



# A NATIONAL HEALTH CLIENT REGISTRY IN TANZANIA

The Tanzania Technical Support  
Services Project



TANZANIANS AND AMERICANS  
IN PARTNERSHIP TO FIGHT HIV/AIDS



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## ACCURATE DATA FOR MEASURING PROGRESS

Helping people, programs, and systems meet health goals and measuring their progress along the way requires that patients are accurately identified and tracked across the care spectrum.

The Joint United Nations Programme on HIV/AIDS (UNAIDS) has set the 95-95-95 by 2030 goal—that is, 95% of people living with HIV know their HIV status, 95% of people who know their status are on treatment, and 95% of people on treatment have suppressed viral loads. Countries, including Tanzania, are aiming for effective surveillance to monitor progress toward these goals and to plan activities accordingly.

However, as in many countries, health service delivery data in Tanzania have tended to be disease- and health program-centric rather than client-centric. Patient information is stored in independent paper-based or electronic systems without a way to connect them or to locate one patient among multiple records. This makes it hard to ensure accurate client tracking and effective, seamless care, as well as to deliver data on HIV prevention and control.

### A CLIENT REGISTRY HELPS ENABLE CONTINUITY OF CARE

The Tanzania Ministry of Health, Community Development, Gender, Elderly and Children (MOHCDGEC) recognizes the potential of information technology to transform health service delivery, including operations, management, and decision making. A leader in planning for integrated and interoperable national health information systems, the country has created several electronic health systems under its Digital Investment Roadmap (2017-2023).

The Tanzania Technical Support Services Project (TSSP), led by Management Sciences for Health and funded by PEPFAR through the US Centers for Disease Control and Prevention, supports and strengthens MOHCDGEC and key public health institutions to achieve HIV epidemic control and sustain HIV-related health systems and services.

As part of this work, TSSP is supporting the MOHCDGEC and the President's Office-Regional Administration and Local Government to develop, implement, roll out, and manage a national client registry.

A health client registry (CR) is a digital service, available throughout the health system, which gives each client—meaning each patient—a unique identifier. Client identification will include a health sector ID; other identification, such as a national ID number; and other identifying information, such as name, date of birth, address, mobile phone number, or biometrics.

The Tanzania CR will:

- Maintain a CR of all clients with a unique identifier for each
- Link client registration (and identification) entries/data from different registration processes, national person identifiers, and other health programs
- Enable health care workers to link family records to help case management and track records
- Enable access to health records across a case history, even if the client moves

### BENEFITS OF A NATIONAL HEALTH CR

**Continuity of patient care:** Access to medical histories helps providers adhere to established standards for diagnosis and case management.

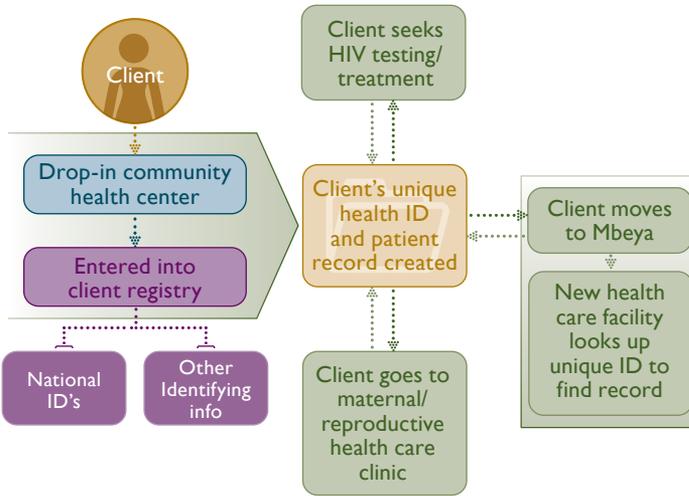
**Better data for health program decision making and management:** With integrated records, public health institutions can better plan programs and track results. A register improves monitoring of quality data, which contributes to better public health reporting, clinical research, and client outcome management.

**More effective management of health care costs and resources:** Client services verification is important for claims reimbursement and to justify funding. A registry also reduces time for registration and identification, which will improve service efficiency.

**Improved health communication:** It supports targeted information campaigns between the health sector and the client to educate, inform, and remind.

## A HEALTH CR IN ACTION

A woman who has been visiting a community health clinic seeks HIV testing and treatment. Using a national health CR, providers can look up and contribute to her care history based on her unique client ID. Should she move from one part of the country to another, her new providers can easily locate her health records. The client registry will meet government standards for data privacy and security.



### Developing the CR

The project builds upon work Tanzania has already done to bring digital solutions to the health sector. TSSP is now working with the MOHCDGEC and other partners to develop a comprehensive technical design for the first two priority digital health solutions that will use the registry: a shared health record and digital programs that support HIV/AIDS care. The team will then work with the government to utilize the CR in other priority digital health systems, including TB and reproductive health care, monitoring results along the way.

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