

Digital Assessment Tool Add-On Module



Health Information System

Stages of Continuous Improvement Toolkit

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This publication was produced with the support of the United States Agency for International Development (USAID) under the terms of MEASURE Evaluation cooperative agreement AID-OAA-L-14-00004. MEASURE Evaluation is implemented by the Carolina Population Center, University of North Carolina at Chapel Hill in partnership with ICF International; John Snow, Inc.; Management Sciences for Health; Palladium; and Tulane University. Views expressed are not necessarily those of USAID or the United States government. MS-19-158A
ISBN: 978-1-64232-120-3



**HEALTH DATA
COLLABORATIVE**



ACKNOWLEDGMENTS

We thank the United States Agency for International Development (USAID) for its support of this digital assessment tool as an add-on module for the Health Information System (HIS) Stages of Continuous Improvement (SOCi) Toolkit. Members of the core team who developed the original HIS SOCi toolkit were drawn from the USAID-funded MEASURE Evaluation project, the United States Centers for Disease Control and Prevention, and the Health Data Collaborative's Digital Health and Interoperability Working Group. We thank the Health Data Collaborative and its Digital Health and Interoperability Working Group for contributions to all elements of the HIS SOCi toolkit, including the digital version. Alex Tumwesigye, of John Snow, Inc. (previously involved in the Uganda implementation of the HIS SOCi tool, reported here <https://www.measureevaluation.org/resources/publications/ws-19-52>) developed this digital HIS SOCi tool. He was supported by Immaculate Ayebazibwe, Manish Kumar, and Liz Millar (MEASURE Evaluation). The following test users also provided valuable input: Jamiru Mpiima (Uganda Ministry of Health), Leah Gardner and Abby Cannon (MEASURE Evaluation), Erick Gaju (Rwanda Ministry of Health), and Patrick Zzimula (BRAC Uganda).

We thank MEASURE Evaluation's knowledge management team for editorial, design, and production services.

Suggested citation

MEASURE Evaluation. (2020). Health Information System Stages of Continuous Improvement Toolkit: Digital Assessment Tool Add-On Module. Chapel Hill, NC, USA: MEASURE Evaluation, University of North Carolina.

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ABBREVIATIONS

| | |
|---------|--|
| CDC | United States Centers for Disease Control and Prevention |
| HDC | Health Data Collaborative |
| HIS | health information system(s) |
| HISSM | Health Information System Strengthening Model |
| ICT | information and communication technology |
| LA | Learning Agenda |
| M&E | monitoring and evaluation |
| MOH | Ministry of Health |
| OpenHIE | Open Health Information Exchange |
| RHIS | routine health information system(s) |
| SOCI | Stages of Continuous Improvement |
| WHO | World Health Organization |

INTRODUCTION

This add-on module is designed to accompany the full User Guide for the Health Information System (HIS) Stages of Continuous Improvement (SOCi) Toolkit, available at <https://www.measureevaluation.org/resources/publications/ms-19-158>. The guide was developed by the United States Agency for International Development-funded MEASURE Evaluation project, the United States Centers for Disease Control and Prevention, and members of the Health Data Collaborative’s Digital Health and Interoperability Working Group. Users of the digital assessment should review the full User Guide before using the digital version of the assessment. A description of the toolkit and its background and the assessment timeline and process can be found there. This document provides only technical guidance to use the digital version of the SOCi assessment.

A. General

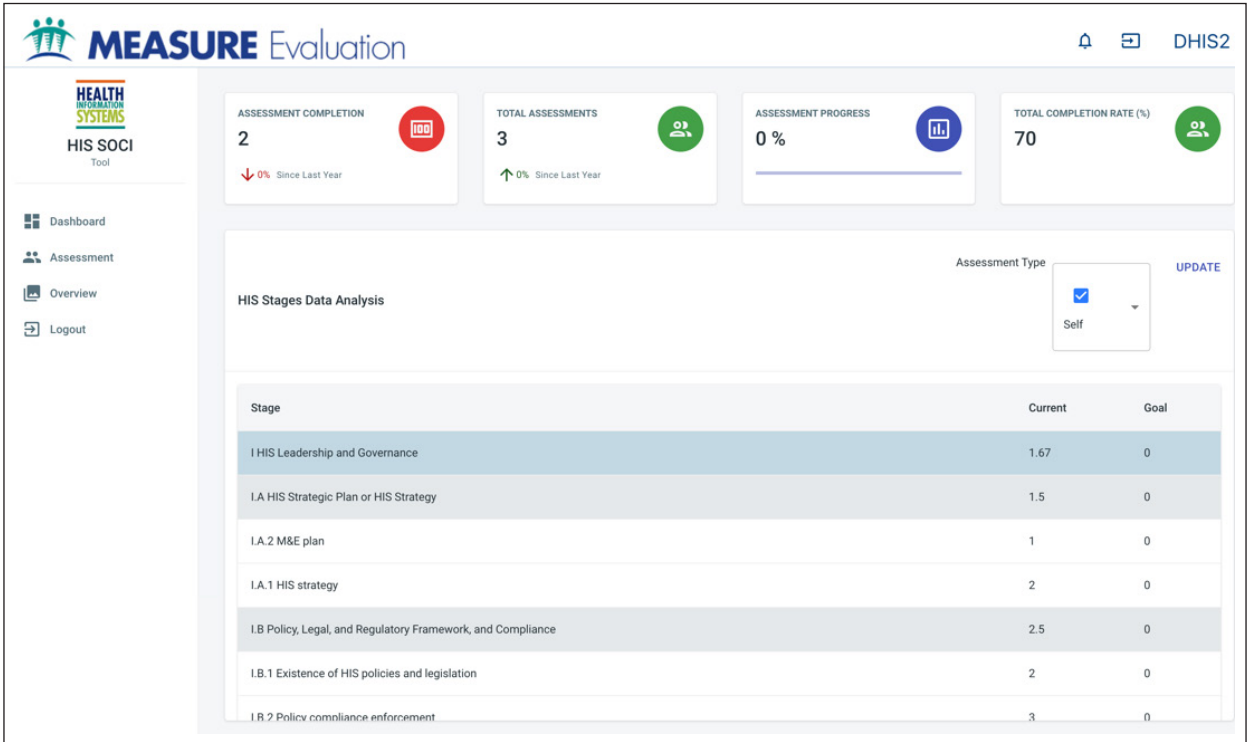
Accessing the HIS Stages of Continuous Improvement (SOCi) Application

The digital version of the HIS SOCi tool is a web-based application (hereafter, “app”) used for assessment purposes. The app is based on the Excel-based toolkit, which can be accessed on the [MEASURE Evaluation website](#).¹ The app can be installed and run on the District Health Information Software, version 2 (DHIS2) platform, so long as the version used is greater than 2.30. The HIS SOCi can therefore be accessed via an Internet browser such as Google Chrome (recommended), Safari, or Mozilla Firefox. To access the assessment portion of the app, you will need to have a unique URL that was created for you by the administrator of the assessment.

To access the app:

1. Open your Internet browser.
2. Copy and paste the **URL link that you received in the email** from the assessment leadership in the address bar of your browser to access the login screen.
3. Enter your username and password. If you are not an existing DHIS2 user, a separate email will be sent with login credentials for that platform.

Figure 1. HIS SOCi dashboard as accessed through link provided in email



¹ Full link: <https://www.measureevaluation.org/his-strengthening-resource-center/his-stages-of-continuous-improvement-toolkit>

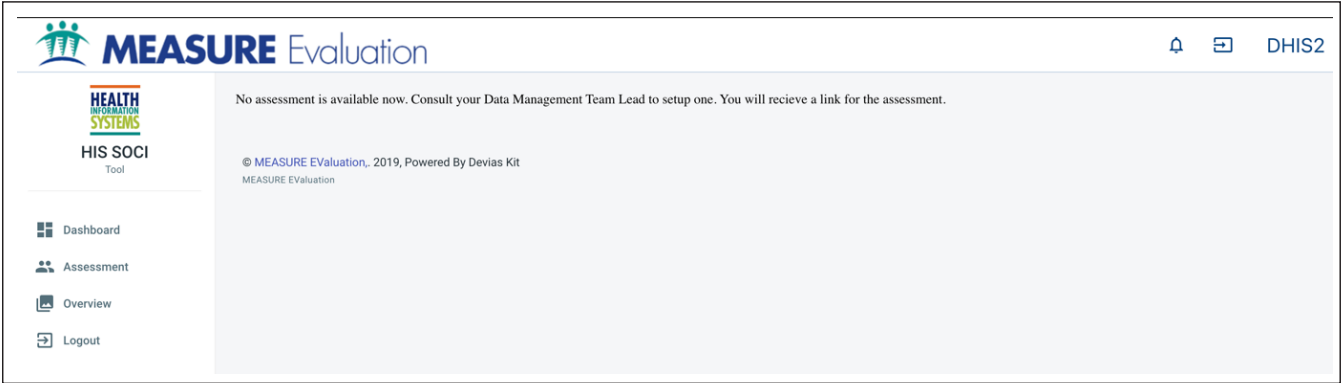
App Features Explained

On the left-hand navigation bar, you can access the tool's features.

Dashboard: The top portion of the dashboard shows an analysis of the assessment completion rate and the number of assessments you have done (e.g., if a user has completed the assessment in previous years). Once you have completed the assessment, you will be able to view your individual responses for each subcomponent (current and goal status). By scrolling down, you will see the aggregate scores for components and domains, both for current and goal status, based on your responses.

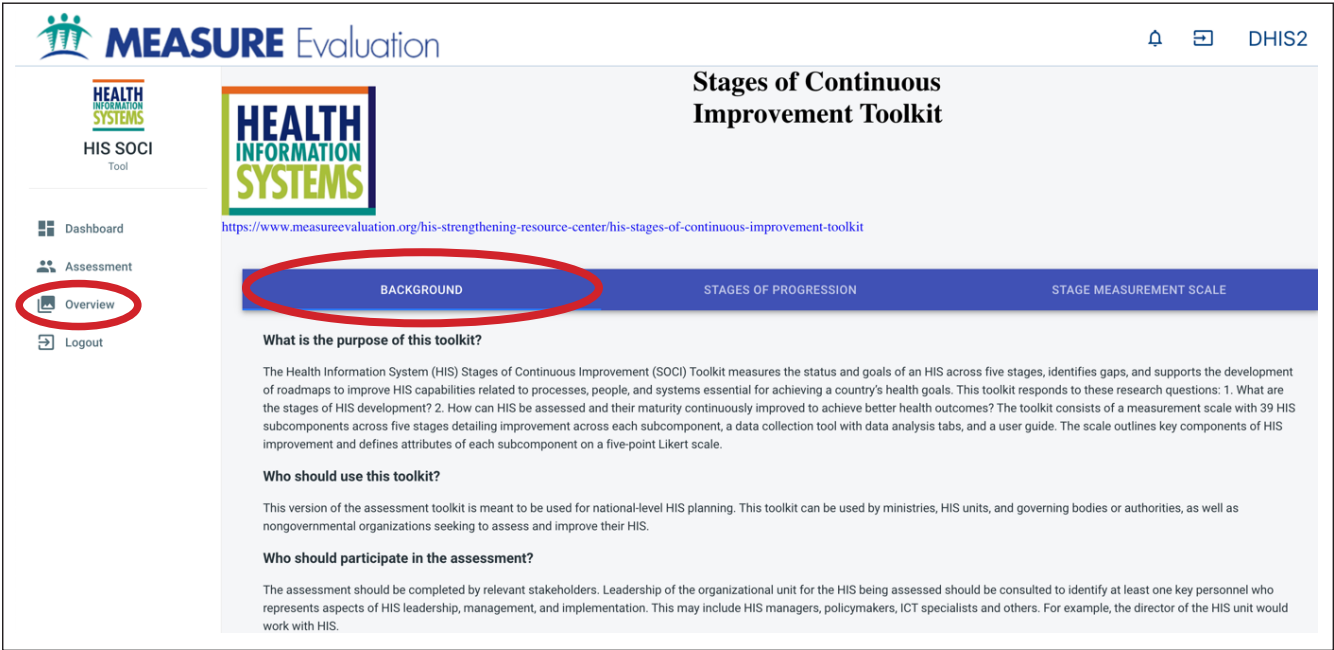
Assessment: This section shows the different domains for which the HIS is assessed. The assessment module will only be accessible through the direct link sent to the user's email (see *Getting Started*, below). Otherwise, the screen will display the message “no assessment is available now,” as shown in Figure 2.

Figure 2. HIS SOCI dashboard when not accessed through link



Overview: This section provides guidance on the purpose of the tool, a description on the different stages, and the measurement scale for each of the subcomponents across the five stages.

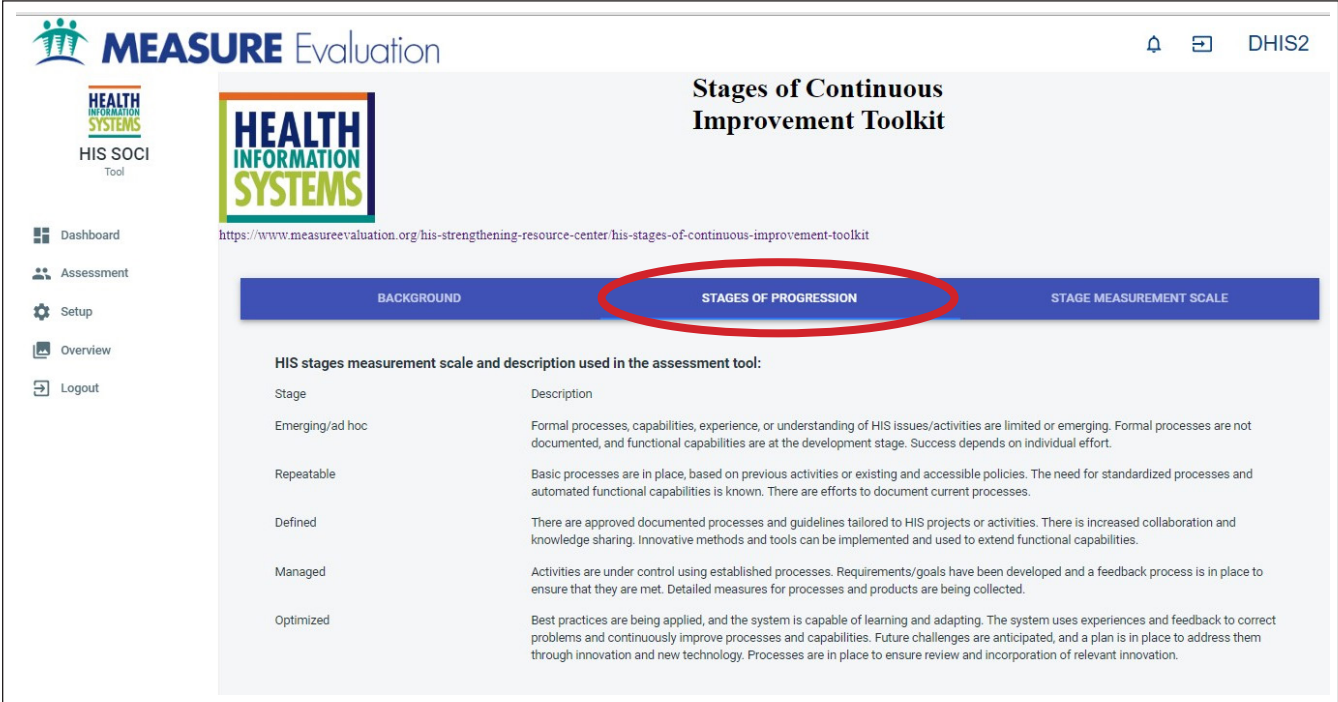
Figure 3. HIS SOCI overview section



In the **Overview** section, click the *Background* tab to learn more about the purpose of the toolkit, guidance on who should use it and who should participate, and how the assessment should be completed.

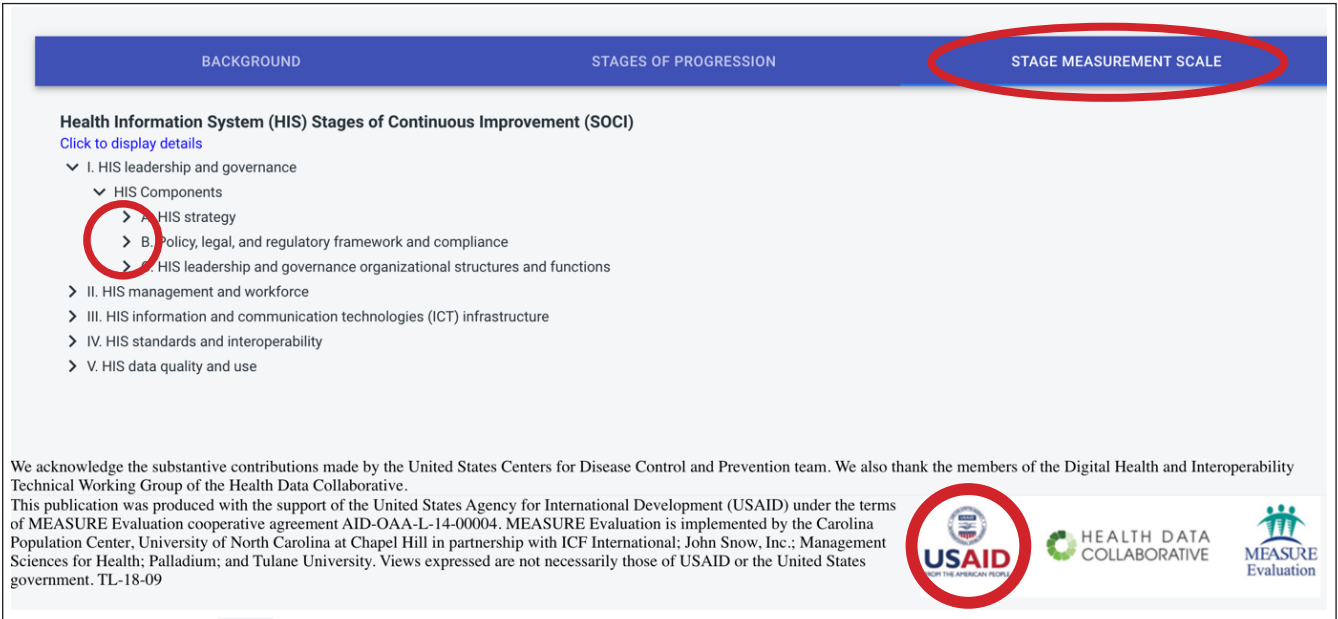
Click the *Stages of Progression* tab to see how each stage or level is defined: Emerging/ad hoc, repeatable, defined, managed, and optimized (see Figure 4 below).


Figure 4. HIS SOCI stages of progression tab



Click the *Stage Measurement Scale* tab to see how each domain is scored and scaled; this tab provides further details for each domain (see Figure 5 below).

Figure 5. HIS SOCI stage measurement scale tab



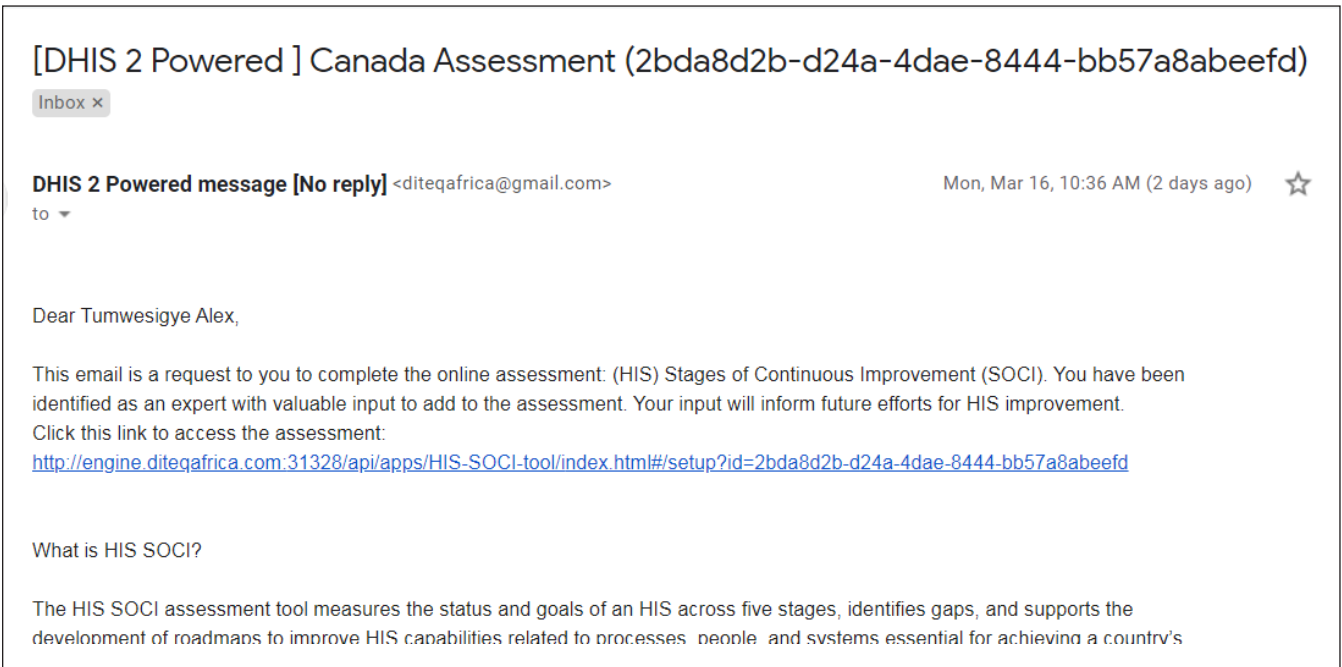
Click the arrows  to expand and navigate through the domains.

B. Getting Started

In order to access the assessment:

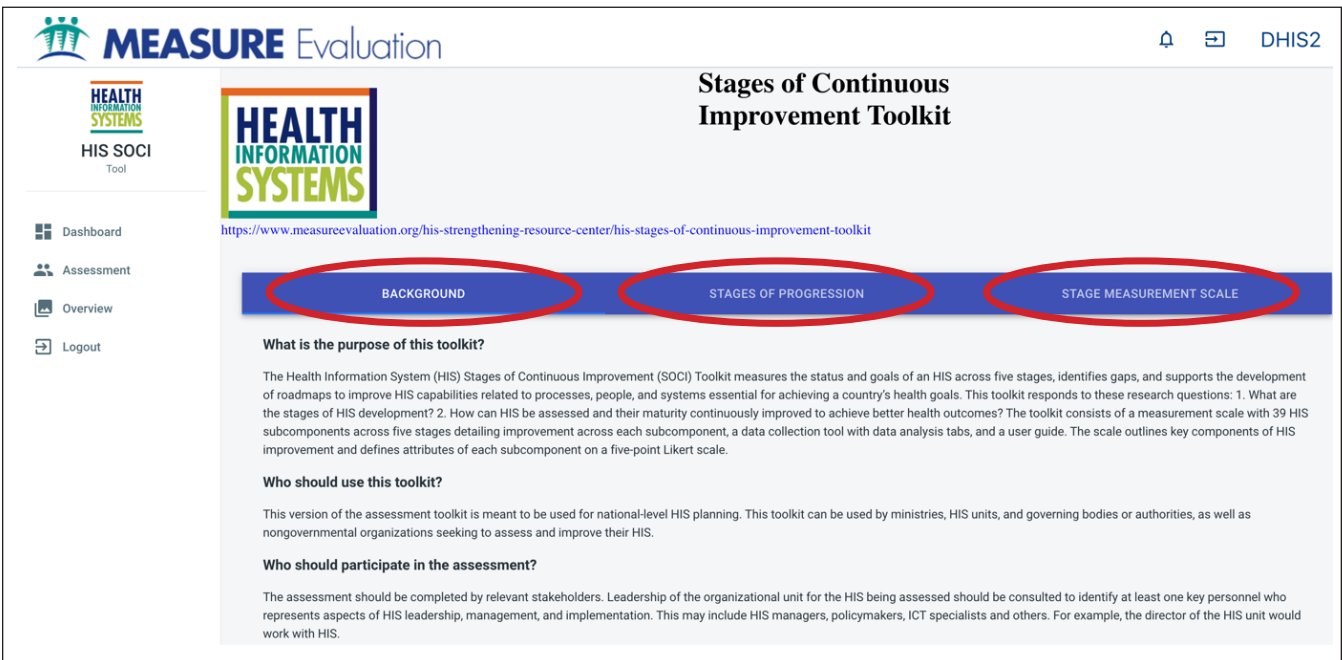
1. You will receive a link in your email generated by the assessment administrator in the DHIS2 system. Emails sent from the DHIS2 system will contain the words **DHIS2 Powered** in the subject line.

Figure 6. Sample email



2. Click the link to access your unique version of the assessment in DHIS2. Alternatively, you can copy the link and paste it into the URL bar of your browser to access the assessment.
3. Enter your login details (these will be provided by the assessment administrator for non-DHIS2 users).
4. Successful login will redirect you to the page pictured in Figure 7 below.

Figure 7. Background and stage management scale



- First, read through the *Overview*, *Stages of Progression*, and the *Stage Measurement Scale* tabs.
- After reading the content of each tab, click *Continue* to open the assessment module (Figure 8). **Important: If you do not first read the contents of each tab and select *Continue*, you will not be able to access the assessment.**

Figure 8. Continue button

The screenshot shows a sidebar with navigation links: Dashboard, Assessment, Overview, and Log. The main content area contains text about the assessment background tab, a section titled 'How can the results be used?', and a 'CONTINUE' button circled in red. Logos for USAID, Health Data Collaborative, and MEASURE Evaluation are visible at the bottom right.

The assessment screen is pictured in Figure 9.

Figure 9. Assessment screen

The screenshot shows the 'HIS SOCI Assessment' interface. A red box highlights the top navigation bar with tabs: 1 Assessment Background, 2 I. HIS Leadership and Governance, 3 II. HIS Management and Workforce, 4 III. HIS Information and Communication Technologies (ICT) Infrastructure, 5 IV. HIS Standards and Interoperability, and 6 V. HIS Data Quality and Use. Below the navigation bar, there are input fields for Assessment ID, Location (Tanzania), Period (2019), and Respondent (Consensus). There are also text areas for 'Which HIS are you assessing?' (Test), 'What is the purpose of the HIS you will assess...', and 'What is the main challenge you hope to address...'. A section titled 'Please provide the following information regarding the area covered by the HIS to be assessed' contains a table with columns for Level, Total Number in the Country, Approximate Number Covered by the HIS, Approximate Number of Staff, and Comments. Below this is a section for 'Identify key organizations and stakeholders...' with a table for contact information including Id, Surname, Firstname, Email Address, Phone Number, Organization, Domain, and Comments. At the bottom are 'SAVE DRAFT' and 'COMPLETE' buttons.

Note: Fields in the *Assessment Background* section are prepopulated by the assessment leadership team and cannot be edited.

Click the domain of interest across the top ribbon (example below, in red) in order to fill in data. For example, select *Domain 1. HIS Leadership and Governance*.

Figure 10. Assessment domains

HIS SOCI Assessment

1 Assessment Background 2 I. HIS Leadership and Governance 3 II. HIS Management and Workforce 4 III. HIS Information and Communication Technologies (ICT) Infrastructure 5 IV. HIS Standards and Interoperability 6 V. HIS Data Quality and Use

Assessment ID: d0fa2539-bb85-4f2a-b1bd-138C Location: Tanzania Period: 2019 Respondent: Consensus

This action will take you to the screen for Domain 1. *HIS Leadership and Governance* data entry in each of that domain’s corresponding subcomponents.

Figure 11. Domain 1: HIS Leadership and Governance

1 Assessment Background 2 I. HIS Leadership and Governance 3 II. HIS Management and Workforce 4 III. HIS Information and Communication Technologies (ICT) Infrastructure 5 IV. HIS Standards and Interoperability 6 V. HIS Data Quality and Use

I.A HIS Strategic Plan or HIS Strategy

| Subcomponent | Description | Current Status | Goal Status | Evidence | Comments |
|------------------------------|--|----------------|-------------|----------|----------|
| I.A.1 HIS Strategic planning | An HIS strategic plan sets out, in the context of the health priorities of the country, a vision for management and use of health information (electronic or other), a plan of action for delivering the vision, and arrangements for M&E. A country/organization may have either an eHealth strategy specific to electronic HIS, a broader HIS strategy, or documented strategies for each (eHealth and HIS). | ? | | | |
| I.A.2 M&E Plan | A framework for regular evaluation (both formative and summative) of HIS activities and implementations to measure progress on milestones and goals in the delivery of healthcare services and to ensure alignment of HIS activities with HIS strategy and the desired impact on service delivery. | | | | |

You will then be asked to determine the *Current* and *Goal Status* of each HIS subcomponent in this domain. Select from the dropdown option list under *Current Status* or *Goal Status* to complete data entry and choose the appropriate stage. Mouse over the icon to view the *Stage Measurement Scale* description.

Note: Be sure to save your inputs before toggling between tabs.

1. A blue checkmark represent a saved form/domain
2. A blue number shows the currently open domain or form

You will also be asked to note any relevant *Evidence*. For example, in the row for *Subcomponent I.A.1*, if there is a strategic plan available, you will want to note that here and provide a link, if one is available. You may not need to fill in *Evidence* for each subcomponent. In the *Comments* section, you can provide any relevant notes (e.g., “HIS strategic plan is available in draft form but not yet published”).

Click *Save and Continue* to continue later or *Submit* to finish the data entry. **Note:** You must complete the assessment before navigating back to the dashboard section.

Figure 12. Save and continue

I.C HIS Leadership and Governance Organizational Structures and Functions

| | | | | | | |
|-------|---|--|--------------------------|-----------------------|----------|----------|
| I.C.1 | HIS leadership and coordination | The exercise of technical, political, and administrative authority to manage national HIS affairs at all levels of a country's health system. The governance structure consists of the mechanisms, processes, and institutions through which actors and stakeholders articulate their interests, exercise their rights, meet their obligations, mediate their differences, and oversee the functioning of the HIS. | Current 5 = Optimized | Goal 5 = Optimized | Evidence | Comments |
| I.C.2 | HIS organization structure and function | Defined organizational structures and process, including job titles and clear descriptions of duties and responsibilities. | Current 5 = Optimized | Goal 5 = Optimized | Evidence | Comments |

BACK

SAVE AND CONTINUE

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Figure 13. Submit

| | | | | | | |
|--------|------------------------------------|---|----------------|-------------|----------|----------|
| IV.C.2 | Aggregate data exchange | Standards-based exchange of consolidated data between systems. | Current Status | Goal Status | Evidence | Comments |
| IV.C.3 | Commodity management data exchange | Standards-based exchange of data on such healthcare commodities as medical supplies and medications. | Current Status | Goal Status | Evidence | Comments |
| IV.C.4 | Data security exchange | Adherence to organizational policies, procedures, and best practices related to HIS, including standards for data exchange, messaging, and security. It also means adherence to applicable laws, relevant industry standards, and internal policies (e.g., codes of conduct). | Current Status | Goal Status | Evidence | Comments |

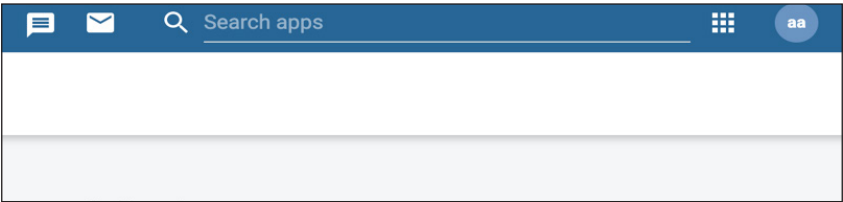
BACK

SUBMIT

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Note: Make sure to click the *Save and Continue* button before you leave the page. In case you did not complete the assessment and need to return to it, you will have to refer back to the link sent to your email and click it to return to your previously saved assessment.

Figure 14. DHIS 2 Search Apps bar



Note: To view the app in DHIS2 without completing an assessment, navigate to Search apps (Figure 15) and search for the **HIS SOCI Tool**. Successful navigation will lead you to the HIS SOCI dashboard.

C. Administration Access

This section is for the assessment leadership team, who will organize the assessment.

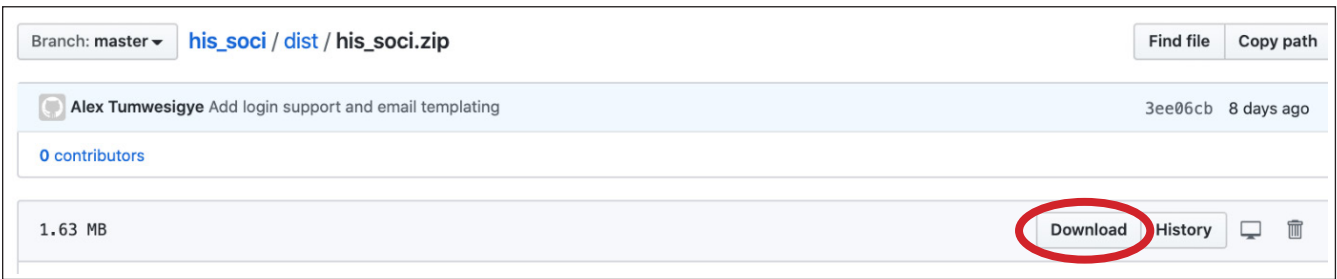
The system admin/team lead should be part of the *HIS_SOCI_Admin* group in order to access not only the *Dashboard*, *Assessment*, and *Documentation* screens but also the *Set Up* screen.

Note: It is recommended that the leadership team, with the help of the server admin, should conduct a trial run before emails are sent out to a larger group of people. If the test email is not received within 24 hours, advise the team members to check their junk (and other filtered) folders.

Installing HIS SOCI on the DHIS2 Platform

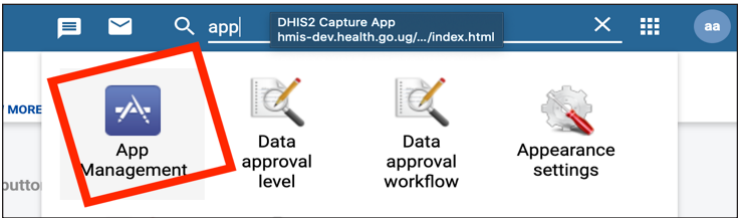
- 1. Download the HIS SOCI app from GitHub through this link: https://github.com/talexie/his_soci/blob/master/dist/his_soci.zip
- 2. Click *Download* and save the SOCI app on a local computer.

Figure 15. GitHub screen



- 3. Login to the DHIS2system.
- 4. Navigate to *App Management*.

Figure 16A. Adding the HIS SOCI app to DHIS2 app management



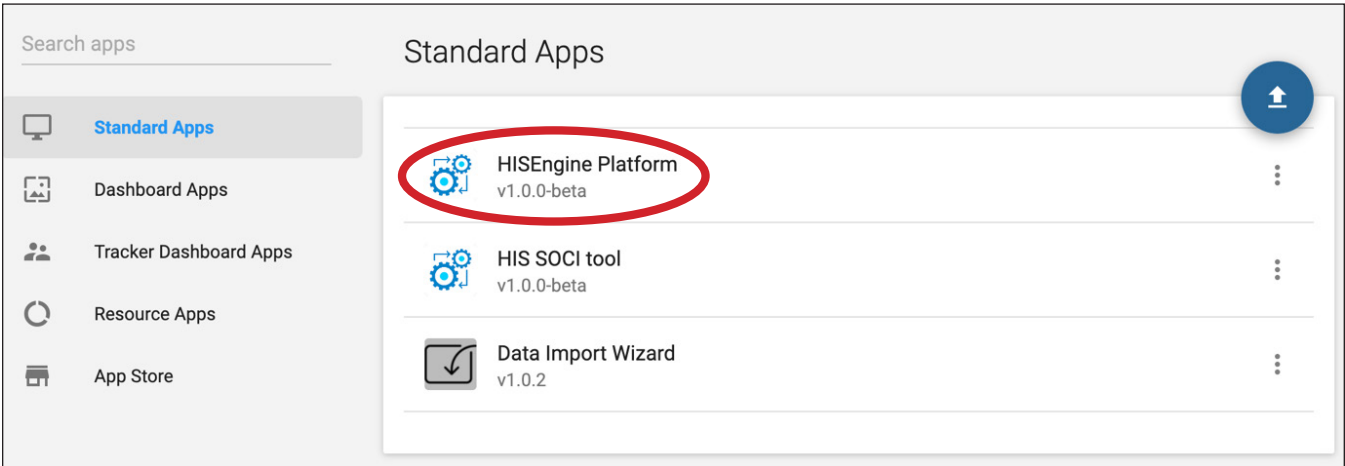
- 5. Select *Standard Apps*.
- 6. Click the arrow  to upload the **HIS SOCI** tool saved on your local computer.

Figure 16B. Adding the HIS SOCI app to DHIS2 app management



7. Successful installation will display the **HIS SOCI** tool under *Standard Apps*.

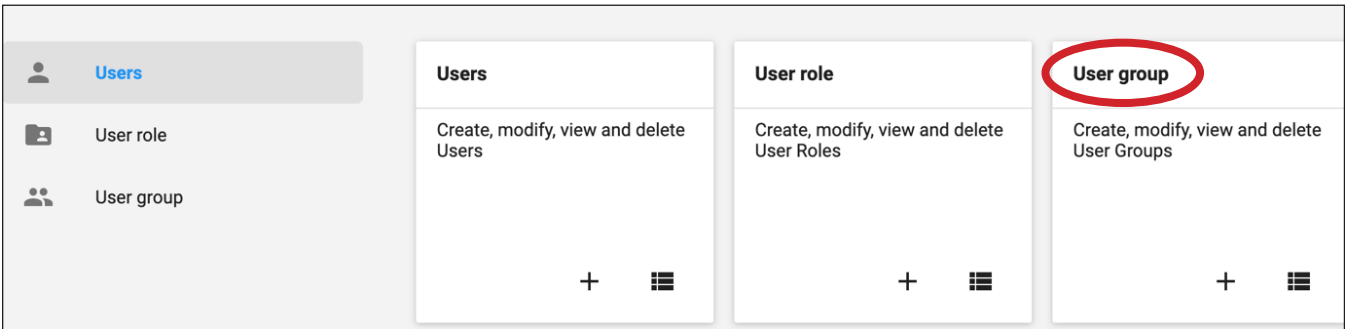
Figure 16C. Adding the HIS SOCI app to DHIS2 app management



Granting Admin Access

1. Navigate to *Search Apps* and select *User group*.

Figure 17. Adding HIS_SOCI_Admin to a user group



2. Create the user group **HIS_SOCI_Admin**.
3. Assign members to the group by double-clicking usernames.
4. Click *Save*.

Note: Only members assigned to this group will be able to see the *Setup* tab. The server manager or system admin can install the HIS SOCI app on the server. The team can then identify team leads who can send out emails to the assessment group.

Creating an HIS SOCI Assessment

A member of the *HIS_SOCI_Admin* user group will be able to see the screen below (Figure 20) with the *Setup* tab enabled.



Figure 18. Setup tab

The screenshot shows the 'MEASURE Evaluation' interface for creating a HIS SOCI Assessment. The sidebar on the left has a 'Setup' tab highlighted with a red circle. The main form area is titled 'Create HIS SOCI Assessment'. It contains several input fields: 'Assessment ID*' (prefilled with 'bf60a599-e0cd-4681-829d-da37155ae91a'), 'Location*' (with a red error message 'is a required property'), 'Period*' (with a red error message 'is a required property'), and 'Respondent' (set to 'Consensus'). Below these are three text areas for 'Which HIS are you assessing?', 'What is the purpose of the HIS you will assess...', and 'What is the main challenge you hope to address...'. At the bottom, there is a table for providing information regarding the area covered by the HIS, with columns for Level, Total Number in the Country, Approximate Number Covered by the HIS, Approximate Number of Staff Associated with HIS at Each Level, and Comments. The first row is numbered '1'.

1. Click the **Setup** tab.
2. Fill in the *Location* and *Period* (both the *Assessment ID* and *Respondent* fields will be automatically prefilled). *Location* represents the entity or organization conducting the HIS SOCI Assessment.

Figure 19. Location and period

This screenshot shows the same 'Create HIS SOCI Assessment' form as Figure 18, but with the 'Location*' dropdown menu open. The menu lists the following countries: Uganda, Kenya, Rwanda, Burundi, Tanzania, Indonesia, USA, Ghana, Ivory Coast, Madagascar, Norway, Canada, and India. The 'Period*' field is highlighted with a red circle and contains the value '2018'. The 'Respondent' field is set to 'Consensus'. The table at the bottom is numbered '1'. There are red circles with numbers '5' and '6' in the bottom right corner of the form area.

3. Fill in information on which HIS is being assessed, the purpose of the HIS, and the main challenges to be addressed through this assessment. This should be decided in consultation with the assessment leadership team.
4. Provide information about the area covered by the HIS being assessed.
 - a. Choose the level of the HIS being assessed.
 - b. Click the + icon to add additional areas to be covered.
 - c. Click the **bin/trash** icon  to delete an area.
5. Fill in the stakeholders involved.
 - a. Click the + icon to add individual stakeholders.
 - b. Click the **bin/trash** icon  to delete if you've made a mistake.
 - c. Fill in all the stakeholder information, the app/tool uses the email address to send the link to individual users' emails. Make sure the correct email is filled in.
6. Click *Submit*.
7. An invitation email with a link to the assessment will now be sent to the stakeholders' email addresses.
8. An email will also be sent to the system administrator with a link to complete the assessment tool during the consensus building process. This will happen **AFTER** all the individual assessments are completed. The system administrator will be able to generate a report for the DHIS 2 platform of aggregate scores in each subcomponent once the stakeholders have completed the assessment. For more on the consensus-building process, see the full user guide.

Note: If the HIS SOCI admin wishes to complete a self-assessment, they should include their email address in the stakeholder's section. They will receive two emails, once for consensus and another for self/individual assessment.

Users can access and copy the app's code to adapt as needed. The code is available in GitHub: https://github.com/talexie/his_soci/archive/master.zip

APPENDIX A. LETTER TO STAKEHOLDERS

Dear xx,

This email is a request to you to complete the online assessment: (HIS) Stages of Continuous Improvement (SOI). You have been identified as an expert with valuable input to add to the assessment. Your input will inform future efforts for HIS improvement.

Click this link to access the assessment: _____

What is HIS SOI?

The HIS SOI assessment tool measures the status and goals of an HIS across five stages, identifies gaps, and supports the development of roadmaps to improve HIS capabilities related to processes, people, and systems essential for achieving a country's health goals.

This toolkit responds to these research questions:

1. What are the stages of HIS development?
2. How can HIS be assessed and their maturity continuously improved to achieve better health outcomes?

The assessment is based on a measurement scale consisting of 39 essential HIS subcomponents across five stages from emerging to optimized. The scale outlines key components of HIS improvement and defines attributes of each subcomponent on a five-point Likert scale. For more information about the full toolkit and its creation, visit:

<https://www.measureevaluation.org/his-strengthening-resource-center/his-stages-of-continuous-improvement-toolkit>

How do I complete the assessment?

For each of the 39 subcomponents, you will be asked to determine the current and goal status of your national HIS by selecting appropriate response from the drop-down options. The stage for each individual subcomponent is defined in detail in the **Overview** tab, under the **Stages of Progression**. The User Guide details the process of completing the assessment.

In order to complete this assessment, you will need to login to the web-based application built using DHIS 2 to access the assessment and related analytics. Please note responses from all the participants of the assessments will be aggregated and used to guide the stakeholder consultation process. The stakeholder consultation will discuss and interpret scores for each of the components and sub-components and then determine the final score. The final score will be used to develop the HIS improvement roadmap.

Thank you for taking the time to complete the assessment.

If you have any clarifying question, please write to [<insert contact email for SOI leadership team>](#)

Sincerely,

Name(s), organization(s) or country

HIS SOI assessment leadership team

<insert date>

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This publication was produced with the support of the United States Agency for International Development (USAID) under the terms of MEASURE Evaluation cooperative agreement AID-OAA-L14-00004. MEASURE Evaluation is implemented by the Carolina Population Center, University of North Carolina at Chapel Hill in partnership with ICF International; John Snow, Inc.; Management Sciences for Health; Palladium; and Tulane University. Views expressed are not necessarily those of USAID or the United States government. MS-19-158A

ISBN: 978-1-64232-120-3

