



Customer

mothers2mothers

Location

Cape Town, South Africa

Sites

31

Projects

Mother-Baby Pair Tracking

Departments Using OnBase

Programmes

Case Study | mothers2mothers

Mobile access provides more informed care for mothers

The Challenge

mothers2mothers (m2m) is a non-governmental organisation dedicated to preventing mother-to-child transmission of HIV in seven countries in Africa. For its South Africa Country Programme, m2m launched the Mother-Baby Pair Tracking Project (MBPT) to improve retention of the mothers and their babies in care.

The paper-based Monitoring & Evaluation (M&E) system that recorded and tracked services provided by Mentor Mothers (MMs) at the site level caused some delays in accessing client information. This impeded m2m's ability to tailor service needs and follow up on mothers as well as analyse the effectiveness of the intervention.

That's when m2m turned to HP and OnBase.

The Solution

With the HP and OnBase solution, mobile access to information replaces paper files. Instead of filling out notebooks in the field and sending information through four layers of process before it was available, MMs now work with new clients to fill out a questionnaire in the field and it's quickly scanned into OnBase at the main office with HP scanners.

All of the information in OnBase is securely available to MMs from their mobile phones. The solution rolled out to 29 staff to start, but in just four months, the number expanded to 98 users and continues to grow. With all of the information in OnBase, MMs within the 31 facilities where MBPT is implemented have quick access to the information they need to work with the mothers effectively – no matter the clinic.

Before OnBase, client interactions were manually recorded on paper. However, if a woman went to a different clinic the next time she visited m2m, that facility would not have access to that paper form and her information might be recorded twice. The mobile solution prevents double recording and ensures the woman is getting the right care at the right time.

“Because of the time we save with OnBase, we now have access to the information we need in real time, allowing us to provide better care and see more clients.”

– Nomonde Ngada, project manager - innovations, mothers2mothers

Not only is the information securely available, OnBase also captures the data associated with each visit. The next step for m2m is to analyse the data to understand the effectiveness of its programmes. Project managers can then use the analysis to understand what methods are working best and have the biggest impact, allowing them to become more effective in further promoting health outcomes for mothers and babies, ultimately reducing mother-to-child HIV transmissions.

The Difference

Reduces time spent manually recording patient information: One-on-one sessions with clients used to take 15–20 minutes with much time spent recording information on paper forms. By eliminating manual recording, visits take 10 minutes or less with most of the time spent supporting the client rather than recording.

Increases volume of clients: With less time spent on each visit, staff can see a higher volume of clients and help more mothers through education and psychosocial support.

Provides anywhere, anytime access to patient information through mobile devices: “With the OnBase mobile application, staff have access to the information they need so they can participate in patient care wherever they are,” said Nomonde Ngada, project manager - innovations. “Without the infrastructure to support computers in every patient room, the mobile application allows us to electronically access and securely record information over the mobile network so we can provide relevant support to mothers.”

Decreases data entry and duplicate records: By scanning and entering information into OnBase, staff perform less manual data entry, leading to more accurate and complete data and saving staff time.

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