

2024

Annual Report

Building sustainable and scalable digital interventions



Letter from the CEO

It is with great pride and gratitude that I welcome you to our 2024 Annual Report. Last year was a remarkable chapter in our mission to harness digital innovation for better health outcomes among refugees.

As we reflect on our achievements, we are reminded that technology is not just about efficiency—it is about access, dignity, and impact. 2024 was a year of significant growth and deepened collaboration. We expanded our reach from 7 to all 13 refugee settlements, ensuring more refugees would be within reach of a digitally empowered volunteer - 807,000 of them by the end of the year - benefiting from timely, data-driven door step healthcare.

The rCHMIS's volunteer network has grown to 1,600 committed refugees and their supervisors. We welcomed three new partners, launched the Urban Refugee settlement and rolled out the first iteration of Supervisor workflows.

This year also marked a milestone in our digital infrastructure. A key system upgrade, from CHT's v3 to v4 core architecture enhanced the speed, security, and usability of the rCHMIS.

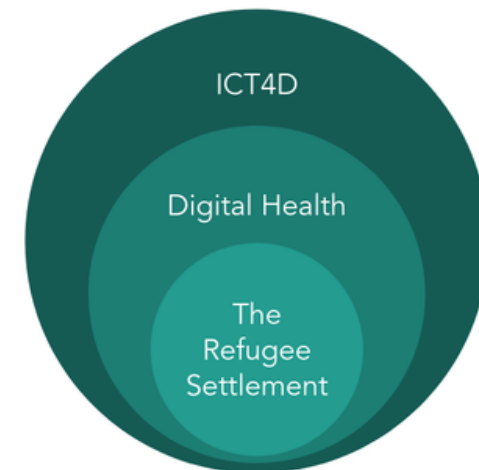
These improvements have reinforced our commitment to ensuring that digital health is more than a tool - its a platform on which refugees, supervisors, health system managers at local and national levels congregate to design and deliver health care for those in crisis.

We strengthened our role as national ecosystem actors - supporting the 2nd National Digital Health conference and contributing to MOH led discourse through the HIIRE TWG and CHIS Implementer's forum.

Thank you for supporting our commitment to innovation, impact, and collaboration.—whether as a partner, a volunteer, or a supporter.



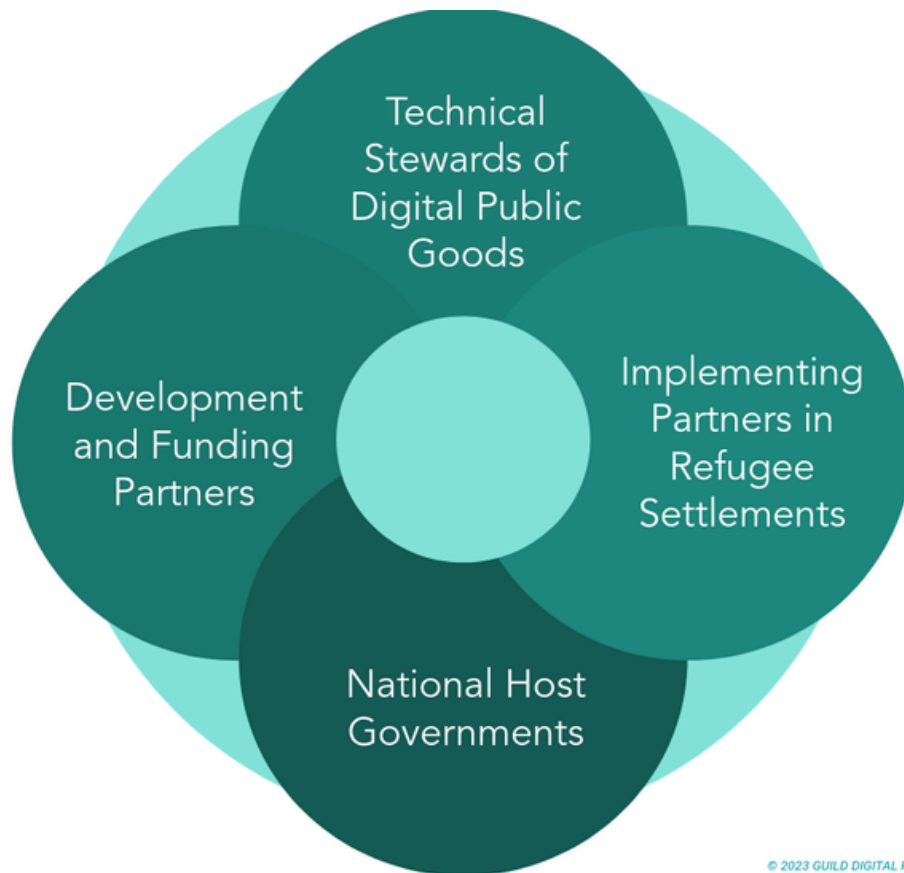
BRIAN SSENNOGA
CEO, Guild Digital



Company Overview

When we started this work, our vision was grow local home grown solutions, and harness the power of global goods. Building a sustainable enterprise model around service delivery in this context has been our greatest learning outcome.

And so in 2024 we reviewed our theory of change, looking to clarify who we serve, and why you matter.



VISION

Building sustainable and scalable digital interventions

MISSION

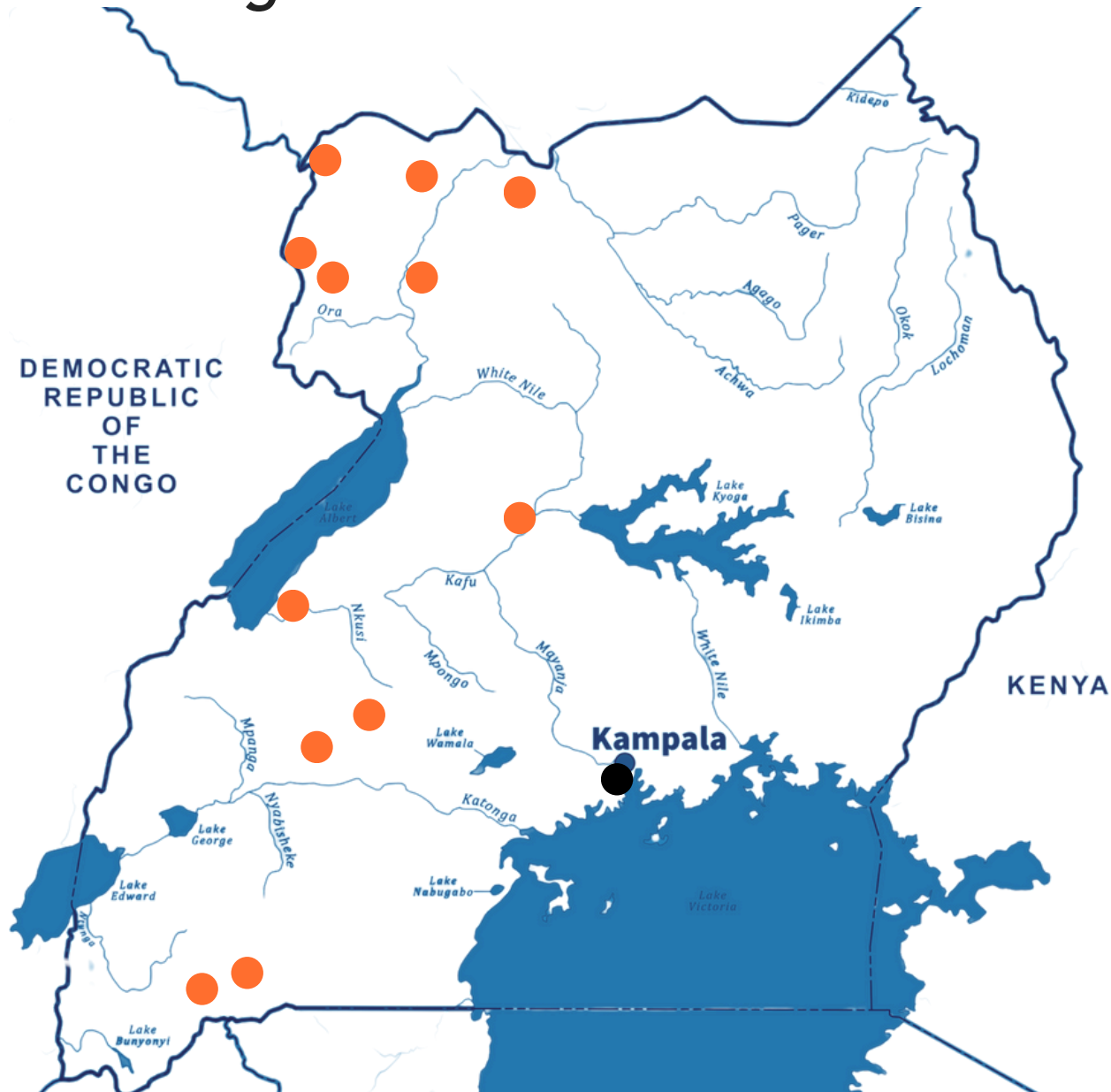
Collaborating with social development actors to adapt global goods for sustainable digital interventions

WHAT WE DO

By applying modern design principles, in conjunction with global digital development principles, we design, build, deploy and support bespoke solutions for digital interventions. We accompany social development partners through the design, adoption and deployment of tools that accelerate adoption and lower overall costs of technology deployment.

rCHMIS App Coverage

How we grew in 2024



The Unique
Urban Refugees



5 Implementing
Partners



13 Refugee
Settlements



78 Supervisors,
and a Supervisor App



1600+ Refugee
VHTs



155K Refugee
Households



807K Refugee
Beneficiaries

Program Highlights

Scaling the rCHMIS to 13 Refugee Settlements

In 2024, the rCHMIS application continued to strengthen community health services in refugee settlements by enhancing digital reporting, surveillance, and intervention tracking. The platform expanded its reach with over 1,600 active Village Health Teams (VHTs) providing timely, data-driven care to more than 807,000 individuals across multiple settlements.

Key improvements included a strengthened referral system, ensuring faster medical attention for critical cases, and improved disease surveillance for early detection and rapid response. As rCHMIS evolves, it remains a vital tool in supporting healthcare workers and systems to deliver efficient, scalable, and life-saving care for both refugees and host communities.

The Unique Urban Refugees

In partnership with Africa Humanitarian Action and the Kampala City Council Authority, we onboarded 30 VHTs and 10 supervisors in the urban refugee settlement in Makindye Division, Kampala, to effectively use the rCHMIS app. Of these, 29 VHTs successfully obtained credentials and started working immediately, reflecting their strong commitment to community health.

Within just one month, this dedicated team registered over 1,500 household members, showcasing their rapid adoption of the technology and dedication to improving health outcomes in their communities.

IN 2024....



548K

Total Number of
New Population



102K

Total Number of
New Households



142K

Women of
Reproductive Age



11.2K

Total Number of
New Pregnancies



69K

Children Under
Five

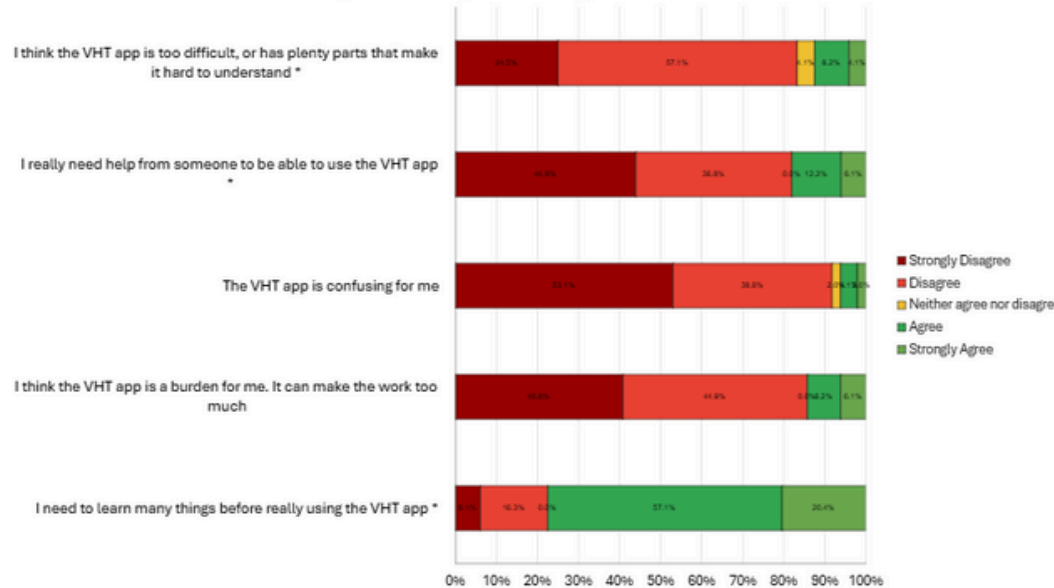


99.8K

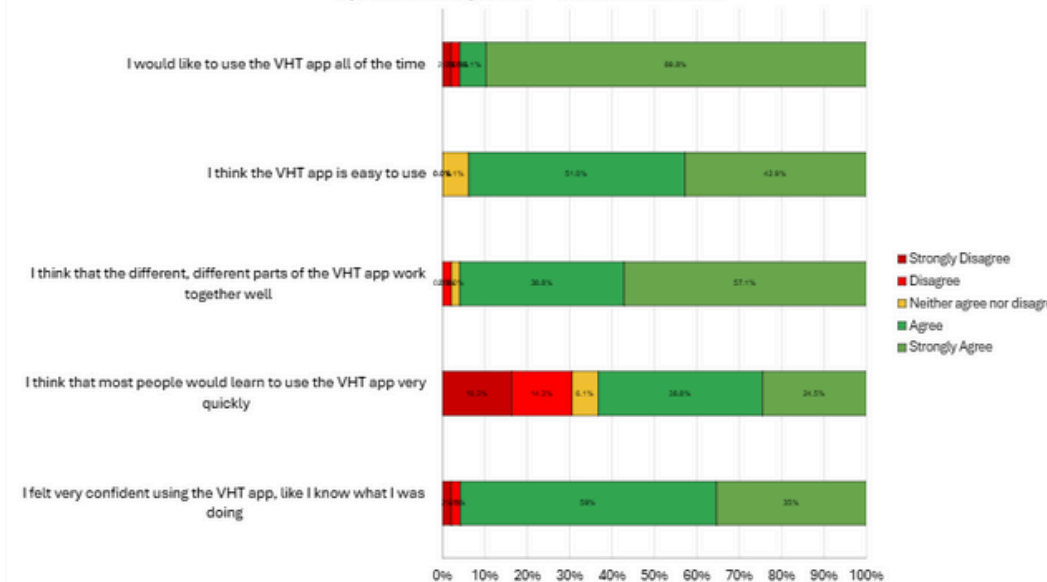
Total Under Five
Assessments

User Research Experience

System Usability Scale - Negative Statement



System Usability Scale - Positive Statement



In 2024, we prioritized user-centered research to enhance the effectiveness and usability of the rCHMIS platform. We conducted comprehensive user experience assessments across multiple refugee settlements, gathering valuable feedback to refine the system and improve support for VHTs.

In January, we carried out a user experience study in Kyangwali and Kyaka II settlements, engaging over 40 VHTs using the Client Effort Score and System Usability Survey to evaluate their interaction with the rCHMIS platform. Later, in August, in collaboration with Medic, we extended our research to Rwamwanja settlement, conducting a survey with 20 VHTs to further assess system adoption and user challenges.

Findings revealed a strong preference for rCHMIS over traditional paper-based tools, with VHTs citing greater efficiency, ease of use, and improved data accuracy. However, respondents also highlighted the need for refresher training, particularly for newly recruited VHTs, to ensure seamless adoption and continued effectiveness of the system.

Supervisor App

Valuable insights were gathered through field visits to Kyaka, Kyangwali, and Kiryandongo to support the design of the supervisor app. During these visits, Supervisors who had early exposure to the app provided feedback on how to enhance its workflows. This feedback, guided by Human-Centered Design principles, led to several key design improvements.

The Supervisor app provides for Spot Check, Shadow visits, VHT onboarding, and New Family orientations plus community WASH assessments

Additionally, summary pages were refined to align with standard reporting formats, ensuring consistency and ease of use.



Support Supervision

As part of our ongoing commitment to improving the rCHMIS app in refugee communities, we conducted support supervision trips to three settlements: Kiryandongo, Kyaka, and Kyangwali. During these visits, we engaged directly with supervisors to introduce them to the new Supervisor App and provided an overview of the updated dashboards following our migration from Klipfolio to Superset.

Additionally, we conducted surveys with Village Health Teams (VHTs) to assess their experience with the app, utilizing the Client Effort Score and System Usability Survey tools. This feedback provided critical insights into the app's performance and highlighted areas for further refinement.



Product Development

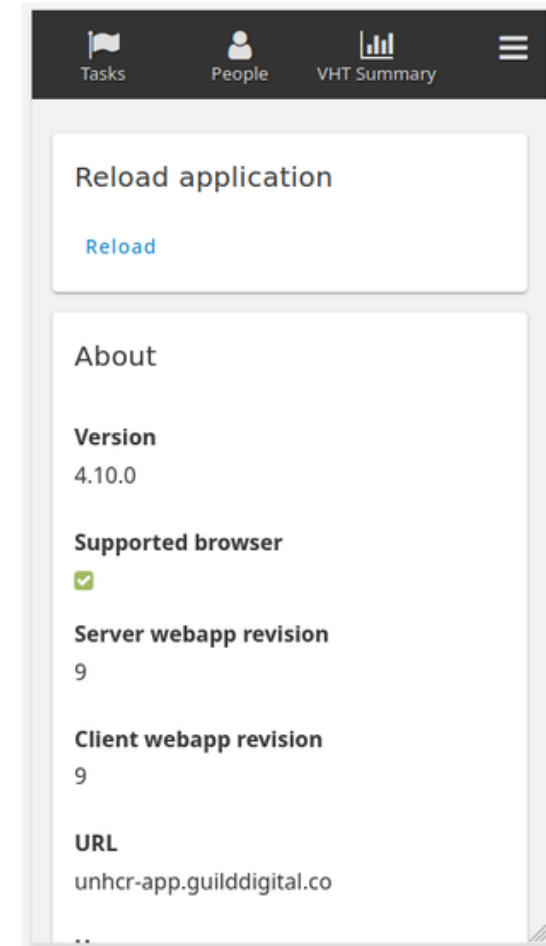
rCHMIS App

At the start of 2024, our production instance operated on CHT v3.17.0. To enhance functionality and performance, we undertook a phased upgrade, moving to v4.2.0 in August and later to v4.10.0. These upgrades introduced key improvements, including multi-place factor support for better location management, an updated UI/UX for improved user experience, and enhanced analytics visualization for more intuitive data insights.

Following the upgrade to v4.2.0, a subset of user accounts was corrupted, temporarily affecting access. Our team swiftly resolved the issue, restoring data and ensuring minimal disruption. Through structured infrastructure management, version control, and user support, we maintained reliable and scalable VHT workflows, aligning with the evolving needs of healthcare workers in refugee communities.

Apdex and Telemetry

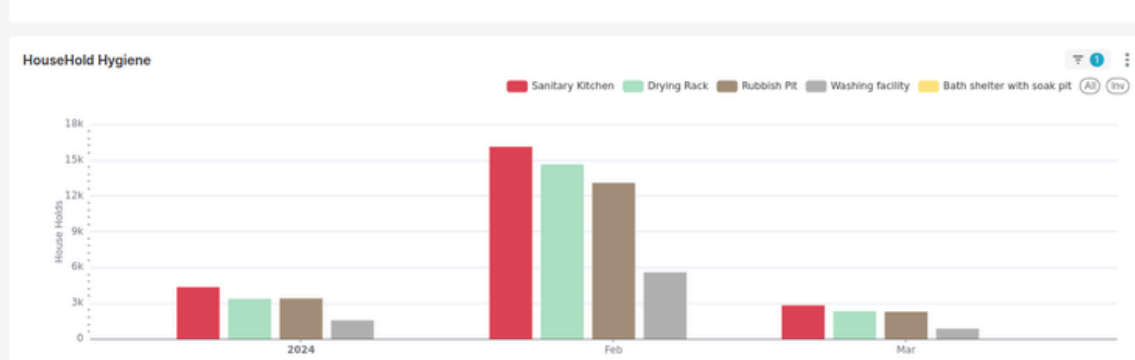
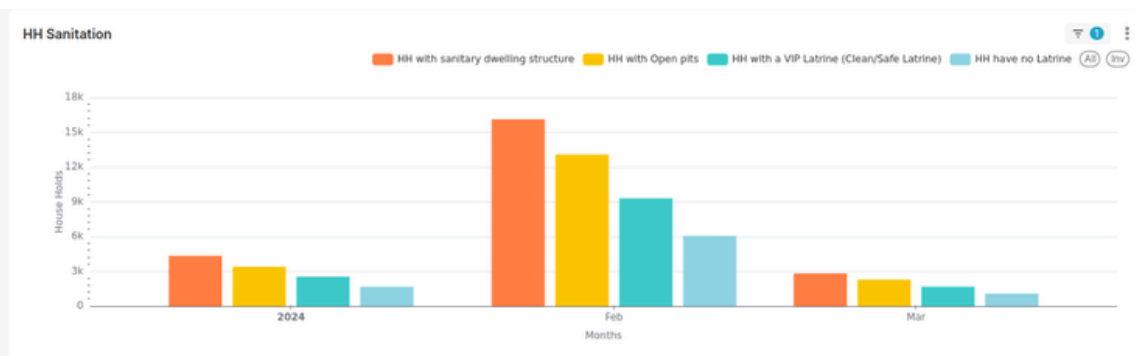
In collaboration with Medic, we conducted an in-depth analysis of app usage data, including Apdex scores and telemetry, to assess how VHTs interact with the rCHMIS app's reporting forms. This analysis followed the upgrade to version 4.10.0, which introduced telemetry tracking. Apdex scores identified performance bottlenecks, enabling targeted optimizations to enhance app speed and responsiveness. Meanwhile, telemetry data provided critical insights into system performance, guiding improvements in code efficiency and configuration for a more seamless user experience.



Supervisor Dashboard

Two new dashboards were introduced to enhance data-driven decision-making. The Sexual Reproductive Health dashboard provides insights into key indicators such as family planning uptake, pregnancy rates, and danger signs among women in refugee settlements. Additionally, 097B, the standard HMIS was developed to support supervisors' quarterly reporting, featuring visualizations of VHT reporting summaries, child health/ICCM data, WASH assessments, and information on pregnant and lactating women.

We upgraded our Superset dashboard platform from version 3.0.0 to 3.1.3, introducing enhanced functionality to improve data accessibility and usability. A key addition was PDF downloading, enabling supervisors to export reports efficiently for offline access and record-keeping. This upgrade supports better decision-making by ensuring critical data is easily shareable and readily available.



Organizational Highlights

Advocacy & Partnerships

2024 was a transformative year for Guild Digital, marked by global recognition, strengthened partnerships, and strategic growth, reinforcing our leadership in digital health.

Our work gained global recognition as we were named a semi-finalist in the MIT Solve Global Challenge, a testament to our impact in digital health. Moments of recognition, like this elevate our profile abroad, and at home, and are massive ways to create new opportunities to collaborate.

We also deepened our partnerships, securing a renewal with Dovetail Foundation for a second year. This continued collaboration underscores the trust in our digital health solution and the effectiveness of our work in improving healthcare access for under-served communities.

Our presence at GDHF (Global Digital Health Forum) further positioned Guild Digital as a thought leader in the sector. Our research abstract gained international recognition, reinforcing our role in shaping the future of digital health solutions

Our Team

We welcomed four new team members at the start of the year and have successfully retained them, reflecting our ability to attract and sustain talent.

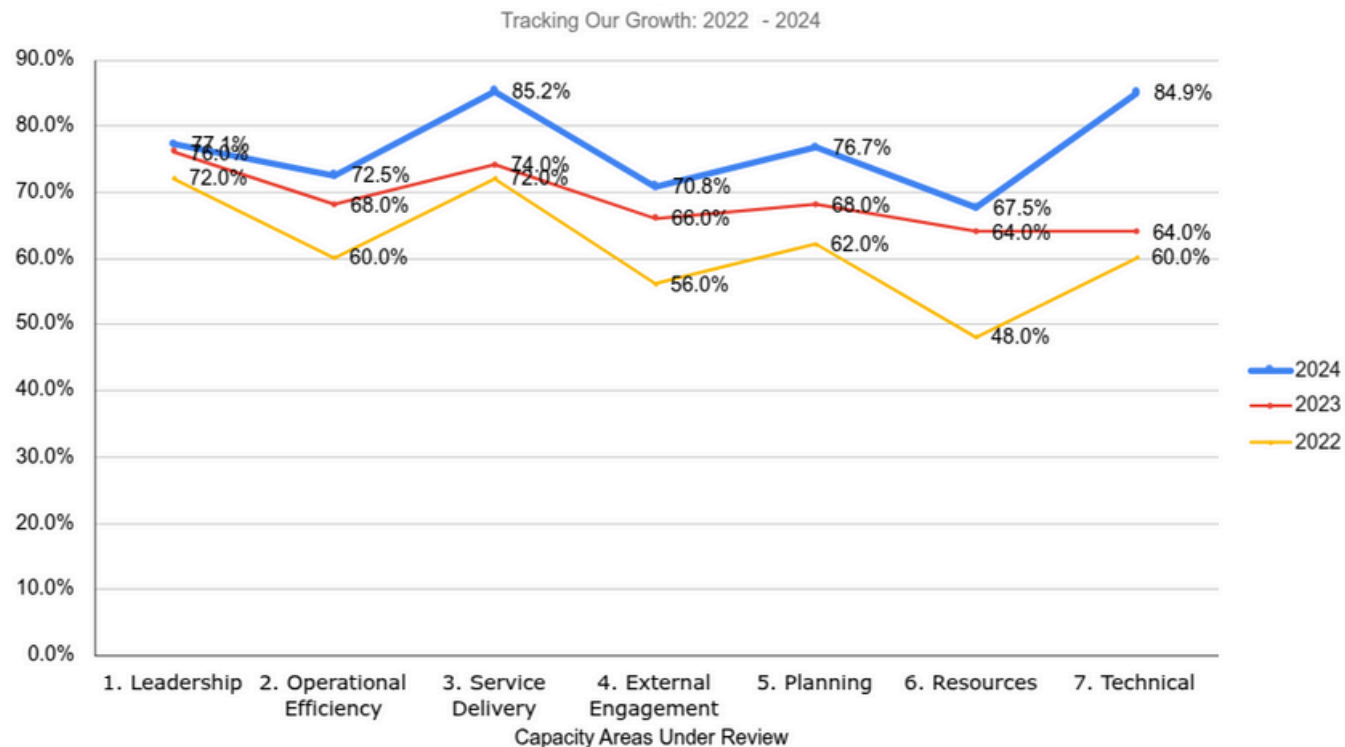
As part of our commitment to continuous improvement, we completed 4 quarterly all-team evaluations, Pulse Check, which revealed significant improvements in team cohesion and organizational culture. These findings underscore our ongoing efforts to foster a supportive, collaborative, and high-performing work environment, further strengthening Guild Digital's capacity to deliver impact.

Looking ahead, we remain optimistic and ambitious, with a strong focus on securing new grants and partnerships to expand our impact and drive sustainable, long-term change in digital healthcare.



Organizational Capacity Assessment

Guild Digital experienced significant organizational growth, demonstrated through strategic and concerted balance of technical and organisational growth. Once a year, we subject ourselves to more than 101 data points, organised in 7 thematic areas that constitute the Organizational Capacity Assessment (OCAT*). The results revealed measurable improvements in both operational and strategic capabilities. There are 3 highlights that reflect our commitment to continuous and long-term development. See below:



#1 - In our experience, Strategic Partnerships and a community style ecosystem serve to give digital health startups much needed external engagement, guidance and know-how.

#2 - Digital Public Goods reduce the learning curve for digital health startups while passing on savings in technology investment allowing startups to channel their first resources to program delivery, partner support and internal organization development.

#3 - When founders and leaders have a good balance of technical knowledge, and organization leadership, its easier to see the benefits of operational efficiency and a deliberate efforts to have a balanced and steady approach right from the start.

Social Responsibility

At Guild Digital, we believe in giving back to the community and making a meaningful impact beyond our core work. As part of our commitment to social responsibility, we took on the initiative to sponsor a child at Watoto Suubi Homes, providing support for his education, well-being, and overall development.




In June, our team had the privilege of visiting Ethan, our son and spending quality time with him and his family. This visit was more than just an opportunity to check in—it was a moment of connection, shared laughter, and encouragement. We engaged with his family, listened to their stories, and enjoyed a heartfelt experience that reinforced our belief in the power of collective support.

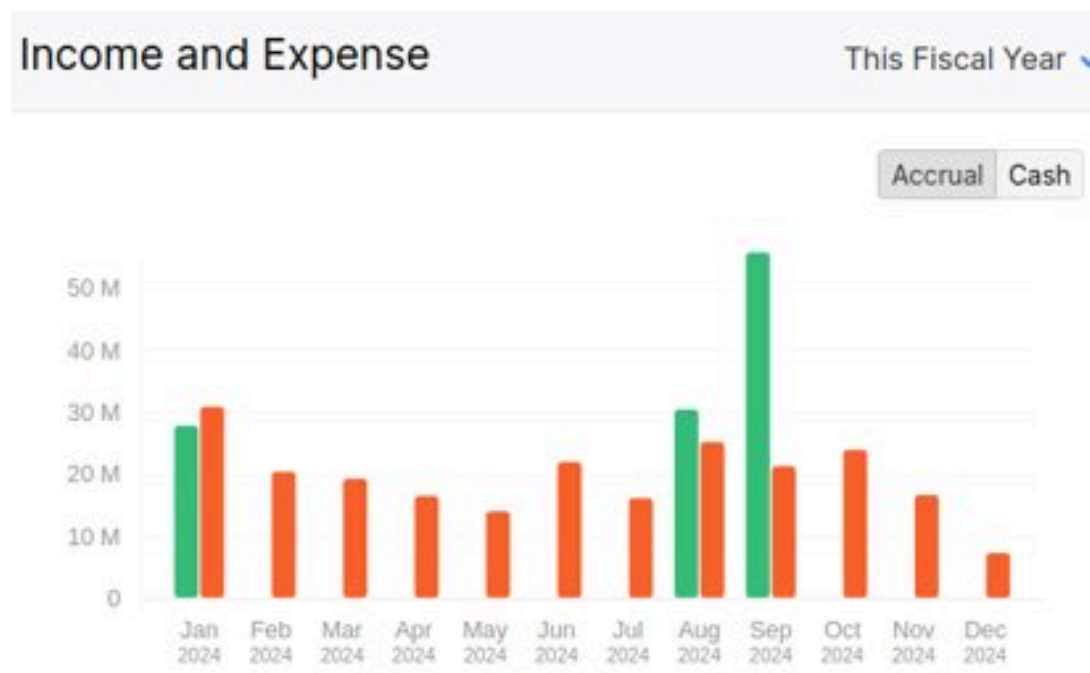


Financial Highlights

In 2024, Guild Digital received funding from Dovetail, which renewed its support for Year Two, reinforcing confidence in our work. Additionally, we utilized carryover grant funds from previous partnerships with PATH and ODESS, which enabled us to continue delivering on key initiatives. These funds supported our ongoing efforts in digital health innovation and refugee health data integration, positioning us for further growth and new funding opportunities in the coming year.

The financial year presented both challenges and opportunities for Guild Digital, with revenue totaling \$30,775, primarily supported by carried-forward grant funds. Direct costs were \$13,300, while \$49,582 was allocated to strengthening internal capacity and operationalizing the organization. Despite financial pressures, we are optimistic about securing new grants and contracts, which will enable us to continue scaling our digital health solutions and community healthcare impact.

	Revenue	\$30,775
	Direct Costs	\$13,300
	Operating Expenses	\$49,582



Thank You

Guild Digital Foundation is a legally registered non-profit technology services firm, committed to building capacity for the effective use and utilization of ICT and Digital solutions in the development sector. We support humanitarian sector actors to use global goods to effectively align the supporting role of technology in their mission work.

Guild Digital Foundation Limited is a registered non-profit technology services company.

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