaluation

**Title:** **Near Real Time Data Analysis by Frontline Health Workers for improved mother/baby pair PMTCT outcomes**

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Text: **Issues:** mothers2mothers (m2m) trains and employs mothers living with HIV from local communities as Mentor Mothers (MMs), to work alongside health workers. MMs educate, support and empower pregnant women and new mothers to take up PMTCT/RMNCH services and health behaviours. Paper-based M&E systems fall short in providing data on uptake of services, in real time to allow for timely program quality improvement interventions. m2m has introduced Client Appointment Dairy, a tool that allows tracking and reporting uptake of PMTCT priority events in near real time, thereby expediting identification and follow-up on clients missing appointments.

**Descriptions:** MMs record clients' priority appointments in the diary, identify appointments due and appointments missed - all structured by date of appointment, as in a regular diary. Missed appointments are tracked and followed up through phone calls and home visits. Daily records are aggregated on Summary Sheets (daily & monthly) in the diary to show uptake of priority PMTCT services, missed appointments and clients followed-up. MMs generate simple graphs on key client outcomes to show site performance. Together with facility staff, MMs review monthly data to identify program achievements and challenges, discuss gaps in service delivery and data quality. They then develop and implement action to address challenges identified.

**Lessons learned:** The restructuring of the data along a standard diary format has improved effectiveness of service delivery because there is quick feedback on uptake of services. Client tracking using the diary is easier and more effective in supporting follow-up of clients who miss appointments. Frontline staff appreciates the diary as it quickly demonstrates daily, weekly and monthly site performance. The current ring-binder format allows flexibility in making changes against the background of ongoing program innovation. However as a ring-binder paper based system, it is bulky and cumbersome to use.

**Next steps:** The diary format transforms data into meaningful information in near real time at point of service delivery. It enables collection and analysis of data in useful format to frontline staff and managers in near real time, helping them improve client PMTCT outcomes. With the pilot in Malawi, the diary will be rolled out in all 6 m2m countries in the next 3-6 months. To further improve efficiency and effectiveness, m2m is currently developing Client Appointment Diary as an mHealth application.