

*“We are a country of one thousand hills, so it often takes one month to receive a message from the field about a disease outbreak or drug shortage. The TRACnet system is an attempt to improve this slow and unreliable communication within the Rwandan healthcare system using new mobile phone technology.”*

*- Dr. Innocent Nyaruhirira, the minister of HIV/AIDS in Rwanda*

## Customer Profile

The Rwanda Ministry of Health strives to provide and continually improve the health services of the Rwandan population through prevention, care, and treatment programs thereby contributing to the reduction of poverty and enhancing the general well being of the population. With the support of PEPFAR and other donors, Rwanda has extended care and treatment to an extraordinary 70% of those who need it.

## Situation and Challenges

Information for timely and informed decision-making is critical for Rwanda to successfully achieve its goal of rapid ARV program scale up. Effective program management requires policy makers and care providers to closely monitor program issues. These issues include patient adherence to treatment regimens, drug resistance, and ARV drug and lab supplies (to avoid shortages or stock-outs). The government’s ability to establish effective program management mechanisms is vital to successful delivery of ART to an increasing number of people.

## Our Solution

TRACnet is Rwanda’s dynamic mHealth solution designed to collect, store, retrieve, and disseminate critical program, drug, and patient information related to HIV/AIDS care and treatment. Widely recognized as the first national mHealth system in Africa, TRACnet has been implemented to support the country’s rapid scaling up of HIV/AIDS clinical services in a variety of health care settings.

Under the leadership of the Ministry of Health and the Center for Treatment and Research on HIV/AIDS, Malaria, Tuberculosis and other epidemics (TRACplus), TRACnet is being deployed to increase the efficiency of Rwanda’s HIV/AIDS program management, and enhance the quality of patient care.

With a bilingual English and French telephone and web interface, TRACnet employs a practical and sustainable approach to using information technology. By leveraging existing infrastructure - mobile telephone networks, connected and standalone computers, and underlying paper record systems - TRACnet has been deployed nationwide to connect every health facility providing ARV treatment and related services.

## Benefits

- **Coverage:** Deployed in all 225 health facilities offering ART in Rwanda, accounting for 100% of all ART patients in Rwanda. In September, 2009 there have been more than 12,000 user sessions adding to the more than 900,000 user sessions since the program’s inception in 2004.
- **Trained Personnel:** More than 1200 site level users, power users and system administrators have been trained to submit monthly program indicator reports, patient data and weekly consumables (drug) reports; review and analyze the resulting data; and administer TRACnet.
- **Access:** Most users (nearly 90%) access the system via a toll-free telephone interface, thereby minimizing costs and time to deploy and overcoming constraints such as unreliable power supply, poor or non-existent internet connection, as well as the cost of accessing the internet.
- **User Adoption** Anecdotal evidence has shown that most health facility personnel own mobile phones, and that those who have a phone demonstrate an ease of use after a brief training.



Real-Time Data Dashboard

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