COVID-19 Pandemic Wellbeing Taskforce

March - July 2020

A collaborative of non-profits and tech companies for tech-enabled Covid-19 response
Taskforce objectives

- For patients
  - To provide critical health services to patients during the pandemic
  - To provide mental health consultations to patients during the pandemic

- For organizations
  - To provide organizations with resources to continue their operations

- For community workforce
  - To provide community workforce with information about infection prevention & control so they can keep themselves safe

- For health providers
  - To provide health providers with PPE kits
  - To provide health providers with practical information about personal safety
  - To provide health workers with mental health support during the pandemic
Taskforce activities

For patients

Aaroogya’s MyHealth helpline
- 1140847651

We provide free telehealth education & consultations for patients for essential health services & COVID-related concerns via a helpline and chatbot. We work with NGOs & businesses to create “community champions” who share our helpline, chatbot & website with migrant communities, rural areas & slums. Available in 11 Indian languages.
For organizations

Training in infection control & Covid-19

Organizations that provide essential services need adequate infection control measures to make sure their staff & volunteers stay safe while also providing their beneficiaries the right information. This online training for health workers/volunteers/field workers offers them adequate knowledge about COVID 19, its transmission and preventive measures for public or beneficiaries and themselves.
For workforce

InteleSafe: Keeping health workers & community workforce safe on the job

A free Android app + website for healthcare workers and community workforce with training modules on PPE use & infection control, a WhatsApp helpline and mental health counseling. Short, easy-to-understand modules on infection prevention and control curated by a team of experts.
Key successes - My HealthLine

- Project led by Aaroogya Foundation
- Received 1.5 lakh calls to My HealthLine
- Of these 25000+ calls to My HealthLine were for medical services like suspected COVID cases concerns, general health issues, women’s health and mental health
- 104 calls received and serviced with requests for PPE kits
- Website with videos in 11 languages and helpline in 13 languages available for health education - social distancing, hand hygiene, fighting stigma due to COVID, etc.
- 27000+ site visitors accessing educational content (www.aaroogya.org.in & www.covidhelp.in)
- 4400+ high-risk communities (slums, migrants) undergoing COVID-19 screening - 167 high-risk patients identified and provided information for testing
- 1000+ doctors, policy makers, entrepreneurs, scientists and civil society orgs reached
For the general public, the COVID-19 pandemic is synonymous with the lockdown, in which migrant workers have been one of the worst hit groups. Aaroogya, through its network, has helped migrant workers across Bihar, Rajasthan and Jharkhand who were returning home for their survival.

Rahul had been hearing his 62 year old grandfather coughing for many days, and didn’t know how to help him. Coming from a poor background, their living conditions weren’t great, especially now that the pandemic has wrecked havoc in their lives. With no means to earn and no access to healthcare, they had no choice but to move back home to their village Morsanda in Bihar.

But his grandfather, a known asthmatic had suddenly worsened with breathlessness after 5 continuous days of coughing. Multiple thoughts came to his mind, “What to do next? How to contact a doctor? How to reach a hospital? What if daadu has Corona?” Aaroogya Foundation responded to Rahul, via one of its partner organizations. Our case workers attended to his grandfather, providing consultation and helping him get assessed for COVID-19. We further referred them to the state helpline number and helped Rahul her medications for his grandfather.
Patient testimonials...

Pallavi, at the age of 25, woke up again with a cold sweat as she clutched her abdomen, writhing in pain. This story is not uncommon. Many women experience excessive pain during menstruation, sometimes to such an extent that they are unable to perform their daily activities.

During this pandemic, women do not have access to doctors to cater to this problem, especially those from underprivileged backgrounds. On May 30, 2020, Aaroogya Foundation received a request from Goonj to provide teleconsultations to some of the disabled women residing at Shahdra, Delhi. Aaroogya case workers immediately connected with Mr. Sonu who represented them. Parvati was among a community of 4500 disabled women, having no access to healthcare in the time of crisis. Most of the women were suffering from symptoms like excessive menstrual bleeding, vaginal itching, excoriation, excessive painful intercourse, missed periods, fatigue and breathlessness. A doctor from Aaroogya helped Parvati and the other women by giving medical advice and catering to their health needs.
Key successes: InteleSafe & Training in IPC

- Project led by Intelehealth
- 27 organizations from all over India participated in infection prevention & control training like Human Development and Research Centre, PSJ, BDS, Sir Syed Trust (SST), Development Services International (DESI), Read trust, Sambhawna trust, Bosco Reach out, Prescilla Centre, Rilum Foundation, CBCNEI, Rajputana society, Living hope, Navjeevan, Shape India & Dreams, Pratham Institute & Pratham Council for Vulnerable Children, The Ant, The East, Rural Volunteer Centre, RIGBO, CAN Youth, NRESWN, WAY Foundation, JMECT, SATRA, Shree, Vacha, Parinaam Foundation, Suvita, Anthill, Red Bird
- **1400+ NGO staff trained to become master trainers across 22 states**
- 1948 master trainer training hours provided
- 86% of participants scored 80% or more on a post-test assessment
- Knowledge gain between pre and post test assessment average of **37%** and increase in confidence **32%**
- **6300+ field staff trained by these master trainers**
- **41000 families and community members** reached by healthy messages
Testimonials

“It was very informative sessions and a good discussion sessions about Covid 19. It was explained in very detailed manner the symptoms and precautions we should take and I will surely aware other members also in my society. So that we can fight back with this Covid-19 and even I thanks vacha also for making me a part of this great session” – Vacha Staff

“I really liked the whole session. Sir was so cleared with their thoughts, explanations and the fact. I got some extra information in detail. But apart from that I just have two questions (Because the session is more like a one side session, if related other topic next time if we get a video or audio so Vacha can share with all the Vacha student and then they learn - (through Video and audio ad Girls can watch at any time) I feel video is an effective medium to learn” – Vacha Mentor

“It was an informative session. I have got lot of tricks to use on daily basis to avoid this virus. Also I can share it with the girls in community to spread the awareness.”

“I liked this session, I got a lot of information from this session, which I did not know, small information I came to know today and it will help me to help in my community further.”

“I like this training. I got it more information about covid-19. I have some doubts about this but after this training I cleared all doubts.”

“Yes I really happy to attend this training because I got proper information from talented person of Dr Bimal this training and got the answers about my misconception related covid 19. Thank you Intelehealth.”
Implementation & Community partners
Intelehealth

India

- Intelehealth is a telemedicine and case management platform that connects patients and frontline health providers with remote doctors to deliver high quality health services to last mile populations.
- We’ve developed a telemedicine platform with a novel digital assistant, called Ayu, that contains evidence-based protocols for delivering high-quality health services and improved patient outcomes. Ayu supports local health workers like nurses, midwives and ASHA workers to provide evidence-based health services. For conditions which are beyond the capacity of the health worker + digital assistant, she can connect with a virtual doctor over telemedicine. Through a digital assistant + telemedicine we ensure that the right medical expertise is made available, even when the expert can’t physically be present.
- Recognized by Niti Aayog & Invest India as a winner of the MyGov COVID-19 solutions challenge
- As part of the taskforce, Intelehealth is providing the telemedicine software infrastructure to My HealthLine (website & app)
- We are also providing the infection prevention training and the InteleSafe app
Aaroogya Foundation

55 cities and towns - Tier I to tier IV

- We train frontline health workers to create awareness and do health screenings, and then use AI tools and data modelling enable early detection of cancers
- We have screened 51,000+ no of women and that has led to 2900+ no. of early detection
- When covid pandemic hit, we realised that our solution can be repurposed to help frontline healthcare providers to train, create awareness, to detect and provide treatment of Covid in communities. We created a community of 1000 doctors, ANM and Asha workers. We have reached 150,000 people with knowledge and education of Covid 19 care and worked with 10,000+ vulnerable families, Assessed 4400+ Covid suspected patients through a suite of solutions "My HealthLine" in 13 local languages across 55+ cities and towns
Anthill Creations is a not for profit organisation which aims to bring back play for all age groups by building sustainable playscapes, using contextual designs and localized resources and encouraging community participation.

- Training on infection control and prevention (IPC) for 12 youth volunteers in Bangaluru.
- Resource library (intelesafe.org) and self-risk assessment (covidhelp.com) was also shared.
- 60% participants successfully completed the training and have seen 60% of increase in knowledge and 33.3% increase in attitude towards covid.
- The training was rated 4 out of 5 by the participants.

"Testimonials"
“IT went really well for me. Misconceptions on sanitizer vs hand washing were clear.”
“2 most useful aspects: Types of Mask and which one to use as per guidelines; rationale behind the 1 metre safe distancing & arbitrariness.”
Farm2Food

Assam & North East region.

- Farm 2 Food works with middle-school students to set up Nutrition Gardens in their schools, and support their process of learning self-sustaining and organic methods of growing their own food, eating healthy and learning about nutrition, and becoming entrepreneurs.
- Training in infection control and prevention (IPC) in 8 state representatives.
- The State representatives planning to conduct second level trainings in their local staff members and community.
- Resource library (intelasafe.org) and self-risk assessment (covidhelp.com) was also shared.
- 100% participants successfully completed the training.
- The training was rated 5 out of 5 by the participants

“Testimonials”

“Very informative”
“2 most useful aspects of this training: causes for infection and methods of prevention“
“Yes i really happy to attended this training because i got proper information from tailented person of Dr Bimal buch this training and and got the answers about my misconspuction related covid 19. Thank you Intelehealth.”
Habitat for Humanity

**Delhi, India**

- Habitat India plans to reach out to 51 million people in need of improved housing solutions, safe sanitation, post-disaster reconstruction and by engaging the youth in its work.
- Training in infection control and prevention (IPC) conducted for 20 state representatives of HFH
- The State representatives planning to conduct second level trainings in their local staff members and community.
- Resource library (intelemobile.org) and self-risk assessment (covidhelp.com) was also shared.
- 90% participants successfully completed the training and have seen 11% of increase in knowledge and 31% increase in attitude towards covid.
- The training was rated 4.6 out of 5 by the participants.

“Briefly explained the each topics and points and another one is explain about what should we takes the precautions when a corona infected person in our family.”

“More confident for our self and to guide & train others how to handle and face the covid pandemic. Very useful and more confident.”
Parinaam

Bengaluru

• Parinaam works closely with the community to have them identify requirements for improvement, and then collaborate and support them in the areas of healthcare, education, finance, livelihoods, and infrastructure support to achieve their goals.
• Training in infection control and prevention (IPC) for 25 representatives from Bengaluru, Karnataka.
• The representatives are planning to conduct two level trainings in their local staff members and community.
• Resource library (intelesafe.org) and self-risk assessment (covidhelp.com) was also shared.
• 67% participants successfully completed the training.
• The training was rated 4.6 out of 5 by the participants.

“Testimonials”
“Introduction video was very helpful to communicate about CORONA virus. PPT was also useful.”
“2 most useful aspects of this training: How we maintain ourself in this situation and how alert others about covid 19.”
Pratham

**22 states in India**

- Pratham focuses on high-quality, low-cost and replicable interventions to address gaps in the education system. Working directly with children and youth as well as through large-scale collaborations with government systems.
- Training in infection control and prevention (IPC) for **11** State representatives of Pratham
- The State representatives conducted second level trainings in their local staff members and community.
- Pratham developed a targeted training syllabus for their community.
- Resource library (intelesafe.org) and self-risk assessment (covidhelp.com) was also shared.
- **95.34%** participants successfully completed the training. The training was rated **4.5 out of 5** by the participants.

“Dr. Buch sir presented every aspect of the training in practical way. The module for social distancing was greatly discussed.”

“I suggest every team member should go through training.”

“2 most useful aspects of this training: Complete and accurate information on COVID-19. Prevention and precautions to be taken for the same. Lastly how can we spread awareness on COVID-19 with others.”
Red Bird

Ghana

- Redbird enables community pharmacies to offer rapid diagnostic services with digital health records, helping patients to better manage their health and avoid unnecessary hospital visits.
- Training in infection control and prevention (IPC) in Ghana.
- Resource library (intelesafe.org) and self-risk assessment (covidhelp.com) was also shared.
- 60% participants successfully completed the training and have seen 43% of increase in knowledge and 67% increase in attitude towards covid.
- The training was rated 5 out of 5 by the participants.

“2 most useful aspects of this training: “1. The practical session on correctly wearing a nose mask and disposal of nose mask. How pharmacy staff can prevent themselves from spread when dealing with customers and handling money in the pharmacy”
SHRI

Locations

- SHRI works to build a sustainable, community-led solution to the problem of poor hygiene in underdeveloped Indian villages.
- Training in infection control and prevention (IPC) in Jharkhand.
- Shared My HealthLine with their beneficiaries.
- Conducted COVID self-assessment at their water and toilet distribution centres.
Suvita

Bengaluru

- Suvita works towards a world in which every child has access to their basic vaccinations.
- Training on infection control and prevention (IPC) for volunteer in Bihar.
- Resource library (intelesafe.org) and self-risk assessment (covidhelp.com) was also shared.
- 100% of the participants have successfully completed the training.
- The participants rated likelihood to recommend the training as 4 out of 5.

“A huge thank you for coordinating and delivering the training for our surveyors. They found it extremely informative and were very grateful for the training. Thank you!”
Vacha

Mumbai, Thane

- Vacha works in bastis of Mumbai and Thane to empower adolescent girls with life skills and leadership skills for community transformation.
- Training in infection control and prevention (IPC) for 40 youth volunteers
- Youth volunteers shared My HealthLine helpline among their beneficiaries
- Conducted COVID-19 risk assessments for a high-risk community (people living in crowded bastis)
- Youth volunteers spread awareness about COVID-19, infection prevention and safety practices in communities
- 73% participants successfully completed the training.
- The training was rated 4.2 out of 5 by the participants

Testimonials

“It was very informative sessions and a good discussion sessions about Covid 19 It was explained in very detailed manner the symptoms and precautions we should take and I will surely aware other members also in my society. So that we can fight back with this Covid-19 and even I thanks vacha also for making me a part of this great session” – Vacha Staff

Staff
Grace Foundation/
The Renal Project

Maharashtra

- Quality Dialysis for underprivileged population
- Maharashtra
- On-ground implementation of My Healthline
- 104 PPE kits requests
- Covid assessments conducted for their frontline healthcare workers and patients
Goonj

*pan-India*

- Goonj is a non-governmental organisation headquartered in Delhi, India which undertakes disaster relief, humanitarian aid and community development in parts of 23 states across India.
- Goonj participated in creation of awareness about COVID-19 in 23 states
- Online trainings for field workers on Covid-19 awareness and orientation of Myhealthline
- Distributed flyers about My HealthLine
- Connected needy populations to health services though My HealthLine
- 3000 calls to myhealthline

[Pictures]
Content partners
Noora Health

India

- **Noora Health** trains marginalized patient families with high-impact health skills to improve outcomes and save lives.
- As part of the COVID response initiatives, Noora developed and shared high-quality videos for health education and awareness for general population as well as health workers.
- These videos were shared with taskforce organizations.
VideoWiki

- Videowiki is a one-stop video localization platform that allows organizations to translate text/add voice-over in local language to their videos.
- VideoWiki provided low bono translation services for 11 languages for health education videos on various topics like hand hygiene, stigma and COVID, quarantine guidelines, etc.
Hi.org

India

- HI works in around sixty countries in emergency, reconstruction, chronic crisis and development contexts. Since 1982, the organisation has been working alongside vulnerable populations, in particular people with disabilities.
- Hi.org has translated the health education videos into sign language.
- https://www.youtube.com/watch?v=fiaylstPCTQ&list=PLY7f0i-HnvJ0JFqXSC5TTUuXw1ph-1ZpR
Technology partners
Infosys

India

- Provided over 3,944 person hours of technical support
- Completed several projects such as:
  - Designing & development of Intelesafe (Android & IOS) App
  - Implementation of new Ayu UI
  - Redesigning of app to Android Material Design
  - Implementing new features as per requirement
  - Bugs fixing & Improving app performance
  - Testing of new cases & start to end app testing
Wipro

India, USA

- Provided 808 person hours of technical support
- Projects completed include:
  - Refactoring app code to Android X for latest version compatibility
  - Changing target API to Android Q
  - Improving Sync functionality for Latest Android OS
Portal Frame

Bangalore, India

- PortalFrame provides GIS data intelligence services
- Their ML-powered platform helps restaurants, retail stores, and real-estate businesses find the best locations in 50+ Indian cities
- Built Data dashboards for tracking risk profiles of districts (low bono services)
- Providing free hosting and maintenance
- [https://www.portalframe.co/cov-map](https://www.portalframe.co/cov-map)