**Problem:** Our client, One Heart World-Wide, a Nepal-based NGO, currently faces numerous data quality and timeliness problems impacting their ability to provide effective programs for expectant mothers and newborns.

### Challenges

<table>
<thead>
<tr>
<th>Data Problems</th>
<th>Root Causes</th>
<th>Process</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>Underreporting</td>
<td>Cultural Values</td>
<td>1. Qualitative field work in Nepal</td>
<td>We provided three concepts and support to take them forward in different ways:</td>
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<tr>
<td>Misleading Data</td>
<td>Manual Data Entry</td>
<td>2. Sensemaking</td>
<td>Provided documentation for grant funding applications</td>
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<td>Data Errors</td>
<td>(Digital) Illiteracy</td>
<td>3. Collaborative Design</td>
<td>Shared recommendations for future design iterations</td>
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<td>Data Delays</td>
<td>Understaffing</td>
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<td>Advised initial steps toward implementation</td>
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### Design Values

Defining the design values and using them as a guide throughout the process helped us deliver solutions that were in line with the client's needs and respected the socio-technical ecosystem we were designing for.

- Information needs satisfied at the 'right time' for better decision-making
- The solution can evolve with any government restructuring plans
- Mindful of funding constraints
- Facilitates a more accurate understanding of the maternal needs within a community
- Satisfying diverse use cases, including transition to government control
- Respecting the time, privacy, and role of community members

### Proposed Ideas

Our design process resulted in reimagined information flows, incorporating three proposed concepts that we felt would support an improved health care system in Nepal. These ideas reinforce existing communication channels and introduce innovations appropriate for the given context.

- **Centralized Database for Enhanced Internal Data Sharing**
  - Faster access to relevant information
  - Better communication and knowledge sharing
  - Better data quality and insights for more effective decision-making

- **Community-based Death Monitoring via Mobile Service**
  - Faster access to relevant information
  - Better data quality and insights for more effective decision-making
  - Spreads the burden of reporting among more members of the community

- **Digital Pregnancy Tracking with Appropriate Reminders**
  - Increases effectiveness of existing programs
  - Makes it easier for expectant mothers to keep track of scheduled antenatal care visits
  - Easy data sharing with the government