medic

2023 Annual Report

Advancing the Community Health Toolkit: national scale, local ownership

Photo: Training Female Community Health Volunteers in Jajarkot District, Nepal

A Message to our Community

Photo: Medic teammates at the 2024 global team meet-up in Malaysia

In 2023, Medic advanced the Community Health Toolkit (CHT) as a world-class, open-source technology to reinforce the efforts of remarkable community health workers, governments, and organizations striving to achieve universal health coverage.

As we face the stark reality that one billion people alive today will never see a healthcare provider in their lifetime, Medic's mission could not be more pivotal. Without systemic change in community healthcare delivery, millions will continue to die each year of preventable and treatable diseases.

However, in the inaugural year of Medic's 2023-2025 Strategic Plan, a path toward achieving universal health coverage became clearer.

By pairing human-centered design with digital innovation, we stewarded the CHT to its most user-friendly, intuitive, and scalable version ever.

Our longstanding dedication to accompanying partners on their digitization journeys saw six governments advance national, CHT-based electronic community health information systems (eCHISs). These governments aim to digitally equip over 350,000 health workers – a bold stride towards professionalizing the workforce and advancing health for all.

We grew our base of community partners from 15 organizations to 26, providing feedback, guidance, and hands-on capacity building through the CHT Forum, CHT Academy, and CHT Documentation Site. We also championed four local social entrepreneurs through a premier accelerator program.

This combined approach of product innovation, partner accompaniment, and community engagement ignited remarkable advancements in the reach and scale of the CHT. By year-end 2023, the CHT supported 75,241 health workers – an 85% increase from the beginning of the year. Teams using CHT apps delivered 25.3 million caring activities, reaching and exceeding the milestone of 100 million moments of all-time care delivered with the CHT.

At the core of this progress are the community health workers we serve. Every version upgrade aimed to provide them with a more reliable, agile, and uninterrupted service. Each partner collaboration sought to make salaried, skilled, supervised, and supplied community health workers the norm. This report honors the global CHT community – life-saving community health workers, valiant governments with bold agendas, partners who champion community health, and our talented teammates who endeavor to improve healthcare for everyone, everywhere.

Together, we are uplifting communities with advanced technology to reimagine and revolutionize healthcare systems of tomorrow.

In health and solidarity,
The Medic Team

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Photo: A family from Migori County, Kenya receives CHT-supported care

2023 Impact

4.8 M

all-time households registered

75.2K

CHWs supported

25.3 M

caring activities

117.6 M

all-time caring activities

UHC tracer services

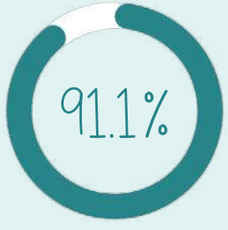
Unlocking high-quality, near-real-time data, the Community Health Toolkit (CHT) supports partners and governments to deliver first-class, timely, and equitable care. With digital enhancements and trustworthy data, partners can make evidence-based program improvements, allocate resources confidently, and provide CHWs with supportive supervision as they deliver critical care.

The CHT covers essential health services that are key to achieving universal health coverage. In 2023, community health workers used CHT apps to:

Identify children's immunization status to mitigate under-immunized and zero-dose children:

734,889

children assessed



of children under two fully immunized

Care for new mothers and children:

347,596

postnatal care assessments

215,630

pregnancy registrations

101,875

delivery registrations
(92.6% facility-based deliveries)

5,281,000

under-five (U5) assessments

708,024

malnutrition screenings

Support women's reproductive health:

1,473,138

family planning counseling sessions

Control diseases and epidemics through safe hygiene practices:

2,137,061

households surveyed for basic sanitation

had access to safe drinking water

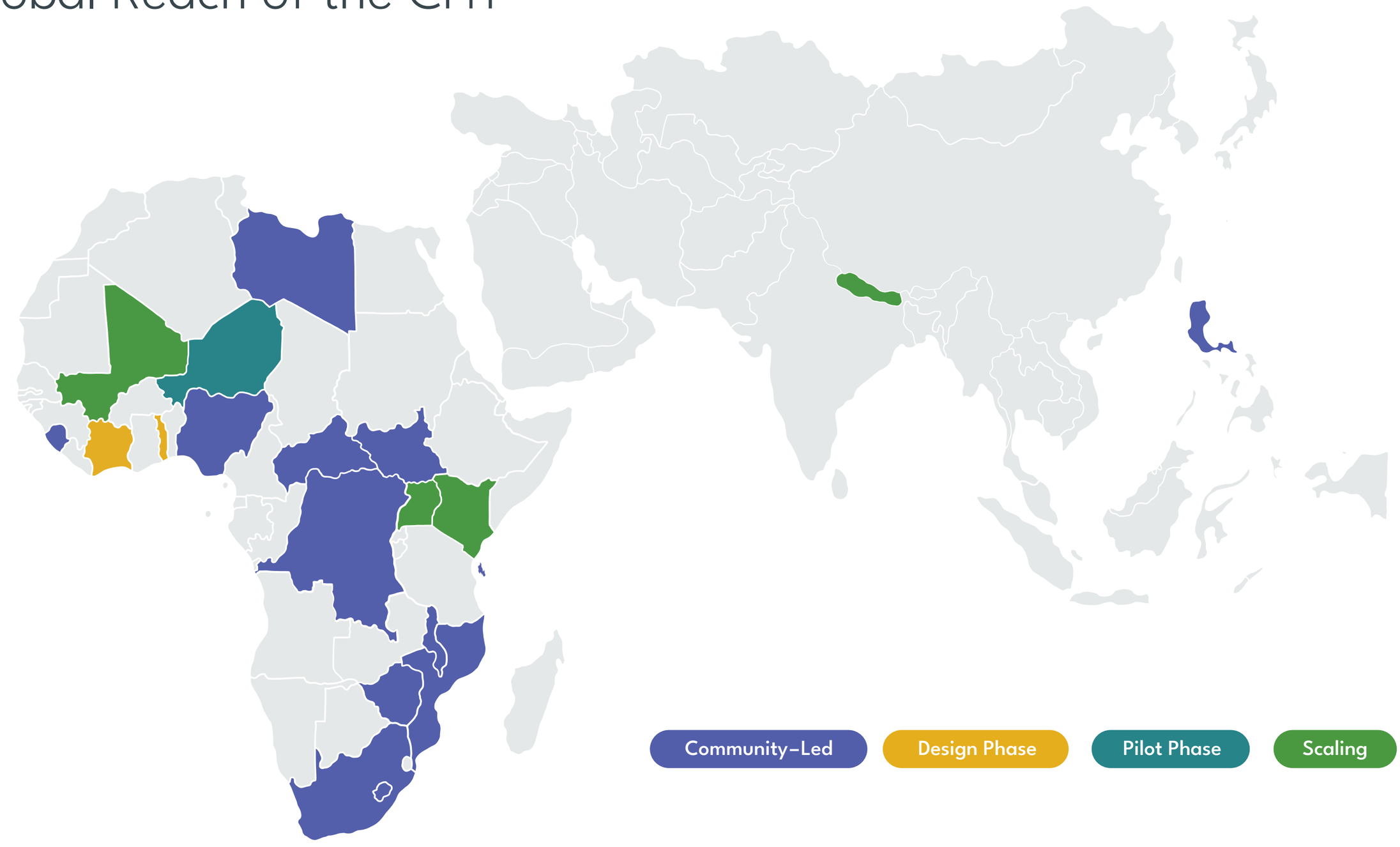
had a functional latrine

Diagnose and treat non-communicable diseases:

1,323,582

patients assessed for diabetes and/or hypertension

Global Reach of the CHT



Steward

Building the CHT as the most adaptable digital public good

CHT as a Software Global Good

Digital Square featured the CHT in the fourth edition and new digital version of the Global Goods Guidebook, presenting the CHT as a strong option for governments and funders interested in strengthening health systems.

Product Highlights

As steward and lead contributor to the Community Health Toolkit (CHT), Medic is committed to a future where all community health workers (CHWs) are equipped with world-class, open-source technology – designed with and for them.

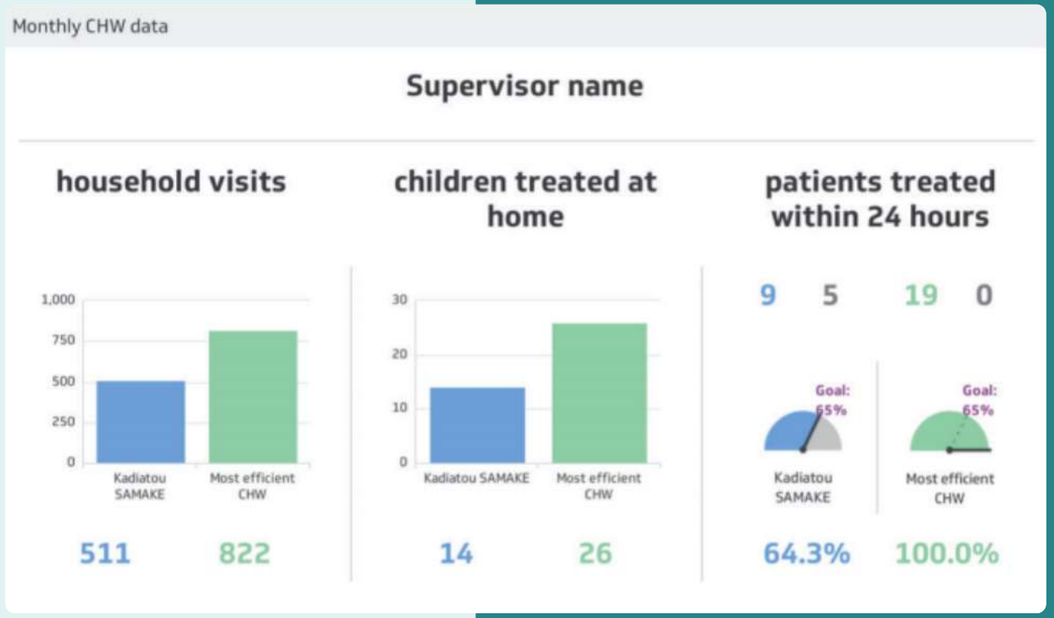
In 2023, we released four versions of the CHT Core Framework: 4.2, 4.3, 4.4, and 4.5, each one enhancing and optimizing the user experience.

We paired human-centered design principles with innovative technological thinking to update the user interface. The CHT is now more intuitive and consistent with other popular mobile applications that health workers already use.

We aligned menus, dialog boxes, buttons, and image lists with Material Design patterns and created a new feature for training cards. The latter allows CHWs to engage in remote learning, such as when new app configuration features have been updated for their context and work. In addition to creating more seamless and efficient training, remote learning saves implementation costs associated with in-person sessions.

We significantly improved replication performance from the CHT server to CHWs' devices, so that they receive their documents up to eight times faster. Transferring data between the CHT and the CHW as quickly as possible is of paramount importance to ensure CHWs can deliver care as quickly as possible. These changes also reduce the load on the server, allowing more health workers to be supported by a single program.

Leveraging the new flexibility of the Core Framework, in CHT v4.4, we upgraded the CouchDB database to the latest version. Not only is this a seamless, automated upgrade for system administrators, it also offers a suite of important security and performance upgrades over prior versions.



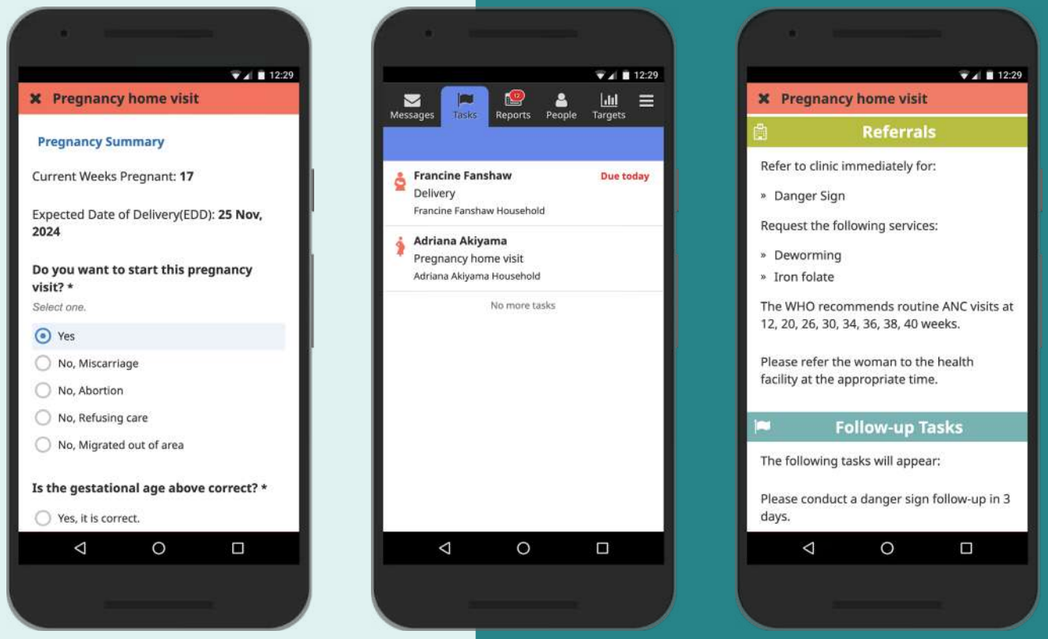
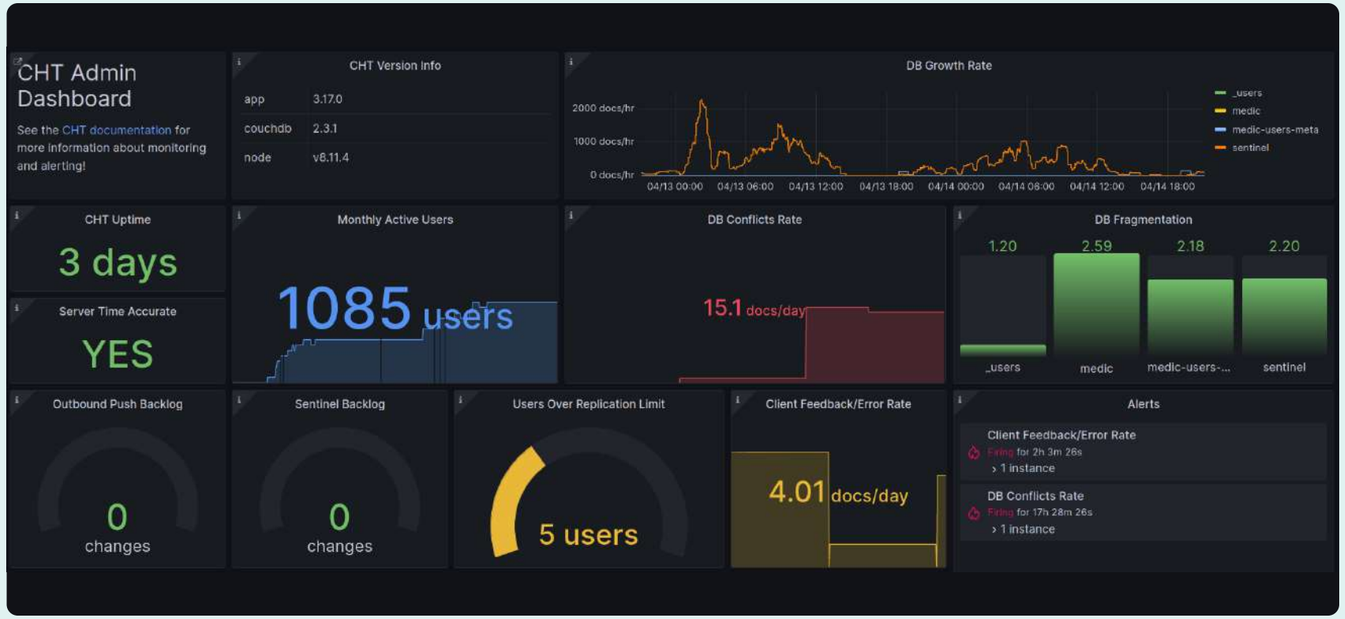


Photo: (L-R) Medic teammates Derick Lung'aho, Njuguna Ndung'u, and Philip Mwago attend the 2023 OpenHIE Community Meeting in Malawi



Interoperability: Collaboration across health systems

The national scale-up of a digital health platform - like that of Kenya's CHT-based electronic Community Health Information System (eCHIS) - means that several disparate information systems, catering to vastly different contexts, all need to find a way to communicate.

Last year, we added an interoperability layer alongside the CHT, which standardizes data exchanges with other health systems by complying with Fast Healthcare Interoperability Resources (FHIR) - the preferred industry standard.

In Kenya, the Ministry of Health adapted the foundational work from the CHT Interoperability Reference Application and added more interoperability use cases, including the national client registry and DHIS2. This enables patient information to flow seamlessly through the Open Health Information Mediator (OpenHIM), a central point for connecting digital health systems. Interoperability has been utilized in pilot health facilities as eCHIS rolls out across all 47 counties, ensuring that no patient information falls through the cracks.

In keeping with our core value of **openness**, our interoperability solutions are publicly available to all partners in a fully open-source repository.

CHT Watchdog: Alerts to prevent outages

Medic strives to ensure that CHT-based apps are always available to support health workers as they care for their community. However, as the often-cited Google site reliability engineering guide says, technical "outages are inevitable in any sufficiently complex system."
In our context, the result is a health worker cannot deliver life-saving care. The most effective strategy to tackle these disruptions is having excellent monitoring and alerting mechanisms.

A challenge for systems administrators is knowing what to monitor. This is where CHT Watchdog shines.

Released in early 2023, CHT Watchdog is a suite of best-in-class software that is customized to monitor CHT instances. Alerts are preconfigured and sent to the administrator's preferred communication medium, including Slack, email, or WhatsApp. These actionable alerts enable administrators to fix the outage before CHWs even notice, allowing for smooth and uninterrupted care provision.

With just a few lines of code, and zero changes to the CHT deployment, administrators gain powerful insight into the health of their instance.

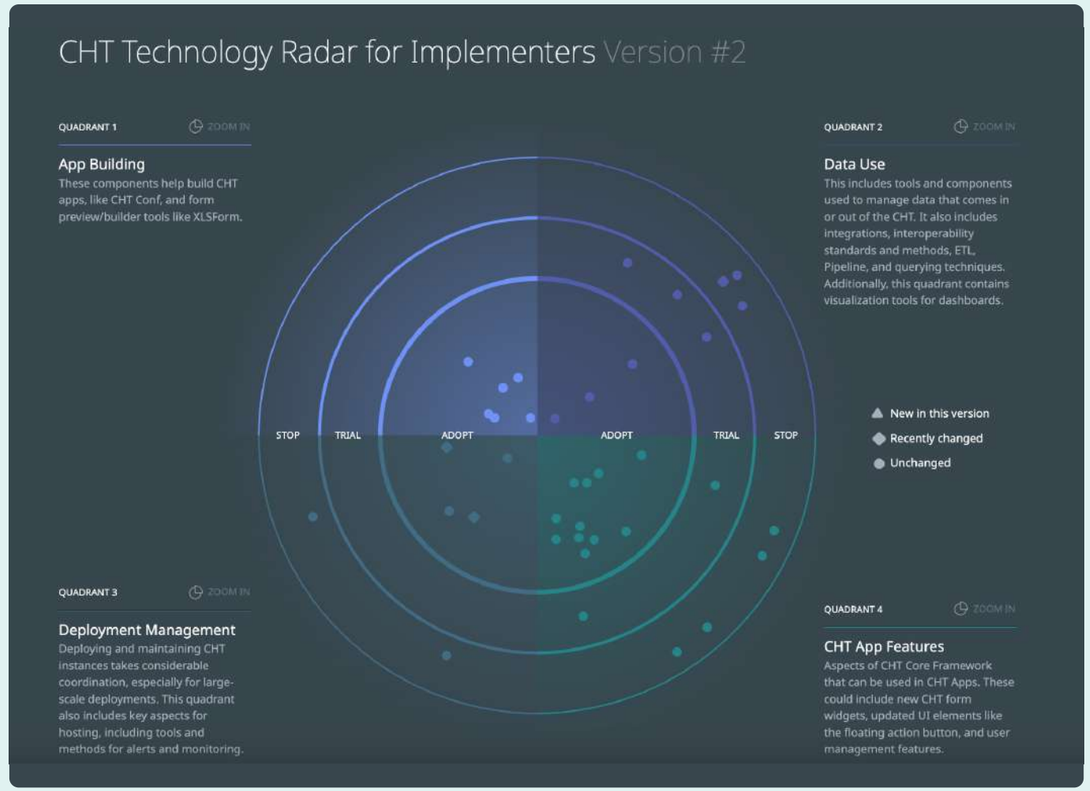
Technology Radar: A short overview of a rich technological landscape

As the technical steward of the CHT, Medic is committed to radical innovation. We strive to keep the CHT at the forefront of the latest technologies, techniques, and industry improvements so that it can best serve the digital health ecosystem.

To this aim, the CHT leverages a framework called Technology Radar – a comprehensive, visual representation of the technologies, features, and functionalities available to build the CHT, as well as guidance on their degree of adoption.

Aligned with the principles of human-centered design, we built two Technology Radars to meet the specific needs of CHT implementers and contributors. The former can make informed technology decisions to design, develop, and host their CHT apps; while the latter is guided on which languages, tools, platforms, or techniques to use while contributing to CHT tools.

Our commitment to open-source means that the content of the Technology Radars is public on GitHub and open for comment and feedback. The Technology Radars help to simplify a complex technological landscape, but more importantly, encourage rich conversation within a community united by a passion to harness innovative technology for reimagined community health systems.



CHT Extension Libraries

Medic and D-tree co-developed the CHT extension libraries functionality, which was released in CHT v4.2. This functionality enables app developers to easily add program-specific machine learning models to the CHT apps, helping healthcare workers to identify populations with the greatest need and make decisions to provide them with optimal, personalized care.

Improvements made in 2023 delivered unprecedented scalability. This was proven through testing and then confirmed with a new record of over 12,000 health workers on a single production deployment, with plans to scale up to more than 100,000.

We're continuing to raise the bar as we focus on national-scale care, while improving efficiency to reduce the total cost of ownership for our partners.

Gareth Bowen
Chief Technology Officer
Medic

Accompany

Ensuring partners are well-supported to deploy, own, and scale the CHT on their path to universal health coverage

Maureen's Story

If a member of Maureen's community falls ill, she will be the first person to provide care. As a community health promoter (CHP) in Migori County, Kenya, she is the critical link between 153 households and the formal health system, ensuring they have access to the full range of quality health services they need.

In 2023, Maureen was one of the 35,409 health workers in Kenya who used the national electronic Community Health Information System (eCHIS) app to deliver quality and timely healthcare, from monitoring pregnancies and vaccinations to referring urgent cases to the local health facility.

Photo: CHP Maureen plays with her grandchildren in Migori County, Kenya

> **I don't want my community to be left behind. I need some support in order to make this community healthy. eCHIS helps me because all the information is stored there. So when I go to the household, it leads me on what to do. I can provide better care.**

Maureen Akomo Wauda
Lead Community Health Promoter
Supported by Lwala Community Alliance

Photo: Diana from Migori County receives care from Maureen

Kenya

Medic led the co-creation of the eCHIS in Kenya, guided by the Ministry of Health's vision for digitally-enabled community health, and alongside county health departments and key organizations including Living Goods, Lwala Community Alliance, Catholic Medical Mission Board, Amref, ENAI Africa, under the CHU4UHC platform of partners.

Together, we channeled learnings from pilot sites and the principles of human-centered design to develop and deploy a national digital health tool. Not only is this empowering frontline workers to provide quality care, it is already delivering rich data to guide planning and policy decisions. As lead technical partner, Medic is also shaping a longer-term eCHIS roadmap aligned with the country's community health and digitization vision.

This work culminated in a presidential launch in September 2023. Kenya's President Ruto pledged to equip 100,000 CHPs with the eCHIS, community health kits, mobile devices, and monthly stipend payments to forge a clear path to universal health coverage paved with innovation, deep collaboration, and a commitment to professionalizing Kenya's community health workforce.

Together, we ended 2023 on-track to meet the energetic timeline mandated by the national government, with 22 of 47 counties rolled out, 35,409 CHPs enrolled, and more than 2 million households registered. By equipping a fully scaled national workforce of CHPs, these critical frontline health workers will be further supported to provide timely care, prevent diseases and morbidities, and promote good health and well-being within their communities.

Photo: (L-R) Robert Mutai (Medic), Aloise Gikunda (Amref), Rose Nijrani (UNICEF), Dr Salim Hussein (Ministry of Health, Kenya)

eCHIS guarantees that community members are registered, assessed, provided with essential services, referred, and followed up to ensure a smooth transition to and from the community to the facility and vice versa.

I am enthusiastic about the upcoming phase, which will expand upon the existing tool to offer additional services and extend coverage nationwide to encompass the entire population.

We appreciate Medic, the lead technology partner for eCHIS, whose efforts and commitment to deliver a robust community health digital solution for Kenya are unmatched.

Dr. Maureen Kimani
Head of the Division of
Community Health Services
Ministry of Health, Kenya

Photo: During a user feedback field visit in Uganda

Uganda

Uganda's Ministry of Health selected Medic as a lead technology partner to launch and scale a national eCHIS powered by the CHT. Following our human-centered design process, we co-created the eCHIS with the Ministry, local partners, and community health workers, known as Village Health Team (VHT) volunteers.

With support from UNICEF Uganda through the Ministry, we improved the user experience for an immunization workflow to serve the CHW better in identifying, screening, referring, and following up on immunizations for children under five. We also added the electronic capture of household locations. This data is foundational to geospatial microplanning by the Ministry in identifying gaps in health services and improving access to them. This collaboration has opened up new possibilities for reaching underserved communities, providing essential primary healthcare, and improving health outcomes.

The Global Fund to Fight AIDS, Tuberculosis and Malaria, through Living Goods, supported us to steer a complex eCHIS upgrade from version 3.11 to version 4.2, which involved an extensive data migration to the Ministry's data center. We collaborated with key Ministry departments to innovate new features and improve existing functionalities within the eCHIS, including supervision, enhanced nutrition workflows, and community health dashboards. To build and maintain confidence in data collected by CHWs, we prepared the Data Observation Toolkit (DOT) for national deployment and built the Ministry's capacity to maintain it.

To provide a clear pathway to national scale, Medic led co-creation workshops to develop eCHIS roadmaps and invested in capacity building for the national technical and program teams to ensure that they have the skills and knowledge to maintain, support, and scale the eCHIS effectively.

By the end of 2023, eCHIS Uganda was rolled out to nine of 135 districts via 7,530 VHTs, with 290,000 households registered. We also continue to support private sector community health programs in Uganda, including 9,056 CHWs with both BRAC Uganda and Living Goods.

Nepal

In 2023, the Nepal program saw significant growth as we partnered with 30 districts to scale up the longstanding SMS-based mHealth program for 14,000 Female Community Health Volunteers (FCHVs).

Additionally, the provincial government of Gandaki requested a landmark shift in our traditional approach of district-level rollout. Our hybrid model of the CHT deployment in Gandaki is pioneering, meeting the unique needs of FCHVs with evolving service requirements to ensure no one falls through the cracks. Unlike earlier models, the CHT app is now used at both the facility level and in outreach clinics, and the targeted interoperability between the CHT and OpenMRS means patients can be tracked whether at home or the hospital. The app notifies FCHVs of antenatal care visits via SMS, and sends expectant mothers text messages with appointment reminders, meaning no one misses an important check-up.

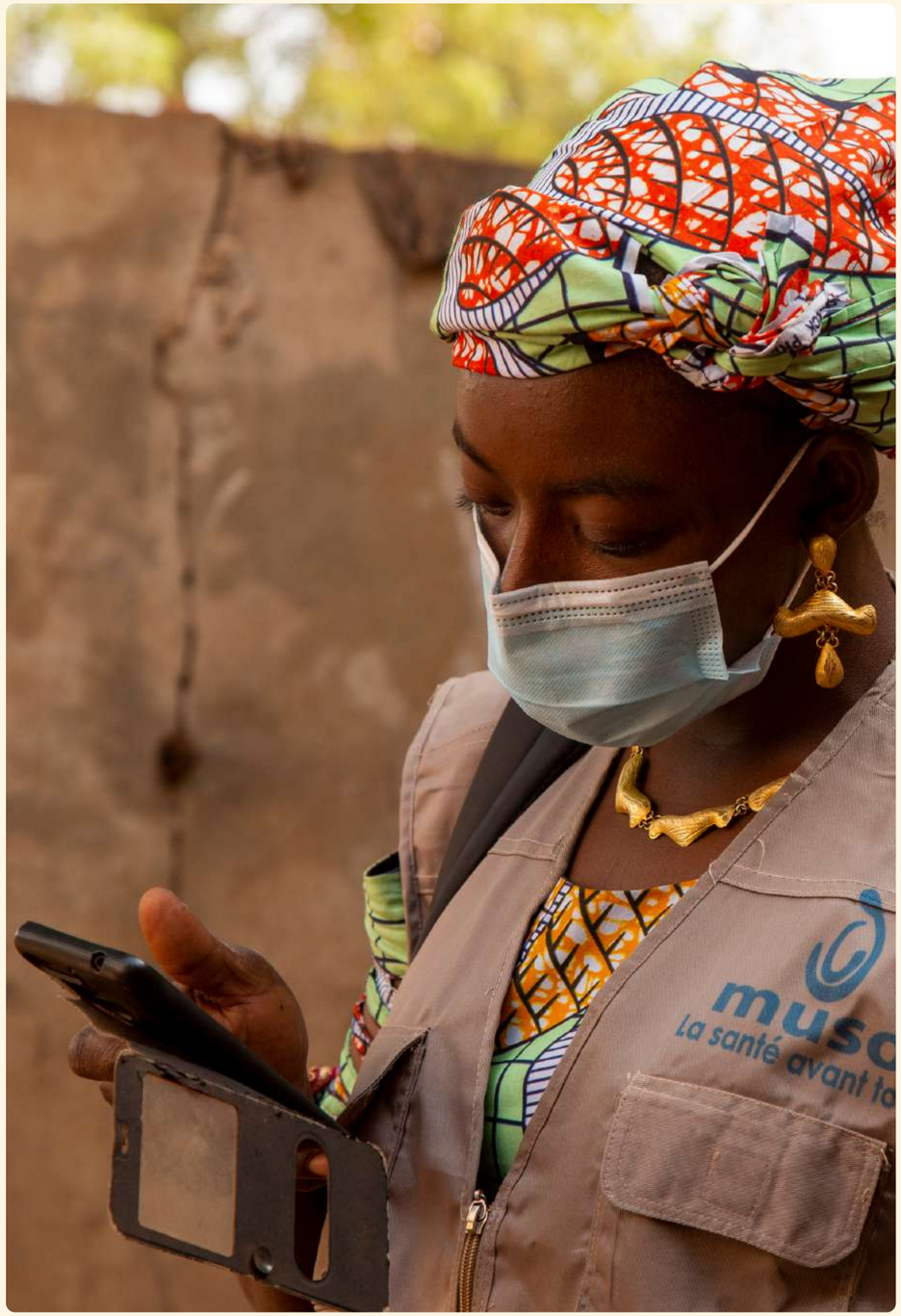
The provincial-level program will also include a new CHT Android app for Community Health Nurses. Under the operational leadership of the Nursing and Social Security Division (NSSD) of the Ministry of Health and Population, we previously designed and supported the deployment of the Android app in four test sites in 2022 and 2023.

To materialize this initiative, the Health Minister, Secretary, and Director General of Gandaki Province have allocated a specific budget, with ongoing consultations with Medic to determine the optimal cost-sharing modality for implementing the CHT app in each of Gandaki's 11 districts. This initiative represents a significant step toward advancing government-led digital health systems to enhance maternal and child health outcomes in Nepal.

Photo: Female Community Health Volunteers in Sunsari District, Nepal

Through our collaboration with Medic, we have seen how technology driven by the Community Health Toolkit can support life-changing health system reform. The impact is reverberating across Mali, which stands proudly as the first country in West Africa to nationally adopt digital community health tools.

Dr Mamoutou Diabate, MD-MPH
Head of the Center for Documentation, Planning, Training, and Health Information (CDPFIS)
Ministry of Health and Public Hygiene, Mali



Photos: A CHW uses DISC-Mali to deliver care in Mali © Muso

Mali

Since 2014, Medic has collaborated with Muso in service of their Proactive Community Case Management (ProCCM) approach. ProCCM aims to reach patients as early as possible in the course of their illness.

In Mali, Muso's 440 CHWs are equipped with their CHT-based app. Centered on ProCCM and enhanced with world-class technology, this program has achieved spectacular reductions in child mortality in the conflict-affected Bankass region of Mali – a reduction from 148 to 55 deaths per 1,000 live births.

In March 2023, the Government of Mali officially launched the CHT-based Digitalisation de la Santé Communautaire (DISC-Mali) as part of a bold and progressive reform of its health system. Medic was selected to lead the customization and implementation of the CHT, providing technical support, training, and ongoing maintenance to operationalize the eCHIS with the support of stakeholders like UNICEF Mali, USAID Mali, the World Bank's PACSU project, and University Research Co. By year-end, 1,261 CHWs were onboarded to DISC-Mali to make data-driven decisions as they deliver life-saving care.

Bandia Dembélé was inspired to become a CHW 10 years ago, after seeing the rates of child mortality in Samanta, in Mali's Kita region. He explains: "Before my arrival, there were many children under five years old who lost their lives. There were also a lot of pregnant women who lost their children to malaria. But when I arrived I really saw a big reduction in that."

Bandia credits many of these lives saved to the sensitization campaigns that CHWs run in the community, which he believes have become even more effective with the arrival of DISC-Mali.

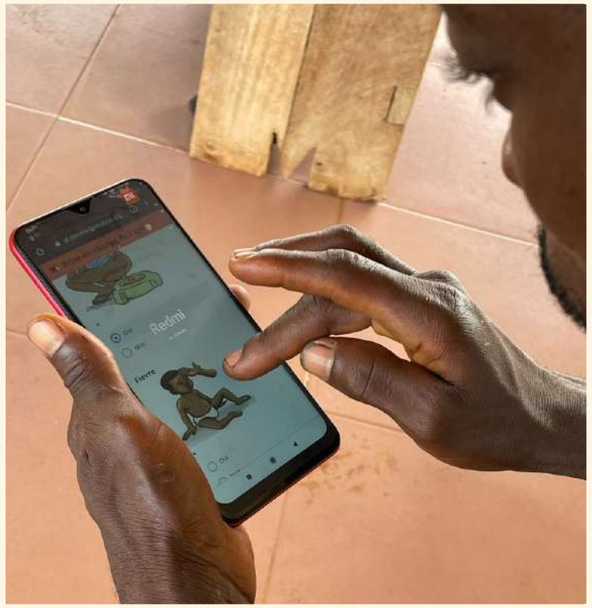
"The app makes work a lot easier. It guides us. It automatically shows you the process you should follow and the advice you should give to the patient. DISC-Mali is the best way for health workers to work well."

Togo

Togo's Ministry of Health, Public Hygiene and Universal Access to Healthcare asked us to develop its national eCHIS in September 2023. With the support of The Global Fund, our Service Design team set out to understand the country's key health challenges, immersing ourselves in the experiences of the CHWs who address them at the last mile.

We identified several pain points faced by health workers, including manually registering households, ordering stock, detecting disease, and monitoring pregnancies. We designed the CHT-based SanteComTogo application to automate health inventory, tracking stock in near real-time and preventing shortages. The tool provides decision-making aids and care guides, helping health workers quickly identify and treat prevalent diseases and reduce error rates. It also helps to monitor patients more systematically, tracking health trends and reminding CHWs of follow-ups and interventions.

The highlight for our team is seeing CHWs download and use the app they helped build. While an app alone cannot save lives, it can enable more accurate, timely, and equitable care delivery in Togo.



Photos: Medic teammates with the Ministry of Health at a workshop in Togo

Côte d'Ivoire

Medic and Muso have enjoyed a deep partnership, collaborating to empower health workers in West Africa, since 2014. In 2021, Medic supported Muso to design and deploy its CHT-powered app in Côte d'Ivoire. Through the app, 154 CHWs and their supervisors can screen for diseases, provide healthcare services, refer patients to facilities, and educate the community on safe health practices.

In 2023, Muso successfully advocated for the Ministry of Health, Public Hygiene and Universal Access to Healthcare to pilot a project digitizing the primary data collection tools used by CHWs through the CHT. Medic was selected to lead the customization and implementation of a national CHT-based eCHIS. CHWs will use this new app to provide healthcare to children under-five and treat illnesses, such as diarrhea, pneumonia, malnutrition, and malaria. They will also be able to better monitor pregnant women through delivery.

Côte d'Ivoire's government is proving its commitment to provide better care to its population, and this digitization will help modernize its community health system. Harnessing these digital tools, the Ministry will be able to track population health, even in the most inaccessible areas, and be better informed to quickly and effectively detect, prevent, and treat serious illnesses.

> **We hope this will generate greater collaboration between countries to eradicate diseases that have devastated the West Africa region. We must not lose lives to illnesses for which treatments exist or prevention can be done. This is the reason I chose to be at Medic.**

Hiell Avissoudo
Project Manager
Medic

> **Partnering with Medic, we build digital tools together not just for community health workers but with them, guided by their expertise and insights. The digital tools we create together do not just collect data. They solve the problems that matter, to make healthcare better.**

Ari Johnson
Co-Founder and CEO
Muso

CHT Community of Practice

Empowering the global CHT community with open access resources, capacity building, and support

In 2023, the vibrant CHT community grew to 26 local and global partners. From researchers to governments, implementers to health workers, Medic collaborates with the full ecosystem of experts to continuously enhance the usability and performance of CHT-powered apps. Together, we ensure that care reaches everyone, when and where they need it.

Our 2023 developer surveys paint a clear picture: app builders in the community increasingly find that the CHT is user-friendly. By actively listening to user feedback and swiftly engaging with adopters on the CHT forum, we're meeting the needs of our community to make software releases smoother, and our documentation more robust than ever before.

Photo (L-R): CHP Irene (Lwala), Nekesa Were (Medic)

CHT Academy

Since we first launched the CHT in 2018, we have dedicated extensive time and resources to create and maintain tutorials, technical guides, training guides and presentations, practical exercises, and sample code to guide partners to rapidly build expertise on the CHT. To further accompany our community, in 2023, we launched the CHT Academy - a free, open, online learning platform.

CHTEA: Empowering local entrepreneurs

With a two-year, €2 million investment from the Bayer Foundation, Medic and PATH launched the Community Health Toolkit Entrepreneurship Accelerator (CHTEA) in January 2023. The project aimed to reduce technical, political, and economic barriers to equipping CHWs with human-centered and sustainable digital tools.

Through CHTEA, Medic trained designers and app developers from four technical organizations in Africa on becoming CHT builders, while PATH advised them on accessing financing and opportunities for scale.

Grantees from Brink Innovation, Guild Digital, IntelliSOFT Consulting LTD, and POSH IT tapped into a rich network of CHT resources, including the documentation site and CHT Academy, to build their technical and organizational capacity. The CHT Forum also provided a shared learning environment for grantees to solve challenges through the collective knowledge of our vast community of practice.

Having completed the CHTEA program, grantees have made valuable contributions to the CHT community, including developing workflows to address illnesses, such as malaria and cholera, and useful CHT open-access frameworks that can guide other community members. They will soon join respective Ministry of Health technical working groups, ensuring local organizations are engaging and contributing to impactful healthcare solutions of the future.

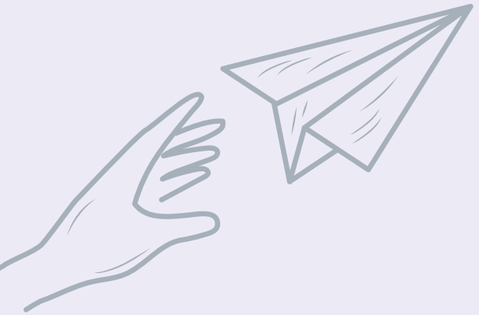
Collaborative public health innovation

In Malawi, South Africa, and Zimbabwe, we collaborated with leading research institutions to implement innovative yet simple two-way-texting (2wT) solutions, supporting the prevention and treatment of HIV. Alongside the International Training and Education Center for Health (I-TECH) and The Lighthouse Trust, we developed 2wT systems to improve follow-up care for voluntary medical male circumcision (VMMC) and antiretroviral therapy patients.

In South Africa, 2wT technology alleviates the caseload of 54 nurses by optimizing how they deliver care to 4,547 VMMC clients. Across Southern Africa, I-TECH's Digital Initiatives Group is supporting the transition of the 2wT app to local hosting and public use. As an open-source resource, anyone can adapt the app for their specific needs, benefitting from years of user-informed enhancements.

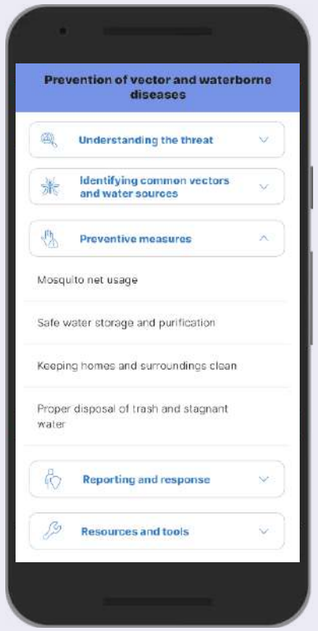
Medic's commitment to user satisfaction has not gone unnoticed. The CHT framework, coupled with the comprehensive documentation and the engaging CHT forum, has undeniably contributed to a remarkably smooth learning curve. The resources provided have been invaluable, making the entire development journey both accessible and enjoyable.

George Kyambadde
Software Developer



Innovate

Incubating new technologies and discoveries to improve health impact and reimagine health systems



Building resilience where climate and health connect

Climate change has been declared the biggest global health threat of the 21st century, and is already impacting disadvantaged populations. Despite this, few solutions exist to address climate health risks in low-income settings.

In collaboration with Scope Impact, we prototyped the ClimateXHealth Resilience Toolkit with Female Community Health Volunteers (FCHVs) in the rural, flood-prone Sindhupalchowk district of Nepal. We found that health providers and rural communities are acutely aware of climate impacts on health, including growing unmet mental health and gender-specific health and safety needs. FCHVs are adapting as best they can, but need more collective action.

We channeled this feedback into enhancing the Toolkit by co-designing community and health facility-level preparedness, response, and recovery concepts. These concepts were designed to better prepare the community for climate events, with maps of hazards and safe zones, inventory lists for emergency backpacks and health facilities, and initiatives like women-only shelters, gender-equal disaster relief packages and post-disaster SMS health advice. This tool will be available on the Community Health Toolkit (CHT) and as a standalone Android app.

In 2024, we will enhance the ClimateXHealth Resilience Toolkit with a malaria health risk predictive model, developed with Lwala Community Alliance. This predictive model uses climate data to forecast future malaria caseloads and will be piloted in Migori County, a malaria-endemic zone of Kenya, to aid decision-makers in their preparedness efforts.

Photo: Medic's Marina Kenfack and Joviah Tuhaise at the Africa HealthTech Summit in Kigali, Rwanda

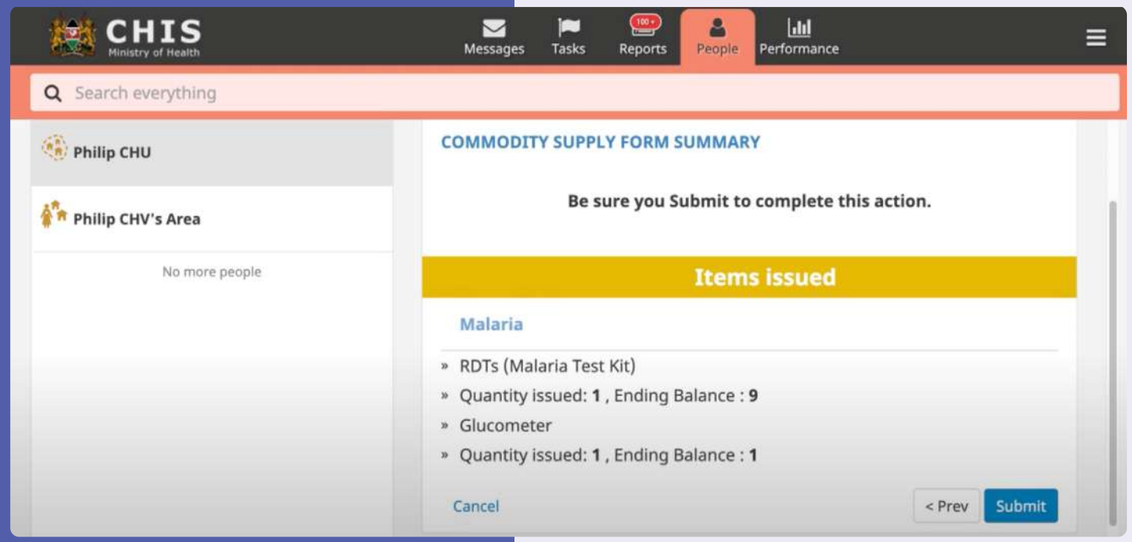
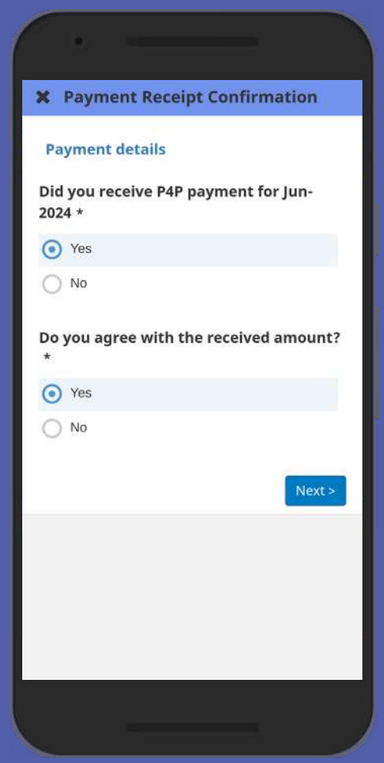


Photo: A CHP in Kenya reports their household data



Better data for informed decisions

Despite research showing that digitally-supported community health workers (CHWs) accelerate healthcare delivery, there is continued mistrust in the quality of data they collect due to gaps in their training, skills, and performance.

Medic co-developed the Data Observation Toolkit (DOT) with DataKind, Living Goods, BRAC Uganda, Uganda's Ministry of Health, and Muso. The DOT automatically detects inconsistent or problematic data and visualizes these results, enhancing overall data quality. DOT has also helped partners improve their CHT app design and identify CHWs needing additional capacity and support, so that they can deliver timely, equitable, and quality care where it is needed most.

In 2023 we made it even easier for community members to adopt the DOT, by documenting a streamlined deployment process and refining the UI and DOT engine to simplify enhancements and significantly reduce the turnaround time for updates.

Breaking down barriers to women's empowerment

Women make up 70% of CHWs. However, only 14% of CHWs across 24 Sub-Saharan African countries are paid for their vital work. This disconnect has significant implications for women's economic empowerment. A straightforward payment process can break down these barriers and ensure that they receive the proper compensation they deserve.

We collaborated with our long-time partner, D-tree International to develop a digital payment workflow for Zanzibar's CHT-based eCHIS, addressing challenges such as late or inaccurate payments, lack of information updates, and verification problems. Users found it intuitive and easy to navigate, with one supervisor saying that it "will introduce accountability, automate the process, and build trust between program stakeholders and users."

Automating inventory tracking

It is crucial that commodities, whether diagnostic tests for malaria, antibiotics for pneumonia, or contraceptives for family planning, be managed efficiently so that health workers can deliver them to communities when and where needed. But there is a significant gap in consistent, high-quality commodity consumption data in most low- and middle-income countries (LMICs).

This led us to co-create CHT commodity supply chain workflows in Kenya, Mali, and Uganda with Ministries of Health and implementing partners. We digitized and automated inventory tracking, aligning with new supply chain best practices to better support health workers and the communities they serve.

In Kenya alone, this workflow was available to over 35,000 CHWs serving 2 million households by the end of 2023, with plans to reach every CHP across 47 counties by June 2024.

Advance

Driving systems-level change that translates evidence and best practices into policy

To achieve universal health coverage, community health systems need an enabling environment of supportive governance, the right technology and infrastructure, future-looking legislation, and collaborative commitment to professionalize the community health workforce. As a founding member of the Community Health Impact Coalition (CHIC), we boldly advocate for all community health workers (CHWs) to be salaried, supplied, skilled, and supervised.

In Kenya, Medic and our partners championed the enactment of critical health laws. The newly adopted Digital Health Act and Primary Healthcare Act provide a framework with direction to accelerated universal health coverage through digital tools.

At the 2023 Global Digital Health Forum (GDHF), we hosted a main-stage plenary session with community health promoter Mary Najoli from Kenya. There, alongside eminent tech, government, and health-care leaders, Mary shared how Kenya's eCHIS has transformed how she delivers digitally supported care to more than 100 households.

We championed our value of openness, reaffirming our partnership with OpenHIE to drive forward accurate and efficient data exchange with other digital health systems. Several of our technical teammates attended OpenHIE's community meetings to connect and learn with fellow experts and collaboratively build ecosystems that provide equitable health for all. Medic continued to harness our extensive networks and partnerships to promote and adopt interoperability standards and workflows, sharing best practices with the global CHT community.

We also celebrated the appointment of our CEO, Dr. Krishna Jafa, as Deputy Board Chair of Unlock Aid, an advocacy coalition calling for transparent investment in local small and medium-sized organizations.

Photo (L-R): Wambui Kinya (Google Search Africa, Medic Board Member); John Wanyungu (Ministry of Health, Kenya); Mary Najoli (CHP, Kenya)

Team

Our values of humanity, creativity, solidarity, openness, and initiative inform everything that we do. As our technology elevates, and our reach expands across ever more regions, our global team of exceptional experts - and the values that connect us - remain our biggest strength in furthering our mission.

In early 2023, we came together for a full team meet-up in Zanzibar to unveil our exciting 2023-2025 Strategic Plan and celebrate our collective big wins. Our Cultural Gala night, a Medic tradition, represented the rich diversity across our team. These connections to each other and our mission fueled us through the year as we interacted with our users in last-mile communities in Asia and Africa and shared our work at global events.

Whether it's providing diversity, equality, and inclusion training, spending quality time with users to understand their experiences, or growing our global team to represent the communities we serve, we champion connection through shared humanity from our very core.

87%

Medic teammates who identify as persons of color

60%

Team representation in CHT deployment countries

40%

Medic executive leadership who identify as women

"What makes working at Medic so special? It is the people who are determined to support others to succeed. Those who see problems that will cause pain to a teammate and reach out to solve it. Those who are not afraid of their teammate's success, but rather rejoice and share in the collective impact that Medic is creating for our fellow human beings."

Jane Katanu
Senior Manager, Service Design
Medic

Photos: Medic teammates at the 2023 global team meet-up

Partners

Coalitions for Impact

- Africa Frontline First
- Community Health Impact Coalition
- CHU4UHC
- Digital Public Goods Alliance
- Fast Forward
- Intelligent Community Health Systems
- Innovations in Healthcare
- Million Lives Collective
- OpenHIE
- Transform Health
- Unlock Aid

Philanthropic Partners

- Anonymous (2)
- Amazon Web Services, Inc.
- Bayer Foundation
- Bohemian Foundation
- Crown Family Philanthropies
- Dovetail Impact Foundation
- The ELMA Foundation
- The Global Fund to Fight AIDS, Tuberculosis and Malaria
- The Greater Houston Community Foundation
- The Horace W. Goldsmith Foundation
- Johnson & Johnson Foundation
- Merrill Schneider Foundation
- Network For Good
- Panorama Global
- The Ray & Tye Noorda Foundation
- The Rockefeller Foundation
- The Sall Family Foundation
- Silicon Valley Community Foundation
- The Skoll Foundation
- Swiss Re Foundation
- Yield Giving

Community Partners

- Amref Health Africa
- BeeHyv Solutions
- BRAC
- Brink Innovation
- Catholic Medical Mission Board
- Centre de Recherche et d'Expertise pour le Développement Local
- DataKind
- Dimagi
- D-tree International
- East Bali Poverty Project
- ENAI Africa
- Guild Digital
- HealthIT
- HealthRight International
- Ilara Health
- Integrate Health
- IntelliSOFT Consulting LTD
- International Care Ministries Philippines
- International Committee of the Red Cross
- International Training and Education Center for Health
- Jhpiego
- John Snow Inc.
- Jomo Kenyatta University Of Agriculture and Technology
- Kathmandu University School of Medical Science
- Last Mile Health
- Living Goods
- Lwala Community Alliance
- Malaria Consortium
- Médecins Sans Frontières
- Muso
- Ona
- Palladium Kenya
- Partners In Health
- Posh IT
- Rural Health Collaborative
- Safari Doctors
- Smart Health Global
- Swiss TPH
- SunyaEk
- TotoHealth
- Tuki Logic
- UNICEF
- University Research Co.
- University of Washington
- Visortech Solutions
- Village Health Works
- Ministry of Health, Public Hygiene and Universal Health Coverage, Côte d'Ivoire
- Ministry of Health, Kenya
- Ministry of Health and Public Hygiene, Mali
- Ministry of Health and Population, Nepal
- Ministry of Public Health, Niger
- Ministry of Health, Public Hygiene and Universal Access to Healthcare, Togo
- Ministry of Health, Uganda
- Ministry of Health, Zanzibar
- Western Cape Department of Health and Wellness

Welcoming Board Chair Raffi Krikorian

Raffi Krikorian expanded his role on Medic's Board of Directors as incoming Board Chair-person, succeeding Greg Ennis. Since joining the Board in 2020, Raffi has been instrumental in supporting Medic to sharpen its long-term technical vision and strategy and navigate the trade-offs between scale and extensibility.

Board of Directors

Raffi Krikorian (Chair), Robin Bruce, Brittany Hume Charm, Wambui Kinya, Josh Nesbit, Amy Norris, Dykki Settle

"Medic is really standing up in support of digitally enabled, change-making community health workers in Kenya and beyond.

Sam Battistoli
Investment Director,
Dovetail Impact Foundation

Financials

Preliminary

Balance Sheet (USD)

As of December 31, 2023

Assets	
Current Assets:	
Cash	4,053,288
Contracts Receivable	543,761
Pledges Receivable	1,565,000
Prepaid Expenses and Other Current Assets	314,711
Inventory	0
Total Current Assets	6,476,760
Property & Equipment, Net	72,305
Deferred Tax Asset	63,141
Total Assets	**6,612,206**
Liabilities and Net Assets	
Current Liabilities:	
Accounts Payable and Accrued Expenses	468,406
Accrued Benefits	129,091
Accrued Taxes	54,076
Deferred Revenue	136,600
Total Liabilities	**788,173**
Net Assets:	
Without Donor Restrictions	3,254,916
With Donor Restrictions	
Time Restrictions	1,665,000
Purpose Restrictions	904,117
Total Net Assets with Donor Restrictions	2,569,117
Total Net Assets	**5,824,033**
Total Liabilities & Net Assets	**6,612,206**

Statement of Activities (USD)

As of December 31, 2023

Support and Revenue:	
Grants and Contributions	10,960,246
Contract Revenue	1,089,272
Other Income	158,808
Total Revenues and Support From Operations	**12,208,326**
Expenses	
Program Services	8,004,909
Management and General	1,203,911
Fundraising	536,923
Total Expenses	**9,745,743**
Total Change in Net Assets From Operations	**2,462,583**
Nonoperating Activity:	
Tax Benefit (Nepal)	1,144
Total Changes in Net Assets	**2,463,727**

Photo: Female Community Health Volunteers in Sunsari District, Nepal

Photo: West Africa teammates at Medic's 2023 global team meet-up

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