

40. The Contribution of a Digital Platform in Improving Access to Sexual and Reproductive Health (SRH) Information and Services among Adolescents and Youth

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Introduction

- EngenderHealth's A'ago program in Ethiopia aims to create demand & support provision of quality SRH care while fostering an enabling environment for youth to exercise SRH rights
- A'ago implemented Tiko to encourage positive health-seeking behaviors in Afar region
- Triggerise's Tiko platform / database:
 - > Digital platform providing SRH information & referrals
 - > Database for client outreach (reminders, follow-up, rewards points)

Methodology

- 1-year retrospective record review of database (January to December 2019)
- Reviewed service utilization & satisfaction data collected from adolescents & youth via SMS
- Analyzed client data using SPSS version 25

Results

- 13,972 referrals provided via Tiko
- 12,062 clients (86% of all referred) accessed SRH care; 13% aged 10–18 years, 58% aged 19–24 years, 29% aged 25 years & older
- Primary services utilized: antenatal care (38%), HIV counseling & testing (23%), institutional delivery (12%) & family planning (11%)
- 3,826 adolescents & youth consented to answering questions from the service satisfaction study; results showed an average satisfaction rating of 4.13 / 5, equating to “very good”

Summary & Conclusions

- A digital platform, like Tiko, can encourage positive health-seeking SRH behaviors among adolescents & youth
- Potential value of Tiko (or similar) depends upon mobile phone access; where phone ownership is more prevalent among boys & young men (as in Afar), alternative approaches are critical to reaching girls & young women

