

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

Nanjira Sambuli

Nonresident Scholar, Technology and International Affairs

Carnegie Endowment for International Peace
Kenya

Nanjira Sambuli is a researcher, policy analyst and strategist studying the unfolding, gendered impacts of digitalization/ICT adoption on governance, diplomacy, media, entrepreneurship, and culture, especially in Africa.

Nanjira is a nonresident scholar (and previously a fellow) in the Technology and International Affairs Program at The Carnegie Endowment for International Peace, and a Ford Global Fellow. She is a board member at Development Gateway and Digital Impact Alliance, a Diplomacy Moderator at the Geneva Science and Diplomacy Anticipator (GESDA).

Nanjira previously led digital equality advocacy efforts at the World Wide Web Foundation, and worked at iHub Nairobi, where she provided strategic guidance for growth of technology innovation research in the East Africa region. She has also served as a board member at The New Humanitarian, co-chair of Transform Health, as a Commissioner on the Lancet & Financial Times Governing Health Futures 2030 Commission, an advisor for the Carnegie Council's AI and Equality Initiative, as a panel member on the United Nations Secretary General's High-Level Panel on Digital Cooperation, and as a deputy on the United Nations Secretary General's High-Level Panel for Women's Economic Empowerment.