

**mHero Talking Points**

mHero is a robust and sophisticated platform. But what if you only have a few minutes to tell someone about the platform and how it can be used to support communication between health workers and Ministries of Health? The below “talking points” are highlights you may want to include in such a discussion.

* mHero is a two-way, **mobile-phone-based communications system** that uses basic text messaging, or SMS, to connect **ministries of health (MOH)** and **health workers**. mHero **does not require a smartphone or tablet**, but rather operates on simple talk and text mobile devices, as well as smartphones.
* Organizations implementing mHero work with mobile network operators (MNO) to negotiate reduced rates for bulk SMS, covering costs so that health workers can freely communicate with the system.
* Ministries of Health using mHero benefit from the **rapid interaction with health workers**, many of whom live in remote and hard-to-reach places.
* mHero allows decision makers within ministries of health real time access to important information that can be used to support health workers and improve health services, allowing implementers and other stakeholders to:
* Directly communicate critical messages to health workers during a **crisis or emergency response**
* Conduct assessments, validate health worker and facility data or collect critical information such as stock-levels to support **resilient health systems**.
* Provide care reminders and client referrals to strengthen **clinical support.**
* [IntraHealth International](http://www.intrahealth.org/) and [UNICEF](http://www.unicef.org/) established mHero in August 2014 to support communication with health workers **amid the Ebola outbreak** in Liberia. IntraHealth is currently supporting the implementation and use of iHRIS and mHero with the ministries of health in Liberia, Sierra Leone, Guinea and Mali.

* mHero combines [iHRIS](http://www.ihris.org/), the human resource information system, with [RapidPro](https://community.rapidpro.io/), a platform for creating SMS messages, allowing ministries to **send tailored communications** directly to their health workers. Through iHRIS, messages can be targeted to the health worker based on cadre, location, and skills set. It is also possible to use other HRIS databases and SMS platforms when implementing mHero.
* Data collected through mHero can be stored in iHRIS and attached to individual health workers’ records or stored at an aggregate level to **monitor trends and patterns** in health worker responses over time.
* mHero **unites existing components** of a country’s health information system through international open [interoperability](http://www.himss.org/library/interoperability-standards/what-is-interoperability) standards for [health information exchange](http://www.ihe.net/), in particular [OpenHIE](https://ohie.org/). [DHIS 2](https://www.dhis2.org/), the renowned health management information system, is one such system with which mHero is interoperable.
* Both iHRIS and RapidPro are **open source**, meaning that there are **no licensing fees** and the source code is made freely available for redistribution and modification.
* Both [iHRIS](http://www.ihris.org/community/) and [RapidPro](https://community.rapidpro.io/community/) are **supported by global communities** of implementers, programmers, and champions working to continuously improve both the technologies and the platforms.
* mHero has been included in **national Health Information System Strategic Plans** in Liberia and Guinea.

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