
MEASURING THE EFFICACY OF PHONE MONITORING OF TRAVELERS IN QUARANTINE IN 2021 IN SHEFA PROVINCE

LOLA IAVRO AND CHRISTOPHER GAUTHIER-COLES

VANUATU 3RD HEALTH RESEARCH SYMPOSIUM
VNPF CONFERENCE CENTER, LUGANVILLE, SANTO
26-28 OCTOBER 2022



INTRODUCTION

- To improve the efficiency and reduce the costs of quarantine processes, the Vanuatu Ministry of Health introduced the Vanuatu Electronic Traveller System (VETS) in 2021.
- A key component of VETS therefore was to introduce phone monitoring instead, due to the Limited staff and resources meant this was an overly time-consuming and costly process.
- Travellers were called and assessed, a minimum of three times during their 14-day quarantine period.
- For this presentation we will evaluate the response rate of phone monitoring of travellers in quarantine recorded on VETS and we do cost comparisons for Face to face monitoring and phone monitoring.



METHODS

- The “Quarantine Module” of VETS was used to collect and store travellers’ quarantine monitoring responses, this includes the Symptoms Monitoring as well as Mental Health Psycho-social Support (MHPSS) monitoring for “Vulnerable” people.
- For our research, monitoring data was extracted from VETS aggregated and analyzed
- Review of shefa health budget cost



RESULTS: PHONE MONITORING RESPONSE RATES

- Throughout 2021, a total of 3,893 travellers were registered on VETS.
- Out of these, 68% (2,646) of travelers were recorded as having been monitored for COVID19 symptoms at least once during their quarantine stay.
- 70% of Vulnerable people who have been monitored via MHPSS had at least monitored once during their quarantine stay.



RESULTS: COST COMPARISONS

Face to face monitoring 6 months cost:

- Transportation: 2,305,304vt
- Communication: 389,338vt
- Medical Supplies: 180,000vt
- Human Resource: 8,135,360vt

Total cost: 11,010,002vt

Phone monitoring 6 months cost:

- Transportation: 100,000vt
- Communication: 152,388vt
- Medical Supplies: 0vt
- Human Resource: 906,048vt

Total Cost: 2,316,872vt



DISCUSSION

- The gap observed in monitoring response rates is indicative of some issues and challenges experienced with quarantine phone monitoring. Among other things, these include connectivity issues, incorrect phone numbers, non-responsive phones.
- Despite these challenges, the benefits of phone monitoring outweigh the costly and time-consuming processes associated with face-to-face monitoring.



RECOMMENDATIONS / IMPLICATIONS

With this challenges/ issue, this calls for a need to strengthen processes and systems for similar activities in the future such as:

- Strengthen compliance of quarantine facilities
- Develop app that works offline
- Develop an app with more interactive features
- Travelers agreement to comply with monitoring requirement



ACKNOWLEDGEMENTS

- Shefa Community Health Services
- Shefa Red Cross
- Vanuatu Health Program
- Australian Volunteer Program



**Australian
Volunteers**

