

The MSF Telehealth Toolkit: a standardised system to plan, implement, and evaluate call centres and hotlines

Platform Overview

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MSF Telehealth Toolkit Platform Overview

The objective of the MSF Telehealth Toolkit Phase One was to generate a document-based toolkit that would enable field teams to streamline their planning and implementation of telehealth services.

This document-based Telehealth Toolkit was produced in 2020 and generated positive feedback, however through the expert interviews conducted in the initial research process it was clear that a streamlined platform based approach would address a number of key challenges including:

- Information sharing on the telehealth projects launched across the MSF movement
- A multidisciplinary team approach where experts can be called on to support relevant elements of telehealth planning and implementation
- A streamlined method which avoids important information getting lost in emails

With this and encouragement from the Phase One project committee, the MSF Sweden Innovation Unit have engaged an external development group to build a custom MSF Telehealth Toolkit platform. In the following slides you will find an insight into the key platform features and flow. Full live platform demonstration available at the SciDays booth.

MSF Telehealth Toolkit Platform Sign-up and Login



Welcome

MSF TELEHEALTH TOOLKIT PLATFORM

 Keep logged in[Forgot your password?](#)

Login

Dont have an account [Sign Up](#)



MSF Telehealth Toolkit Platform Homepage

The Telehealth Toolkit Platform homepage contains;

- an overview of telehealth projects that have been launched to date
- insights into the project leads so users can understand who they may want to speak to to get added insight
- An option to view submitted details of other projects
- A way to create a new project and invite the right multi-disciplinary team to join

In the future we envision this dashboard containing multiple useful toolkits and frameworks for different digital health efforts.

Home

Welcome to the MSF Telehealth Toolkit Platform, <<First Name>>!

What is the purpose of this Toolkit?

The MSF Telehealth Toolkit was launched in August 2020 as a collaborative effort between OCG, MSF Canada's Telemedicine team and the MSF Sweden Innovation Unit. The objective of this project is to provide resources to support the effective implementation of Telehealth Hotlines, Call Centres and other forms of telehealth two-way communication. The toolkit was informed by interviews with MSF experts from across the movement, both field and OC based, and research into best practices externally.

The MSF Telehealth Toolkit contains three main sections that were informed by MSF teams who have previously worked on these types of interventions:

Pre-launch- e.g. is a telehealth solution even relevant to the challenge you have identified in the field?

Implementation - e.g. what type of training and guidance should be delivered to support a successful telehealth implementation?

Evaluation - e.g. how to measure if your telehealth intervention is reaching the target cohort?

We have created this online platform to help field teams move through this process in the easiest possible manner, collaborate with your colleagues, and access the support you need from different MSF experts along the way.

If you have already been invited to join a project this will appear under the 'My Projects' section. If not you can create your own and invite your team to join.

If you have any questions before or during this process please feel free to contact the Toolkit Team on the right or on swidj@stockholm.msf.org

You can also view all background information on the MSF SharePoint here including a short introductory video.

Below you will find any similar projects that are in progress or completed to give you a better idea of how your colleagues in different missions have approached challenges similar to the ones you face.

New project

Create new project

Last projects

View of projects →

My team

- Alexander Morozov - Manager
- Anna mimova - Manager
- Nikita Shelgov - Designer
- Ivan Lunev - Designer

MSF Telehealth Interventions Overview

Telehealth Intervention Description	Location	OC	Project Lead	Date Added	Status
Mental Health Hotline in Colombia	Buenaventura	OCB	Erika Chavez	December 2020	Complete - Click for PDF Summary
Teleassistance for SGBV	El Salvador	OCBA	Olivia Massuel	Jan 2021	Complete - Private Contact Project Lead for Information
Mental Health Hotline	Jordan	OCA	Hassan Nassar	August 2020	In Progress

MSF Telehealth Toolkit Platform New Project & Project Portfolio

The screenshot displays the MSF Telehealth Toolkit Platform interface. At the top left is the MSF logo with the text "MEDECINS SANS FRONTIERES" and "DOCTORS WITHOUT BORDERS". The main heading is "Create new project". Below this is a dashed box with a plus sign and the text "Create new project". A modal form titled "New project" is open, containing the following fields:

- Name project
- DC (dropdown menu)
- Location (dropdown menu)
- Invite people to project using email separate by commas
- User email address

A red "Create new project" button is at the bottom of the modal. The background shows a grid of project cards, each with a photo, the text "ToolKit", and "2 hours ago".

This screenshot shows the "Project Portfolio" view of the MSF Telehealth Toolkit Platform. It features a "Create new project" button at the top. Below it is a grid of project cards. Each card includes a photo, the text "ToolKit", and "2 hours ago". The cards are arranged in a 2x3 grid.

MSF Telehealth Toolkit Platform Starting a New Project

MEDECINS SANS FRONTIERES
DOCTORS WITHOUT BORDERS👤 ⚙️ 🔍 📄 🔔 🖱️

← Back

Project name
Complete 75%

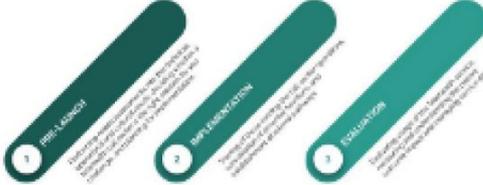
A Quick Introduction

Who is the intended user of the MSF Telehealth Toolkit?
The ultimate end-users of this toolkit are the field teams who have identified a potential need that is aligned with the launch of a Telehealth intervention. OC's are encouraged to communicate this document and toolkit to field teams, and support them in usage of this guidance.

When should this Toolkit be used?
This toolkit may be used at any point during the process of exploring, implementing and/or evaluating a telehealth service within MSF. The Toolkit is structured in three parts, illustrated below, which aim to provide high level guidance on key considerations that should be taken into account in an effort to ease the development and evaluation of such interventions.

How should the Toolkit be leveraged by MSF teams?
This platform is intended to serve as an evergreen resource for Telehealth in MSF, periodically updated with new insights as programs and MSF expert understanding further matures. If you feel there is any important information that should be included in this resource please email the MSF Sweden Innovation Unit at siiu@stockholm.msf.org.

Once you have completed relevant sections with your team you can export and share the full summary documents with others who may require or benefit from this information. You will also have the option to share your finished Telehealth plan with other MSF users on the system to help advance shared knowledge and understanding of this space. You are now ready to get started, select the button below to enter the first section for your Pre-Launch assessment.



1. Pre-Launch
This section provides a comprehensive overview of the telehealth service, including the rationale for the intervention, the target population, and the expected outcomes. It also includes a checklist of key considerations for the launch phase.

2. Implementing
This section details the operational aspects of the telehealth service, including the selection of technology, the recruitment and training of staff, and the establishment of a support system.

3. Evaluating
This section outlines the methods for monitoring and evaluating the telehealth service, including the selection of key performance indicators (KPIs) and the use of data to inform decision-making.

[Get started](#)

Need some help?

Collaboration

Type here...

MEDECINS SANS FRONTIERESSCIENTIFIC DAY

MSF Telehealth Toolkit Platform Guided checklists

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DOCTORS WITHOUT BORDERS👤 🗄 ⚙ 📄 🔔 🖼

[← Back](#)

Project name

Complete

5%

Left navigation view

Pre-launch

- Pre-Launch Step One:
- Pre-Launch Step Two:
- Pre-Launch Step Three:
- Pre-Launch Step four:
- Pre-Launch Step five:
- Pre-Launch Step Six:
- Pre-Launch Step Seven:
- Pre-Launch Step Eight:
- Pre-Launch Step Nine:
- Pre-Launch Step ten:
- Pre-Launch Step Eleven:
- Pre-Launch Step Twelve:

Implementation

- Implementation Step One:

Pre-Launch Step One: Is a Telehealth approach the right option to address your challenge now?

The following points are some basic foundational requirements for the launch of a telehealth service. Tick the boxes of those that apply to your current context. To proceed with further development of a telehealth service, most, if not all, of these areas should be ticked.

If there are areas that you cannot confidently tick at present, you must first focus on overcoming these issues if possible. In cases where these issues are not solvable at telehealth implementation may not be suited to your current needs.

- Approved by relevant MSF OC
- Designated support point of contact(s) in relevant OC engaged and formalised
- MSF data protection office consulted
- Confirmed you are in accordance with applicable in-country regulations
- Clear documentation of the inclusion and exclusion criteria for patient/caller engagement
- Stakeholder mapping completed
- Confirmed that there is no duplication of efforts within or external to MSF
- Resourcing requirements understood and approved Risk
- Risk and needs assessment performed

While not pre-requisites for telehealth implementations, it is important to also consider the trust/awareness of MSF in the target population (especially important when establishing telehealth promotion campaign) and the presence on in-person MSF services.

[← Back to previous doc](#) [Edit](#) [Ready](#) [Next doc →](#)

Collaboration

MSF Telehealth Toolkit Platform Map referral pathways



← Back

Project name

Complete



Left navigation view

Pre-launch

Pre-Launch Step One:

Pre-Launch Step Two:

Pre-Launch Step Three:

Pre-Launch Step four:

Pre-Launch Step five:

Pre-Launch Step Six:

Pre-Launch Step Seven:

Pre-Launch Step Eight:

Pre-Launch Step Nine:

Pre-Launch Step ten:

Pre-Launch Step Eleven:

Pre-Launch Step Twelve:

Implementation

Implementation Step One:

Implementation Step Three: Validated referral pathways

Based on your stakeholder mapping in the pre-launch phase prepare a finalised list of organisations and services that may be relevant for onward referrals or inbound referrals (from other potential health or social services). MSF telehealth service operators, either clinicians, health promoters or other (depending on the type of intervention you are launching) should have a thorough understanding of these likely referral points and have this information readily available for users/patients:

Organisation/Service Name (can also be services within MSF)	Specific Offering	Contact Details for User/Caller and Availability (timing/costs etc.)	Means of Referral and Verification
Example: Nutrition NGO	Food supplies program for malnourished children	Phone xxxxxxxx or visit at xxxxxxxx between 9AM-3PM IST	Phone xxxxxxxx or visit at xxxxxxxx between 9AM-3PM IST

- Ensure this referral information is well understood and readily available for MSF operators.
- Make formal contact with highest priority referral points and brief them on the MSF telehealth service and referral plan.
- Engage with specific points of contact within teams/organisations that may be frequently referred towards in order to ensure pathway is well functioning, cases are reaching intended referral points, and the service is still available and/or key information has not changed that MSF teams should be aware of.
- Finally consider the realities of access to medicines for your target population. Often the need for increased access to healthcare consultations that lead to engagement with telehealth services also correspond with an unmet need to access medicines. Consider establishing corresponding pathways that address this where appropriate. This may be a matter of electronically transferring prescriptions to nearby pharmacies or establishing a more novel distribution pathway.

← Back to previous doc Next doc →

Collaboration



Anna Jackson

Hi! @artem can you edit the document? It is advisable to pass it before lunch

12.14 PM



Artem Baglaenko

Yes I'll get started now

12.14 PM



Anna Jackson

Thank you, write how you will cope

12.14 PM

Type here



MSF Telehealth Toolkit Platform Team collaboration and expert support

Team members can collaborate on a guided project using the comment section on the right hand side.

This also allows for teams to request support from specific experts in the movement (e.g. Data Protection officers) when they require added guidance.

The screenshot displays the MSF Telehealth Toolkit Platform interface. At the top left is the MSF logo (MEDECINS SANS FRONTIERES DOCTORS WITHOUT BORDERS). The main content area is divided into three sections:

- Project name:** Complete (71% progress bar).
- Left navigation view:** A list of steps under 'Pre-launch' (Pre-Launch Step One through Pre-Launch Step Twelve) and 'Implementation' (Implementation Step One).
- Main Document Editor:** Titled 'Implementation Step Four: Logistics'. It contains text about the importance of logistics and several text input fields for descriptions. The current field contains: 'Our service operators will work from a designated room within the clinic. This room is reserved for this service only.'

On the right side, there is a 'Collaboration' chat window with the following messages:

- Anna Jackson:** Hi! @artem can you edit the document? It is advisable to pass it before lunch. 12:14 PM
- Artem Baglaenko:** Yes I'll get started now. 12:14 PM
- Anna Jackson:** Thank you, write how you will cope. 12:14 PM

At the bottom of the document editor, there are navigation buttons: 'Back to previous doc', 'Edit', 'Ready', 'Editing by Artem Baglaenko', and 'Next doc'.

MSF Telehealth Toolkit Platform Team collaboration and expert support

Once projects have been completed by teams using the MSF Telehealth Toolkit they have the option to share the full document with other MSF colleagues to help them achieve the same result and learn from the insights generated.

The summarised input will also be available for team members to download and share with others who are not platform users.

The screenshot displays the MSF Telehealth Toolkit Platform interface. At the top left is the MSF logo with the text "MEDECINS SANS FRONTIERES" and "DOCTORS WITHOUT BORDERS". A red banner at the top of the document reads "PRODUCED USING THE MSF TELEHEALTH TOOLKIT PLATFORM". Below this, the date "MAY 2021" is shown, followed by the title "PROJECT PLAN SUMMARY: TELEHEALTH HOTLINE FOR MENTAL HEALTH IN BUENAVENTURA". A central image shows a woman in a white MSF t-shirt sitting at a desk with a laptop, talking on a mobile phone. To the right of the document, a green circular icon with a white download arrow is overlaid. Below the document, there are two social media sharing options, each showing a preview of the document and a red circle with a plus sign indicating the number of shares. The bottom of the document features a red horizontal line, followed by the text "PROJECT SUMMARY DESCRIPTION INCLUDING LAUNCH DATE" and "AUTHORS - NAMES OF FIELD TEAM AND SUPPORTING MEMBERS WHO CONTRIBUTED". The MSF logo is also present at the bottom left of the document page.

MSF Telehealth Toolkit Platform More Information Below

Thank you for your interest. For more information and to see the full MSF Telehealth Toolkit please visit the SharePoint page [here.](#)

You can also contact Hanna Phelan at the MSF Sweden innovation Unit on siu@stockholm.msf.org

