

Dimagi & CommCare for COVID-19 Response

This is a summary of Dimagi's current COVID-19 areas of support, which will continually evolve. Many of these resources are documented in Dimagi's [CommCare for COVID-19 home page](#) or in this [presentation](#).

Questions? Please contact your Dimagi Point of Contact, or send an email to info@dimagi.com.

Overview

COVID-19 is quickly emerging as one of the worst global pandemics in the last century. Health systems are quickly shifting resources to mitigate its toll. It is clear that the effective use of digital technology will play a core role in how effective COVID-19 response will be.

[Dimagi](#) is one of the world's largest providers of technology for frontline health workers. Our open source technology platform, [CommCare](#), is the world's most widely-used mobile data collection and service delivery platform. Dimagi is committed to doing all that we can to support the COVID-19 response. Our CEO and leadership team are spending the majority of their time on COVID-19 response. Our team brings more than a decade of experience in rapidly deploying digital solutions to complex problems. Our deployment approach allows swift design and iteration with all stakeholders, limiting the time it takes to configure effective solutions.

With rapid and generous support from Johnson & Johnson and the McGovern Foundation, Dimagi has quickly mobilized a Central Response team to gather design requirements, develop solutions, and support rollout for our open source platform and Global Good, CommCare - the most widely deployed platform for frontline health workers globally. We will grow in-country capacity, build upon reusable digital infrastructure, and leverage CommCare's proven functionality and technical characteristics for outbreak response. For example, a study that assessed 58 tools that were used during the West Africa Ebola outbreak found that only CommCare and one other tool supported all 7 technical characteristics and 4 key functionalities relevant to Ebola outbreak response.¹

Current COVID-19 Response Resources

Pro-Bono Subscriptions

Dimagi is giving [pro bono](#) subscriptions to CommCare for COVID-19 response applications. We hope this will enable organizations to quickly deploy CommCare applications, like we saw with the Ogun State Government in [Nigeria](#) which deployed an application in 24 hours with InStrat Global Health Solutions.

CommCare Template Applications

Dimagi will be rapidly developing template applications for COVID-19 response that are available for download in this COVID-19 [Application Library](#). We released our first [template application](#) to support the WHO's First Few X (FFX) cases protocol for contact surveillance. Users can register and track suspected cases, confirmed cases, and cases' contacts, and follow-up for a period of required days. The template

¹ Tom-Aba D, Nguku PM, Arinze CC, Krause G, Assessing the Concepts and Designs of 58 Mobile Apps for the Management of the 2014-2015 West Africa Ebola Outbreak: Systematic Review, JMIR Public Health Surveill 2018;4(4):e68 <https://publichealth.jmir.org/2018/4/e68>

application is designed for earlier stages of the outbreak but can be adapted for later. It's freely available for anybody to adapt and use ([video](#) demo here). Within the first 24 hours of release, this was downloaded into 200 separate projects spaces.

Customized Applications and Implementation Support

Dimagi staff are available to help partners customize and implement existing templates applications, as well as other CommCare or related technologies. Dimagi has the ability in the short-term to provide in-kind implementation support as we seek additional funding to meet the growing demand. For example, Dimagi has been working with a United States county and the CDC to digitize a workflow to support contact tracing and monitoring of Persons Under Investigation (PUIs), as well as enabling PUIs to self-report over SMS, thus decreasing the burden on public health officials. Please click [here](#) for a video demonstration.

Technical Assistance and Coordination

Dimagi has supported coordination across many implementation partners and contexts in emergency contexts, and is fast gaining expertise in how digital technology can support the various phases of COVID-19 response from contact tracing at an earlier stage, to monitoring high-risk or PUIs at a later stage. Dimagi staff are available to help organizations assess how they can use digital technology, as well as play a coordination role across the many technology partners in this space creating integrations among platforms and approaches such as messaging, FLW Apps, and analytics. CommCare's global community of users can also support rapid dissemination of best practices, sharing of applications for countries utilizing digital solutions, and providing implementation support.

Future COVID-19 Response Resources (Under Design)

Dimagi is working on several additional solutions to help respond to COVID-19, though these are not yet ready to go. We will continue to update this document as progress is made.

SMS-Based Surveillance

Dimagi is designing a version of the above contract tracing and monitoring apps that would be deployed entirely over SMS or possibly WhatsApp. This would provide scalable digital support for community-based COVID-19 surveillance without the need to install mobile apps on phones. The system will facilitate a digital daily check-in for people under surveillance. You can see a design doc [here](#).

Facility Readiness Assessment and Supply Chain Tracking

As health systems prepare for COVID-19 and need to monitor response, near real-time updates in the available capacity of health facilities and critical commodities is necessary for planning and response. CommCare supported these use cases during the Ebola Response, and we are now gathering requirements for COVID-19 template applications for these use cases as well.

Integration with Lab Systems and Specimen Tracking

The Contact Tracing application for COVID-19 can be integrated with labs to ensure rapid sharing of test results between hospitals and labs. This application will utilize case sharing features supported in the CommCare platform. CommCare has been leveraged to deploy lab specimen tracking as a dedicated use case, and also in the context of other health service delivery applications.

To see a summary of Dimagi's Corporate Capabilities for COVID-19 Response, please visit this [document](#).