Mobile Phone Panel Training Guide

Lao Women's Union

AED
Vientiane, Lao PDR
15 September 2010

DRAFT

Introduction to the Manual

This training guide has been drafted to orient training participants on how the mobile phone panel will be carried out in Lao PDR.

Objectives of the training

1. Assess the capacity of the Lao Women Union (LWU) members on the usage of mobile communication technology to share information about emerging infectious diseases (EID)
2. Orient the LWU members on the use of mobile phone panel to share information and solutions on EID in their area.
3. Train LWU members in recruiting mobile phone ~~panelists in~~panelists in districts and villages and assisting in the rollout of the mobile phone panel.

Training Participants

Training participants are 20 LWU members from identified provinces, districts and villages who will serve as trainers to the mobile phone panel participants or short message service (SMS) panelists.

Expectations after the training

By the end of the training, trainers are expected to:

1. Be able to respond with ease the SMS questions that will be sent to their mobile phones
2. Explain and share with other LWU members the purpose and mechanics of the mobile phone panel
3. Be able to screen potential SMS panelists
4. Troubleshoot technical/operational problems that may be encountered by the panelists.
   Practice the use of SMS technology in their field work/ social mobilization activities in districts or villages of assignment.

Timeframe

The trainers' training will last for two days while training of SMS panelists will be for one day.

Preparation prior to training

1. Pre-screen selected LWU members using the Panel Screening Form
2. Gather all training materials:

a. Each participant will receive: Handouts, Panel Training Form (for trainers), and Report Procedures
b. Each participant will need to fill-in the Consent/Disclosure Agreement Form and Attendance Sheet prior to the start of the training. After the training, they will answer the Training Evaluation Form. *Refer to Annex for the copy of the forms.*
c. Other materials needed: pens/markers, bond papers, and flip chart or writing board
3. Purchase phone vouchers for distribution to SMS panelists

Training Agenda for SMS Panelists (1 day)

Time	Activity/Module
8:30 – 9:00	Registration
9:00 – 10:00	Module 1
10:00 – 10:30	Break
10:30 – 12:00	Module 2
12:00 – 1:00	Lunch break
1:00 – 3:00	Module 3
3:00 – 3:30	Break
3:30 – 4:00	Module 3 (continuation)
4:00 – 4:30	Open Forum
4:30 – 5:00	Closing

Module 1: Emerging infectious diseases in the communities

Purpose: To discuss incidence of EID cases and other health problems in ~~their communities~~their communities, such as bird flu, dengue and malaria.

Welcome and Introduction
1. Introduce trainer/s and participants
2. Present objectives and agenda of the training
3. Ask participants of their expectations in the training

Discussion topics:
- What are the health ~~problems they~~problems they encounter/ heard in their communities?
- What are the cases of EID in their communities?
- What do they heard about these?
- What is being done in the communities?
- What communication activities are done to address these problems?

Activity: List answers in a flipchart. Discuss each one.

Emphasis: Importance of quick action to prevent outbreaks.

Module 2: Role of LWU members in EID issues in the communities

Purpose: To highlight what the LWU is doing to prevent EID outbreaks.

Discussion topic:
- What are the health-related functions as LWU members in the communities?

Activity: List answers in a flipchart. Discuss each one.

Group activity:
- Divide members in small groups (5 per group).
- Ask members to discuss the questions below.
- Groups to make a diagram on the flow of information from village to provincial level and vice versa.
- A member of each group will present a diagram and their answers on how they help prevent the spread of diseases.

Small group discussion questions:
- How do they share information among LWU members and the community? What do they do with the information they have? (Present in a diagram)
- How do they help prevent the spread of diseases?

Emphasis:
- LWU members' presence and sharing of information among members in the field makes them a key player in reducing the ~~risks of~~risks of outbreaks. .
- Monitoring the spread of the disease is important in making quick action to a problem.

Module 3: Mechanics of the mobile phone panel

Purpose: To orient participants on mobile phone technology as a tool to gather feedback in EID information sharing.

Part 1: Introduction to the mobile phone technology

Discussion topics:
- How are mobile phones used (privately and at work)?
- What are the benefits of using mobile phone in health promotions?
- How did they use mobile phones monitoring health issues? In disseminating information? Cite examples.

Activity: List answers in a flipchart. Discuss each one.

Part 2: Mechanics of the mobile phone panel
- How it works

- Questions are simultaneously sent to all SMS panelists.
- Responses will be automatically recorded in the vendor's database.
- The IT Consultant will collate all responses and submit a report to AED.
- AED will disseminate the report to relevant agencies/individuals.
- What are the information to be collected
  - Incidence of EID and other illnesses, e.g. malaria and dengue
  - Health promotions activities conducted in the field
  - How health problems are reported and solved
  - Other issues that may arise
- Tasks as an SMS panelist
  - Respond to a set of questions
  - Share experiences in using the technology in LWU meetings
- Reporting requirements
  - SMS-based responses submitted weekly
  - Training reports (for trainers)

Presentation: Trainer will walk through the process of the mobile phone panel

Steps	SMS Panelists	Trainer	Focal Person (FP)	IT Vendor
Step 1: Build database	Provide their personal information and mobile phone numbers to the trainer	Submit the SMS panelists' data to the FP	Submit the data in electronic format to the vendor	Record all the mobile numbers of the SMS panelists in the database
Step 2: Send questions				Send a list of questions to the SMS panelists on an agreed day (to be discussed) once every week for the next eight (8) weeks (to be confirmed).
Step 3: Respond to questions	Respond to the SMS questions within 24			System automatically records the responses

Steps	SMS Panelists	Trainer	Focal Person (FP)	IT Vendor
	hours			
Step 4: Monitor responses	Respond to questions		Remind panelist to respond to the questions and probe for problems. Troubleshoot if necessary.	Monitor non-response and submit report to FP

Other issues:
- SMS panelists must ensure that they have enough credit in the mobile phone (for prepaid phones) and that phones are left on and with enough battery.
- SMS panelists must notify the FP if they did not receive the SMS link in their mobile on the agreed day.
- SMS panelists will receive a notification that their response has been received by the vendor (to be discussed with vendor). If notification is not received, panelists should inform the FP.
- Follow ups to non-response should be done within two (2) days. Additional responses will be included within this period. Survey for the week will be closed on the 3rd day. Reports will be generated on the 4th day.
- Incentives will be given to those who successfully responded to the panel.
- Trainers may need to conduct additional trainings to cover for dropouts.

LADY, WHAT ABOUT THE MODEL OR TYPE OF CELL PHONE? WILL THIS NOT BE AN ISSUE? Can the participants use any model of mobile phone?

Activity 1: Simulation exercise on the use of mobile phone panel
- Phone vouchers will be distributed to SMS panelists.
- The trainer will send SMS of sample questions and answers to the participants.
- Each participant will try to respond to the SMS by choosing appropriate answers from the list.

Activity 2: Open forum

Closing of session

Module 4: Recruitment of SMS panelists (for trainers)

Purpose: Trainers will be oriented on screening SMS panelists.

The criteria for selecting an SMS panelist are:

- Active LWU member involved in health promotions
- Stationed in their locale (to define) within the next eight (8) weeks (to confirm)
- Regularly uses the mobile phone and does not share it with anyone
- Currently uses Tigo (or other providers – to check with vendor)

Activity: Discuss each criterion. Participants will be given copies of the Panel Screening Form.

Module 5: Oversight of mobile phone panel (Focal person)

Purpose: Train a focal person that will serve as the conduit between the vendor's requirements and the compliance of the SMS panelists to the tasks. FP will respond to queries and problems on the mobile phone panel.

Responsibilities of the FP:
- Coordinate with the trainers the conduct of training
- Ensure all training materials and forms are available. Compile completed forms and submit to AED office. Email SMS panelist information to vendor for inclusion in database.
- Ensure that sufficient number of SMS panelists are recruited
- Monitor compliance of SMS panelists in submitting responses.
- Purchase and disburse incentives to qualified SMS panelists.
- Report to the vendor technical problems experienced in the field.
- Inform SMS panelists any limitations in the technology and solutions to problems.
- Gather and document all other pertinent information shared by SMS panelists that are not captured in the panel.
- Mediate between SMS panelists and assigned health expert in responding to health-related queries. *(A hotline can be set up for this purpose.)*

Troubleshooting

The following lists scenarios where SMS panelists experience problems:

Problem	Response/Action
Did not receive SMS link on the expected date	Inform vendor to send link; If link can be readily forwarded, send the question to the panelist (to check with vendor)
Did not receive notification that response was received by the vendor	Inform vendor; Ask panelist to resend the response OR answer the questions again (to check with vendor)
Panelist is not sending responses	Call panelist and remind about the questions; Monitor compliance
Panelist did not receive incentive	Validate responses with the vendor if panelist is qualified to receive incentives; Inform panelist on the status of successful responses;

	Give incentive if appropriate
Panelist wants to report other issues not captured in the questions	Gather and document qualitative data; Ask the panelist to raise the issue on the next LWU meeting; Ask the panelist to call a hotline (if available)

Closing program
- Thank all participants.
- Ask participants to fill up a training evaluation form.

Annexes

Handouts:
Presentation Handout
Panel Training Form (for Trainers)
Report Procedures

Administrative Forms:
Consent/Disclosure Agreement Form
Panel Screening Form
Attendance Sheet
Training Evaluation Form