

Digitizing External Quality Assurance (EQA) and Continuous Quality Improvement (CQI) for VMMC

Project IQ

10 October 2018

jhpiego.org

Johns Hopkins University Affiliate



About CommCare

- CommCare is an open source platform created by Dimagi, a private company based in Boston
- The platform consists of two parts: an Android application and a web portal called CommCare HQ
- CommCare gives anyone the power to build forms and applications for use on any Android phone or tablet without any programming experience
- The product itself is free to use and can be used on any size project

Features

- Complex workflows are simplified through the use of built-in algorithms, protocols, and logic
- Work offline—your mobile device stores your data until a connection is available
- Data is securely encrypted as its saved and transmitted, and it can be viewed in near-real-time
- Easily create reports from user-friendly .csv files of all your data
- Mobile users can be managed from a central location
- Updates can be made and shared instantly

VMMC Quality Assurance



1:42 pm



Tue, 9 October



Settings



CommCare



Dhis2



Play Store



Apps



II. SOPs, Guidelines, Policies and Job Aids

- No
- Cannot observe

Notes:

21. **Referral record:** Is a register(s) or other system(s) being used to track referrals made to key services and whether the beneficiary received those services? Please document which services are covered: STI treatment, HIV care, PLHIV support groups, OVC programs, TBHIV, condom and lubricant provision, and any others.

- Yes
- No
- Cannot observe

Notes:

21. A) Are the outcomes of referrals documented in the referral record?
(Reviewer should verify the documentation of the linkage to an STI program)
Check all that apply.

- Yes
- No
- Cannot observe

EQA Reports

- Access reports from the modules menu
- Each tool has two types of reports:
 1. **Aggregate Scores**
 2. **Question Breakdown**



Aggregate Scores: Reports

- There are two tabs available for each report
- You will first see the **Reports** tab
- This shows a bar chart displaying the relative number of questions scored
 - › **Needs Improvement**
 - › **Other**
 - › **Satisfactory**



Aggregate Scores: Data Table

- By selecting the **Data Table** tab within this report, you can see the total count for each category
 - › Needs Improvement
 - › Other
 - › Satisfactory

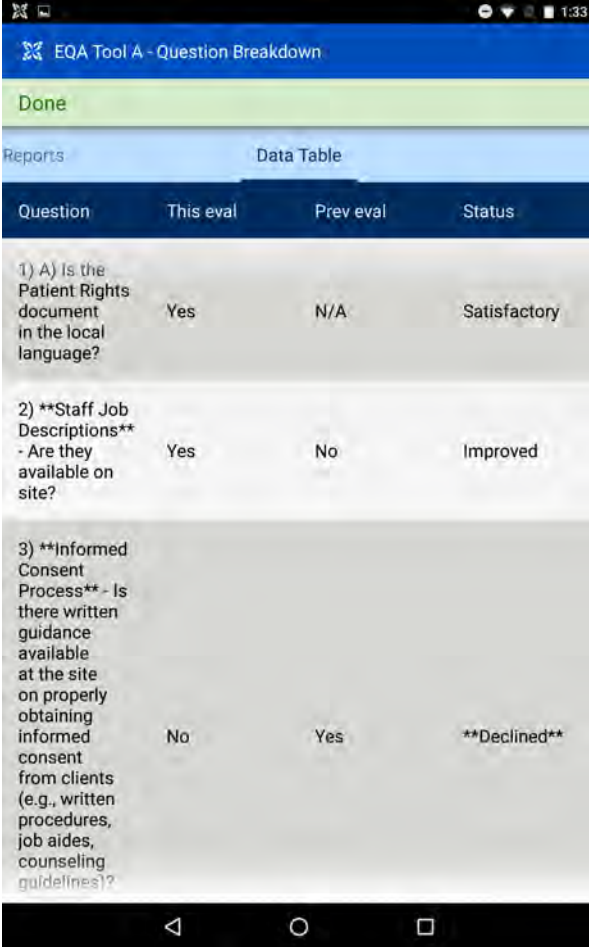


The screenshot shows a mobile application interface for 'EQA Tool A - Aggregate Scores'. At the top, there is a blue header with the title and a 'Done' button. Below the header, there are two tabs: 'Reports' and 'Data Table', with 'Data Table' being the active tab. The main content area displays a table with two columns: 'Status' and 'Count'. The table contains three rows of data: '**Needs improvement**' with a count of 6, 'Other' with a count of 10, and 'Satisfactory' with a count of 16. The bottom of the screen shows the standard Android navigation bar.

Status	Count
Needs improvement	6
Other	10
Satisfactory	16

Question Breakdown: Data Table

- Once a second EQA has been conducted, you will be able to compare the results of the current evaluation to the previous evaluation



The screenshot shows a mobile application interface for 'EQA Tool A - Question Breakdown'. The top bar is blue with the title 'EQA Tool A - Question Breakdown'. Below the title is a green bar with the word 'Done'. Underneath is a light blue bar with 'Reports' and 'Data Table' tabs. The main content is a table with four columns: 'Question', 'This eval', 'Prev eval', and 'Status'. The table contains three rows of data.

Question	This eval	Prev eval	Status
1) A) Is the Patient Rights document in the local language?	Yes	N/A	Satisfactory
2) **Staff Job Descriptions** - Are they available on site?	Yes	No	Improved
3) **Informed Consent Process** - Is there written guidance available at the site on properly obtaining informed consent from clients (e.g., written procedures, job aides, counseling guidelines)?	No	Yes	**Declined**

Question Scoring: Multiple Evaluations

This eval	Prev eval	Status
Yes	Yes	Satisfactory
	No	Improved
	N/A	Satisfactory
No	Yes	Declined
	No	**Needs Improvement**
	N/A	(blank)
N/A	Yes	Satisfactory
	No	**Needs Improvement**
	N/A	Other

Accessing Reports on CommCare HQ

The screenshot shows the CommCare HQ web interface. The browser address bar displays `commcarehq.org`. The navigation menu includes **Dashboard**, **Reports** (selected), **Data**, **Users**, and **Applications**. The breadcrumb trail is **Reports > EQA Tool A - Aggregate Scores**. The left sidebar lists various report categories under **TOOLS** and **REPORTS**, with **EQA Tool A - Aggregate Scores** highlighted. A yellow warning banner at the top states: **Your report is still being populated.** Below this, a message explains that the current view is a preview. The **Report Filters** section contains three dropdown menus: **Facility Name** (set to [Show All]), **Closed cases** (set to Show all), and **Owner** (set to [Show All]). At the bottom of the filters are buttons for **Apply**, **Favorites**, and **Save...**. A light blue informational banner at the bottom asks **Why can't I see any data?** and advises clicking **Apply**.

Accessing Reports on CommCare HQ: Aggregate Scores

commcarehq.org

Hide Filter Options Export to Excel

Aggregate Scores for Facility

Status	Count
Needs improvement	4
Other	3
Satisfactory	25

EQA Tool A - Aggregate Scores

Status	Count
Needs improvement	4
Other	3
Satisfactory	25

Showing 1 to 3 of 3 entries 25 per page

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Accessing Reports on CommCare HQ: Question Breakdown

The screenshot shows the CommCare HQ web application interface. The browser address bar displays 'commcarehq.org'. On the left, a sidebar contains a list of navigation options, with 'EQA Tool A - Question Breakdown' highlighted. The main content area is titled 'Report Filters' and includes three filter fields: 'Facility Name' (containing 'Testing123'), 'Closed cases' (set to 'Show all'), and 'Owner' (set to '[Show All]'). Below these filters are buttons for 'Apply', 'Favorites', and 'Save...'. At the bottom of the filter section are 'Hide Filter Options' and 'Export to Excel' buttons.

The main report area is titled 'EQA Tool A - Question Breakdown' and contains a table with the following data:

Question	This eval	Prev eval	Status
1) **Patient Rights** - Is this document posted for patients to see?	Yes	N/A	Satisfactory
1) A) Is the Patient Rights document in the local language?	No	N/A	**Needs improvement**
2) **Staff Job Descriptions** - Are they available on site?	Yes	N/A	Satisfactory
3) **Informed Consent Process** - Is there written guidance available at the site on properly obtaining informed consent from clients (e.g., written procedures, job aides, counseling guidelines)? (SIMCS 5.4, Q3)	No	N/A	**Needs improvement**
4) **HIV/AIDS Risk Reduction Counseling** - Are these guidelines available on site?	Yes	N/A	Satisfactory
5) **HIV Testing** - Are these guidelines available on site? (Job aid or poster alone is not sufficient).	N/A	N/A	Other
6) **STI Diagnosis and Treatment** - Are national guidelines available on site?	Yes	N/A	Satisfactory
7) **Waste Management** - Are guidelines or SOPs on waste disposal on site? This includes disposal of biohazardous and non-biohazardous waste and disposable instruments.	Yes	N/A	Satisfactory

Data Exports

- Data can be viewed and managed via CommCare HQ as soon as the mobile device syncs to the server
- Set up reports to automatically email on a daily basis
- Automate exports to Excel, PowerBI, or other statistical software
- Disaggregate data by geographic location

User Access Controls

- Organization structure in CommCare = organizational units in DATIM
- All users are assigned to a Location
- Users can see data for their location *and below*

VMMC Quality Improvement





CommCare

Welcome back! Please select an app and log in.

VMC Quality Assurance


eqademo

Password

Log In



QI ASSESSMENT REGISTRATION

 QI ASSESSMENT REGISTRATION

 ACTION PLAN STAFF



FACILITY INFORMATION



QI ASSESSMENT REGISTRATION



QI ASSESSMENT LEVEL 1



QI ASSESSMENT LEVEL 2



QI ASSESSMENT LEVEL 3



ACTION PLAN ISSUE LOG



COMPLETE QI ASSESSMENT





FACILITY INFORMATION



QI ASSESSMENT REGISTRATION



QI ASSESSMENT LEVEL 1



QI ASSESSMENT LEVEL 2



QI ASSESSMENT LEVEL 3



ACTION PLAN ISSUE LOG



COMPLETE QI ASSESSMENT



FACILITY INFORMATION



QI ASSESSMENT REGISTRATION



QI ASSESSMENT LEVEL 1



QI ASSESSMENT LEVEL 2



QI ASSESSMENT LEVEL 3



ACTION PLAN ISSUE LOG



COMPLETE QI ASSESSMENT

View the Action Plan on CommCare HQ

The screenshot displays the CommCare HQ interface. At the top, there is a navigation bar with options like Dashboard, Reports, Data, Users, Applications, Web Apps, and Messaging. The current page is titled 'Action Plan Issue Case Report' under the 'Reports' section. A sidebar on the left lists various tools and reports, with 'Action Plan Issue Case Report' highlighted. The main content area features a 'Report Filters' section with two dropdown menus for 'Closed' and 'Case Owner', both set to '[Show All]'. Below the filters are buttons for 'Apply', 'Favorites', and 'Save...'. There are also options for 'Hide Filter Options' and 'Export to Excel'. The main data area is a table titled 'Action Plan Issue Case Report' with the following columns: Form Name, Gap/Cause, Intervention Action, Deadline, and Date issue was identified.

Form Name	Gap/Cause	Intervention Action	Deadline	Date issue was identified
L1 Infrastructure, Supplies, Equipment and Environment	The site has been free of stock outs of the aforementioned medications for the past 3 months			2018-10-09T01:21:32.512000Z
L1 Infrastructure, Supplies, Equipment and Environment	Staff have determined minimum stock levels/reorder levels based on client volumes	ordered new stock October 9	2018-10-13	2018-10-09T01:21:32.512000Z

Showing 1 to 2 of 2 entries 25 per page

Navigation: < Previous 1 Next >

<https://www.commcarehq.org/homepage/>

User Access Controls

- Data access is controlled the same way as for EQA

Interested in using
the apps?



Who are these tools for?

EQA

- Government / Ministry of Health
- CDC HQ and field offices
- Implementing partners

CQI

- VMMC facilities
- Regulatory units

How do we get started?

- Determine 1-2 points of contact to attend virtual training on the app(s) you are interested in
- Trainings will be offered each quarter
- Dates will be announced on the Project IQ website and shared via the webinar listserv
- Recordings and supporting documents will be shared to the Project IQ website

What will trainings cover?

- System requirements and hardware setup
- Mobile user management
- Understanding the application functions (EQA or CQI)
- Understanding the tools (EQA or CQI)
- Understanding the data
- Web user setup
- Reporting and sharing options
- Implementation guidance
- User support and troubleshooting



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