PHISICC

Workstream 4 (WS4)

Design of the intervention

WHAT IS WS4 ABOUT?

WS4 is the design phase of the PHISICC project, which is deeply rooted in the findings of WS2 and WS3. The team is developing an innovative paper-based health information system (HIS) at the primary care level across the three project countries – Côte d'Ivoire, Mozambique and Nigeria.

The design work incorporates the main healthcare areas at PHC. It is hoped that the new design products will support the decision-making capabilities of health workers based in health facilities and ultimately improve health outcomes.

WHICH METHODS WILL BE USED IN WS4?

The human-centred design (HCD) approach is key in WS4. This approach promotes co-creative, collaborative and intentional design activities.

To achieve this, the PHISICC team, with their expertise in public health, works in partnership with a team of designers who have skills in information design and application of the HCD approach in low- and middle-income countries, and three 'co-creation groups' (CCG) which have been formed in each African country specifically for this project. The members of the CCGs include healthcare workers, who are key end-users, and other stakeholders representing different perspectives and experiences with the HISs.

Together, all collaborators use the findings from the chararcterisations of the HISs in the three countries (WS3) and a framework on decision making of the healthcare workers (WS2/3) as the basis for initial design concepts.

Several workshops and on the ground testing takes place in each country; these efforts serve to guide subsequent innovative concept iterations and confirm the final product designs.

WHAT ARE THE IMPLICATIONS OF WS4 FOR PHISICC?

The creation of an enhanced paper-based HIS will enable PHISICC to test its effects on: data quality and data use; health outcomes; utilisation of health services; job satisfaction; and costs.