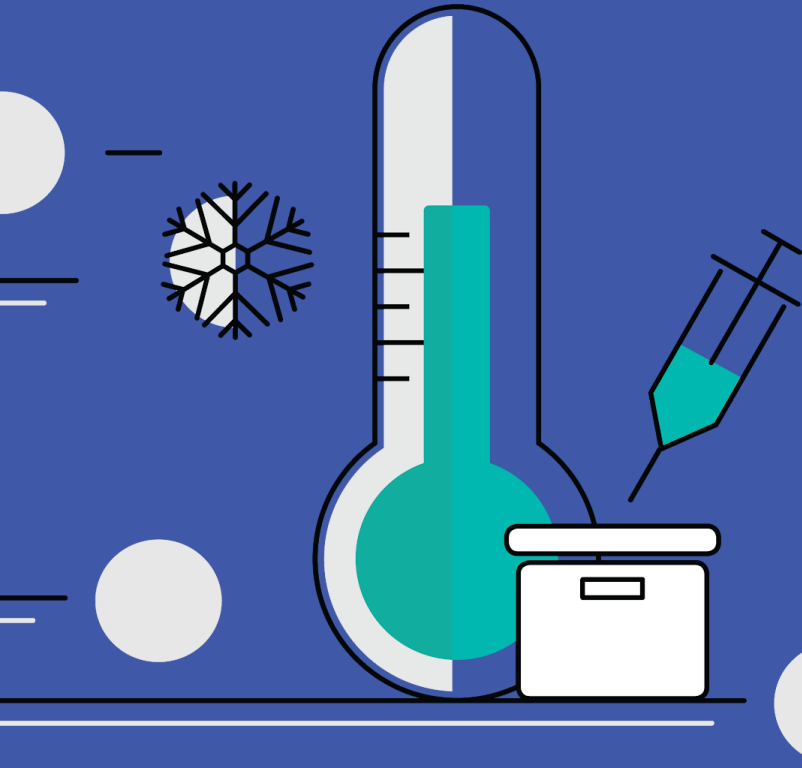


EVM TRAINING MODULES

# Module 6: Conducting a facility assessment



# Agenda

1. The art of data collection
2. Proper documentation
3. A successful visit to health facilities
4. Successful interviews
5. Team roles



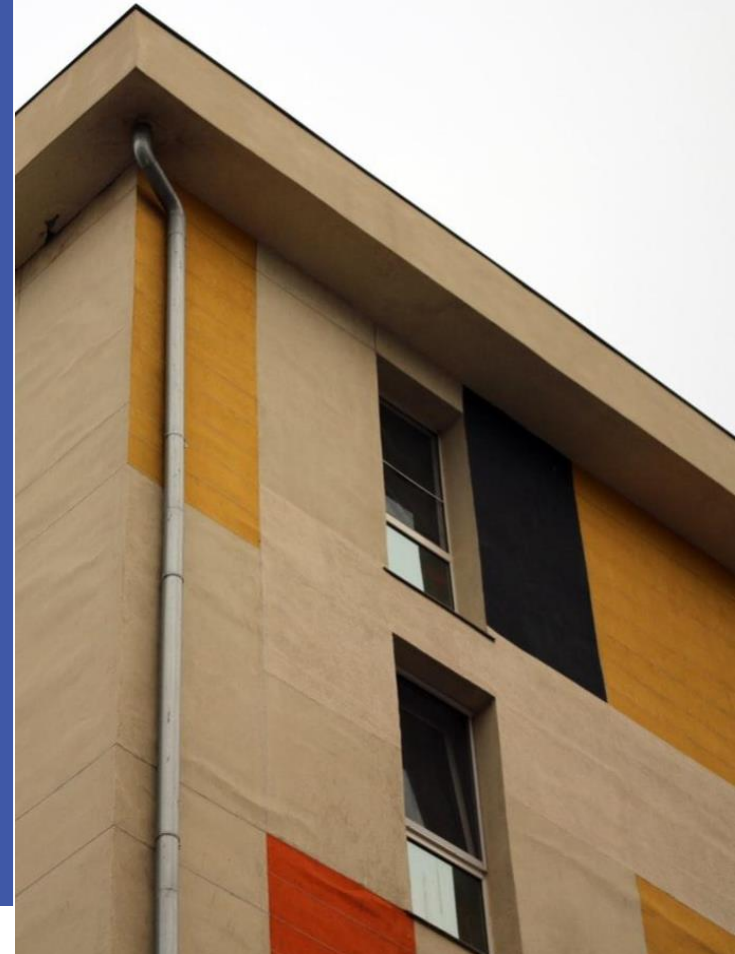


1

The art of data  
collection

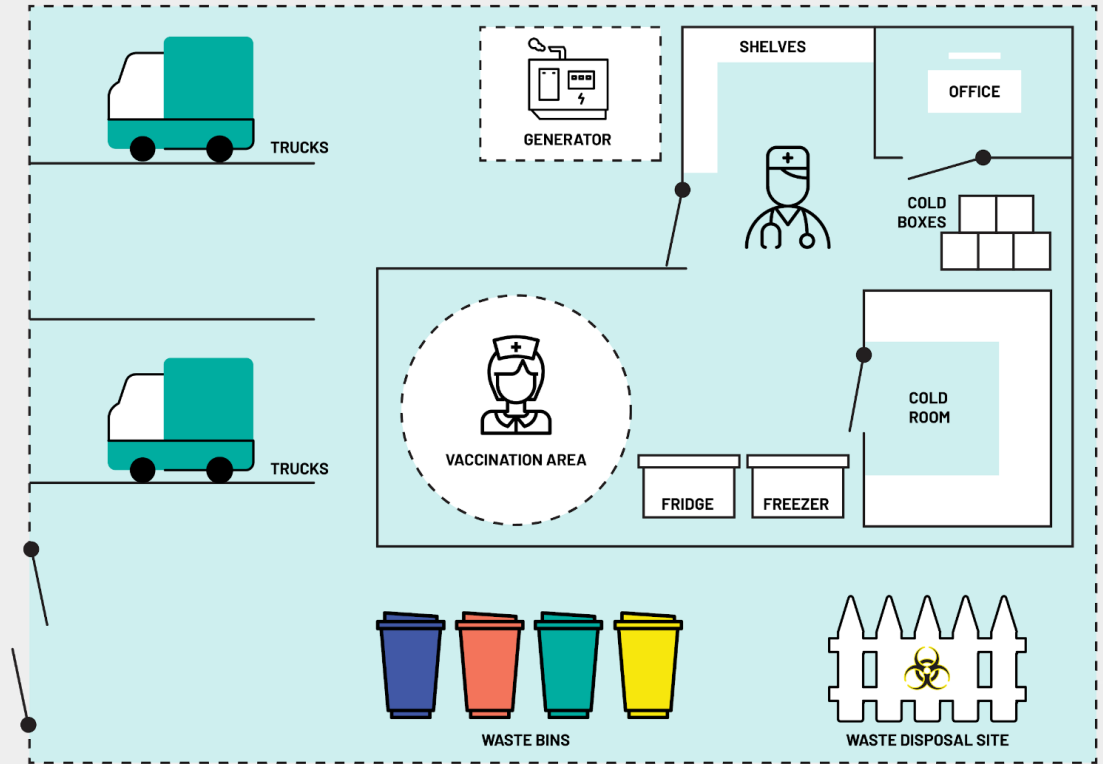
Each of the 4 types of facilities have a slightly different questionnaire:

Primary store	[add your country]
<b>SN</b> Sub-national store	
<b>LD</b> Lowest delivery level store	
<b>SP</b> Service point (health facility)	

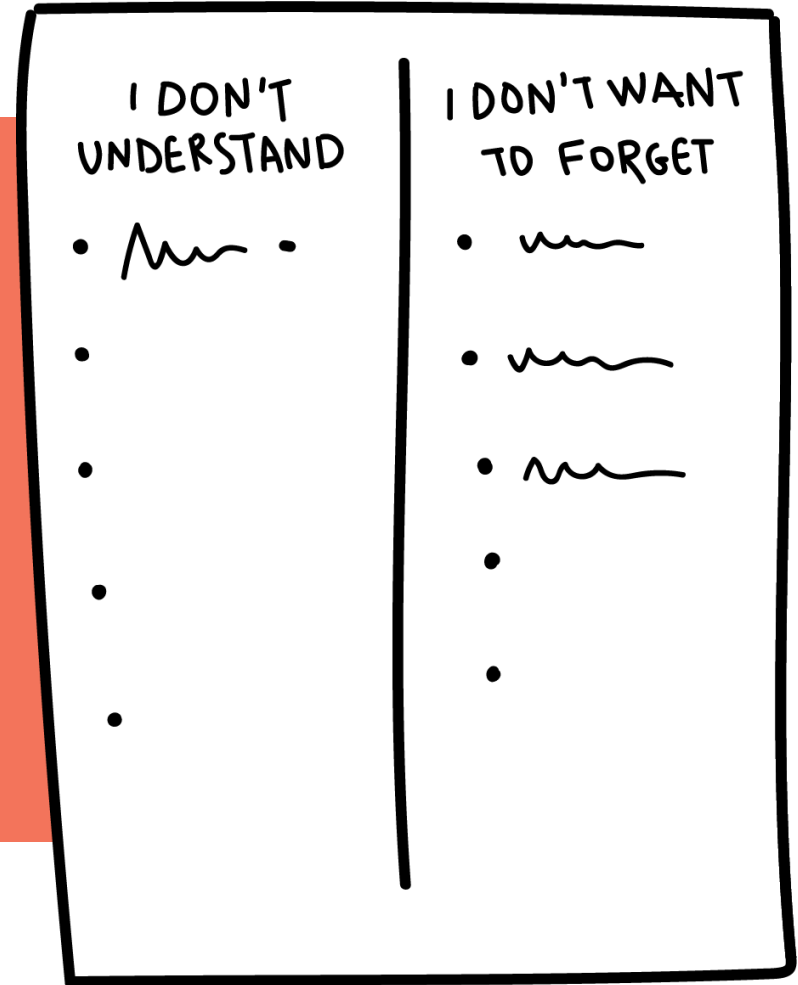


## Preparing to assess a facility

The layout of vaccine stores and service points can differ, but this is an example of the features they usually contain.



This is a good time to take notes  
and use an  
**Active Listening Sheet**



# When you arrive at a vaccine store, you will encounter the following professionals:



1

## Facility/Store Manager

Answers questionnaire (warehouse)



2

## Health worker / Store keeper

Answers questionnaire (health facility)



## Facility/Store Manager

### WHO I AM

### Facility/Store Manager

Married with children, 16 years of experience in public sector, with a background as a supply chain technician; has taken training courses to continue learning.

### THINGS I'M TRYING TO DO

### Be an EVM Expert

- Master data analysis
- Serve as NITAG member
- Implement National Immunisation days
- Perform supervision and training of facility staff

### MOTIVATIONS: PERSONAL

### Incentives

From a letter of appreciation to the opportunity to improve individual skills, the EVM assessment offers opportunities for recognition and personal growth.

### MOTIVATIONS: PROFESSIONAL

### Show Competency to Managers

It's important to be able to showcase how our daily work contributes to uninterrupted availability of high quality vaccines.

### EVM RESPONSIBILITIES

### Be Transparent

- Cooperate with the EVM team
- Give truthful answers
- Continue keeping facility running during the assessment
- Wants to protect the facility team from receiving a bad review





## Health Worker

### WHO I AM

#### Nurse/Store Keeper in Health Facility

My day-to-day role is to take care of patients, but I must also balance this with my own children and family.

### THINGS I'M TRYING TO DO

#### Be Detail-Oriented

- Follow protocol for patient care
- Meticulously record data for caretakers
- Meticulously record data for records

### MOTIVATIONS: PERSONAL

#### Higher Paying Job Caring for Children

Motivated by the desire to prevent children from suffering preventable disease, the nurse is the closest person to the rights holder, and hopes to find further financial incentive in the medical field.

### MOTIVATIONS: PROFESSIONAL

#### Be Respected

I would like my competence and skills to be known by both mothers and colleagues. I have many responsibilities, beyond immunization, that require my time and attention.

### EVM RESPONSIBILITIES

#### Give Children Effective Vaccines

- Administer vaccinations
- Track the quality and efficacy of vaccinations

# As an assessor, what and who will you investigate:



**Paperwork**



**Equipment**



**Facility**



**Staff**

# Review paperwork to assess:

1. Stock management
2. Vaccine arrivals
3. Distribution
4. Vaccine management



**VACCINES/DILUENTS/INJECTION EQUIPMENT LEDGER**

*BoPN*

Receipts							Issues								
Entry Date	Status of Indicator		Presentation	QUANTITY RECEIVED		Manufacturer	Voucher No.	Indication for use (M or SIA)	Receipt	QUANTITY ISSUED		Status of Indicator	Presentation	Comments/Remarks	Stock Balance
	VVM	CDM		Dosage/Unit	Dose					Dose	Dose				
4/18	1		2000	1580		22052016		CAS							
									Kantec	1180	A3592	4/18	1	2000	81,400
									Achuvac	320	A3592	4/18	1	2000	80,220
									2000	600	A3592	4/18	1	2000	79,420
									Galvus	900	A3592	4/18	1	2000	78,920
									Gamma	1080	A3592	4/18	1	2000	77,920
									Kan Av	1080	A3592	4/18	1	2000	76,920
									MUSTI	670	A3592	4/18	1	2000	75,760
									MUSTI	1180	A3592	4/18	1	2000	74,580
									COVAVAC	900	A3592	4/18	1	2000	73,980
									Gamma	900	A3592	4/18	1	2000	73,080
									Gamma	900	A3592	4/18	1	2000	72,180
									Gamma	2900	A3592	4/18	1	2000	71,280
									Gamma	1900	A3592	4/18	1	2000	70,380
									Gamma	860	A3592	4/18	1	2000	69,480
									Gamma	1760	A3592	4/18	1	2000	68,740
									Gamma	2780	A3592	4/18	1	2000	66,960
									KITAVAC	2100	A3592	4/18	1	2000	64,280
									MUSTI	1580	A3592	4/18	1	2000	62,180
									MUSTI	3200	A3592	4/18	1	2000	60,600
									Gamma	1900	A3592	4/18	1	2000	57,400
									Gamma	1200	A3592	4/18	1	2000	55,800
									Gamma	1600	A3592	4/18	1	2000	54,260
									Gamma	1400	A3592	4/18	1	2000	52,660
									Gamma	3000	A3592	4/18	1	2000	50,280
									Gamma	1300	A3592	4/18	1	2000	48,980
									Gamma	700	A3592	4/18	1	2000	47,280
									Gamma	1600	A3592	4/18	1	2000	45,580
									Gamma	2500	A3592	4/18	1	2000	43,980
									KITAVAC	2200	A3592	4/18	1	2000	41,280
									MUSTI	1670	A3592	4/18	1	2000	39,600
									MUSTI	3200	A3592	4/18	1	2000	38,400

## Inspect equipment to assess:

1. Temperature monitoring
2. Storage and transport capacity
3. Storage of vaccines and dry goods
4. Maintenance
5. Waste management



## Observe facilities to assess

1. Work plan
2. IT systems management
3. Knowledge management
4. Financial resources management
5. Observation of infrastructure
6. Waste storage and disposal site



## Interview staff to assess

1. Health worker knowledge assessment
2. iSC performance monitoring
3. Supportive supervision
4. Human resources management





# How will you determine the answer?



**Interview**



**Verification**



**Observation**



**Calculation**

## Interview

Questions that will be asked by the assessor directly to the assessed.





## Verification

Questions that require the assessor to verify that the assessed knows or does something



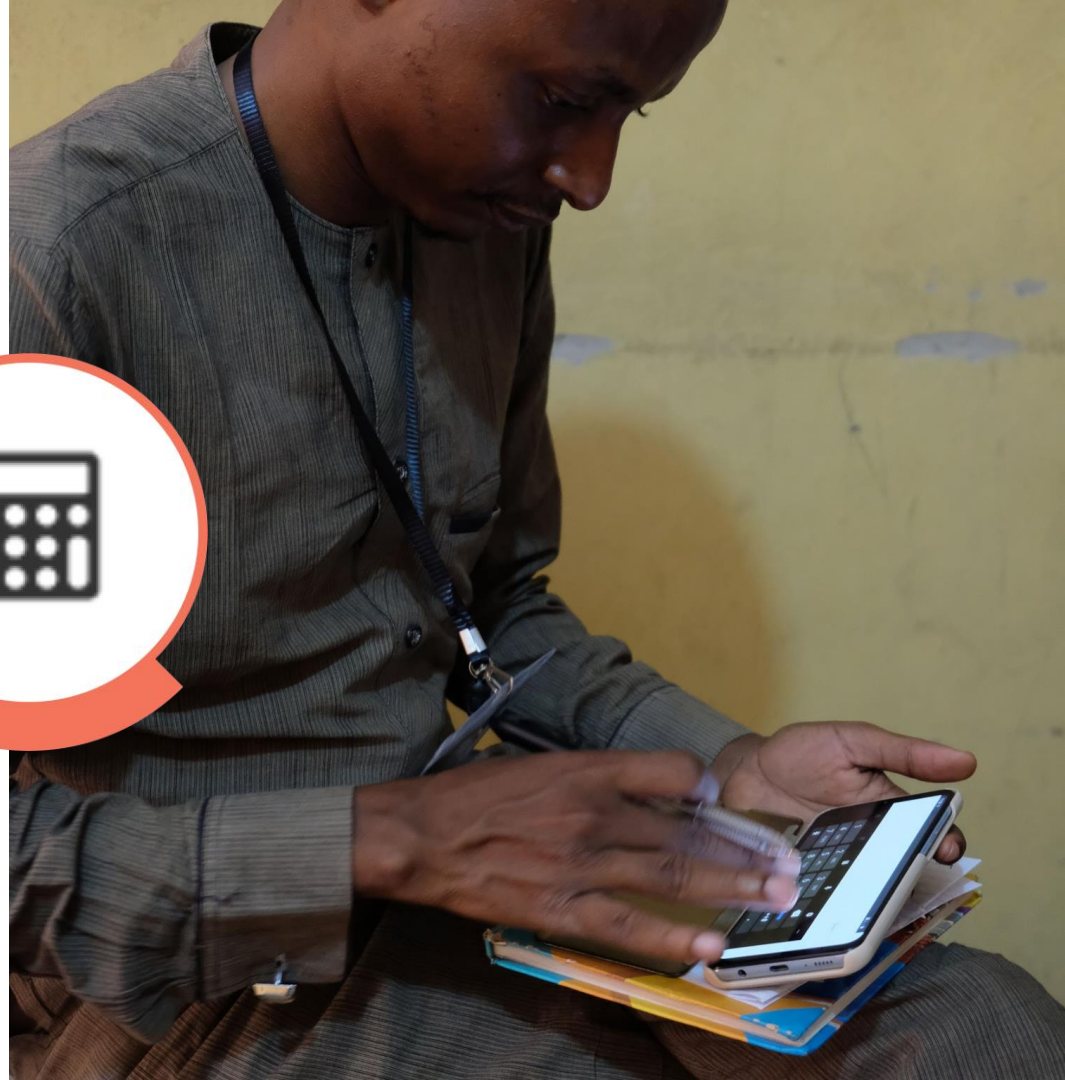
## Observation

Questions that will be answered by the assessor by directly observing some aspect of the health facility.



## Calculation

The assessor needs to calculate the answer to the question.





## Things to avoid

Use these tips to guide a successful interview.

1. **Avoid negative comments** – the person you interview may not be the person responsible for fixing a problem.
1. **Don't rush** – give yourself time to get to know your interviewee. You are more likely to get honest answers.
1. **Don't skip questions** — if you are not getting an answer, try asking the question in a different way.
1. **Avoid asking the same question twice** — even when questions repeat themselves, if you remember the answer, fill it in.



2

Proper  
documentation

## Inspect and document evidence

Your responsibility during an assessment is to carefully confirm what's really happening at each facility.

1. **Personally examine** that cold chain equipment is working.
1. If you are inspecting buildings or equipment, look carefully and **take measurements and photographs** to support your observations.
1. If a practice involves training, **ask for a demonstration** (e.g. icepack conditioning).

## Data collection is an inspection process

It's important to look beyond immediate observations by paying close attention to every detail.

1. Some practices involve record-keeping. Inspect the records and check them thoroughly (e.g. temperature records).
1. Collect standard forms wherever possible. They may vary within the country. Otherwise, photograph examples.
1. Use your ears and eyes. What you are told may not be the same as what you see.

## Scoring the indicators alone is **not enough**

Comments and recommendations are an essential part of EVM. They provide important context for the observed "strengths and weakness" to explain the final score, and to use during the improvement process.

L9.3 Water and sanitation

1. Does the facility have an adequate water supply?

Yes No

2. Does the facility have hand washing or hand sanitizing facilities?

Yes No

3. Does the facility have a functional toilet?

Yes No

Add note: Water and sanitation 2. Does th...

The sink is broken

Save Cancel



## Data backup collected in the cloud

A data backup saves the comments you have recorded and makes them visible and available to your team. Most importantly, it ensures that a copy of the work you have done is backed up in case of device failure.

To backup your work, use the **'upload'** function:

1. Review the instructions on uploading in the user guide.
1. Upload whenever you have a data connection on the device during a field visit.
1. A new upload will save new sections and update the data backup to the most recent stage.



## Warning:

Every upload overwrites previous versions.  
Only the newest version is saved.



# 3

A successful visit  
to health facilities



To begin: 2 volunteers for a  
roleplay





# Discussion: what could be improved?



## Introduce yourself

Begin every visit (and interview) by **introducing yourself.**

**Explain the purpose of your visit,** the objective of the interview and give an overview of how the interview will flow to ensure participants feel comfortable and at ease.

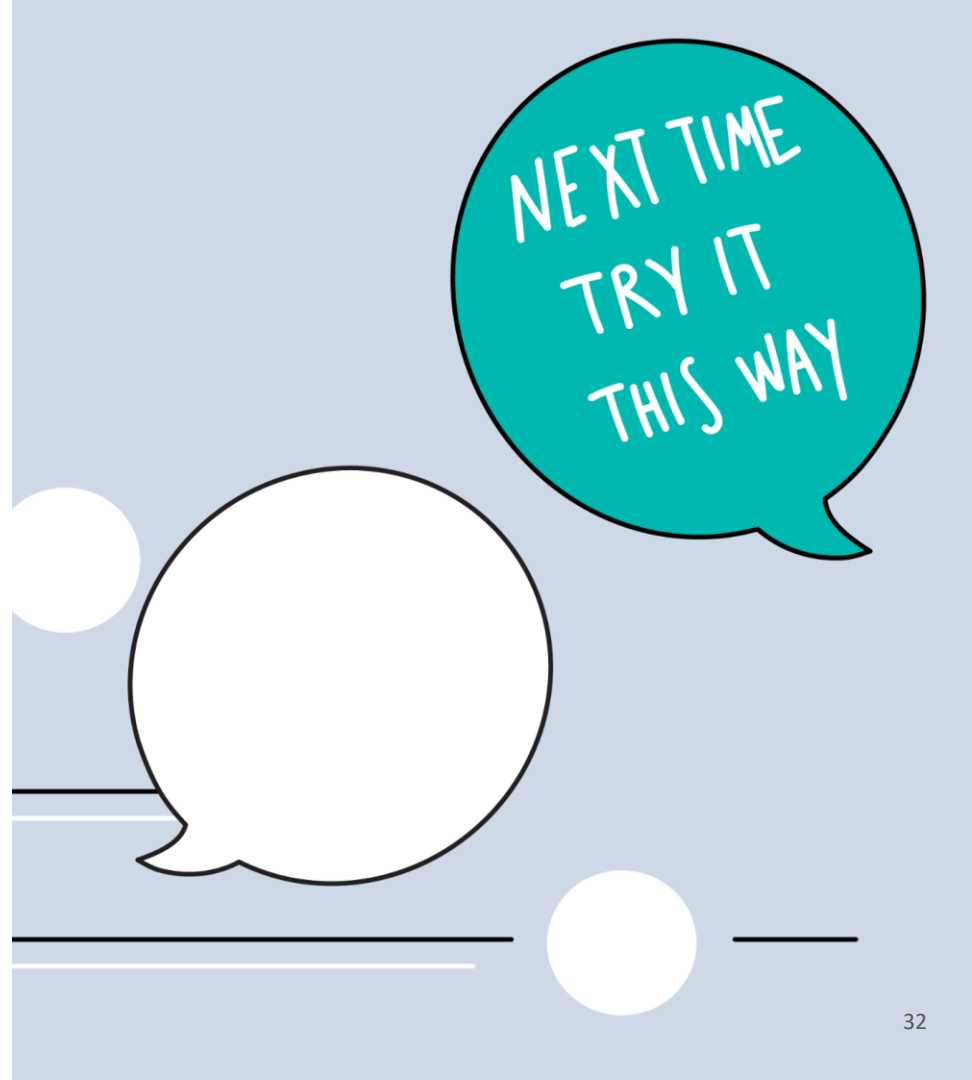
*Take 5 min to practice with your buddy, then switch.*



## Be supportive

**When you find something wrong, share the recommended best practice.** Do not reprimand the person you are speaking with. Ask them to share the updated information with the responsible party, and make sure the assessment process continues collaboratively.

*Take 2 min to practice with your buddy,  
then switch*



## Exit gracefully

At the conclusion of the assessment, **thank participants for their time, share the dashboard results within the app to show them how they are performing,** and ask if they have questions.

*Take 2 min to practice with your buddy,  
then switch*







4

Successful  
interviews

## An interview is a friendly conversation

- Remember to **make eye contact** – do not have a conversation with the tablet.
- Take your time and **be sure not to skip any questions.**
- **Avoid any negative comments that may place judgment.** Throughout the conversation, remain transparent and open to any questions the interviewee may have.
- If possible, **choose a location with few distractions** so you and your interviewee can focus on the conversation.
- If you're going to be drinking or eating something, **make sure you bring extra for your interviewee.**



## Collaboration above interrogation

Interviews are opportunities for collaboration, not interrogation.

Each answer should provide helpful insights and context into the existing situation of that particular facility.

Remember, when assessing knowledge, do not ask “Do you know [topic]?”.

**Form a question, or request a task** to be performed, that demonstrates knowledge.

*Let's practice together!*



## Getting accurate answers

Don't ask questions where you will most likely have yes or no answers. Instead of assessing the truth, it may prompt interviewees to answer what they think you want to hear.

- Ask for the records and examine the numbers
- Ask “When was the last time you...?” and “Explain to me how you would...?”
- Observe facilities yourself
- Ask the interviewees to demonstrate a task or action

## **Example: Getting accurate answers**

**Question to answer:**

Did they have ice cream in the last week?

**Question to ask:**

When is the last time you had ice cream?

**Example: Getting accurate answers**

**Question in app:**

Are the CTMS records kept for at least 3 years or since the CTMS was put in place?

**Question to ask:**

For how long have the CTMS records been kept?

## **Example: Getting accurate answers**

**Question in app:**

How many freeze indicators does the facility have?

**Question to ask:**

Could you show me the freeze indicators that are in this facility?



Let's practice!



# Practice Round 1

The questions on the left are what appear in the app.

**Directions:** In pairs, practice asking questions, making observations, and requesting demonstrations to find the answers.

1. Can the vaccine storage and packing area be seen from the office?
1. In the past 12 months, were there any power cuts?
1. Do staff know what to do with vaccines if the main power is lost?

## Practice Round 2

The questions on the left are what appear in the app.

**Directions:** In pairs, practice asking questions, making observations, and requesting demonstrations to find the answers.

1. What does the responsible staff know about the key principles of injection safety and waste management?
1. Does the facility have hand washing or hand sanitizing facilities?
1. Are there any damaged or expired vaccines in the building?

# Visit checklist

## Bring the right equipment

- Make sure you have downloaded the right assessment forms for each facility
- Notebook and pen/pencils
- Digital camera and charger/batteries
- Retractable steel tape measure (5 to 8 meters)

## Prepare in advance

- Plan the visit with your colleagues beforehand
- Make sure your device is fully charged before leaving, and bring your charger with you

## Once you are there

- Avoid laptop use during the assessment. A tablet or your mobile phone is more flexible when moving around
- Photograph relevant forms whenever possible
- Document the visit in photos (make sure you can identify the facility)
- Collect assessment evidence: Personally check cold chain equipment—take measurements, inspect records thoroughly, participate in training demonstrations, etc.
- Be polite and helpful always





5

Team roles

## Conducting an EVM assessment is a collective effort

Depending on the size and complexity of the facility you are assessing, working in teams of 2-3 assessors will make the process more efficient because **observations can be gathered by one person while interviews are being conducted by another.**



## Merging is led by the **team lead (TL)**

When working as part of a team, where people are working on assessing one facility in multiple questionnaires, the TL will need to merge these questionnaires, to get the completed version of the facility assessment.

### The team lead's role is to:

1. **Split the sections** and tasks so each assessor can conduct interviews or observations in different areas at the same time.
1. **Instruct assessors to export or upload** their completed questionnaire.
1. **Merge all questionnaires** from the team of assessors, selecting only the completed sections from each assessor.

## Merging: Team members import

Before starting, all team members will import a questionnaire with the L1 and L2 sections filled out.

*REMEMBER, when a team is assessing one facility together they should all have the EXACT same L1 and L2 section. Without the same L1 and L2 **the team won't be able to merge questionnaires.***

### Here is what team members should know:

1. One team member will fill out the details for sections L1 and L2 with the support of other members.
1. That team member will export the questionnaire (with sections L1 and L2 filled) and share with all the team members.
1. All team members will receive the questionnaire, save it on their devices and then import it to the EVM app.

## Merging: Team members export

Once each team member has collected all the necessary data for their sections, they can share it with the TL for questionnaires to be merged.

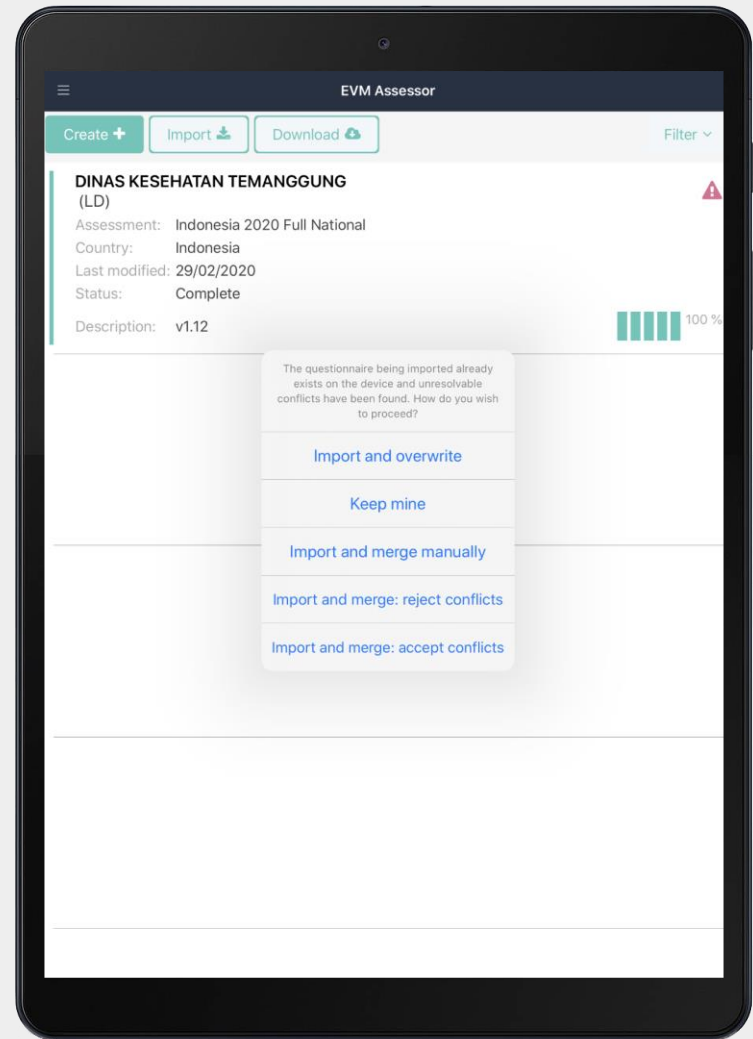
### Here is what team members should know:

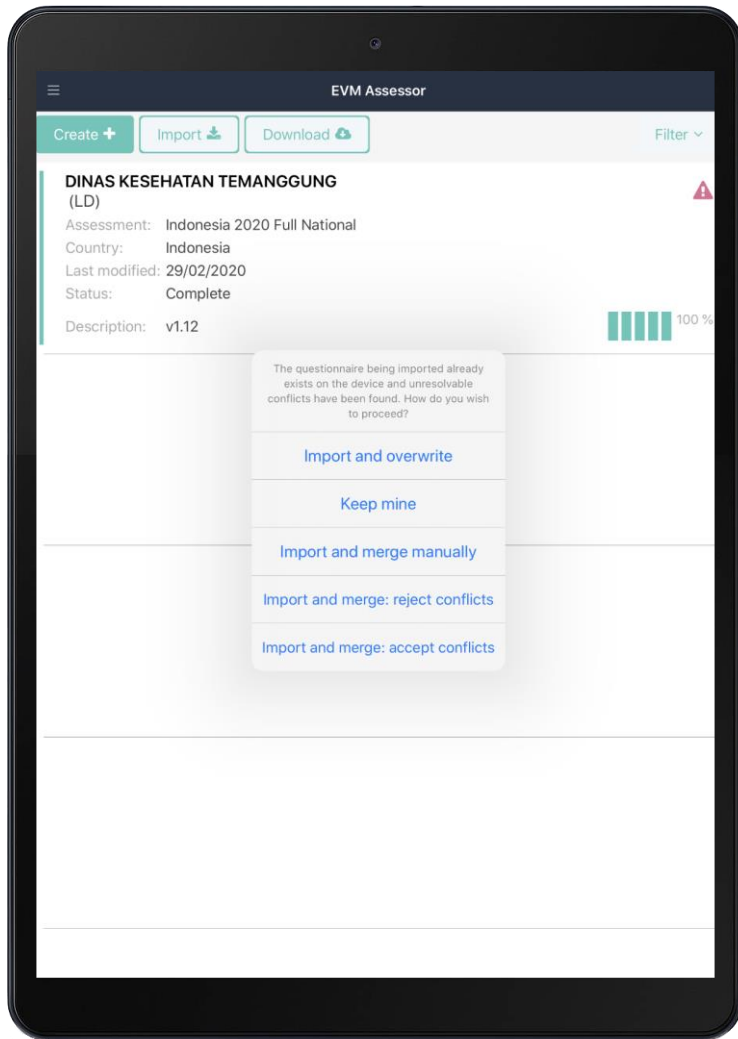
1. Make your questionnaires available to the entire team by exporting.
1. Share with the Team Lead (TL), or upload them to the cloud, so it can be merged with other questionnaires.



## Merging: The team lead (TL) finishes

The TL may import questionnaires by saving them onto their device, or by downloading them from the cloud (if they were uploaded to the cloud).





## Here is what the TL should know:

When the TL clicks “import” or “download” it will automatically ask if the TL want to replace or do it manually. Select MANUALLY\*.

By selecting manually, the TL may choose the specific sections from each questionnaire that have been completed.

*\*Note that if the TL selects replace instead of manually, the WHOLE questionnaire will be replaced (all sections, even the ones that weren't filled by that assessor). If it's manual, the TL will know who filled which section, and will be able to select the completed section from the assessment of each assessor.*

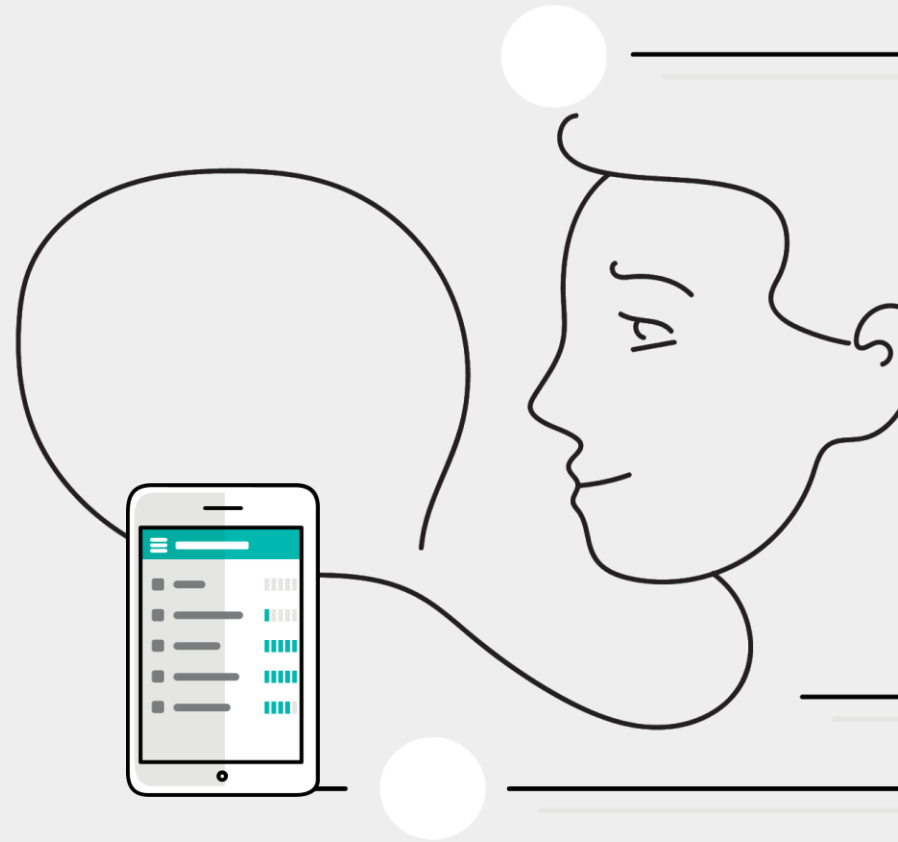


# Partner practice with the app

## With your partner, complete the L12 section

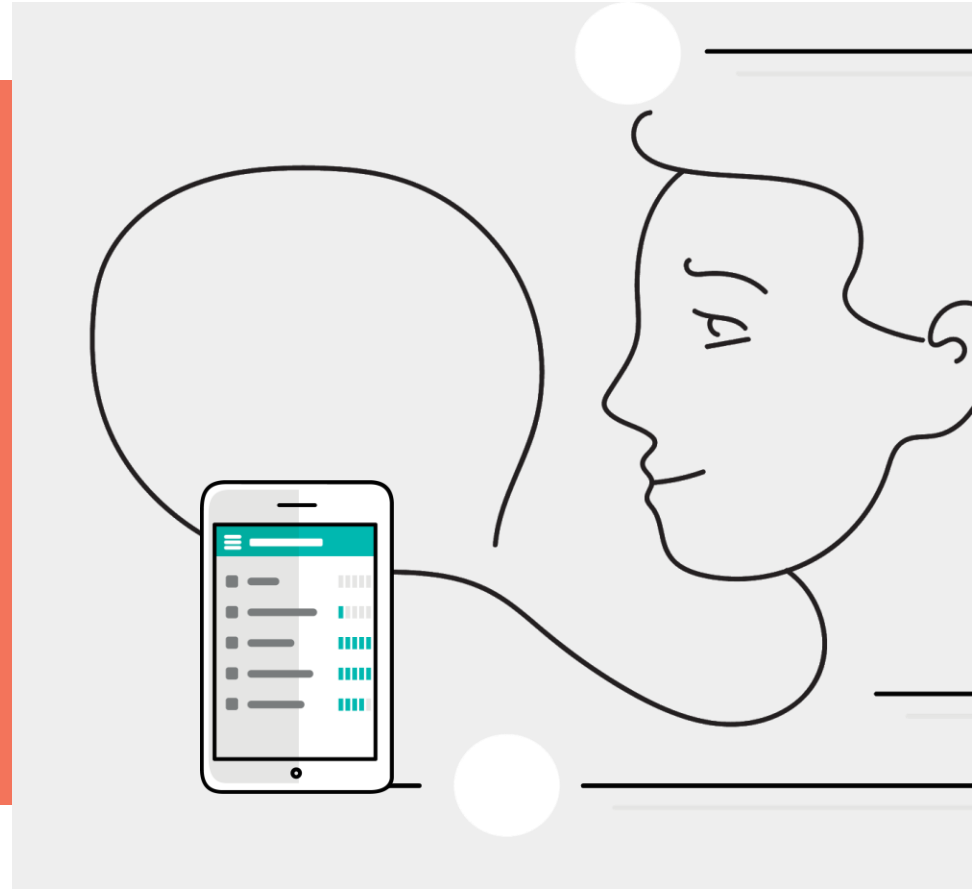
**Directions:** One of you is the assessor. The other is the facility manager or health worker.

Complete the L12 section. Then switch roles.



## How was the practice session?

1. How did it feel to be the assessor asking questions?
2. How did you feel being the one answering questions?





## **Congratulations on completing module 6!**

You are now ready to go to a facility and run a trial assessment.