



BACKGROUND

Doctors Without Borders/Médecins Sans Frontières (MSF) is an international medical humanitarian organization whose mission is to provide emergency medical care to people caught in crises, without regard to race, religion, gender or political affiliation. In addition to medical assistance, MSF also provides clean water and supplies to people in war zones, refugee camps, urban slums and remote and isolated regions. Founded in 1971, the organization marked its 50th anniversary in December 2021.

Over 41,000 doctors, nurses, midwives, epidemiologists, water and sanitation experts and other aid workers make up MSF's field teams, which run more than 450 relief projects in over 80 countries. The majority of MSF staff are hired locally.



© Zahra Shoukat / MSF

INDUSTRY

International humanitarian medical assistance

PRODUCTS & SERVICES

Provides medical assistance to communities affected by illness, natural disasters and conflict to over 70 countries around the world.



One of the major changes AnswerHub enabled Doctors Without Borders to go through is our approach to online communities. In the beginning, many doubted it would work. The logistics staff were pioneers in trying it out. Gradually, more departments joined the platform. This really accelerated with the COVID-19 crisis, when the platform became a place to post and update protocols and for members to share best practices so that we could learn from each other. Now we have community managers in almost every department.



CHALLENGES

MSF was looking to:

- Increase field staff awareness, options and access to existing knowledge, best practices and experience
- Build horizontal and peer-to-peer relationships
- Offer equal access across the organization to informal support networks and knowledge resources
- Provide access to a larger pool of knowledge, experience and expertise
- Further recognize the value of expertise and experiences from MSF colleagues around the globe
- Efficiently share and re-use field-developed projects and solutions
- Empower field staff by giving each member their own voice and autonomy

SOLUTION

- In use since 2017, AnswerHub's community model unites MSF with shared knowledge bases and communities that enable staff members to stay connected. Medical, paramedical and non-medical staff can now more easily and quickly share ideas, experiences and answers with each other on a single accessible platform. It is also easier for global users to work with and learn from each other and for field workers to quickly identify and be in touch with subject matter experts within the larger MSF community.
- MSF leverages AnswerHub's Q&A feature to reach staff that can answer their questions quickly and link them to the most up-to-date information available. These answers can then be displayed for all users to view in the future.
- The engagement features AnswerHub provides are essential for MSF. Engagement through notifications, comments and gamification options add another level of interactivity that improve the user experience and encourage continued use.
- With AnswerHub, the full visibility of information, easily navigable interface and expert and Topics features means anyone on staff can access the information they need in order to operate autonomously. With the Topics feature, users can subscribe and be notified when subjects of interest are in use, allowing them to regularly expand their knowledge with a dedicated focus and share their expertise and experience with colleagues on topics they are knowledgeable in.
- During the COVID-19 pandemic, AnswerHub met MSF's needs for a reliable, easy-to-access and quick way to share the ever-updating and constantly evolving COVID-19 guidelines and protocols, research, best practices gathered from workers in the field and other new information as soon as it was available.

[Book a Call](#)

OUTCOME

- **By being able to communicate and collaborate across a reliable digital platform, MSF has elevated its support to workers providing care to communities that need it most.** The connection to colleagues helps to improve MSF's services and increases the sense of unity. Communication through this channel has led to better collaboration, more informed decisions, greater efficiency and avoids "reinventing the wheel" in different contexts.
- **Every MSF staff has a voice on the platform, which enables more bottom-up approaches and values the experience and expertise of all colleagues.** The organization can now more easily identify the needs of field staff through direct feedback from personnel in the field sharing local knowledge.
- **MSF's staff can easily get and stay connected with their topics of interest and areas of expertise.** AnswerHub has provided a solution that allows everyone in the organization to remain close regardless of physical distance, location or preferred language.
- **Organization-wide, MSF shares necessary knowledge more freely and easily.** Within two weeks of launching a COVID-19 dedicated space on AnswerHub's solution, the platform allowed MSF to create a potential global meeting point for all MSF staff.