**COMMENDED: Dimagi, Inc.**

Dimagi is an award-winning, socially-conscious technology company that helps organizations deliver quality health care to urban and rural communities across the world.

**ABOUT THE COMMENDED PROGRAM**

The Indian National Rural Health Mission has trained and deployed 800,000 Accredited Social Health Activists (ASHAs), a type of community health worker, to provide even the most remote villages access to health interventions. However, the government has faced challenges in training and monitoring ASHAs. To meet these challenges, Dimagi developed CommCare, an open-source, cloud-based platform that is accessed through inexpensive cell phones and provides ASHAs with services such as client management, guided clinical protocols and remote training, all supported by multimedia (video, image, audio). CommCare also helps supervisors manage and monitor ASHAs’ performance. Trials have found an 85% increase in timeliness of visits and a 20% increase in adherence to protocols. The CommCare program currently operates in nine of India’s 28 states, and Dimagi plans to expand it to a national scale.

**CRITICAL SUCCESS FACTORS**

**RAPID DEVELOPMENT AND SCALE-UP**
- Dimagi has a wide range of partners and leveraged their breadth of expertise and resources to facilitate a quick development and rollout period.
- Because it uses a cloud-based, centrally-hosted Software as a Service (SaaS) model, CommCare can be rapidly deployed without the need for programming expertise.

**CONSTANT, USER-FOCUSED IMPROVEMENT**
- CommCare’s interface is continuously refined in response to challenges such as cultural and linguistic diversity and low literacy levels.
- New development is trialed and refined in the field by an international team of engineers who work alongside ASHAs.