Introduction to the use of BSmart SafeHub App

Country: Sierra Leone

Organization Dignity Association

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Presentation Outline

- **Background**

- **Expected Impact and Outcomes**

- **Demonstrating the Prototype App (I am at Risk)**

- **Challenges**

- Stigma, discrimination, and exclusion, along with the criminalization of same sex relationships, fueled by social and traditional norms, cultural beliefs, religious, policy and legal barriers, create a hostile environment (especially in Africa) that deters LGBTQI+ from seeking many social and healthcare

- Through co-design efforts, Dignity Association was able to customise and domesticate the BSmart Chart mobile application developed by Bohemian Smartlytics UK to the needs of countries

- The tool, which is currently being piloted in the 3 countries, is to advance equity and reduce social vulnerability for LGBTQ+ people by increasing access to HIV services including PrEP, HIV treatment and mental health services

Background 2/2

- **T**he BSmart SafeHub App was developed by Bohemian Smartlytics, UK:
  - Funded by the Elton John AIDS Foundation and Bohemian Smartlytics

- The App is piloted in the Western Area but is expected to be used Nationwide in all five regions in Sierra Leone

- Sierra Leone has strived to include Key Population in the HIV response over the years. However, the provision of KP services has been met with critical challenges including:
  - Lack of adequate capacity of health facility staff to adress KP issues
  - Paper based data collection system at health facility levels
  - Unfavourable conditions in some health facilites

- It is against this back drop the organization adopted the use of the Bsmart APP

Expected Impact and Outcomes

IMPACT:

Reduced vulnerability and increased health dignity for MSM/TG Communities in Sierra Leone, Ghana and DRC-Congo through sustainable, technology-enabled healthcare access pathways that overcome structural barriers and stigma

OUTCOMES:

- **Primary**

    - Enhanced access to HIV and other Health services for MSM/TG communities in Sierra Leone.

- **Intermediate**

    - Increased acceptance and capacity of MSM/TG communities & implementing partners to utilise digital technology for HIV services

Demonstrating the Prototype App - I'M AT RISK

The app will accommodate two profiles:

- **I'M AT RISK**

- **I'M AN ALLY**

After downloading the app, users will see two profile options to choose from, each corresponding to their specific role or needs.
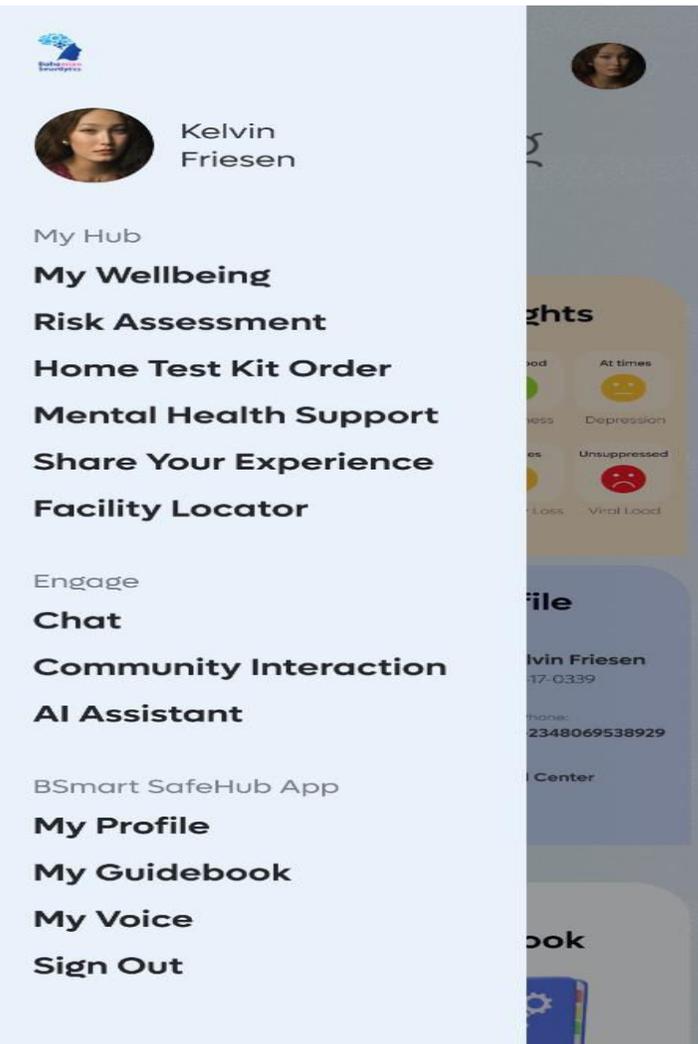
Demonstrating the Prototype App - I'M AT RISK

Account Creation:

User creates an account.

User creates an account using a mobile phone

Demonstrating the Prototype App - I'M AT RISK

Main Menu

After logging into the account, the main menu offers nine primary features:

**1.My Health and Wellbeing**: A physical and mental health status dashboard.

2.HIV Risk Assessment: A tool for HIV testing and prevention screening.

3.Home Test Kit Order: Provides the ability to order a home testing kit.

4.Mental Health Support: A screening tool to assess mental health needs

5.Stigma and Discrimination Experience: A tool to assess stigma and discrimination

Demonstrating the Prototype App - I'M AT RISK
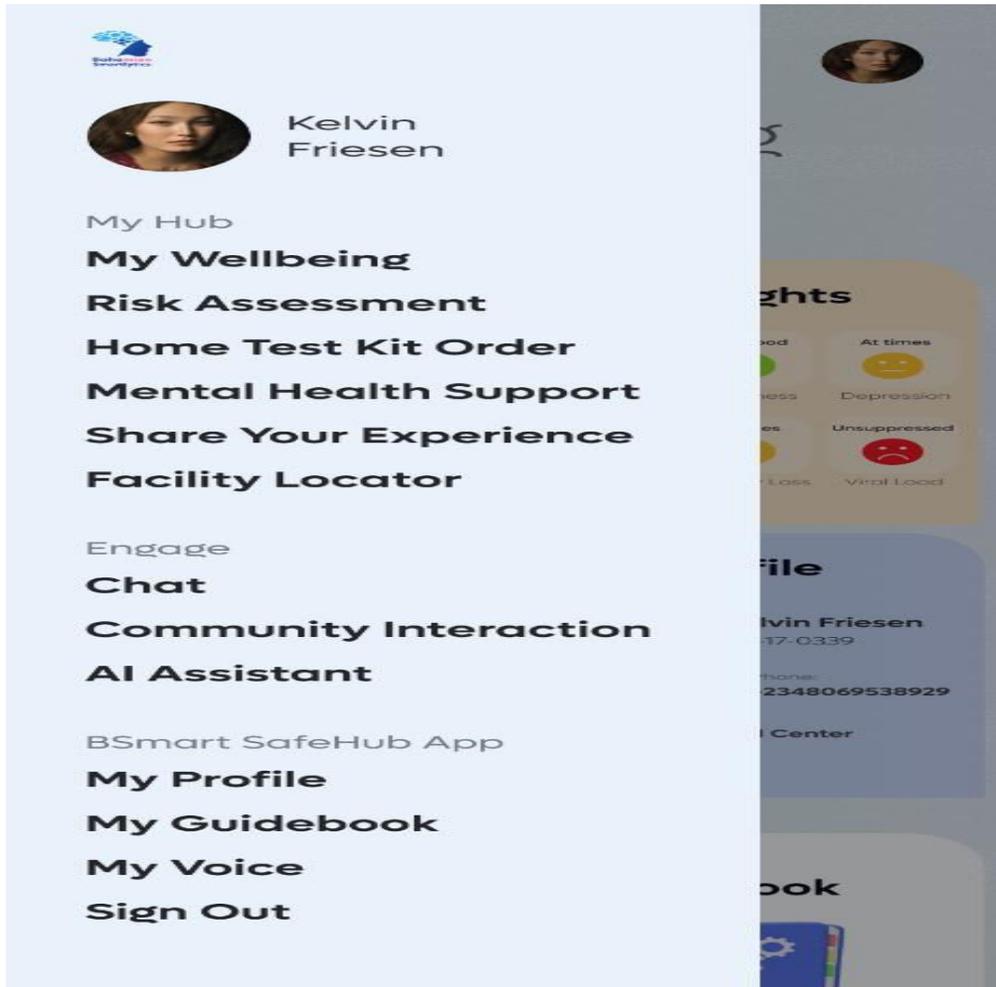
6.Ally: Provides locations of key services such as HIV testing, PrEP services, and mental health support.

7.Chat: In-app messaging system.

8.Community Interaction: Fostering support and sharing information within the **MSM/TG** community

9.AI Assistant: ChatGPT integrated to enhance user engagement by providing personalized, real-time health advice and support.

Demonstrating the Prototype App - I'M AT RISK

Each of these features will have a dedicated screen, explained separately below

Demonstrating the Prototype App - I'M AT RISK

My Wellbeing is the health status dashboard, made up of:

1. Risk
2. Medication Reminder
3. Your Information Need
4. Emotional Wellbeing
5. FAQs
6. Wellness Messages
7. Brain Teasers
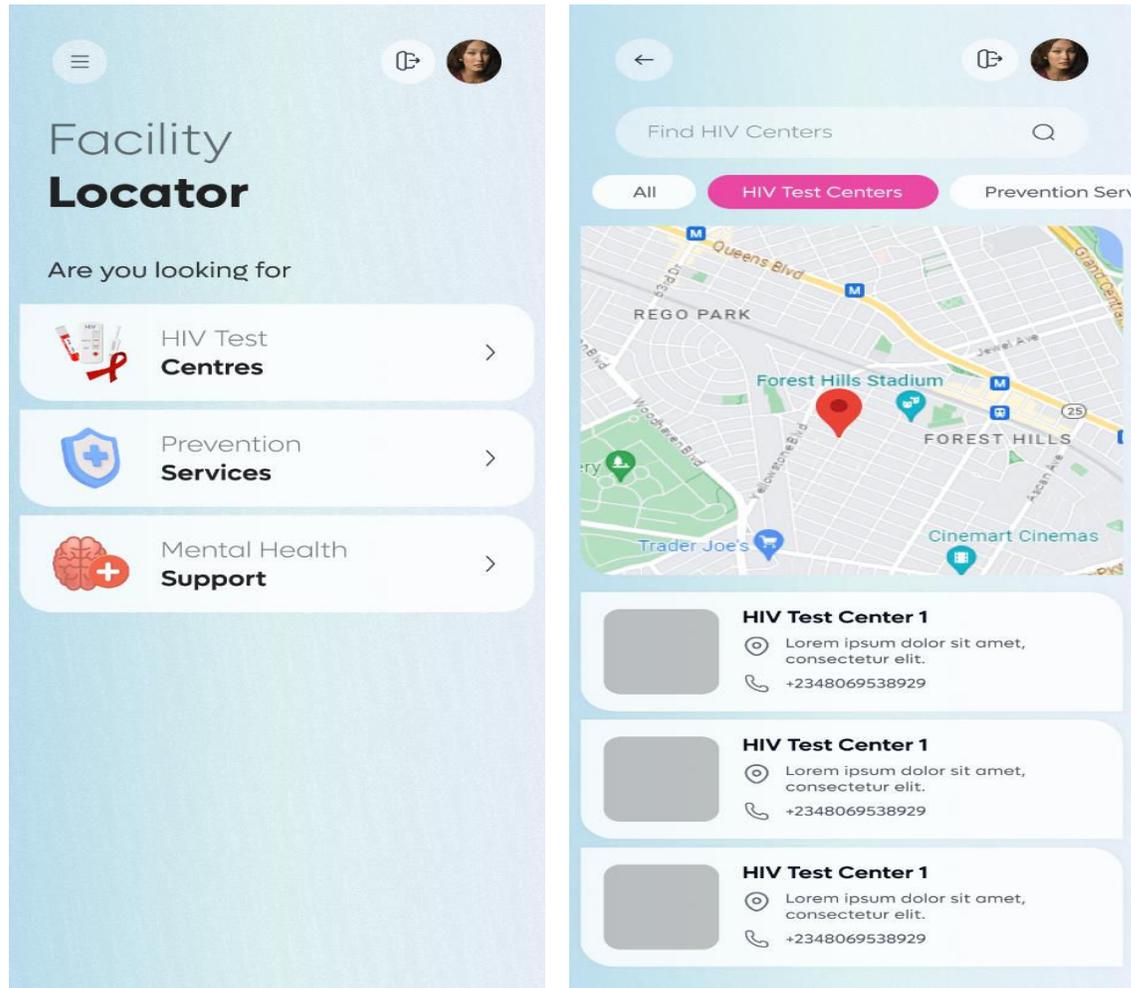8. Daily Motivational Quotes
9. SOS

Demonstrating the Prototype App - I'M AT RISK

SOS feature in an app enhances user safety by providing immediate access to emergency services when needed.

Each SOS should be linked to real phone numbers of friendly services that could trigger a call or a message.

Demonstrating the Prototype App - I'M AT RISK

Users can find the nearest HIV testing, PrEP, and mental health services through two options: a Google Maps-based search or a list of nearby services for each category.

Users can select their nearest facility, where they will find additional information such as the facility name, contact details, and more.

Demonstrating the Prototype App - I'M AT RISK

The patient health questionnaire (PHQ) will be implemented as a screening tool for mental health, particularly for depression, used to monitor the severity and response to treatment.

Demonstrating the Prototype App - I'M AT RISK
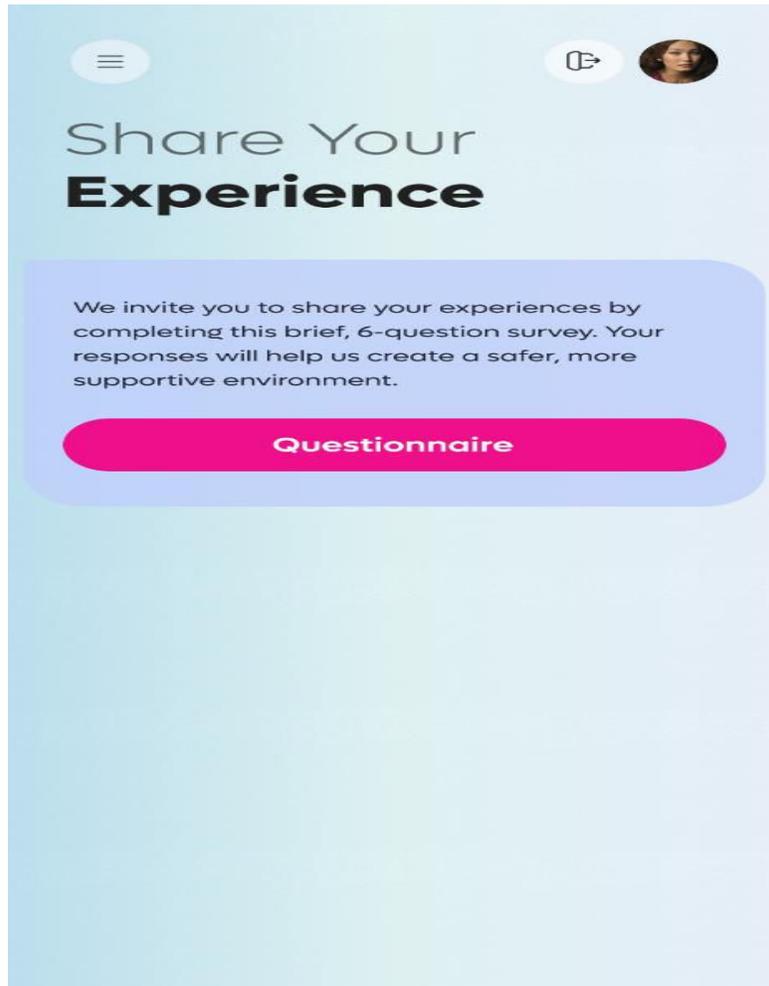
A validated instrument assessing experienced and anticipated sexual stigma in healthcare services.

Key Implementing Challenges

- Technical capacity among Program staff using the app at the start of implementation prosed a significant cahallenge

- Consistence internet availability

- Technical problems in the original design of the app

- Registering the App on the Google play and App store

- Identifing health facilities to partner with in the implementation of the app