Deployment of caller location services in Sierra Leone's 117 Ebola Response Centre

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Context

eHealth Africa managing 117 delivery

Netfuse supporting telecoms integration

No emergency services / e911 capability

A call location / outcome API
Need / Data

netfuse

Multiple data sources

Inaccurate call centre records, Mobile network call detail records

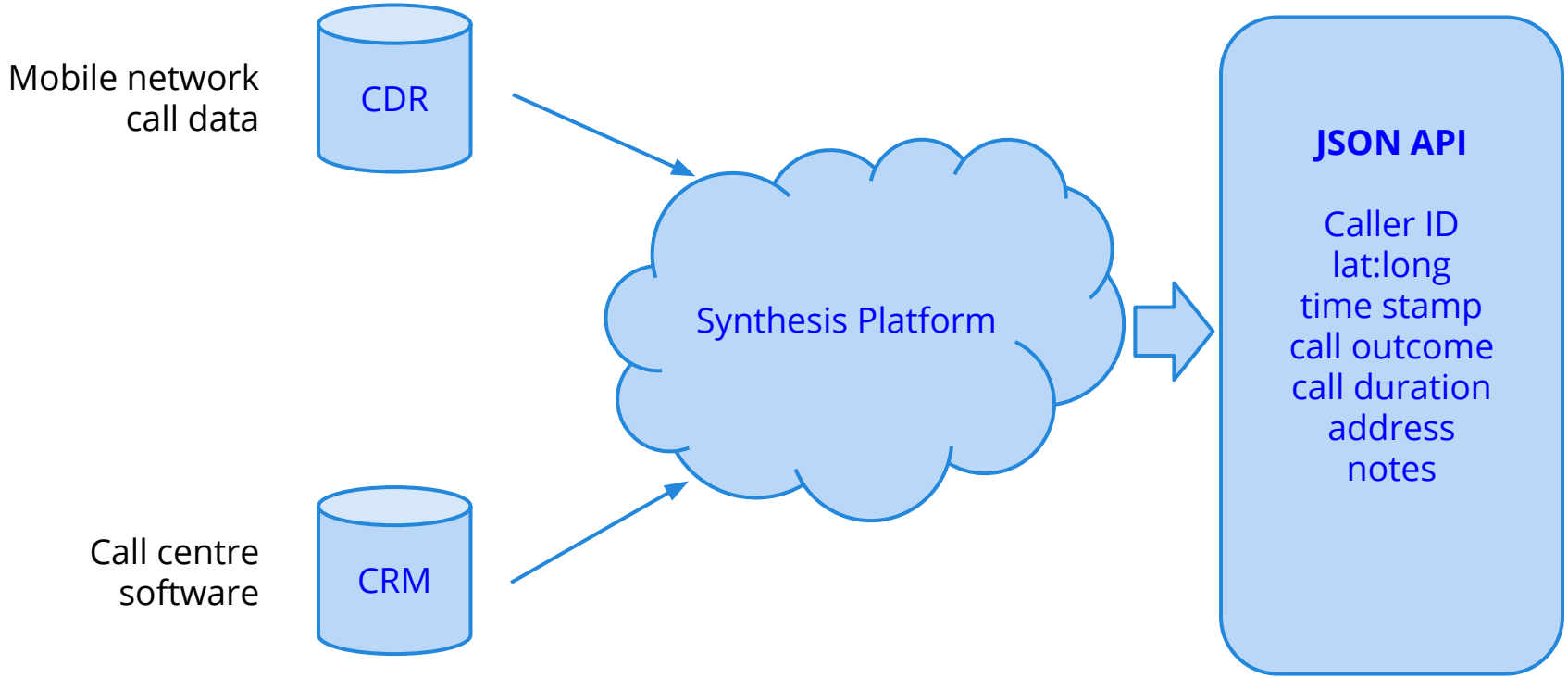
Audit & monitoring

Reporting to stakeholders, Capacity planning, Call centre management.

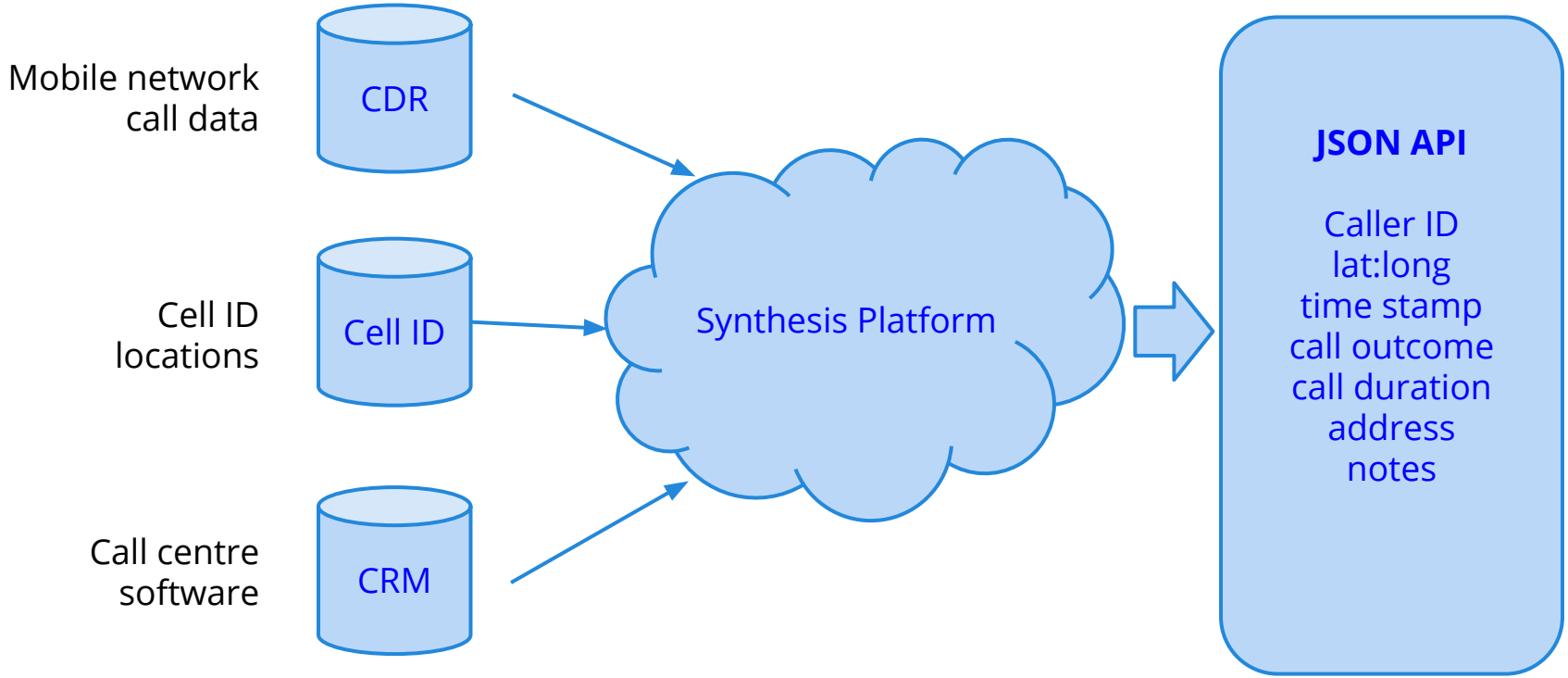
Ebola Response

National Ebola Response Centre reports - efficacy of campaigns, early warning.

A call location / outcome API
Solution

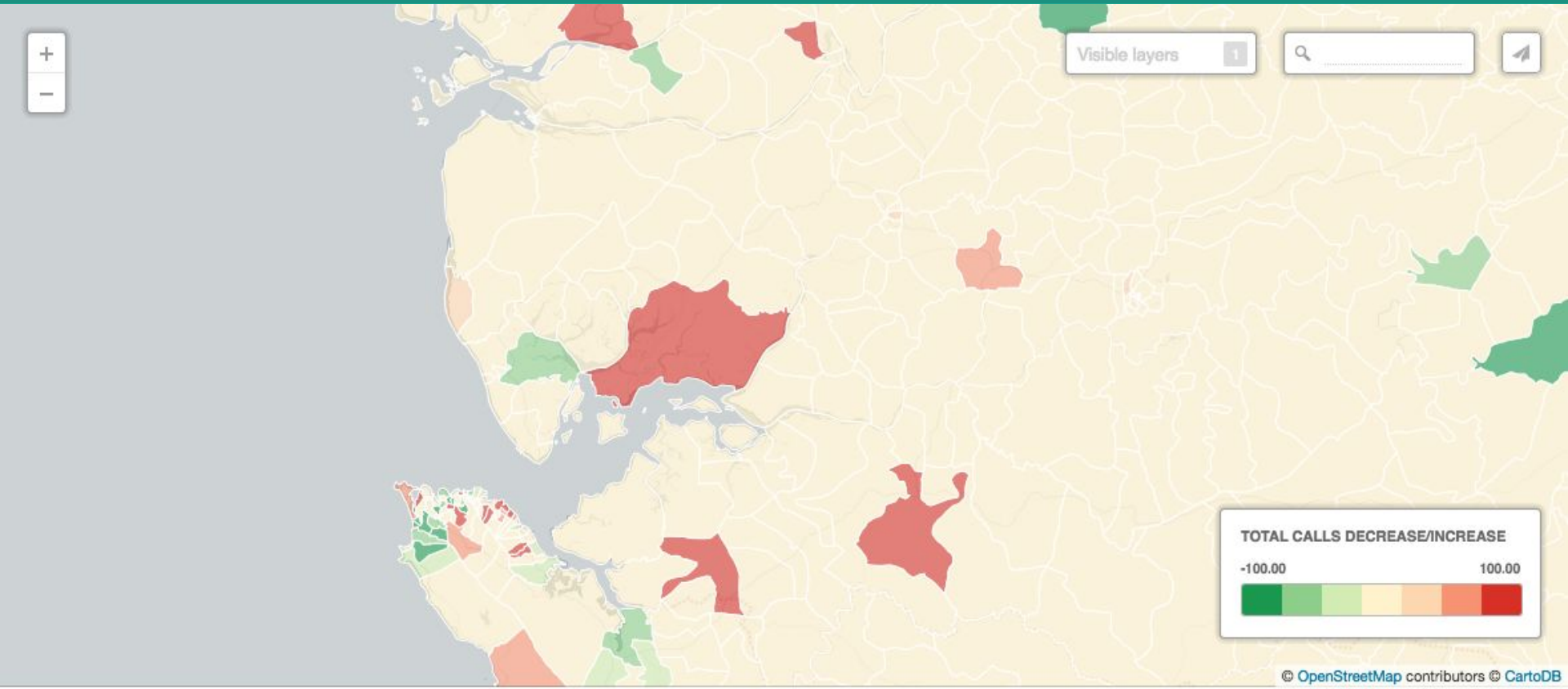


A call location / outcome API
Solution



A call location / outcome API
Solution

netfuse



A call location / outcome API
Challenges & Limitations

Technological

Variability in cell size, Chiefdom level reporting, Not real time

Organisational

Communication across domains, communicating tech limitations, matching tech to problems

Institutional

No formal institutions for sharing of data, commercial and legal implications

Increasing Granularity
Need

netfuse

Temporal

Call routing

Routing of inbound calls to different call centres based on location of caller or caller ID

Temporal / Spatial

Responder location

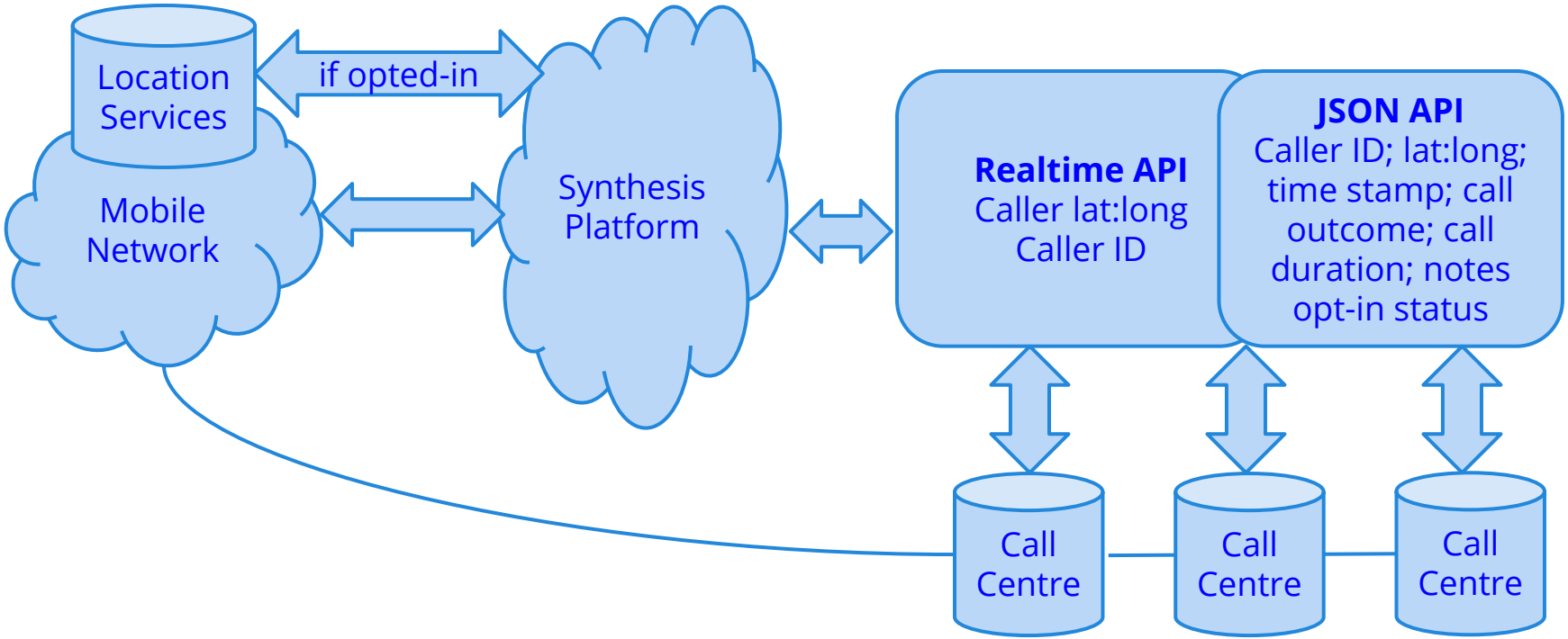
Tracking health workers, real time resource management, performance improvement

Spatial

Better reporting

Chiefdom level reporting improves usefulness of data for public health projects

Increasing Granularity
Solution



Increasing Granularity
Challenges & Limitations

netfuse

Technological

Variable location accuracy, network / database configuration errors

Organisational

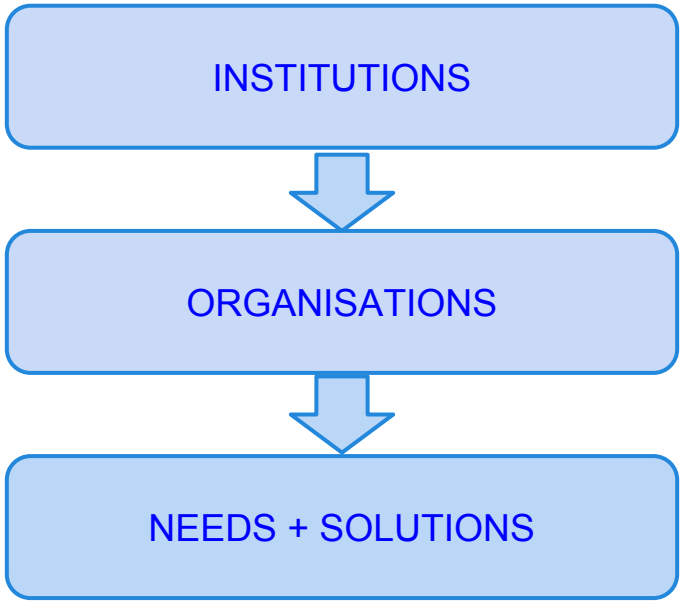
Greater range of stakeholders, c-level buy-in, more resources required

Institutional

Need for formal institutions, data control more important, legislation needed

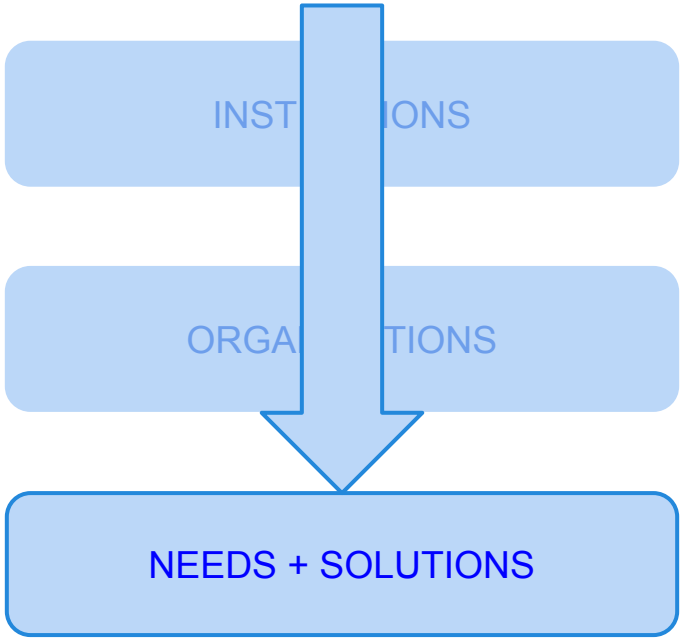
Observations

E911 / 112 / 999 deployment process



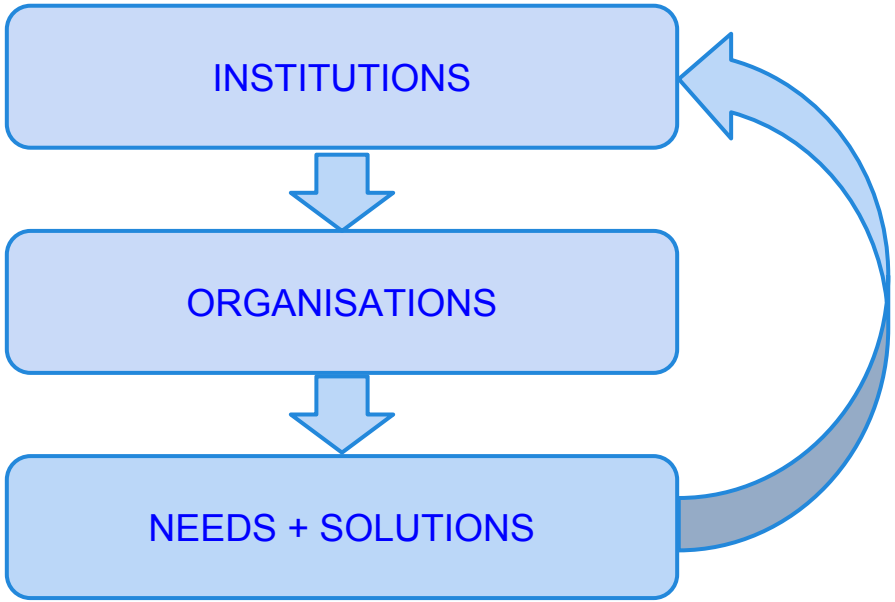
Observations

Nature of humanitarian response



Observations

Need for early institutional engagement



What next?

How should we be responding to institutional vacuums?

How can we effectively unlock the data in the network?

What standards are needed for data sharing that protect people?

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