User evaluation of Med Safety App and use for AEFI reporting – Ghana
Overview

• Background

• Activities to promote the Med Safety App

• Lessons learnt

• Challenges

• Way forward
Background

• Med Safety App: Generic app for reporting individual case safety reports (ICSRs) for low- and middle-income countries
  • Collaboration between the WEB- Recognising Adverse Drug Reactions (WEB- RADR) project, the World Health Organization (WHO), the Uppsala Monitoring Centre (UMC), and the UK Medicines and Healthcare products Regulatory Agency (MHRA)

• Med Safety App allows healthcare professionals and patients to report suspected Adverse Drug Reactions (ADRs) directly to Pharmacovigilance Centres and receive immediate acknowledgement of the submitted report.

• Launched in other LMICs: Burkina Faso, Zambia, Armenia, Ghana, Ethiopia, Botswana, Cote d’Ivoire, Uganda, DRC, Pakistan, Ethiopia, Kyrgyzstan, Nigeria, South Africa.

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The Use of the Med Safety App in Ghana

• Since launch on 25<sup>th</sup> June 2019

• Total Number of downloads : 11,005

• Total Number of ADR reports : 2373
Performance of the Med Safety App

- A total of 556 reports have been received from the MSA between June 2019 to December 2021 with 56.3% and 43.2% reports received from the general public and healthcare professionals respectively. The reporter details of the remaining reports were not provided.
The Use of the Med Safety App in Ghana

Active Users, Monthly Downloads and ADR Reports Received

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Evaluation of Med Safety App

Fig. 2: Percentage distribution of ease of self-download of the app
<table>
<thead>
<tr>
<th>Variable</th>
<th>Frequency (Percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was easy to use</td>
<td>12 (36.4)</td>
</tr>
<tr>
<td>It was difficult to use</td>
<td>3 (9.1)</td>
</tr>
<tr>
<td>Found it difficult to understand most of the items required to submit a report</td>
<td>2 (6.1)</td>
</tr>
<tr>
<td>Most of the items required to submit a report were easily understood</td>
<td>9 (27.)</td>
</tr>
<tr>
<td>I will continue to use the Med Safety App because it is easier than the other reporting mechanisms</td>
<td>7 (21.2)</td>
</tr>
</tbody>
</table>
Figure 3: Percentage distribution of responses regarding useful feature of app
Activities to promote the App

- Nationwide Tour to Tertiary Institutions
- Sponsored Entertainment /Sports Events
- Amplified Social Media
- Publication of Flyers and Posters
- Media Advertisements & Airing Documentary
- #MedSafetyWeek 2nd-8th November 2021
Social Media Promotions of the Med Safety App

Food and Drugs Authority Ghana

Would you like to make a report to the FDA about issues concerning medicine safety, side effects, suspected counterfeit, medication errors or lack of therapeutic effect? Use the #MedSafety Mobile App. Here's how!
Your well-being, our priority!
#MedSafety #Youwellbeingyourpriority

Patient Safety Ghana FDA

Med Safety App - FAQs on Homemade Face Masks

Download the Med Safety App now to know the list of registered face masks by the FDA and watch a video on why FDA approved locally made face masks provide the same protection against the spread of COVID-19 as FDA approved imported face masks.

Thank You

UER FDA ICPs Platform

Med Safety App - Frequently Asked Questions on the Link Between Talc and Ovarian Cancer

Read more on Med Safety App

Please, download today from Google play or The App Store. The video provides information on how you can download the App.
You can also report side effects through the App.

Thank You
MED SAFETY APP AWARENESS PROGRAMME FOR STUDENT HEALTH CARE PROFESSIONALS

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Lessons learnt

• App should not be advertised only as an ADR reporting tool, focus on the benefits of the users

• Social media activities improve app usage and number of reports received

• It must always have new and exciting information to be able to retain people who download the app.
Challenges

• Complaints of internet access issues

• Inadequate knowledge of the general public on the concept of Pharmacovigilance and hence no motivation to download and report
The FDA received support from the WHO to train 191 healthcare professionals at the lower levels of the healthcare delivery system.

The overall goal was to train ICPs from the lower levels of the healthcare delivery system with knowledge and skills in vaccine pharmacovigilance and reporting of AEFIs.
Decentralization Training
Impact of Training

• Total of 182 healthcare professionals from lower-level healthcare facilities trained.
• Increase in knowledge of AEFIs observed on pre and post test results.

• Contributed to increase in total number of AEFIs reported received.
The NEPAD-AUDA Smart Safety Surveillance (AU-3S) supported the FDA in the safety monitoring of COVID-19 vaccines.

A two-day training workshop from 31st August – 1st September 2021 for FDA’s Regional and Pharmacovigilance Officers was sponsored by AU-NEPAD in strengthening the AEFI Reporting system in Ghana.

Specific strategies that will improve the already existing system especially the promotion of the use of the Med Safety App nationwide was discussed.
TRAINING WORKSHOP FOR HEADS AND PHARMACOVIGILANCE OFFICERS OF FDA REGIONAL OFFICES

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SAVING consortium

- SAVING consortium led by UHAS is building capacity of multiple stakeholders to identify and address implementation challenges for the efficient and effective delivery and uptake of new medical interventions.

- The project is sponsored by the European and Developing Countries Clinical Trials Partnership (EDCTP).

- Work package 4 led by the FDA will be conducting implementation research around the deployment of the app. Therefore staff of the Safety Monitoring Department have been involved in trainings on implementation research.
Way Forward

- Develop educational materials to promote the use of the benefits of the app
- Involve public and private institutions (airports, transport)
Thank you
Acknowledgement

• Mrs. Delese A.A. Darko (Chief Executive Officer)

• Mr. Seth Seaneke Acting Deputy Chief Executive Officer

• Mr. George Sablah (Head, Safety Monitoring Department)

• Staff of the Safety Monitoring Department
Your Well-being, Our Priority.