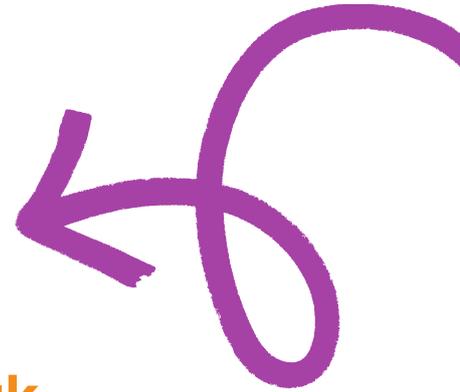


# IPPF Digital Health Interventions Framework



## Introduction to IPPF DHI Framework

IPPF’s 2023–2028 strategy - “Come Together” was launched in November 2022 and recognizes the urgent need for action at scale and with impact in a fast-changing world. The strategy rests on four pillars- focusing resources on reaching marginalised communities and young people, providing people-centred care, developing new partnerships and on nurturing the Federation. The strategy aligns IPPF’s goals with human rights, social justice, and gender equality, paving the way for wider transformation.

The first pillar- Center Care on People aims to expand contraceptive choices, widen access and advance digital health interventions and a particular focus on self-care. The second and third pillar of Moving the Sexual Agenda and Solidarity for Change focuses on advancing progress towards universal sexual and reproductive rights and building strategic partnerships respectively.

### IPPF’s Progress on Digital Health Interventions

Acknowledging the prevalence of digital environments in which we live, interact, learn, and achieve good health, IPPF has identified advancing digital & self-care as a critical pathway for prioritised action to achieve this goal.

IPPF has completed a IPPF has completed a landscaping of digital health interventions with its Member Associations, key external partners and experts, collected data on care provided through digital interventions and released a statement on digital health interventions (DHIs) from IPPF International Medical Advisory Panel (IMAP).

These resources outline the key attributes and principles to ensure provision of safe, quality, accessible person-centred care fulfilling clients’ right to SRH care when, where, and how they choose to. As a follow up to these efforts and in line with the strategy commitments, IPPF has developed its inaugural DHI framework to engage and support MAs on providing and scaling-up DHIs.

Building off and expanding on the previous body of work, this document outlines IPPF’s Global Digital Health Intervention framework. Through a collaborative effort with Member Associations, the federation, thought leaders, and normative bodies, this framework was developed to ensure a robust, relevant, and aligned framework that prioritises action and impact.



# Framework Objectives

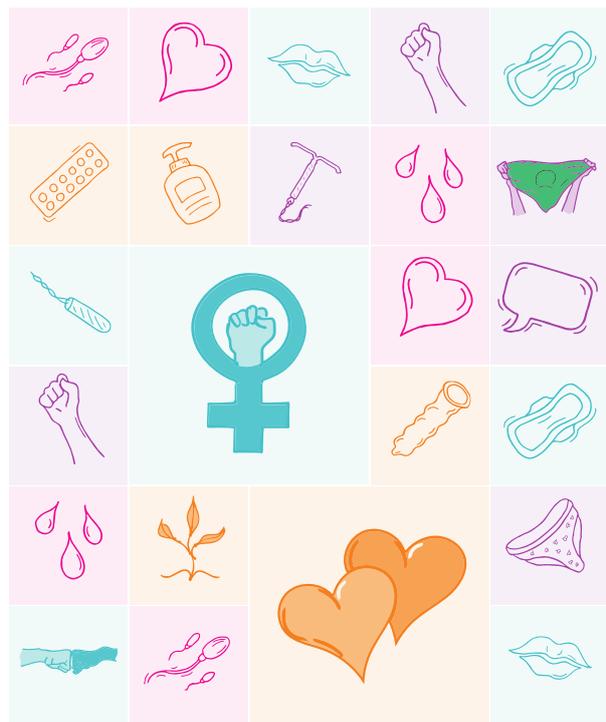
The aim of this framework is to provide a structured approach to enable IPPF MAs to develop and implement sustainable DHIs that advance sexual and reproductive health and rights (SRHR) as per their context in line with the IPPF Come Together Strategy. Recognizing that DHI may not be completely new for many MAs, the Framework is aimed to provide guidance on:

1. Key IPPF concepts and principles that are essential in the development and rollout of these DHIs
2. Serve as a simple tool to assist in problem-solving, decision-making and improve operations on DHIs to advance SRHR.
3. Serve as a guide to identify new business opportunities and partnerships within and beyond the SRHR sector to build networks, promote solidarity, expand access and be more efficient.

Within this framework, the focus is on categorizing interventions based on the desired outcome (“What”) rather than the modalities of delivery (“how”) such as mobile applications, chatbots or the strategies for delivering them (e.g. gamification). Examples of modalities or strategies may be referenced where appropriate to support comprehension and adaptation of this framework to an MA context. Given the rapidly changing landscape, the framework is not meant to describe the method/means by which digital technology can be delivered (e.g. chatbots with AI functionality) nor the details of what each technology can offer (e.g. video consulting or e-prescription services in telemedicine platforms) but focus on the application of technology to advance SRHR outcomes.

## Key insights driving the development of IPPF DHI framework

To develop this Framework, IPPF conducted a comprehensive analysis that included a desk review of various documents provided by IPPF. This analysis was further enriched by in-depth key informant interviews with IPPF staff, Member Association staff, and external stakeholders, notably the World Health Organization (WHO). The key insights from the desk review and interviews guided the development of the IPPF DHI Framework and are presented below.



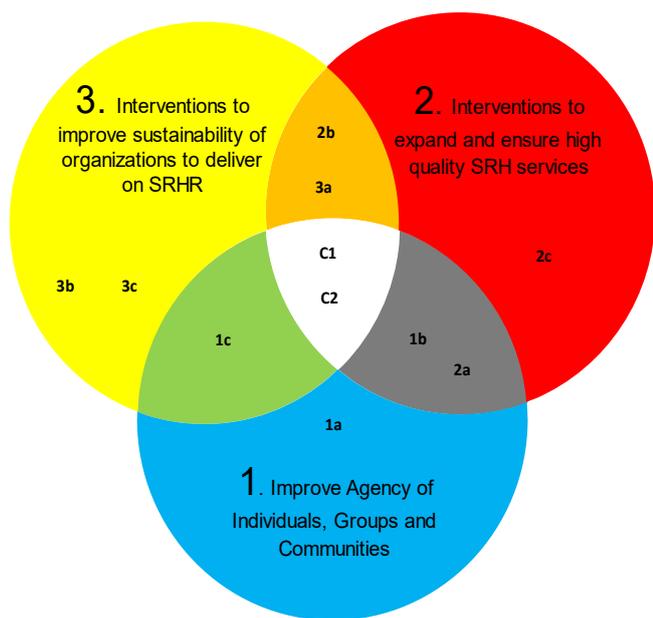
- Additional resources that informed this framework:
  - [Sexual Rights: An IPPF Declaration](#)
  - [IPPF Come Together 2028 strategy](#)
  - [Delivering No matter what – IPPF Covid-19 efforts](#)
  - [IMAP statement on DHI – IPPF 2022](#)
  - [Client Centered Clinical Guidelines – IPPF 2022](#)

## Key Insights from IPPF landscaping and external consultations

1	Unwavering Commitment to IPPF Principles	The design, delivery, and management of DHIs must embrace essential guiding principles: "Expanding access and ensuring equity," "Leaving no one behind," and "Ensuring quality of care."
2	Recognizing the catalyst of COVID-19	Accelerate the initial efforts during Covid-19 for working collaboratively with MAs and partners to establish clear roadmaps for the expansion, sustainability, and integration of DHIs into the broader scope of MAs' work
3	Skill expansion for DHI implementation	Recognize that many MAs will need skills and resources, including technology, cybersecurity, training, infrastructure, income generation, business planning, and financing, to effectively design, implement, and manage DHIs at scale
4	Integration with Existing MA Programs	DHI framework should be seamlessly integrated into the broader program and institutional strategies of MAs, complementing their existing work according to their specific contexts and available resources.
5	Emphasising Business Models and Sustainability	Framework should guide MAs in developing scalable and sustainable business models that balance income generation for MAs with concerns about access and equity, especially for disadvantaged groups
6	Collaborative and Action-oriented approach	IPPF envisions MAs seeking and cultivating partnerships at regional or country levels to enhance their skills and use the framework towards action and implementation
7	Learning through evidence generation	Emphasize the importance of collecting and utilising data to assess the impact of DHIs on clients' access to SRH information and services and incorporate the learnings into implementation
8	Supporting Self-Care Advancement	While distinct from DHIs, self-care should be expanded and supported through the use of DHIs and technology via the framework



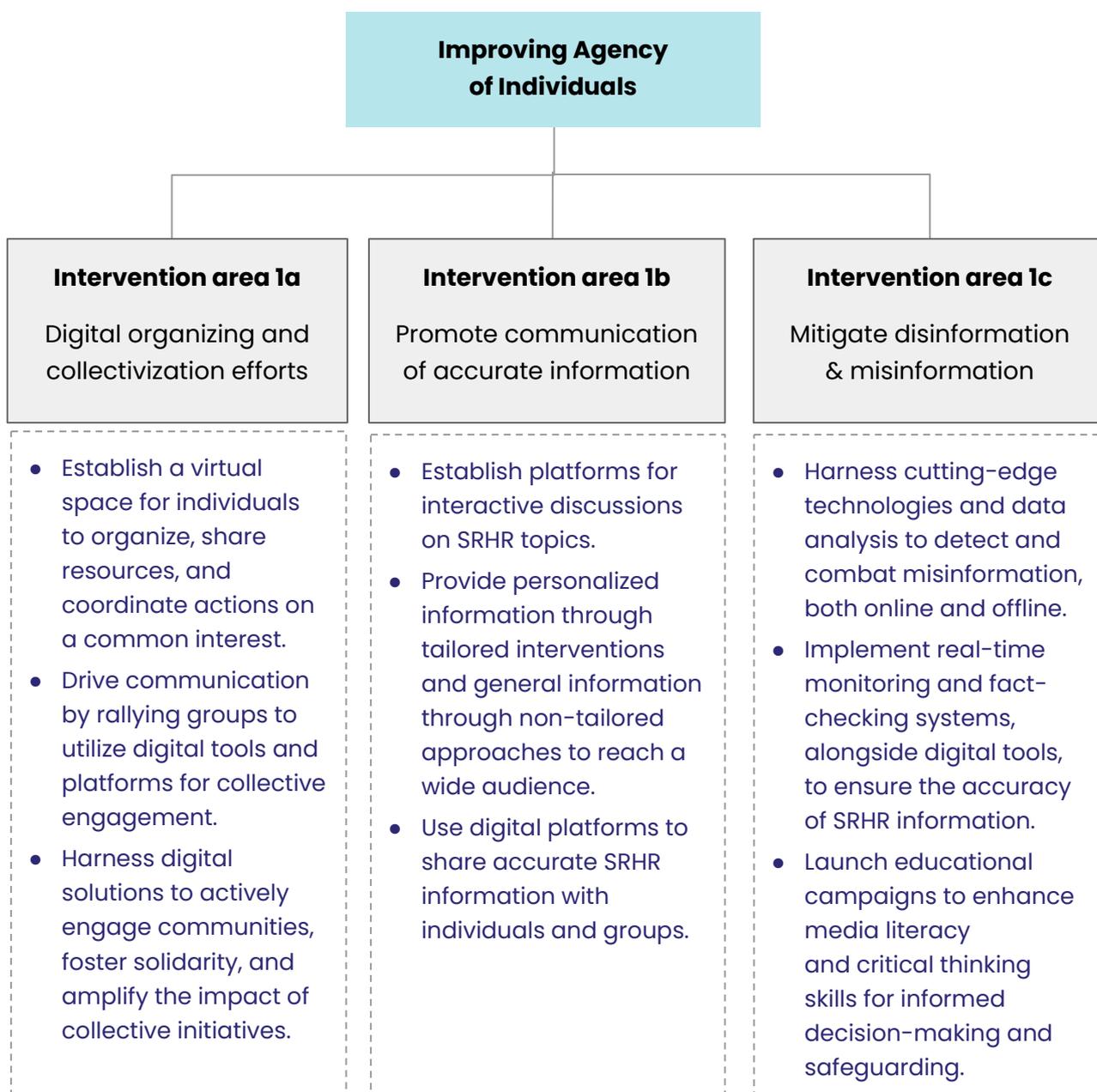
# IPPF DHI Framework



Legend	Intervention area
1a	Digital organizing and collectivization efforts
1b	Promote communication of accurate information
1c	Mitigate disinformation and misinformation
2a	Implement hybrid & standalone digital service delivery
2b	Support Healthcare providers to offer a wider range of SRH care
2c	Improve continuum of care for SRHR
3a	Strengthen data collection, management and use
3b	Improving effectiveness and efficiency of health workforce
3c	Improve business planning, sustainability and operations
Cross cutting categories	
C1	Supporting Digital Self-Care Interventions for SRHR
C2	Interventions to improve Quality of care

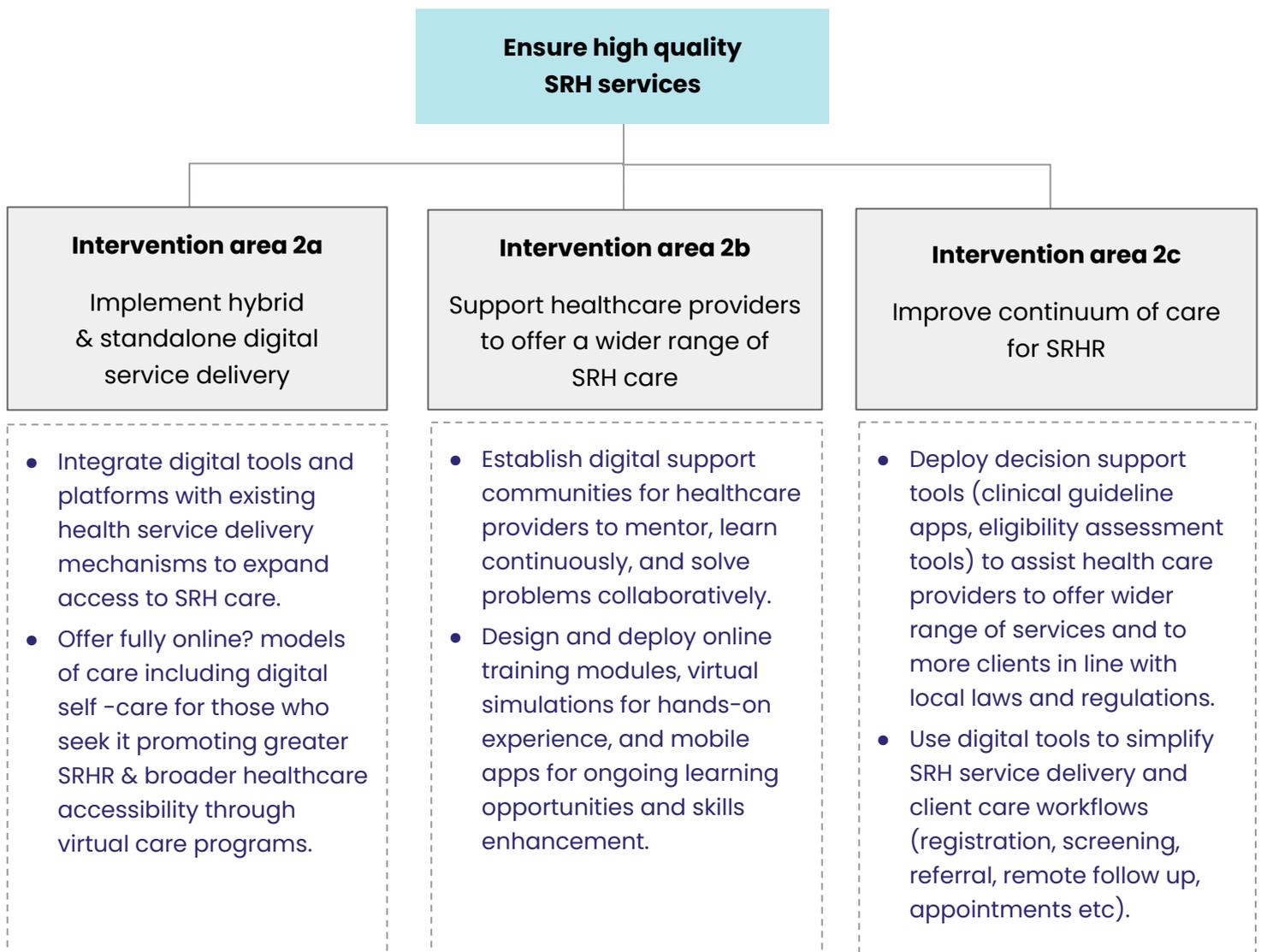
## Sphere 1: Improve Agency of Individuals, Groups and Communities

<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Leverage digital technology <b>to promote rights and empower individuals</b> and groups on (SRHR)</li> <li>2. Facilitate <b>one-way and two-way communication on SRHR topics</b> with individuals and bring communities together based on shared interest</li> <li>3. <b>Generate demand</b> for SRHR services and <b>amplify activism</b> through digital spaces, networks and momentum building</li> </ol>
<b>Examples / Types of Interventions</b>	<ul style="list-style-type: none"> <li>• Mobile site that provides SRHR information - <a href="#">Tune Me</a></li> <li>• Online safe space for youth to interact and build community- <a href="#">Youth Development Labs</a></li> </ul>



## Sphere 2: Interventions to expand and ensure high quality SRH services

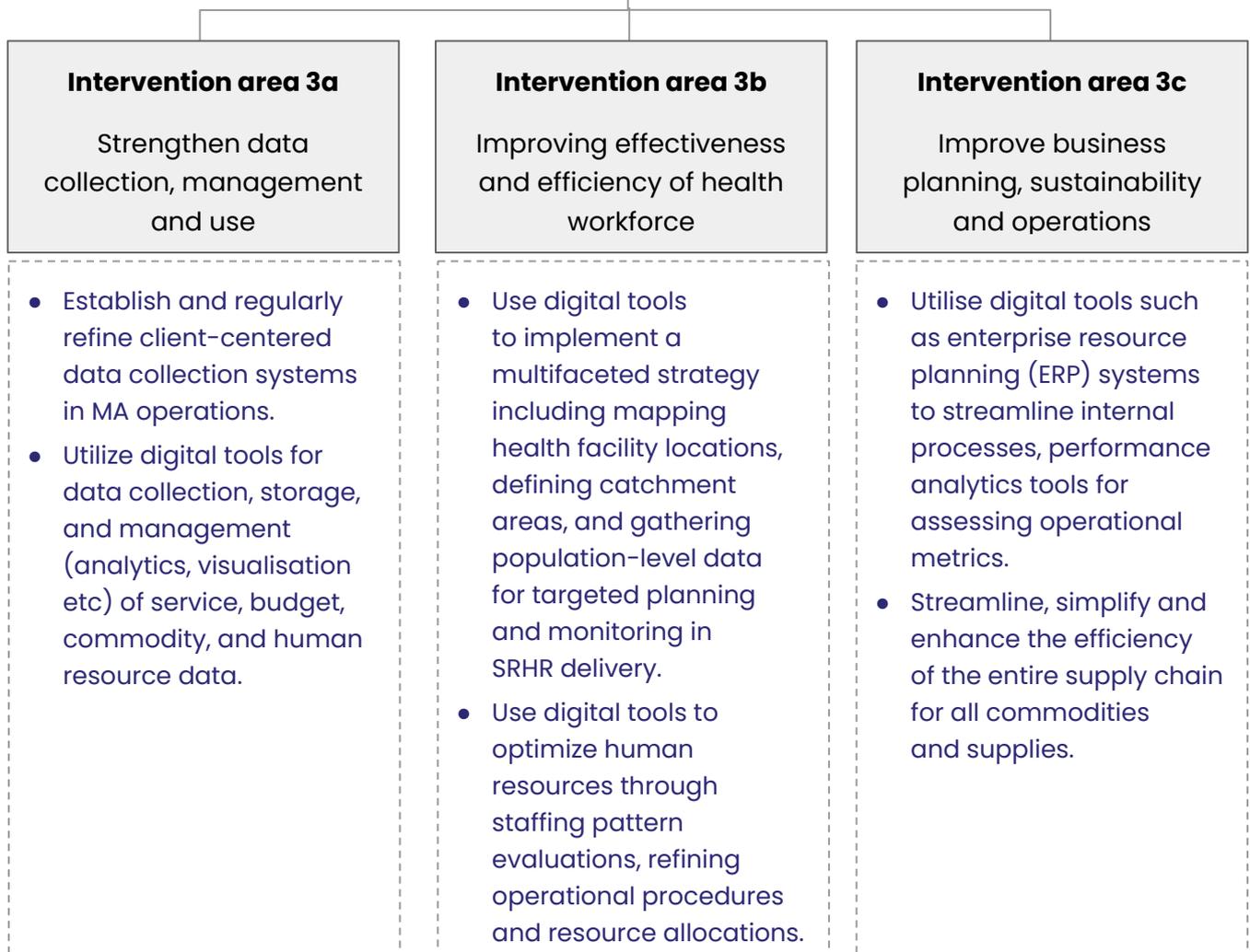
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Use DHIs <b>to expand access to more services, to more people</b> in a manner that is aligned to IPPFs values and principles</li> <li>2. Adopt digital tools, training and platforms <b>to enhance healthcare provider capacity</b> to offer more advanced, broader range of services at locations convenient to clients.</li> <li>3. Use digital tools <b>to simplify health care services</b> to be responsive, convenient and address specific barriers for clients or populations.</li> <li>4. <b>Leveraging digital innovations, solve for current health system limitations</b> (e.g. regulations, health worker shortages etc).</li> </ol>
<b>Examples / Types of Interventions</b>	<ul style="list-style-type: none"> <li>• Telemedicine platforms for SRHR services – <a href="#">Online consultation for STIs</a></li> <li>• Mobile app for SRH service providers – <a href="#">IPPF Client-Centered Clinical guidelines app for providers</a></li> </ul>



### Sphere 3: Interventions to improve sustainability of organizations to deliver on SRHR

<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Adopt a business-minded approach to using DHIs to boost revenues and sustain MA operations.</li> <li>2. Implement data-driven enhancements in MA business operations to improve flexibility, efficiency and sustainability.</li> <li>3. Improve service delivery planning and streamline program interventions for effective SRHR delivery.</li> <li>4. Ensure data-driven decision-making processes and promote an efficient culture in resource management.</li> </ol>
<b>Examples / Types of Interventions</b>	<ul style="list-style-type: none"> <li>• Learning management Systems for health workforce training. <a href="#">Online training for healthcare providers on safe abortion</a></li> <li>• Logistics Management Information Systems for supply chain &amp; commodity management: <a href="#">Planet361 – Shop and buy products online</a></li> </ul>

#### Improve sustainability of organizations to deliver on SRHR



## Cross-cutting categories

Improving Agency	Ensure high quality SRH services	Improve sustainability of organizations to deliver on SRHR
<b>C1. Supporting Digital Self-Care Interventions for SRHR</b>		
<p>Promote self-care interventions in the context of SRHR by enhancing autonomy, agency and access to tools that promote self-care. This domain cross-cuts across all three spheres of work and should always be a consideration when designing activities under each sphere. In addition, specific opportunities to promote digital self-care could include.</p> <ul style="list-style-type: none"><li>• <b>Use of digital technology to offer personalized recommendations:</b> Develop, or utilize safe partner algorithms or AI-driven systems that can provide personalized recommendations for self-care practices based on individual preferences, health history, and goals.</li><li>• <b>Collaborate with Healthcare Providers:</b> Partner with healthcare providers to integrate digital self-care tools into their practice, providing seamless access and support for individuals seeking guidance or advice. Offer training and education to healthcare providers on the benefits and utilization of digital self-care tools, encouraging them to recommend and support their patients in incorporating these tools into their healthcare regimen.</li><li>• <b>Promote Peer Support Communities and digital resources for support:</b> Facilitate online communities or forums where individuals can connect with others facing similar health challenges, share experiences, and offer support and encouragement in their self-care journey. In addition, curate and vet existing evidence backed digital tools (apps, wearables, online checklists etc) and resources that can support individuals on their self-care journey.</li></ul>		
<b>C2. Interventions to improve Quality of care</b>		
<p>The aim of these interventions is to enhance the quality of care by focusing on continuum of care, assessing and meeting holistic needs of individuals, seeking timely client feedback, and improving clinical governance. A number of interventions under each of the spheres of work contribute to the quality improvements at different levels (client, provider, facility, organization).</p> <p>Fundamental to utilizing digital tools to improve Quality is the need for an organization specific Quality of care framework. As part of DHI rollout within an MA, they can identify specific opportunities within their QoC framework that can be enhanced through use of appropriate digital tools. Other opportunities to improve Quality of care beyond the specific interventions under the spheres include.</p> <p><b>Quality Improvement Dashboards:</b> Implement digital dashboards and analytics tools to track key performance indicators, monitor quality metrics, and identify areas for improvement in SRHR delivery, facilitating data-driven quality improvement initiatives and enhancing overall care quality.</p> <p><b>Collect, analyse and act on client feedback:</b> Use digital tools to anonymously collect client feedback as a basis for implementing quality improvement initiatives aimed at addressing identified issues and enhancing the overall quality of care. Involve clients in the process by communicating the changes made based on their feedback.</p> <p><b>Establish Clinical Governance mechanisms:</b> Digital tools play a significant role in clinical governance, helping healthcare organizations ensure the provision of safe, effective, and high-quality care. Tools for Incident reporting systems, clinical audit, and risk management software enable proactive identification and mitigation of patient safety risks. In combination with quality improvement dashboards and client feedback mechanisms they can play a pivotal role in improving quality of experience for clients, and improve organizational performance.</p>		