

PS 1.3

EXPANDING TECH-ENABLED SOLUTIONS FOR SERVICE DELIVERY

| BACKGROUND

Expanding tech-enabled solutions for service delivery in low- and middle-income countries presents significant opportunities and challenges. The integration of digital health technologies, such as telemedicine, mobile health applications, and electronic health records, can bridge gaps in access to healthcare, improve service efficiency, remove service delivery bottlenecks, provide new services not otherwise available, enhance patient outcomes and enhance public health efforts. These technologies can extend healthcare services to remote and underserved areas, reducing the burden on physical infrastructure, address the scarcity of health workers, and enabling more equitable access to care. However, challenges remain, including issues related to digital literacy, data privacy, and the need for robust regulatory frameworks to ensure the quality and safety of these services. Additionally, there are barriers related to infrastructure, such as inconsistent internet connectivity and limited access to digital devices, which must be addressed to fully realize the potential of tech-enabled solutions in transforming healthcare service delivery.

| OBJECTIVES

1. To showcase tech-enabled solutions in preventive, promotive, and curative service delivery for communicable and non-communicable diseases
2. To highlight practical and scalable digital solutions to tackle service delivery bottlenecks
3. To provide practical implementation know-how of how digital solutions can be used for supply-side and demand-side interventions (including behavioral change interventions)



Speaker

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Oommen is a physician, public health researcher with a special interest in health informatics and applied design thinking for health systems. He completed his MD in Internal Medicine from CMC, Ludhiana and an Executive MBA from Indian Institute of Management, Calcutta. He leads the Health Systems Design portfolio at BMGF, India Country office and supports the Southeast Asia regional engagement on Primary Health Care.

He is an elected fellow of the International Academy of Health Science Informatics, a conjoint lecturer at Faculty of Medicine, University of New South Wales, Sydney and Professor at Prasanna School of Public Health, Manipal Academy of Higher Education and an associate editor of Oxford Open Digital Health.

Oommen has extensive experience in designing, implementing and evaluating innovative solutions to strengthen health service delivery. He has served with WHO in Immunization Strengthening and Vaccine Delivery, Research and Development at country office India and South East Asia Regional office. As Director, Clinical Decision Support at Wolters Kluwer he led the strategic initiatives for scaling evidence based decision support in clinical care delivery in emerging markets. At George Institute for global health India, he led research initiatives evaluating the role of digital health interventions in improving clinical outcomes in chronic conditions and established the India health innovations accelerator in partnership with University of New South Wales, Sydney.

He has served as the President of the Indian Association for Medical Informatics and Secretary of the Asia Pacific Association for Medical Informatics. He has been a member of the scientific advisory committee at Foundation for Innovative Diagnostics (FIND), Commonwealth Centre for Digital Health, WHO Digital Health Guidelines Development Group and ITU-WHO focus group on Artificial Intelligence for Health.