SAFE SCHOOL REOPENING PILOT PROJECT

Sehat Kahani (Telehealth Service)
None of the schools fulfil the criteria to be labeled as providing the School Health Services (SHS).

- Most schools do not have any kind of “On-campus” School Health Services available
- Nearby government facilities are understaffed and are not fully functional
- The school administration's understanding of SHS is limited to providing emergency care
- Teachers are not properly trained in first aid management and minor ailments of emergencies
- Mental and psycho-social health of students is affected during COVID-19
- Lack of periodic health screening and nutritional assessment of students
- 5% of female & 6% of adolescent male students are severely malnourished
- Mental health and health education is the least concentrated in schools
- 52.2% students in the intervention schools are under nourished
- The relationship and harmony between the school and the government health facility is weak
Rationale of Sehat Kahani (Telehealth Service) in SRP

**F A C T S**

- 79% of the schools do not have any kind of “On-campus" School Health Services
- 75% of schools have nearby government facilities, but most are understaffed and not fully functional.
- Only 22% of the Intervention schools had contact of nearby health facility
- 5% of female & 6% of adolescent male students are severely malnourished
- 52.2% of the students in the intervention schools are undernourished
- 26.2% of the students reported frequent headaches
Rationale of Sehat Kahani (Telehealth Service) in SRP

FACTS

- 24-31% of the students feel tired
- COVID-19 anxiety has been reported in 38% of the students and in 28% of the teachers
- 33% of the non-teaching staff observed mood swings
- 70% intervention schools have internet facilities available in the schools but limited to computer labs only. Internet in classrooms is non-existent
- 54% intervention households own a computer, laptop or a tablet.
- Similarly, 49% intervention households have internet facility in their homes
• Lack of community knowledge and experience on mobile health technologies
• The community expressed willingness and interest to avail this facility, if provided

Recommendations
To make Telehealth accessible, it should be provided through different means/ channels,
1- Health awareness messages through SMS- to reach maximum population
2- Help line service for non–internet users
3- Telehealth App for smart phone user with internet connection

Objective of the Assessment
1. To assess the understanding of parents on Tele / E-health services
2. To assess the need & demand for the Telehealth / E-Health services
3. The assess the interest of parents for availing the services.
Goal:
Making Schools Safer by reviving the School Health Services- SHS in pilot schools through Telehealth services.

Objectives:
Availability of 24/7 access to healthcare professionals for the students, staff and parents of the 20 pilot schools. The target group is aware of the use of on-line health services. The Target group use the on-line health services and are satisfied with the results.

Outcomes:
Improved access to health services by the target group, that may result in better learning behaviors, resulting in making schools safer place for the students, staff and parents’ satisfaction, to send their children to schools.

Target Group:
School Administration, School Teaching & Non-Teaching Staff Students & their Parents.
A necessary innovation through Community Innovation Hub

- Dedicated 24/7 helpline service
- E-Health App Solution
- Health Education and awareness
Sehat Kahani E-Health App Solution

- Digital healthcare accessible 24/7 anywhere with internet coverage
- Chat, Audio, and Video-Based Consultation
- Connect to a doctor in less than 60 seconds
- E-Prescriptions through In-App notifications as well as Email
- Records health history and conducts medical consultations
- Unlimited Duration and Number of Consultations through instant consultation or Appointments
Sehat Kahani E-Health App Solution
COVID 19 Response
Sehat Kahani E-Health App Solution
MIS Reports- Disease Alert Mechanism

Publication of detailed dashboard for monitoring of consultations:
- Disease prevalence
- Disease patterns
- Epidemic alerts
- Utilization trends

Detailed analysis of user base insights including bifurcation of:
- Demographics
- Gender
- Age groups

Brief summary of patients' consultation feedback:
- Experience with doctor
- Consultation quality
- Trend of consultations
Dedicated 24/7 Helpline Service

Customer Care Representatives and Telehealth Nurse on 24/7 Helpline for Immediate Assistance
Virtual awareness sessions with the students, Teachers, Non Teaching staff and parents on mutually agreed and need based topics.

The need will be identified through disease alert mechanism (type of ailments for which the Sehat Kahani services are acquired by the users).
Details of Teachers & Students Benefiting from Sehat Kahani E-Health App Solution
A zoom session was organized on Friday 16-07-2021.

Prior to the session, the SRP team briefed all the schools on the details of the session through respective school WhatsApp groups.

The online session was attended by 13 participants from 6 intervention schools.
SMS Campaign
aimed at promoting SK services (App and 24/7 Helpline) and increasing the number of users

- 4 Messages have been finalized for SMS Campaign and will be shared in English and Urdu as well
- List of potential users have been prepared and will be shared with SK staff by 24th Sep, 2021
Positive Lessons Learnt

• High level of patient satisfaction – 99 percent's users are satisfied
• The best way to get medical help with COVID-19 symptoms before leaving home. Limit exposure to infections and illness
• No cost service
• Easy access to a variety of doctors with one click in case of emergency
“Sehat kahani App worked beyond my expectations. Timely appointment with excellent doctors, quick responses, thoroughly diagnosed through video calling and timely prescription.

Thanks to Sehat kahani and SRP!!!”

Teacher Uzma- IMCG G6- ¼
Users Feedback on SK E-Health App

“A standard family medical service is available at the click of a button. I am using SK App and I am really satisfied with the quality. Now it is easier for women to consult a doctor in any emergency with privacy and dignity.”

Abida Umar - SDE - SRP, ITA
Challenges

• Account Registration/sign-up process is complex and long. The SRP team needs to engage personally with each participant to download the app on their phone.

• Teachers and parents generally do not have mobile data for access and use of the SK App, so it is affecting the targeted registration numbers as a whole.

• For online consultation, the availability of a stable internet connection is required to reach the online doctor who usually examine the patient through video calls and these video calls are generally distorted by poor internet connectivity which ultimately hinders consumer satisfaction.

• Consumers are reluctant to use the SK helpline as it only provides oral advice to patients. No written prescription is provided so the correct understanding of the drug and its uses depends on the understanding of the patients.

• The overall opinion of the community is that provision of medicines should also be done along with online advice, as well as list of nearby medical stores which can deliver medicine with minimum delivery charges.
Challenges

• The community is reluctant to download and use the App because free COVID-19 testing is not available through TeleHealth Partner Labs (and the same is true for other medical tests) as well as details regarding free community-based testing sites nearby patients are also not being provided.

• During the reporting period, the community had problems downloading the App from the Google Play Store because the app was not working due to some technical glitch and the same happens with the dashboard. The health partner has been asked several times to address these issues.

• The passive role of SK partner in implementing this activity.
Future Plans – Oct, 2021

• **Orientation sessions** on SK- Telehealth Service with parents, teachers and students from 12 schools.

• **Meetings with AEOs** to share project updates and gain their confidence, interest and commitment for this innovation (6 meetings planned).
Thank you!!!