INCLUDING THE USER PERSPECTIVE WHEN DEVELOPING TEMPERATURE MONITORING & CONTROL SYSTEMS

MIKE BRISON

CHAI – GLOBAL VACCINES TEAM (COLD CHAIN LOGISTICS)
While impressive strides have been made to improve the functionality and features of TMDs, users continue to experience challenges that limit the impact of these systems.

**Challenge**

**Device**

Users are unclear on how to read / interpret TMDs and alarms.

**Process**

Users are unclear on what actions to take, and how to do them properly.

**Role**

User roles and responsibilities are ambiguous, leading to ‘hard decisions’ being deferred.

**Solution**

**Device**

Provide job aids that clearly show how to interpret the TMD.

**Process**

Develop simple, action-based SOPs – especially for health workers, but also for managers.

**Role**

Ensure users have defined responsibilities, and are empowered to carry them out.
THANK YOU!