

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

Project IQ

10 October 2018

[jhpiego.org](http://jhpiego.org)

Johns Hopkins University Affiliate



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# 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

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# 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



Tool A: SOPs, Guidelines, Policies and Job Aids

<  >

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

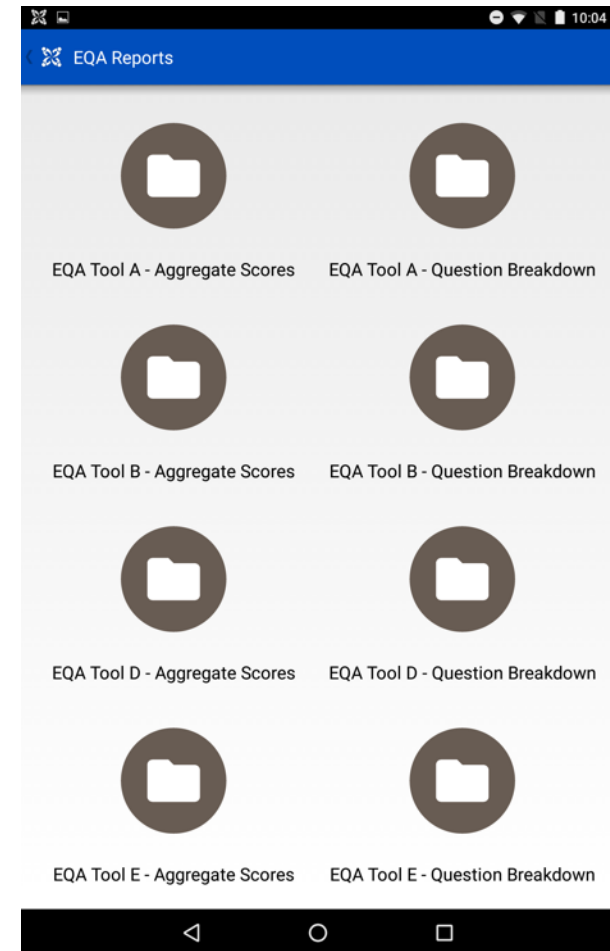
Notes:

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

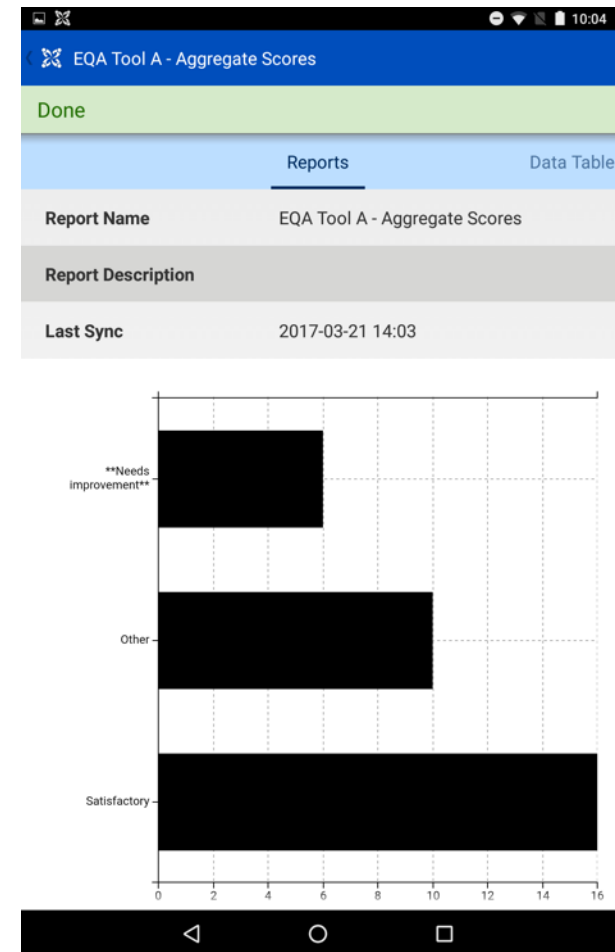
# EQA Reports

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



# Aggregate Scores: Reports

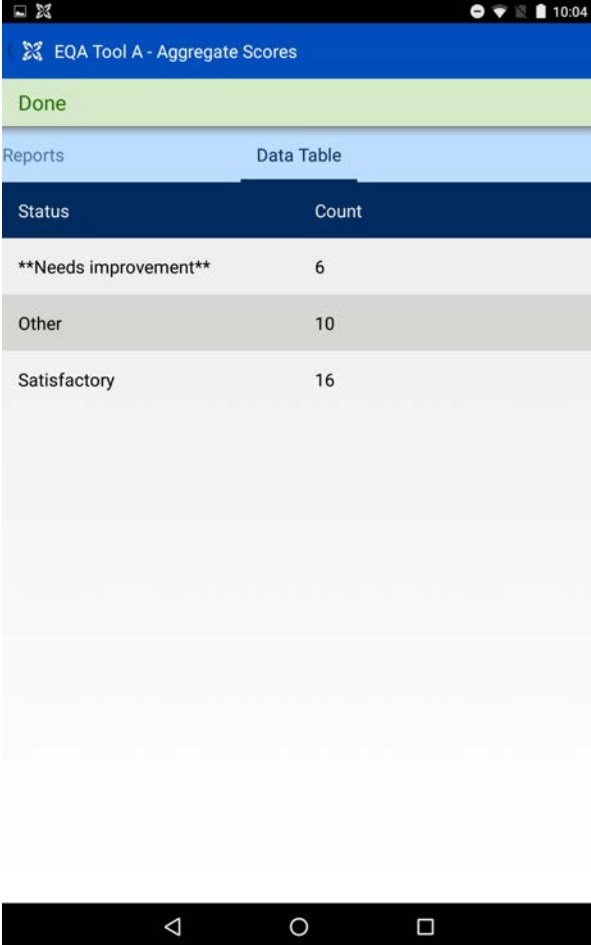
- There are two tabs available for each report
- You will first see the **Reports** tab
- This shows a bar chart displaying the relative number of questions scored
  - › Needs Improvement
  - › Other
  - › Satisfactory





# 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

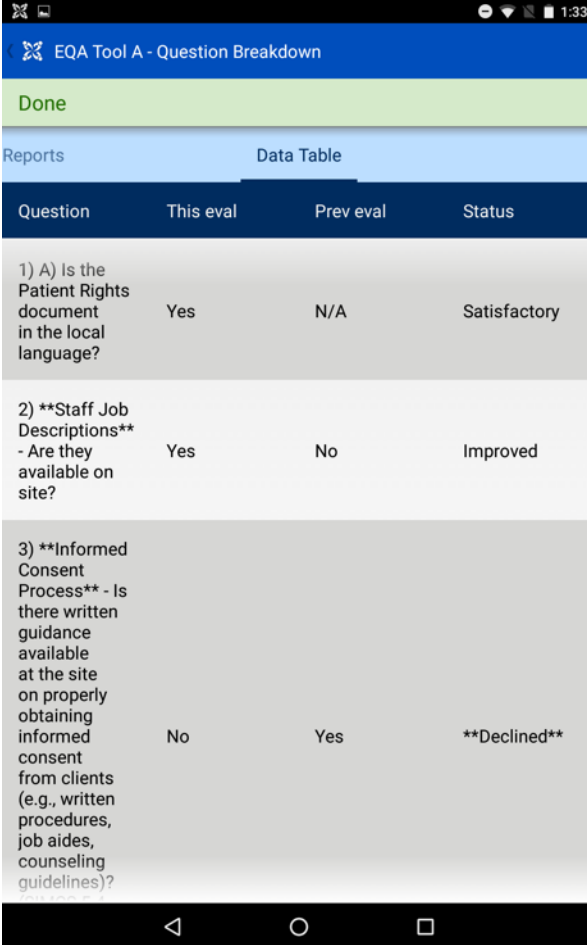


The screenshot shows a mobile application interface for 'EQA Tool A - Aggregate Scores'. At the top, there is a blue header bar with the title and a 'Done' button. Below this is a tab bar with 'Reports' and 'Data Table' tabs. The 'Data Table' tab is active, displaying a table with two columns: 'Status' 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'. At the top, there is a blue header bar with the title and a back arrow. Below the header is a green bar with the word 'Done'. Underneath is a light blue bar with two tabs: 'Reports' and 'Data Table', with 'Data Table' being the active tab. The main content area is a table with four columns: 'Question', 'This eval', 'Prev eval', and 'Status'. The table contains three rows of data. The first row is for '1) A) Is the Patient Rights document in the local language?' with 'Yes' for 'This eval', 'N/A' for 'Prev eval', and 'Satisfactory' for 'Status'. The second row is for '2) \*\*Staff Job Descriptions\*\* - Are they available on site?' with 'Yes' for 'This eval', 'No' for 'Prev eval', and 'Improved' for 'Status'. The third row is for '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)?' with 'No' for 'This eval', 'Yes' for 'Prev eval', and '\*\*Declined\*\*' for 'Status'. The bottom of the screen shows a black navigation bar with three white icons: a back arrow, a circle, and a square.

| 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 interface. The top navigation bar includes links for Dashboard, Reports, Data, Users, and Applications. The left sidebar lists various reports under the 'EQA Tool A - Aggregate Scores' category. The main content area displays the 'EQA Tool A - Aggregate Scores' report, which is currently in a 'loading' state. A yellow banner at the top of the report area states: 'Your report is still being populated. What you are seeing now is just a preview, and contains some or none of your data. The report will refresh automatically when the data is finished being populated.'

**Report Filters**

Facility Name:

Closed cases:

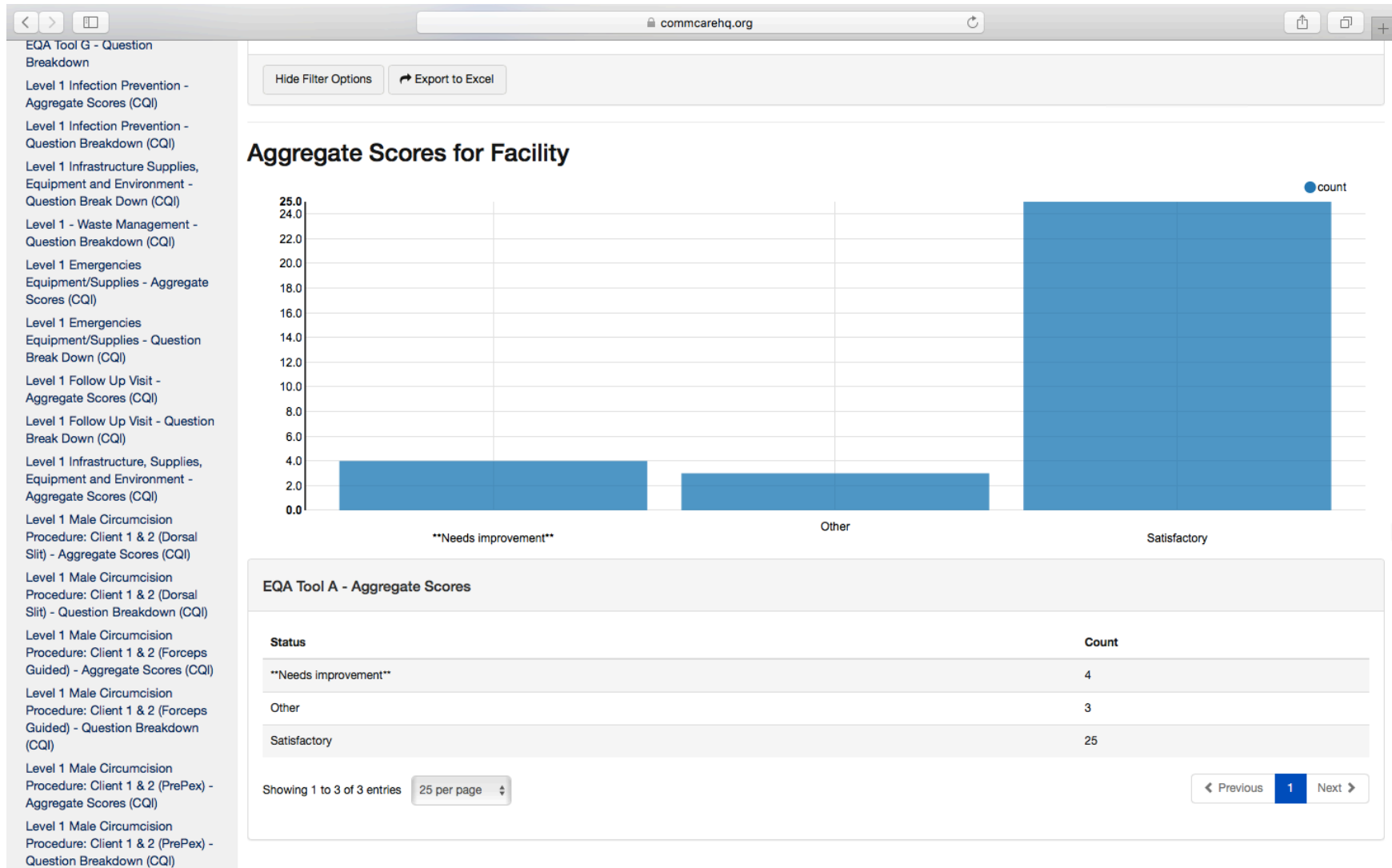
Owner:

**Buttons:** Apply, Favorites, Save...

**Footer:** Hide Filter Options, Export to Excel

**Why can't I see any data?**  
Please choose your filters above and click **Apply** to see report data.

# Accessing Reports on CommCare HQ: Aggregate Scores



# Accessing Reports on CommCare HQ: Question Breakdown

Action Plan Report

EQA Tool A - Aggregate Scores

EQA Tool A - Question Breakdown

EQA Tool B - Aggregate Scores

EQA Tool B - Question Breakdown

EQA Tool D - Aggregate Scores

EQA Tool D - Question Breakdown

EQA Tool E - Aggregate Scores

EQA Tool E - Question Breakdown

EQA Tool F - Aggregate Scores

EQA Tool F - Question Breakdown

EQA Tool G - Aggregate Scores

EQA Tool G - Question Breakdown

Level 1 Infection Prevention - Aggregate Scores (CQI)

Level 1 Infection Prevention - Question Breakdown (CQI)

Level 1 Infrastructure Supplies, Equipment and Environment - Question Break Down (CQI)

Level 1 - Waste Management - Question Breakdown (CQI)

Level 1 Emergencies Equipment/Supplies - Aggregate Scores (CQI)

Level 1 Emergencies Equipment/Supplies - Question Break Down (CQI)

Level 1 Follow Up Visit - Aggregate Scores (CQI)

Level 1 Follow Up Visit - Question Break Down (CQI)

Level 1 Infrastructure, Supplies, Equipment and Environment - Aggregate Scores (CQI)

Level 1 Male Circumcision Procedure: Client 1 & 2 (Dorsal

Report Filters

Facility Name

Testing123

Closed cases

Show all

Owner

[Show All]

Apply

Favorites

Save...

Hide Filter Options

Export to Excel

EQA Tool A - Question Breakdown

| 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          |

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# 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

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# 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.

VMVC Quality Assurance

eqademo

Password

Log In



**QI ASSESSMENT REGISTRATION**



QI ASSESSMENT REGISTRATION



ACTION PLAN STAFF

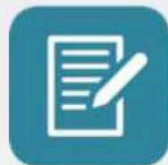




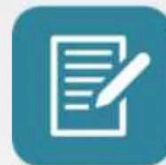
FACILITY INFORMATION



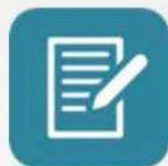
QI ASSESSMENT REGISTRATION



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



VMMC Quality Improvement



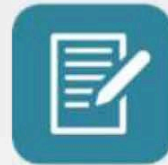
FACILITY INFORMATION



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



Dashboard

Reports




Data

Users

Applications

Web Apps

Messaging



Project IQ

Reports > Action Plan Issue Case Report

Edit Report

TOOLS

My Saved Reports

REPORT BUILDER

Create New Report

REPORTS

Action Plan Issue Case Report

EQA Tool A - Aggregate Scores

EQA Tool A - Question Breakdown

EQA Tool B - Aggregate Scores

EQA Tool B - Question Breakdown

EQA Tool C - Aggregate Scores

EQA Tool C - Question Breakdown

EQA Tool D - Aggregate Scores

EQA Tool D - Question Breakdown

EQA Tool E - Aggregate Scores

EQA Tool E - Question Breakdown

EQA Tool F - Aggregate Scores

EQA Tool F - Question Breakdown

EQA Tool G - Aggregate Scores

EQA Tool G - Question Breakdown

EQA Tool H - Aggregate Scores

EQA Tool H - Question Breakdown

Report Filters

Closed

[X] [Show All]

Case Owner

[X] [Show All]

Apply

Favorites

Save...

Hide Filter Options

Export to Excel

Action Plan Issue Case Report

| 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

Previous 1 Next

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



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# User Access Controls

- Data access is controlled the same way as for EQA



Interested in using  
the apps?



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# Who are these tools for?

## EQA

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

## CQI

- VMMC facilities
- Regulatory units

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# 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

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# 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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