

KenyaEMR Team Recommendations

Effective Stakeholder Engagement

- **Most Important:** (MOH) strong support through whatever means to provide leadership and mandate to the process of EMR implementation.
- MOH is responsible for all invites and communication to all its partners and since we are a key EMR partner, we support even operationally to the extent of drafting emails and having them send those out, drafting speeches for them, etc. Do whatever is required to ensure MOH lead or are seen to lead this process. MOH of course includes all its layers up to the facility.
- As a key partner, be prepared to sometimes do work that you don't have to, such as, drafting powerpoint presentations for stakeholders, etc.
- Get documented recording of decisions and meeting discussions.
- Stakeholder engagement is especially key in the pre-implementation phase and once you have those relationships working, the subsequent phases are relatively easier.
- Share resources (documents and materials) so that the MOH at various levels is fully aware what to expect.
- One of the sticky points is always per diems and other allowances – getting this cleared up earlier will pay off greatly later.

KenyaEMR Team Recommendations

Shared Implementation Plan

- Important! Ensured expectations were clear. The implementation teams have always been led by the MOH at the sub-national levels, with our strong and facilitative technical guidance and support, and with participation especially of other key stakeholders in those regions where we implement, mostly other implementing partners.
- A team of at least 3 assessors in each team with each team led by an MOH person. This has resulted in successful assessment reports with strong participation from all stakeholders and commitment to implement each report to guide actual deployment. For example we have a section in the assessment where all key stakeholder make commitments about their role in the implementation process and after. This report is then shared with leaderships of these stakeholders and they are held accountable especially by the MOH as the custodian of health care management.
- In implementation, every facility is completely autonomous yet ready to connect the next facility. This is important especially given the infrastructural challenges.
- Clear about long term technical and material assistance, and ensure the MOH understands what this means.
- Built a KenyaEMR community for purposes of sustainability. We take any opportunity to pull in the MOH in this community and all the facilities running KenyaEMR.
- We strengthen existing structures that will support the implementation process and only suggest and introduce new ones where none exist, and where we collectively agree that they are needed. For example, facility based EMR committees was thought of as a good structure to have, and most of those have since morphed into other structures within the facility. They have been very instrumental in supporting this implementation process.

KenyaEMR Team Recommendations

Private-Public Partnerships

- This has worked with training institutions and even for profit companies, professional associations with interest in healthcare, etc.