

Digital transformation journey for EIR in Vietnam: Nationwide scale-up and paperless transition

October 6, 2022



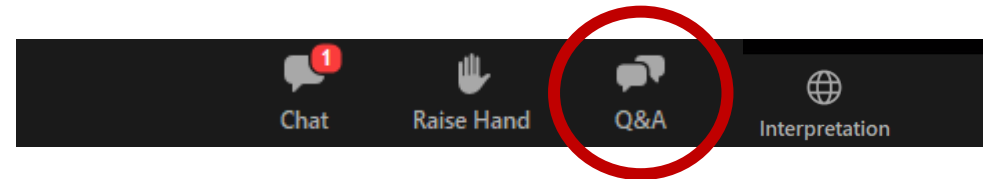
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Theo cách của bạn

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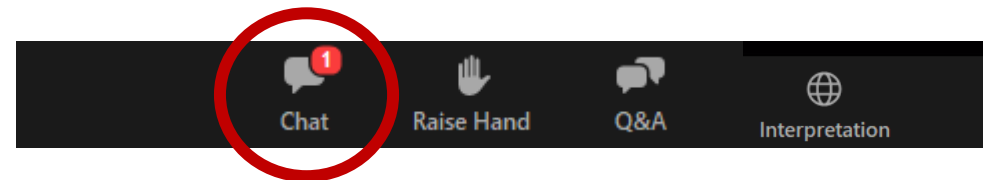


Questions and Chat

Use the **Q&A** feature for questions regarding the topic and presentations



Use the **Chat** feature for chatting, questions regarding IT or logistics



Meet the speakers

Facilitator



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Presenters



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Content

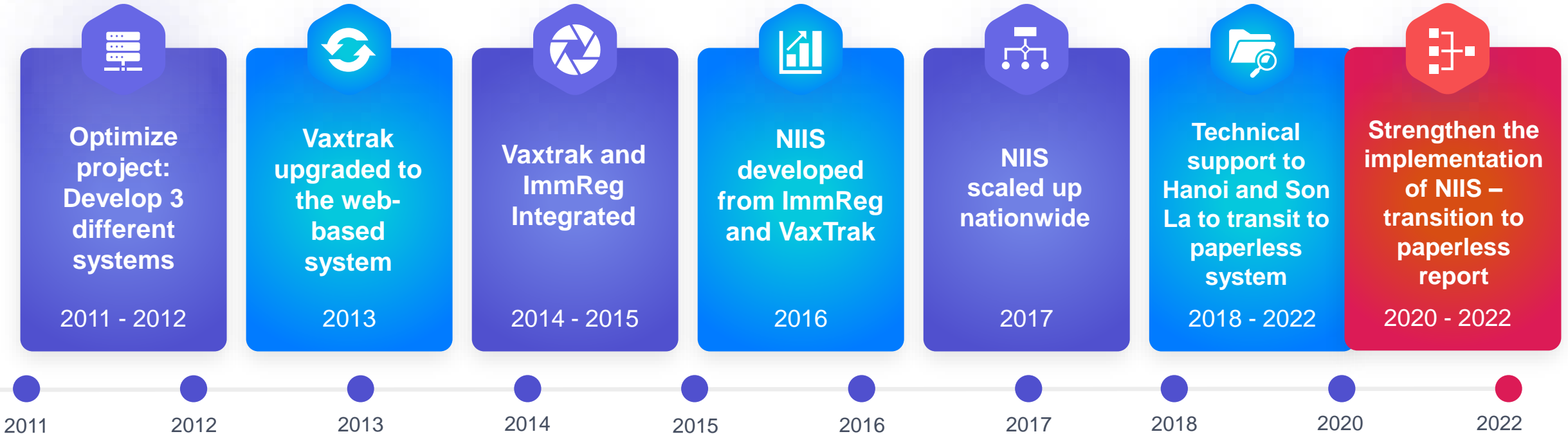
- 1 Key milestones of the journey of the National Immunization Information System (NIIS)
- 2 Lessons learned for the nationwide scale up
- 3 Paperless transition: Key results and Lessons learned
- 4 Integration of e-Learning and virtual supportive supervision during COVID-19 pandemic

1

Key milestones of the journey of the NIIS



Key milestones of the NIS journey



2

Lessons learned for the nationwide scale up



Nationwide Scale-up



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- 1 Maintain communication between partners and agencies involved in the NIIS
- 2 Continue maintenance and upkeep of the system
- 3 Collaborate on solving challenges and facilitating improvements



Nationwide Scale-up (cont.)



- **Prepare infrastructures and equipment:**

- Internet connectivity
- Computers, printers, barcode readers



- **Capacity building for health workers at levels**

- Conduct TOT trainings
- Conduct Cascade trainings with multiple approaches such as on-site training, virtual training and e-learning



- **Mobilize resources**

- Local budget
- Support from international organizations
- Resources from local enterprises



- **Monitoring and technical support**

- Develop monitoring and evaluation framework
- Strengthen technical support from the beginning of the implementation
- Use multiple approaches for technical support: on-site and virtual



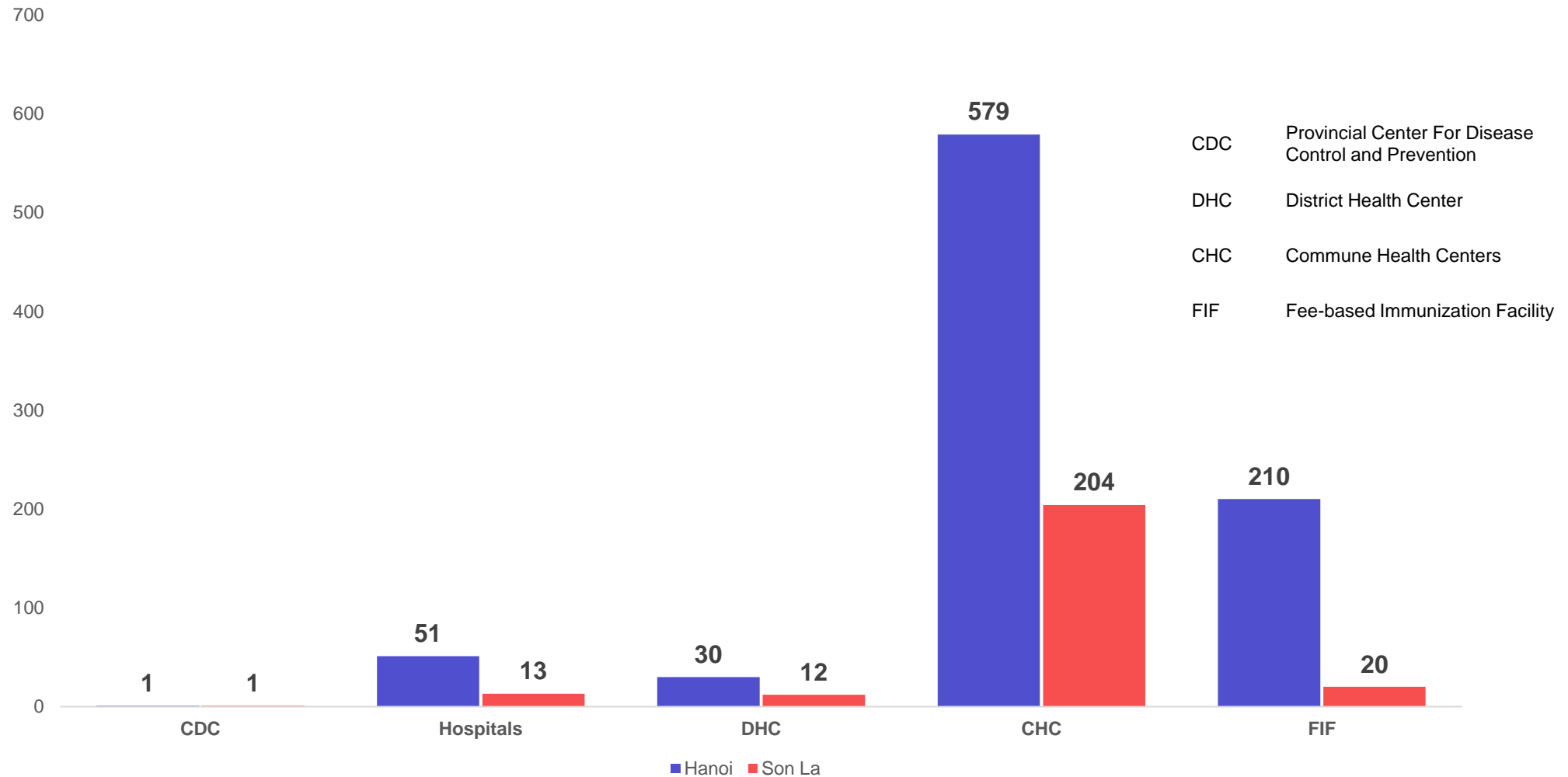
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Paperless transition phase: Key Results and Lessons Learned



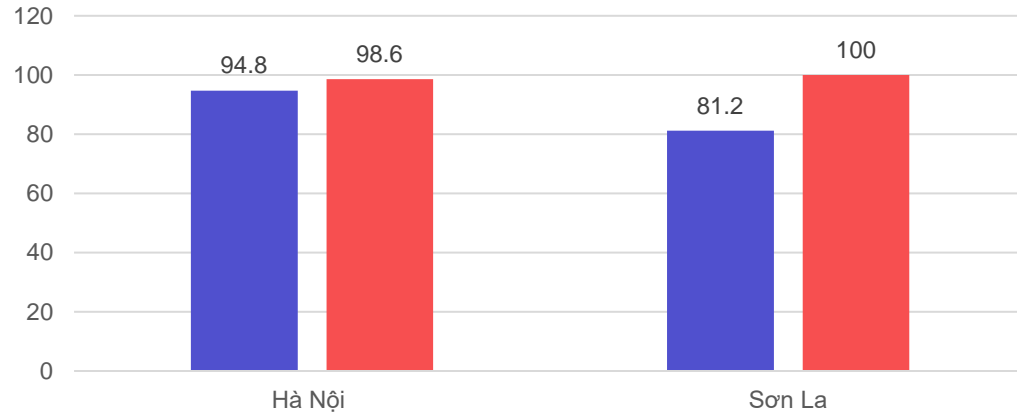
Transition to paperless

Number of facilities transited to paperles

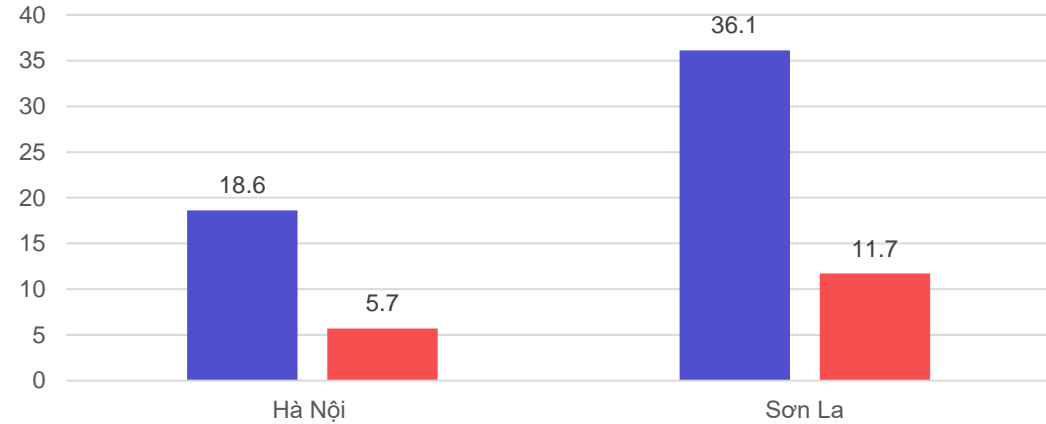


Data Quality

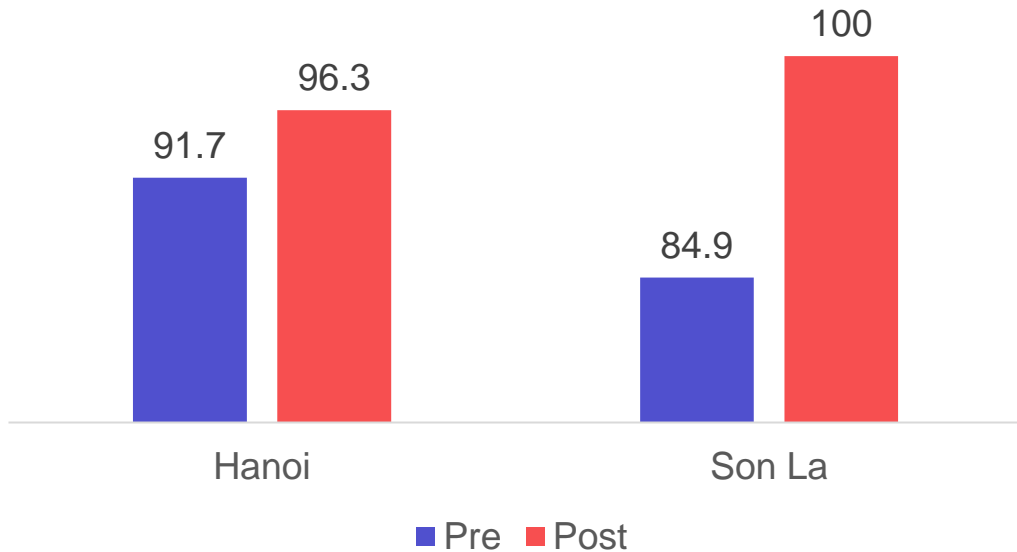
Completeness of Data
(% of clients registered in the NIIS)



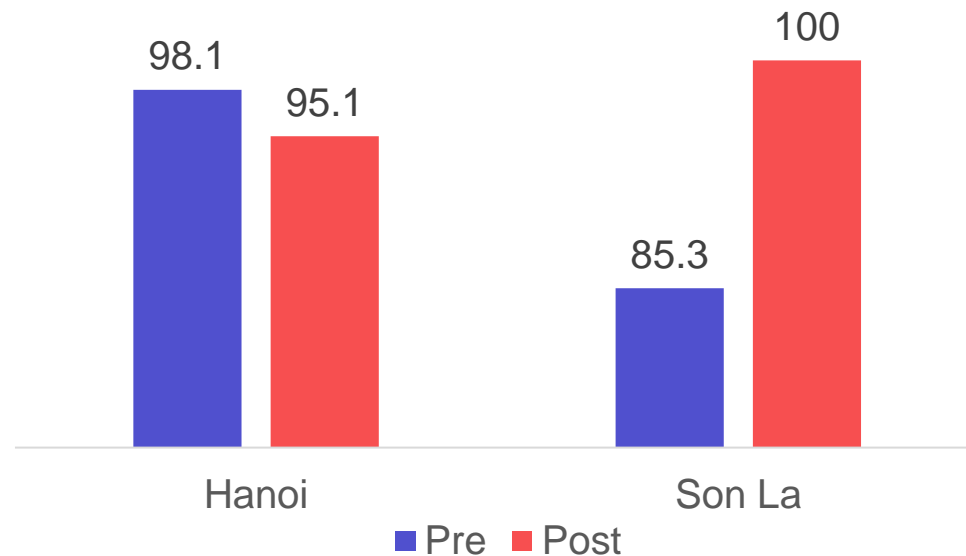
Timeliness of Data
(Mean days from birth date to NIIS registration)



Accuracy of Demographic information

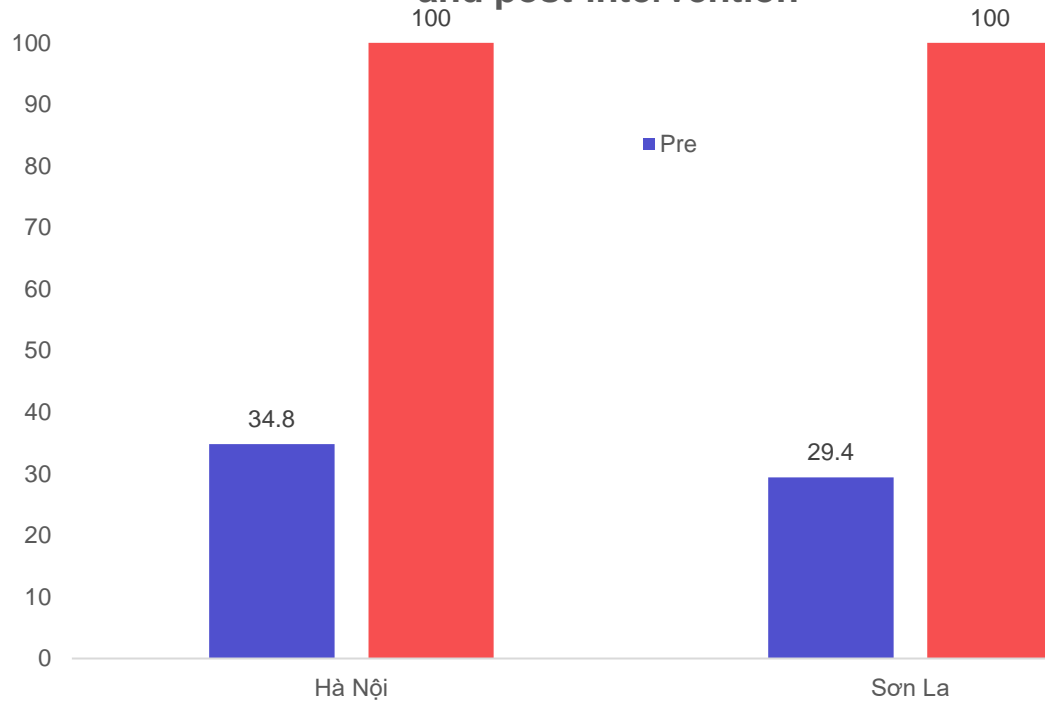


Accuracy of Immunization information



Data Use

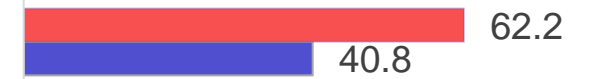
Percentage of facilities self-reporting using NIS data at pre and post-intervention



Using NIS data for other programs



Identify the low proportion of DPT3



Track the defaulters/drop-out rate



Make annual immunization planning



Make plan for campaign vaccination

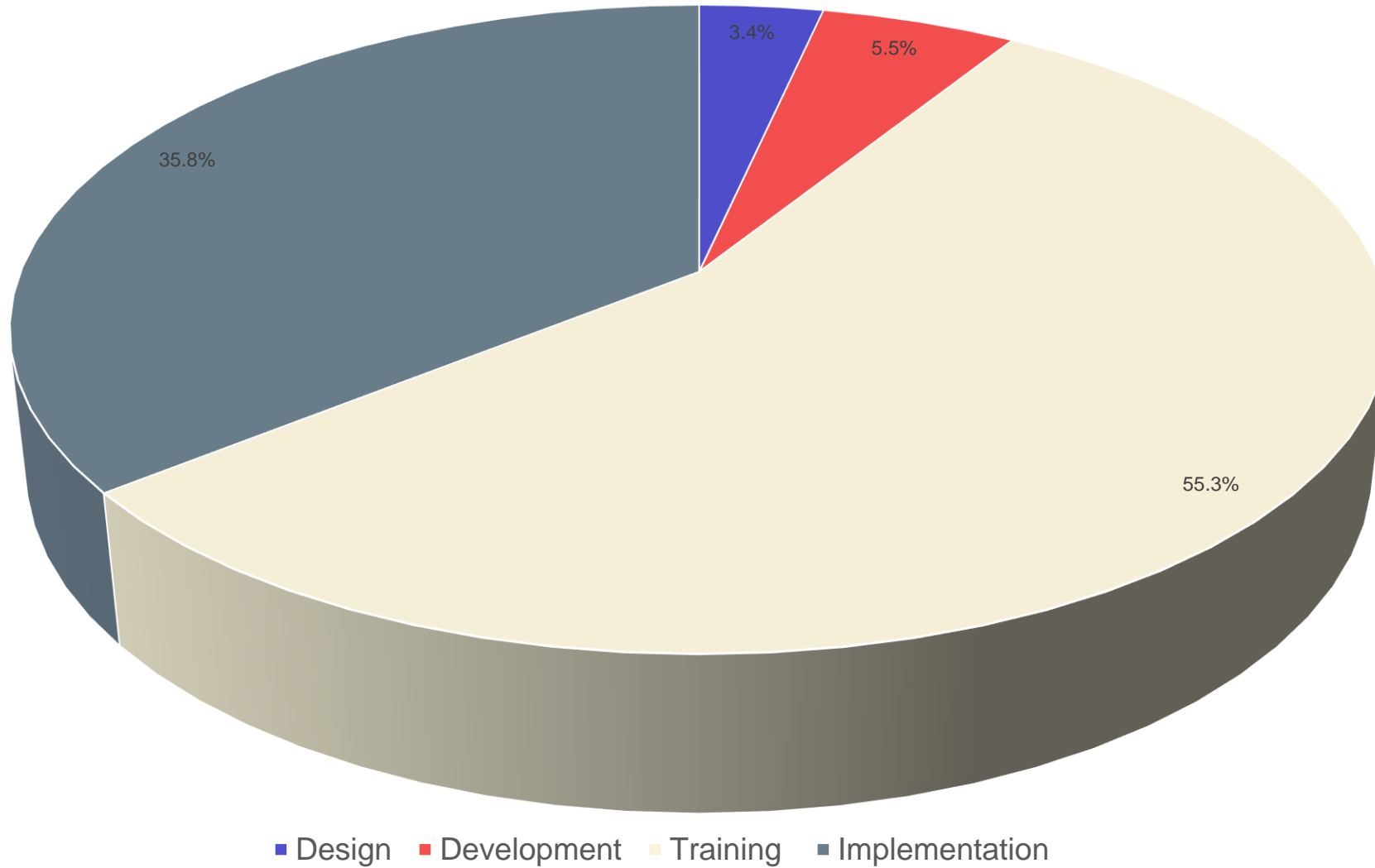


Make monthly vaccination plan



■ Son La ■ Hanoi

Estimation of Cost Distribution for the NIS Implementation



Paperless Transition: Lessons Learned



- **Strengthen commitment of local authority**
 - Especially commitment from Department of Health, provincial CDC, and District Health Centers.



- **Ensure the system operate stably and inter-operably with other systems**
 - Timely upgrade and update the system to adapt to changes
 - Ensure the system operate stably given the rising demand to extract data from all levels.
 - Need to develop standardized APIs to link data between different systems.



Paperless Transition: Lessons Learned (Cont.)

- **Engage the curative sector as well as private sector**



- Official directives on data sharing and usage between different systems with clear penalty for system rejection.
- Increase awareness of data quality and provide training on data use on the system
- Develop API to share data between different systems.

- **Ensure data quality on the system**



- Training on data quality and data use
- Increase supportive supervision especially during the period prior to the transition
- Deploy e-Immunization card



Paperless Transition: Lessons Learned (Cont.)

- **Transition to paperless report**



- Issue guidance and regulation related to the transition from the MOH
- Consensus on the indicators and reporting forms
- Implement the transition following the official guidance



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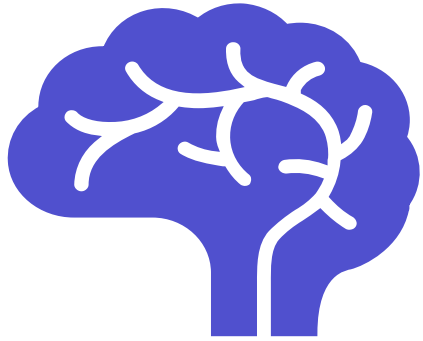
Integration of e-Learning and virtual supportive supervision during COVID-19 pandemic





E- Learning platform

Purpose of the e-learning program



To enhance
knowledge and
skills of health
workers



To improve data
quality and cultivate
data use



To save time and cost
for in-class-trainings

Lessons Learned

- Poor IT infrastructure: internet connectivity, devices, performance of the e-learning system
- Limited IT skills especially for older staff
- Use AI to transform the scripts to voice to save time, cost and consistency throughout.
- End-users have to be proactive and high-discipline



Lessons Learned

- E-learning platforms can be used to **bridge the gaps created by limited resources** in terms of time, funding, and manpower. Providing more equitable trainings to healthcare staff regardless of location.
- It is important to note that e-learning is probably **most effective when utilized in conjunction with in-person trainings**. E-learning can be used as an introduction or a refresher, but both are needed for optimal outcomes.

The screenshot shows a website interface for the Ministry of Health's e-learning platform. The header includes a logo, navigation links (Trang chủ, Khóa học, Đăng ký tài khoản, Vietnamese (vi)), and user options (Tài khoản, Mật khẩu). The main content area is titled "CHƯƠNG TRÌNH TIÊM CHỦNG MỞ RỘNG" and features three featured programs:

- HDSD hệ thống e-learning**: Accompanied by an image of a woman working on a laptop.
- HDSD hệ thống QLTTTCQG**: Accompanied by an image of a doctor at a computer.
- Quy trình thao tác chuẩn trong tiêm chủng**: Accompanied by an image of a group of people in a meeting.

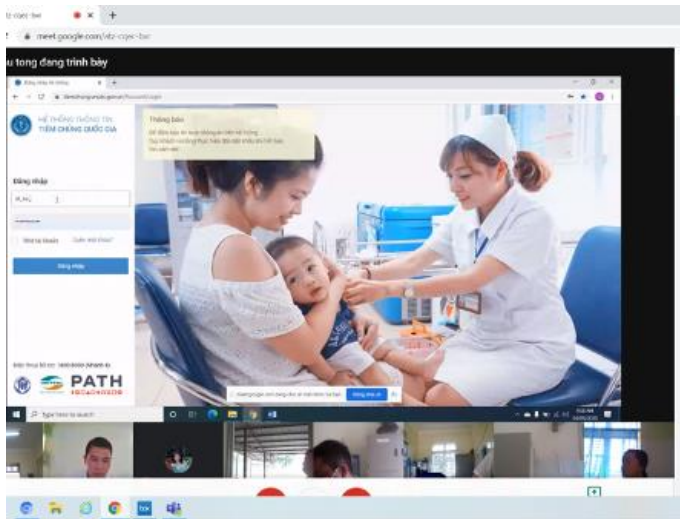
Below these are three icons representing training themes:

- Tiêm chủng mở rộng**: Bồi dưỡng nâng cao nghiệp vụ và phát triển chuyên môn dành cho các đối tượng trong ngành.
- Liên kết và chuyển giao**: Liên kết và chuyển giao về đào tạo và sản xuất học liệu mở trực tuyến.
- Đào tạo và tổ chức thi**: Đào tạo và tổ chức thi cấp Chứng chỉ cơ bản và nâng cao (định kì và thường xuyên hàng tháng).



Virtual supportive supervision

Virtual supportive supervision on NIIS



Roll call



Screen sharing



Record and Report

Lessons learned

IT infrastructure



Mobilize resources from different programs, projects, and also staff' personal laptop, smartphone

Computer & software proficiency



Standard Operation Procedure (SOP) for virtual supportive supervision was developed from

- planning, scheduling, preparation (technical equipment of computer, webcam, speakers, and background environment of space and sound, etc.)
- actual conduction of the session (online etiquette and conducts, the function of screen sharing, chat, raise hands, questions, polls, etc.), and
- follow up afterward.

Environment & Online etiquette



Hands-on guidance



NOT to replace on-site supportive supervision – but rather as the add-on alternative to increase interaction with the facilities.

GOOD for system/software implementation project



TẬP ĐOÀN VIỄN THÔNG QUÂN ĐỘI

Hãy nói theo cách của bạn

Thank you!