

# DESIGNING HUMAN-CENTERED BENEFICIARY FEEDBACK SYSTEMS FOR COMMUNITY HEALTH: TECHNICAL, IMPLEMENTATION, AND ETHICAL CHALLENGES



The **UW Global mHealth Working Group** invites you to an engaging presentation by Isaac Holeman, co-founder of Medic Mobile.

As digital tools become increasingly integral to how community health programs operate, these technologies are opening up new channels of communication with patients and families. This talk will explore **technical, implementation and ethical challenges related to the design and evaluation of these under-studied systems**, and **implementation challenges and the broader social and political stakes of seeking feedback and handling complaints with care**. While highlighting broad opportunities for future research and development, the talk will be grounded in concrete case studies from the speaker's ongoing work with the non-profit organization, Medic Mobile, whose open source toolkit is used by more than 15,000 health workers in over 20 countries.

**Friday, December 8<sup>th</sup> 11am – 12:30pm**

University of Washington Husky Union Building 238  
4001 E Stevens Way NE, Seattle, WA 98195



UW GLOBAL CENTER FOR INTEGRATED HEALTH OF WOMEN,  
ADOLESCENTS, AND CHILDREN (GLOBAL WACH)

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