



# EVM2: A new tool for resilient programmes and continuous ISC performance improvement

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Shaping a resilient and adaptive immunization program

# Agenda



- Video: The EVM process
- Key features of the EVM2 tool, **Dan Brigden** (WHO EPI)
- EVM assessments in the Covid-19 context, **Solo Kone** (WHO EPI)
- Iraq EVM 2019 - Q&A with
  - **Firas Al Mosawi** (National EPI Manager, Iraq MoH)
  - **Mudher Subhey** (National Cold Chain Officer, Iraq MoH)
- Nigeria EVM 2019 - Q&A with **Hajiya Kubura Daradara** (Director Logistics and Health Commodities, National Primary Health Care Development Agency, Abuja, Nigeria)
- Continuous ISC improvement with EVM2 (**Dmitri Davydov**, UNICEF)





# Key features of EVM2

Dan Brigden (WHO)

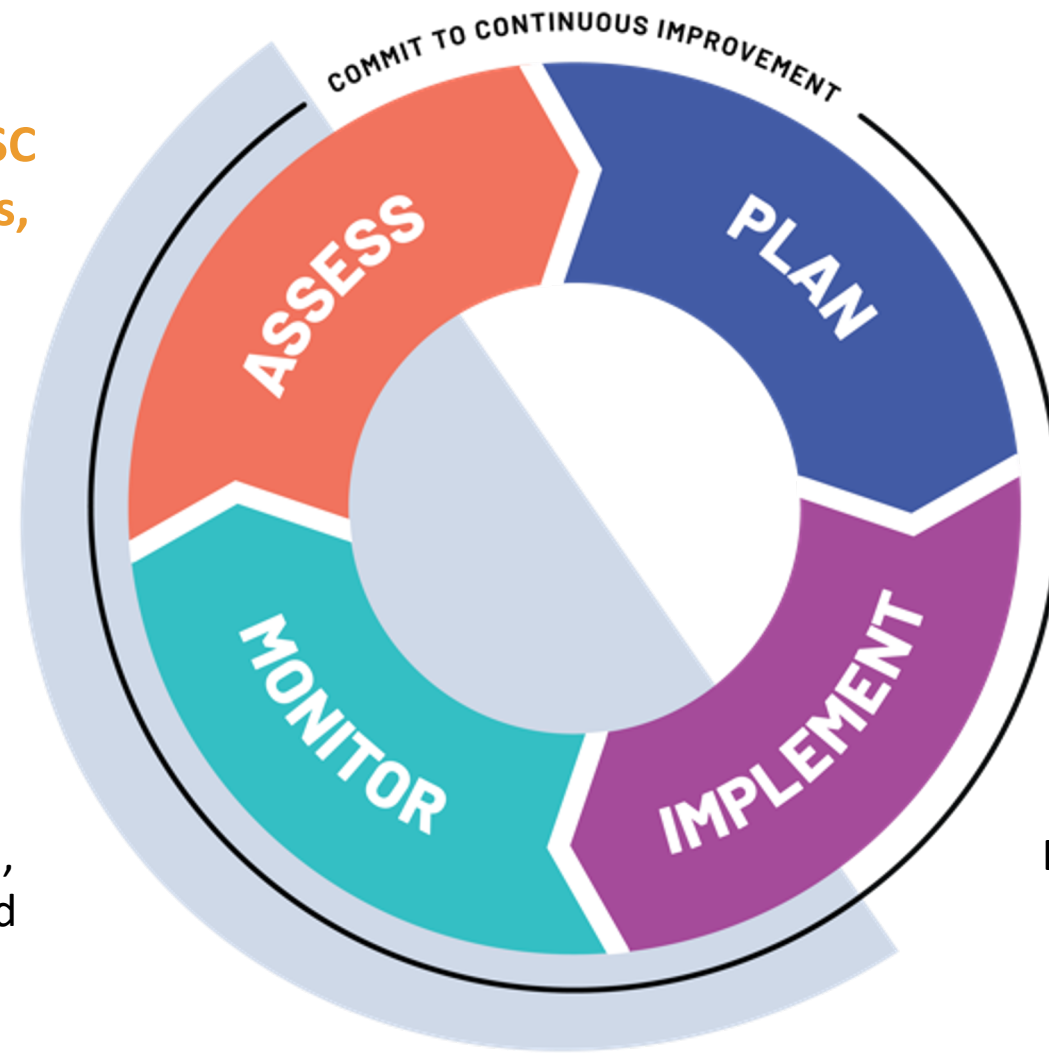


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# EVM supports continuous improvement



Collect and review evidence to identify iSC strengths, weaknesses, opportunities, and bottlenecks



Create vision, strategy and operational plan for iSC improvement

Monitor implementation, measure progress toward outcomes

Disseminate plan, ensure funding and put plan into operation



# Six key **benefits** of EVM2

1. Country ownership
2. Reducing the assessment burden
3. Subnational management
4. A tool for everyone
5. More insights, greater clarity
6. Alignment with improvement planning activities



# 1. Country ownership

With EVM2, countries can assess **any aspect of their supply chain, however** and **whenever** they choose.

While a Full, National EVM assessment remains the global benchmark, countries can customize assessments by **type, range, sample** and **scope** to meet their needs.

# EVM2 assessments come in different flavours



**Type** – choose whether to use random site selection or pick locations

**Range** – choose what to include in the random site selection – locations from the entire country or from only specific areas

**Sample** – choose whether to make a single random site selection for the entire country or make individual ones for each province or state

**Scope** – choose whether to assess all EVM requirements or only a subset







## 2. Reducing the assessment burden

Countries can manage and deliver their own EVM2 assessments, reducing the need for external support.

Once a country has set up their EVM2 system, any number of EVM assessments can then be created.

The EVM app makes data-collection easier and quicker, and ensures that the data collected is complete and error-free.

WHO maintains the EVM2 software.



## Assessment management & analysis

## Data-collection

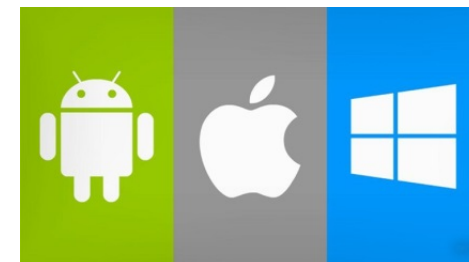


EVM software  
& database

EVM2 website

EVM2 app

<https://extranet.who.int/evm2/web>



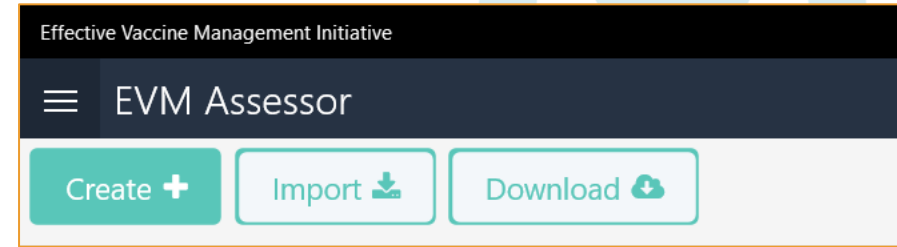


### 3. Subnational management

A country has one or more **national** EVM managers. The national manager can assign **subnational** manager responsibility to other users.

Subnational managers have control over facilities in their area, and can create full subnational and targeted assessments for their facilities. They cannot assess facilities not in their area or create national assessments.

## 4. A tool for everyone



Insights from EVM are no longer restricted to a national EVM assessment.

**Anyone** can create an EVM account, download the app, and assess a health facility at any level, wherever and whenever they want.

For example, a district store manager can assess his/her facility, analyze the results, implement an improvement plan, and then validate the improvement activities by re-assessing the facility.



## 5. More insights, greater clarity

The EVM2 framework provides greater clarity on every aspect of ISC performance. EVM1 assessed 9 criteria. EVM2 assesses 19 criteria.

- E1-9 Facility operations
- M1-4 Facility management
- R1-6 National programme management

The added criteria provide necessary details to identify and address root problems to supply chain management.

Criterion scores can be analyzed by eight separate **categories**.

C1:  
Infrastructure

C2:  
Equipment

C3:  
IT

C4:  
HR

C5:  
Policies

C6:  
Finances

Outputs

Performance

Criteria	INPUT CATEGORIES						OUTPUTS	PERFORMANCE	TOTAL
	C1 Infrastructure	C2 Equipment	C3 Information technology	C4 Human resources	C5 Policies & procedures	C6 Financial resources			
E1 Vaccine arrivals	-	-	-	-	-	-	-	-	-
E2 Temperature management	-	-	76	81	97	-	75	99	84
E3 Storage and transportation capacity	97	62	-	100	90	-	94	100	84
E4 Facility infrastructure and equipment	86	82	86	-	-	-	77	-	83
E5 Maintenance and repair	-	-	58	93	80	-	71	92	82
E6 Stock management	-	-	87	84	100	-	68	84	80
E7 Distribution of vaccines and dry goods	-	96	53	70	71	-	82	46	73
E8 Vaccine management	-	-	-	86	93	-	100	-	93
E9 Waste management	-	84	-	80	72	-	72	97	81
M1 Annual needs forecasting	-	-	-	68	72	-	76	81	74
M2 Annual work planning	-	-	-	26	31	98	21	60	39
M3 Supportive supervision	100	100	54	87	50	-	49	-	63
M4 iSC performance monitoring	-	-	87	81	69	-	54	-	64
<b>TOTAL</b>	<b>87</b>	<b>75</b>	<b>80</b>	<b>78</b>	<b>77</b>	<b>98</b>	<b>68</b>	<b>89</b>	<b>78</b>

## 6. Alignment with improvement planning activities

Sophisticated online dashboards enable comprehensive interrogation of ISC performance in real-time

Includes **AQE** (availability, quality, efficiency) reporting.

EVM Report template in MS Word can be automatically generated.

# Take EVM for a test-drive today

Download the app on the Android Play Store or Apple iOS Store and assess a facility

Create an EVM account on the EVM2 website and create your own assessments

<https://extranet.who.int/evm2/web>





# More information on EVM2



[www.technet-21.org/topics/evm](http://www.technet-21.org/topics/evm)

Comprehensive resources for assessors and managers

User guides, SOPs, videos, tutorials, training... everything you need to succeed with EVM2

# Join the EVM2 group on TechNet



- Regular updates
- Support from other EVM2 users
- News, events, resources

Thank you!



[www.technet-21.org/network/groups/401-evma2](http://www.technet-21.org/network/groups/401-evma2)





# EVM assessments in the Covid-19 context

Souleymane Kone (WHO)



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# Scheduled EVM Assessments

Country	Core Team Training	Assessor Training	EVMA date	CIP process start date
<b>Cambodia</b>	27-31 Jul	24-28 Aug	(completed this week)	21-25 Sep
<b>Myanmar (postponed)</b>	10-14 Aug	(new date TBC)	(new date TBC)	(new date TBC)
<b>Vietnam</b>	Mid-Oct	Mid-Oct	Nov	Nov
<b>Lebanon</b>	November	TBD	TBD	TBD
<b>Kenya</b>	Late Sept	Oct: Week3	Late Nov	Late Dec
<b>Madagascar</b>	August	Oct: Week2	Oct: Week3	Oct: Week4
<b>Guinea</b>	November	TBD	TBD	TBD
<b>Togo</b>	October	January	January	January
<b>Côte d'Ivoire</b>	November	TBD	November	TBD

# EVM On-boarding

- More countries are expected to implement EVM Assessment in 2020 & 2021
- Providing support and guidance to countries remains currently a challenge, due to:
  - HQ in-person support is no longer possible, COVID-19 imposed travel restrictions for Global Team
  - Presently, very few consultants can be considered expert on EVM2.0 use
- Strong set of online learning resources developed, incl. full set off training material and user guides.
- A pool of consultants is being trained to support while long-term solution is being sought (regional institutions)
- Once a country gains experience with EVM2, they have the power to manage it themselves from then on



# Q&A with **Mudher Subhey**, National Cold Chain Officer, Iraq MoH



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Q&A with **Hajiya Kubura Daradara**,  
Director Logistics and Health Commodities, National  
Primary Health Care Development Agency, Abuja,  
Nigeria



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# Continuous ISC improvement with EVM2

Dmitri Davydov (UNICEF)



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# Translating data into action



## **OBJECTIVE**

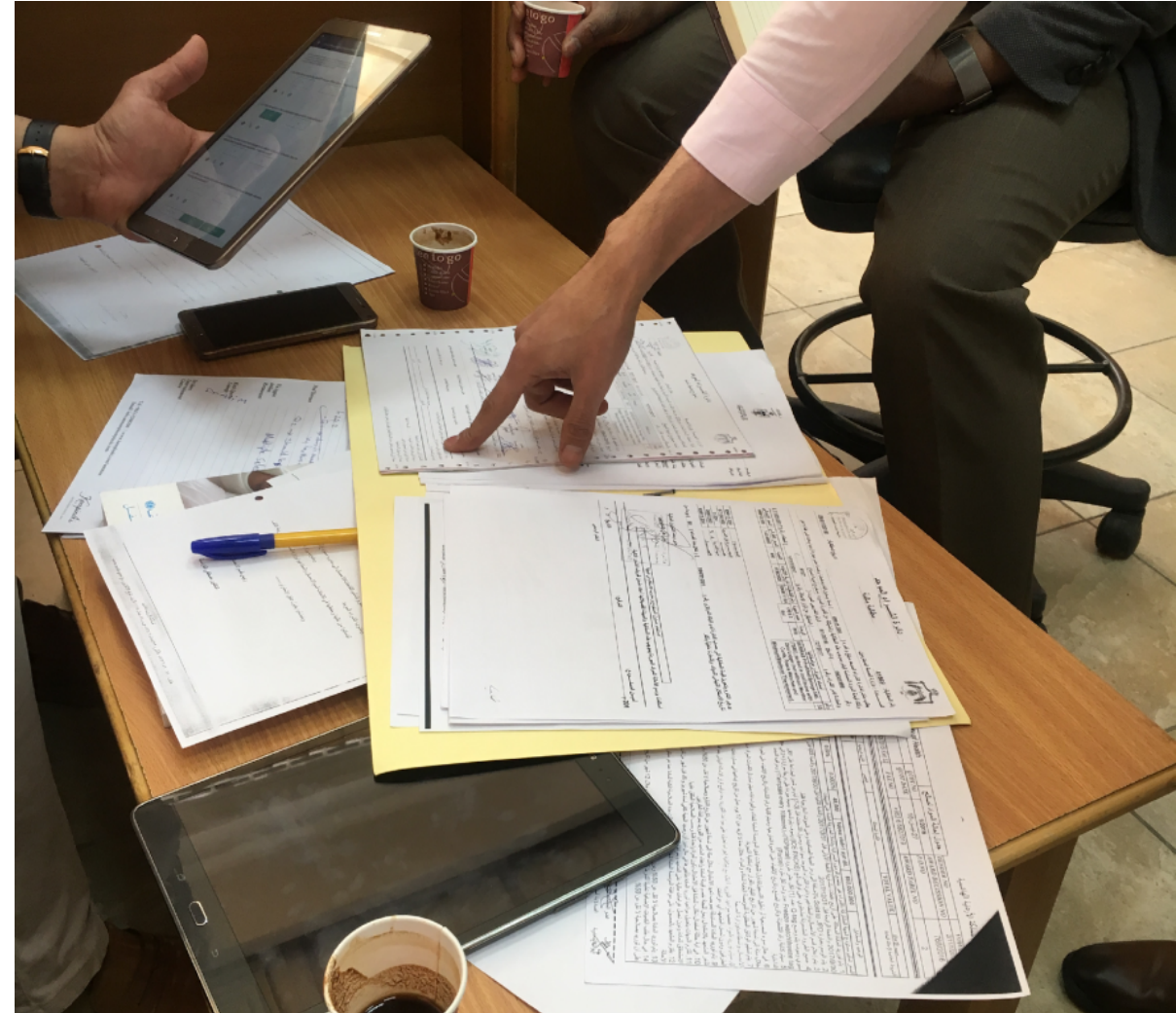
“The objective of the continuous Improvement Plan (cIP) is to improve supply chain management in a way that promotes **sustainability**. We want the cIP to really help us get things done and solve the **root causes** of the problems in our supply chain management.”

- *Immunisation programme stakeholder interview*

## **REALITY**

“For now, continuous Improvement Plans are not living up to their potential; there is still room for improvement.”

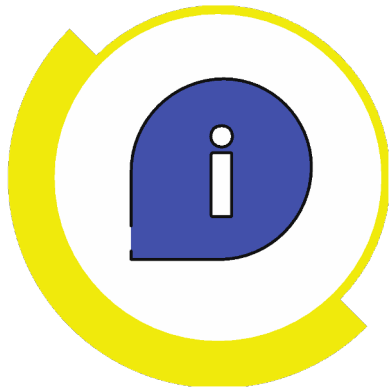
- *Immunisation programme stakeholder interview*





# The EVM2 opportunity

*Improved performance with empowered workforce*



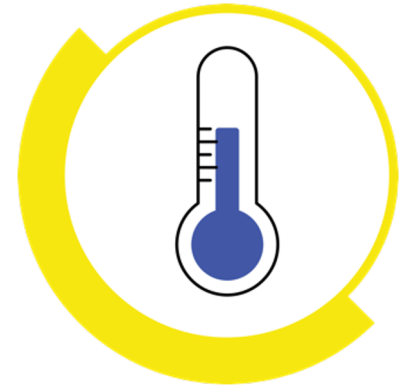
## Adaptive EVM2 tool

New use cases to measure programme and capacity development progress at all levels - *in addition to* data collection and problem diagnostics through national assessments every 5 years.



## Empowered individuals

EVM2 enables action-learning networks and continuous capacity development at all levels -> Transforming EPI managers and sub-national EVM2 users into stakeholders to improvement.



## Culture of continuous improvement & resilience

Programmatic and technical assistance investments build systems for continuous learning, improvement and resilience.

# Complexity of cIP



The EVM assessment is a practical task that **requires operational and technical expertise.**

The cIP is complex. It is an intellectual exercise of data interpretation and people-based execution. Complex things respond unpredictably to attempts to fix them and **require adaptive responses.** It is difficult to encompass in a simple framework.



# Overarching challenges

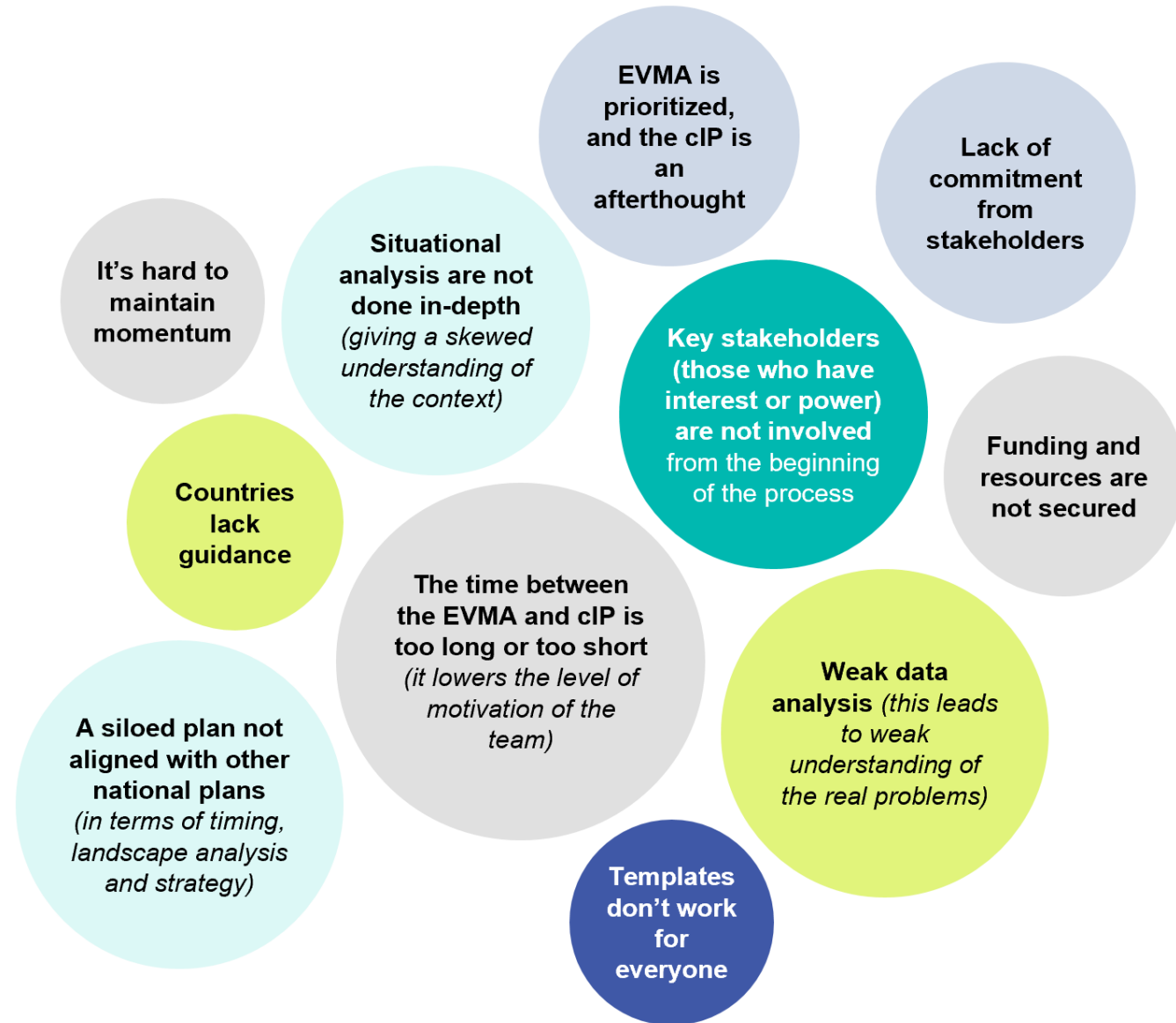
A year after the launch of EVM2, some countries have reached the stage of developing and implementing a cIP.

Regardless of their geographies, these countries have faced **similar challenges**.

*“How do we look at this tool as an entry point, and then really connect it to all of the pieces that the country will have? ... How do you leverage financing to empower the goal that we all have in mind: to reach as many children as possible?”*

***It is not just about managers and leaders, but about unlocking opportunities for the workforce. You are using ICT and creating opportunities for development.”***

ANURADHA GUPTA, GAVI



# EVM2 offers two roadmaps to an integrated cIP

**Technical:** Prioritize planning + national cIP implementation as gateway to improvement

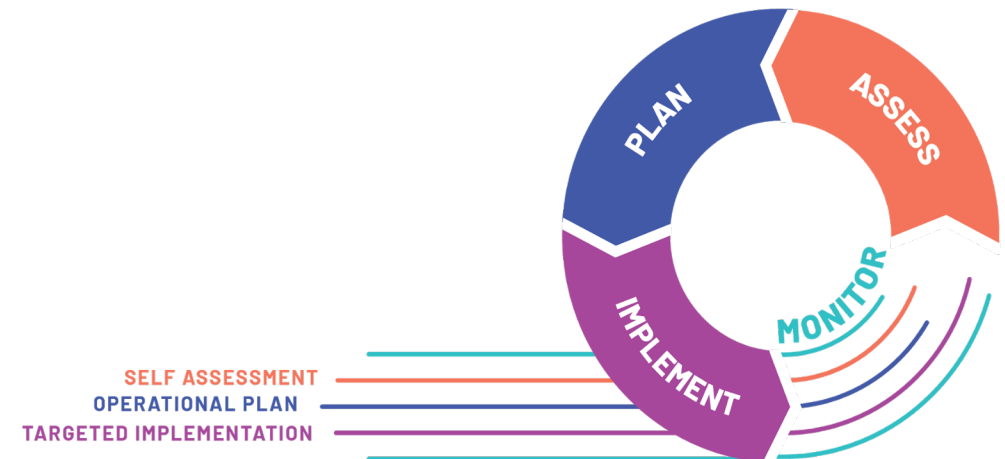
Minimal starting point is National cIP



- Address **what** needs to be improved in the iSC
- Task driven view includes **small core team**
- **Top-down** knowledge management
- Institutions work based on **contractual execution**
- Emphasizes **efficiency** — focus on delivery of the improvement plan and using external expertise as needed

**Adaptive:** Prioritize capacity + continuity as the gateway to improvement

Minimal starting point is Assessor + App



- Address **how** a country needs to be able to improve the iSC
- Systemic view includes **network of partners**
- **Local knowledge** management
- TA institutions must work through **co-creation**
- Emphasizes **dynamic skills and sustainability** — focus on human capital and building/training local networks



Thank you!