

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)



Panelist

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Rahul Mullick is a Digital Leader with over 27 years of experience in Information Technology. He has spent the last 12 years in Digital Health in the Non-profit/development sector, working towards implementing effective, user-centric digital health tools at scale. He is currently with Resolve to Save Lives and focusses on improving health outcomes enabled by Digital tools in the area of primary healthcare, cardiovascular health and epidemics. He works extensively in Asia and Africa. He earlier served as India Country lead for Digital at the Bill & Melinda Gates Foundation for over 7 years, focussing on digital enablement of maternal & child health, nutrition, TB, vaccine delivery services in India. His life prior to non-profits was in the technology consulting and eGovernance space, working with professional services firms like PwC, KPMG & EY. He is based in Delhi NCR, India.