Title: Leveraging the WHO HealthAlert Platform to Enhance Healthcare Worker Wellbeing and Knowledge in Underserved Communities

Author: Reach Digital Health

Background
Reach Digital Health recognises the critical healthcare worker shortage in sub-Saharan Africa, where a small percentage of the global workforce manages a large disease burden, disproportionately affecting underserved communities. This abstract explores the potential of digital health technology through the WHO's HealthAlert platform, a WhatsApp and Facebook Messenger chatbot initially for COVID-19, to support these healthcare workers through two interventions: a wellbeing challenge and HealthWorker Plus.

Method
A pre-post design was used to evaluate the interventions. Recruitment and survey data collection occurred through the existing HealthAlert user base. The wellbeing challenge encouraged the uptake of healthy habits (emotional management, exercise, nutrition) through structured modules. The HealthWorker Plus intervention provided access to WHO-approved factsheets on diabetes, hypertension, occupational health, and misinformation management. User engagement was tracked through platform interactions, and pre/post quizzes assessed knowledge changes. Due to the pilot nature of the interventions, the study was primarily exploratory, focusing on identifying trends and user experiences rather than comparing outcomes against predefined targets.

Results
The wellbeing challenge reached over 15,000 users, 31% being healthcare workers primarily from developing countries. Baseline data indicated significant wellbeing barriers. While engagement decreased after the first week, endline survey respondents showed improved dietary and exercise habits.

HealthWorker Plus reached over 1,600 healthcare workers with low pre-intervention knowledge across topics. Over half accessed factsheets, favoring clinical content. Post-intervention quizzes revealed substantial knowledge gains for completers. User feedback for both interventions was highly positive.

Conclusion
The WHO HealthAlert platform demonstrates significant promise in supporting healthcare workers in underserved communities, with both interventions showcasing effectiveness in improving habits and knowledge. Future iterations will focus on enhancing user retention, refining research designs, and expanding content to address broader needs.

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