Evaluation of the Implementation Process of the Mobile Health Platform ‘WelTel’ in Six Sites in East Africa and Canada Using the Modified Consolidated Framework for Implementation Research (mCFIR)


BACKGROUND

Today more than ever, health systems globally are investing in integrating secure messaging platforms for virtual care in clinical practice. Implementation science is essential for adoption, scale-up, spread and maintenance of complex evidence-based solutions in clinics with evolving priorities. In response, the mHealth Research Group modified the existing Consolidated Framework for Implementation Research (CFIR) to evaluate implementation of virtual health tools in clinical settings. WelTel is an evidence-based digital health platform widely deployed in various geographical and health contexts for virtual care and public health monitoring.

OBJECTIVES

1. Identify the facilitators and barriers to the implementation of WelTel in relation to scale up
2. Assess the usability of the mCFIR tool and provide a guide for mHealth researchers and implementers on how to use mCFIR for digital health implementations.

RESULTS

- We observed a parallel trend in the scores for Importance and Performance.
- **End-user Characteristics & Inner Settings** scored highest in Importance and Performance for all sites.
- **Outer Setting** scored the lowest in both Importance and Performance for all sites
- The highest Importance ratings were provided by HCPs, policy makers, and external stakeholders.
- The highest Performance scores were provided by policy makers followed by patients and HCP. External stakeholders scored lowest in terms of Performance.
- **End-user Characteristics “Patients”** was ranked lowest by external stakeholders and highest by patients.
- Areas of strengths included timely diagnosis, immediate response, cost-effectiveness, user-friendliness, and simplicity.
- Areas for improvement included training, phone accessibility, stakeholder engagement, and literacy.

Identified Strengths & Barriers to the Implementation of WelTel

CONCLUSION

- The mCFIR tool allowed for a comprehensive understanding of the barriers and facilitators to the implementation, reach, and scale-up of digital health tools.
- Participants emphasized the importance of creating partnerships with external organizations and health authorities in order to achieve sustainability and scalability.
- A data visualization tool is currently under development to facilitate discussion of results at the end of the mCFIR sessions

Acknowledgement

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