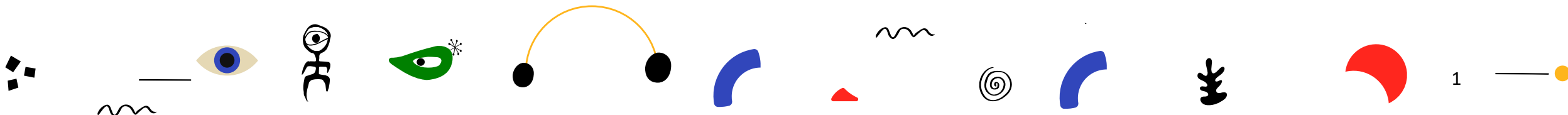# Expanding Tech-Enabled Solutions for Service Delivery

Harnessing Technologies in an Age of AI to Build a Healthier World

Parallel Session 1.3

Expanding Tech-Enabled Solutions for Service Delivery

HARNESSING TECHNOLOGIES IN AN AGE OF AI TO BUILD A HEALTHIER WORLD
PARALLEL SESSION 1.3

WORLD BANK GROUP
Health, Nutrition & Population

Prince Mahidol Award Conference 2025

January 31, 2025

Framing technology for Better Health Outcomes
the perspective of digital technologies

When scaled up, technology is a strategic tool for **improving access**, **expanding coverage for universal health coverage (UHC), health system resilience, increasing the financial efficiency of health care systems**, and more.

IMPROVING ACCESSAND EXPANDING COVERAGE FOR UHC	**HEALTH SYSTEM RESILIENCE AND SUSTAINABILITY**
INCREASING FINANCIAL EFFICIENCY OF HEALTH CARE SYSTEMS	**SUPPORTING EQUITY AND QUALITY IN HEALTH CARE**

Expanding Tech-Enabled Service Delivery
common digital health entry points

Health Service Delivery

- **Disease surveillance:** data-driven disease detection and monitoring

- **Immunization registries:** digitally-enabled immunization planning and registration

- **Supply chain management:** systems to ensure commodities, vaccines, treatments, and other materials are adequately stocked at health facilities

- **Health worker payments and information systems:** systems to quickly and transparently pay front-line health workers

- **Medical records and case management:** systems for documenting client details and clinical interactions, enabling appropriate treatment

- **Contact tracing:** identification and follow-up for people who have had high-risk interactions with infected persons

- **Management Information Systems and Reporting Tools:** data systems, mobile reporting, and health statistics and aggregate reporting and verification for World Bank operations

Economic inclusion and growth (shared prosperity)

- **Mobile banking:** mobile banking can increase access and use of financial services leading to greater financial inclusion.

- **Inclusive & transparent social protection systems:** digitized government to person (G2P) payments can enhance coverage, transparency, and impact of social protection programs.

- **Domestic resource mobilization:** digital platforms can support the broadening of countries' tax base, enhance tax compliance, transparency and trust, and improve administrative efficiency.

- **Climate-smart systems:** digital applications can support the generation, transfer, and translation of weather models, climate advisory services and information to health workers and policy makers allowing them to improve their decision making.

- **Personalized learning:** digital technologies can enable personalized online courses for in-person and remote learning.

Not exhaustive

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Framing Need for Scaling Digital Technologies
exemplifying the role of development finance institutions

"We need to be fixed on the horizon."

"Improving the lives of a few hundred thousands is not enough, if there are millions more that need us."

"We don't suffer from lack of solutions -- we need to scale them."

"We must scale and replicate."

"We must go for impact at scale."

Annual Meetings October 2023

There must be a vision of funder's impact at scale, scaling as part of the mission and mindset of organization.

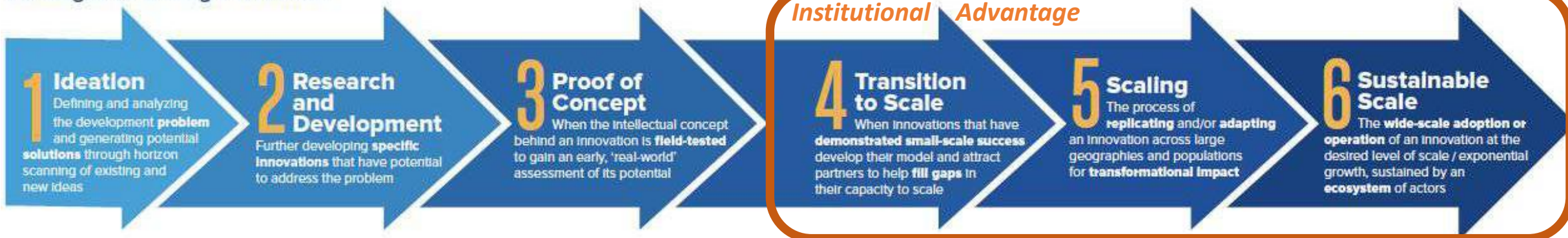Several financing partners have put scaling into their mission, however:
- Scaling up must mean more than more money, bigger organization, larger projects.
- It should be "transformational", not just "transactional", i.e., in pursuit of a long-term scaling pathway, not just a larger one-off project.

Support countries in delivering quality, affordable health services to 1.5 billion people by 2030
- Person-centric, future-fit, climate-resilient
- **Enabled by Technology**
- Integrated delivery instead of disconnected "vertical programming"

IDIA — INTERNATIONAL DEVELOPMENT INNOVATION ALLIANCE

Six Stages of Scaling Innovation

1 Ideation
Defining and analyzing the development **problem** and generating potential **solutions** through horizon scanning of existing and new ideas

2 Research and Development
Further developing **specific innovations** that have potential to address the problem

3 Proof of Concept
When the intellectual concept behind an innovation is **field-tested** to gain an early, 'real-world' assessment of its potential

Institutional Advantage

4 Transition to Scale
When innovations that have **demonstrated small-scale success** develop their model and attract partners to help **fill gaps** in their capacity to scale

5 Scaling
The process of **replicating** and/or **adapting** an innovation across large geographies and populations for **transformational impact**

6 Sustainable Scale
The **wide-scale adoption or operation** of an innovation at the desired level of scale / exponential growth, sustained by an **ecosystem** of actors

Digital Health Ecosystem
opportunities and challenges

"Digital technologies are an essential component and an enabler of sustainable health systems and universal health coverage. ... Digital health initiatives must be part of the wider health needs ... guided by a robust strategy that integrates leadership, financial, organizational, human and technological resources and is used as the basis for a costed action plan which enables coordination among multiple stakeholders."

Global Strategy on Digital Health 2020-2025
World Health Organization, 2021

Though digital health has the potential to systemically improve the quality and efficiency in health service delivery, **many countries face challenges to truly realizing its potential** including:

- Lack of standards-based tools and architectures to integrate data and technologies.

- Proliferation of pilots and siloed digital health implementations which are *not* governable, *not* economically sustainable, and *not* impactful.

- Disconnect of health priorities integrated in digital solutions.

- Digital investments in public sector designed to collect aggregate data, focusing less on patient-centric care.

- Capacity gaps requiring training in digital health governance, data use, and technology development, among others.

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