



Community Health Toolkit App Implementation Guide: Initiation & Planning



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Prepared by Medic Mobile for The Community Health Toolkit

Medic Mobile is the technical steward of, and a key contributor to, the Community Health Toolkit.

In addition to creating and contributing open source technologies like the **Core Framework** to the CHT, we drive research and development efforts, share our expertise through **capacity building services**, and encourage and support community contributions to the project.

To learn more about Medic Mobile:

[Visit MedicMobile.org](https://www.MedicMobile.org)



Executive Summary

When implementing a digital health tool, it is important to evaluate both **resources** available to your project, and **the wider environment** it will occur in. Situational and resource analysis allows you to:

- Identity your project's **mission** and key objectives
- Understand the **climate** and culture in which your project will be implemented, including the current capacity and **resources** of the health facility and community
- Identify your intended **users** and their needs
- Seek partners and collaborators to further your work

This Implementation Guide is designed as a **starting point** for this essential work. In addition to **general recommendations**, we've included a few **specific questions** to consider, and links to **tools** that may assist you in your efforts.

[Access Our Situational & Resource Analysis Exercise as a Document](#)

Situational Analysis Exercise

Situational Analysis: Project Overview

Project Name:

Launch Date:

Project Lead:

Project Site: This may be a single health facility, a health system, or even a geographic region. Make note of **administrative divisions** such as province or district, as they may impact which officials and policies influence your work.

Estimated Budget:

External Funding Sources: This includes grants, **partner contributions** & donors. Also note **in-kind contributions**, such as man hours, or hardware assets.

Internal Funding Allocation: If the project is pulling from a particular budget line, note it. Also note plans for securing additional funding where needed.

[Access Our Deployment Hardware Costing Tool](#)

Situational Analysis: Goals & Objectives

Project Goal: A project's goal is a high-level **mission statement** that provides overall direction for the work being undertaken.

Project Objectives: A project's objectives are the **concrete steps** that support the project's goal. Objectives should be:

- Specific: Clear and **detailed**
- Measurable: Can be **quantified** or verified
- Actionable: Are **practical**, not theoretical or visionary
- Realistic: Achievable with current support and resources
- Time-bound: Have a clear **deadline** or duration



Situational Analysis: Users

Apps built with the [Core Framework of the Community Health Toolkit](#) can be used by system administrators, CHW supervisors, nurses, CHWs, and others who deliver care and support. Consider the [demographic profile](#) of your users, including:

- Age
- Gender
- Education
- Technical Proficiency
- Lifestyle

To assist in the gathering of this information at the CHW level, we've created an editable CHW Demographic & Expertise Data Collection Form.

[Access Our CHW Demographic & Expertise Data Collection Form](#)

Situational Analysis: Project Roles

The following roles are common in digital health projects and critical to success:

Platform Administrator:

- Sets up the platform, creates user accounts, performs administrative functions, guides CHW trainers
- Troubleshoots issues that arise with the platform or the gateway
- Needs strong managerial, organizational and computer skills. Can be a program manager, M&E expert, or a CHW supervisor

Facility-Based Staff

- Monitors and reports on overall program activity
- Follows up on high-risk cases flagged by CHWs
- Reports technical issues to the System Administrator
- Includes nurses, doctors or other staff at health centers that will interact with the system

Situational Analysis: Project Roles

The following roles are common in digital health projects and critical to success:

CHW Supervisor / CHW Manager

- Oversees CHW program
- Works with the System Administrator to plan and execute CHW trainings as needed
- Ensures that CHWs actively use the platform once implemented
- Reports technical issues to the System Administrator

CHWs

- Provide care in their communities; conduct household visits
- Are the key users of the platform; report on patients and coordinate with the health Facility-Based staff

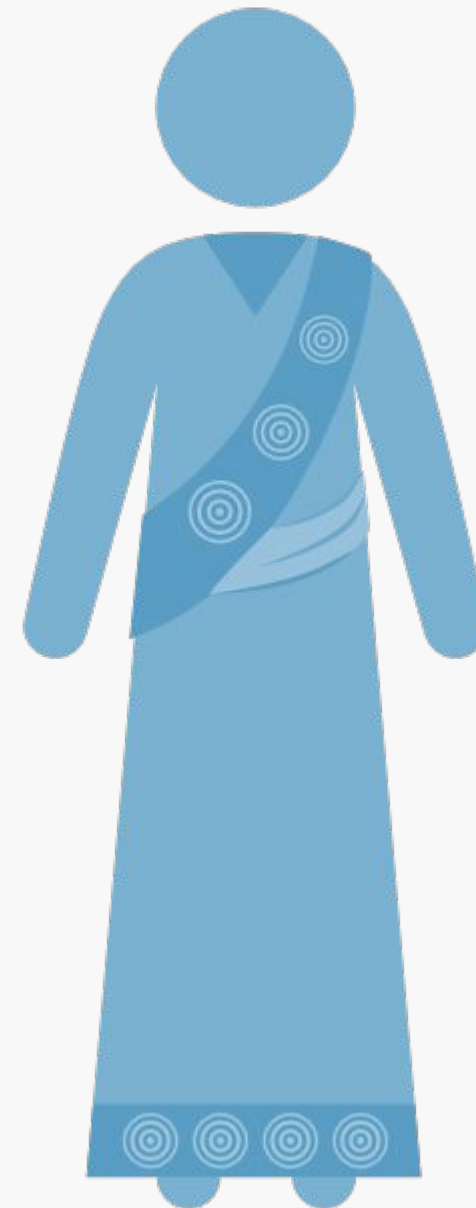


Situational Analysis: Project Roles

One final key role within your project:

Project Champion

- The project champion is an on-the-ground advocate for your mission and your work
- They work closely with other project roles to move the project forward
- They may also have a secondary role within the project, such as Project Lead, System Administrator, or may focus on championing the project



Situational Analysis: Internal Climate Analysis

Internal considerations include **support** for the project, the available **human resources**, relevant **expertise** within that workforce, and available infrastructure.

What are stakeholders general attitudes towards the project? Evaluate support for the project both within your organization, and among partners and users. Is there any resistance from **government officials**, health system managers, facility-based staff, community health workers, or even patients and **caregivers**?

Available human resources: Does your organization have **dedicated project staff**? Are partners providing **additional human resources**? If so, how long are they assigned to the project, and are there associated costs for your organization?

Expertise: Does your team have the **relevant skills** to successfully implement your app? Have local Community Health Works received **adequate training**?

[Access Our CHW Expertise Data Collection Form](#)

Situational Analysis: External Climate Analysis

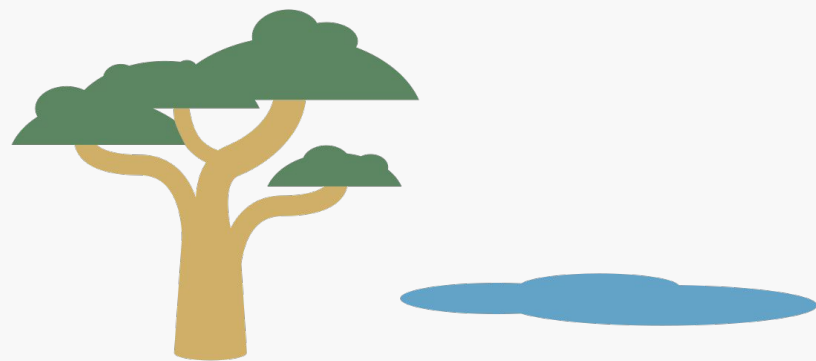
External considerations include natural phenomena like **topography**, the region's **economy**, local **politics**, culture and **diversities** that might affect your project

Is the project site located in a mountainous region that would impact connectivity?
Alternately, are there any major urban centers near the project site?

Is there a conflict or threat near the project site? Could there be in the future?

What are the languages spoken at the project site? What is the **primary language** and what **percentage** of the population speaks it?

Are there cultural barriers to integrating your app into an existing health system?



Situational Analysis: Partners & Collaborators

The Community Health Toolkit is powered by **collaboration**, and we encourage you to work with **local partners** where possible. For example:

- A project that has the support of the **Ministry of Health** (or similar health authority) and aligns with the country's broader health strategy is most likely to enact real, **sustainable change** in a community
- Combining skills and resources with other NGOs can help a project **scale quickly**
- Local voices, including **local businesses** and **media outlets** are critical to the planning and long term success of your project

NOTE: The **Novartis Foundation** covers how to establish and sustain partnerships extensively in the one pager linked below.

[Access The Novartis Foundation's Partnership One-Pager Here](#)

Situational Analysis: Partners & Collaborators

In particular, we recommend researching **other organizations** working within the area. What is the scope & duration of their work? Is there a **potential for collaboration**?

It may be helpful to consider the potential partner's experience and capacity, including::

- Previous or ongoing work within the project site
- Their **implementation modality**, including vision in terms of government adoption
- Their relationship with the MOH and other relevant government entities, both in the area and at the **national level**
- The human resources and **infrastructure** they could contribute to the project



Situational Analysis: Maternal and Child Health Baseline Data

You may also want to gather baseline health data for your project site, including:

- **Pregnancy and ANC Statistics**
 - Example: The number of pregnancies recorded by CHWs
- **Delivery and PNC Statistics**
 - Example: The percentage of women who delivered in a health facility vs at home
- **Immunization & Malnutrition Statistics**
 - Example: The % of children who are “fully” immunized, according to the schedule recommended within the project site

[Access Our Maternal and Child Health Baseline Data Form](#)

Situational Analysis Checklist

At the completion of the Situational Analysis, you should have:

- ✓ Identified your project's **lead**, **location**, and target **launch date**
- ✓ Estimated your **budget**, noting external contributions and support
- ✓ Established your project's **goal** and **objectives**
- ✓ Identified your **users**, noting demographics and the total number of participants
- ✓ Identified and defined **project roles**, internally, and at participating health facilities
- ✓ Analyzed the **internal and external climate** the project is occurring in
- ✓ Identified potential **partners** for the work

Resource Analysis

Resource Analysis: Organizational Staffing Assessment

Answer the following questions about your team:

- What roles will be filled by members of your organization? Be sure to account for **administrative** and **financial** roles, in addition to project and technical staff
- Will the staff filling those roles be available **full-time**, part-time, or for only a **portion of the project**? Who is covering the **cost of internal staff hours**?
- Are there any internal **staffing deficits**? If so, are there plans to fill those deficits in the near future?
- Are **partner organizations** committing any staff to the project? If so, for what duration, and who is covering the **cost of those staff hours**



Resource Analysis: Facility Staffing Assessment

Answer the following questions for each health facility within the project site:

[Access Our Health Facility Infrastructure & Staffing Assessment Form](#)

- What is the number of **CHWs** associated with each health facility?

What are the **roles or titles** of health Facility-Based staff associated with the project? Do these roles align with those outlined [previously in this guide](#)?

- What is the number of **health Facility-Based staff** associated with the project?
Only list staff who has been assigned to the project; not all staff at the facility
- Does the health facility have any **deficits in its current staffing**? If so, are there any plans to increase or modify the health facility's current staffing

Resource Analysis: Facility Infrastructure Assessment

At the **district** or **regional** level, determine and note:

- The number of health facilities with and without **internet access**
- The number of health facilities with and without **mobile network coverage**
- The number of CHWs with and without **mobile network coverage**

Additionally, it is important to calculate:

- The total number of health facilities at the district or regional level
- The total number of **health Facility-Based staff** using your tools
- The total number of **CHWs** using your tools



Resource Analysis: Infrastructure Assessment

Answer the following questions for each health facility within the project site:

- Is a reliable electric supply available at the health facility?
- Does the health facility have a computer? If no, can one be purchased?
 - If yes, is it a desktop or laptop? What **operating system** does it run on?
- Does the health facility have internet access? If no, will it in the near future?
 - If yes, type of connection and **service provider**? Dialup, wifi, mobile data, etc.
 - If yes, **internet speed**?



Resource Analysis Checklist

At the completion of the Resource Analysis, you should have:

- ✓ Identified your project's **organizational and health facility staff**
- ✓ Determined availability of **cellular networks** and **internet access** at the project site
- ✓ Assessed **hardware needs** and considerations, and procured the necessary **computers** and **phones** for the health facilities and community health workers
- ✓ Procured and set up your **gateway device** (if sending SMS messages)

Assessment Forms and Tools

[Access This Guide as a Document](#)

[Access Our Free Deployment Hardware & Training Costing Tool](#)

[Access Our CHW Demographic & Expertise Data Collection Form](#)

[Access Our Maternal and Child Health Baseline Data Form](#)

[Access Our Health Facility Infrastructure & Staffing Assessment Form](#)