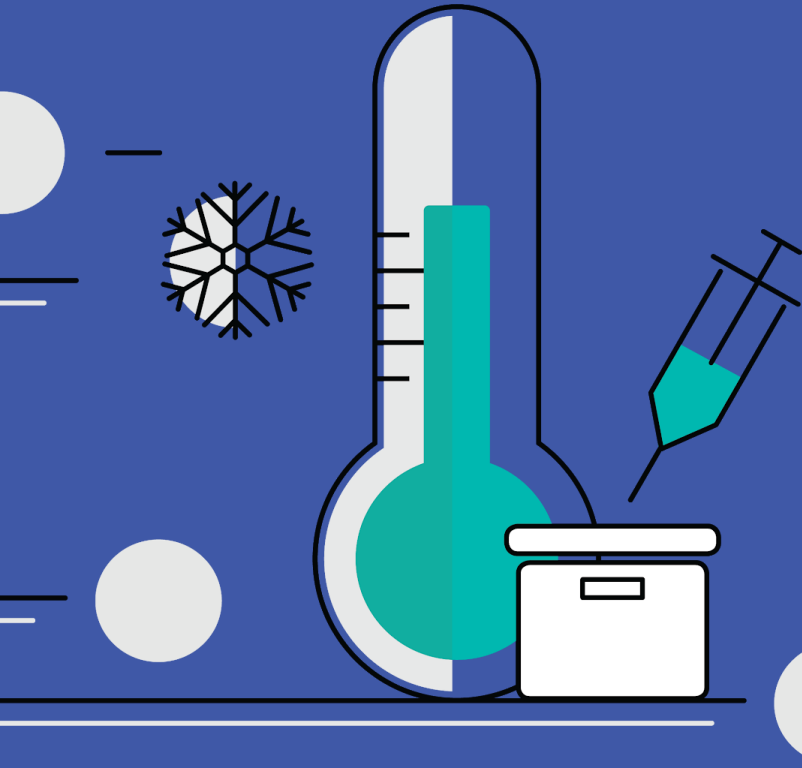


EVM TRAINING MODULES

# Module 5: Collecting data with the EVM app



# Agenda

1. The basics
2. Data-entry on the app
3. Download a questionnaire:  
Test location
4. Understanding the sections of  
the questionnaire
5. Export, upload, import and  
merge





1

The basics

## Helpful references

If you are lost, or forget, any of the forthcoming information, download and reference the 'EVM Assessor Guide' from the EVM website.



**EVM**  
Setting a standard for the  
vaccine supply chain

Effective Vaccine Management (EVM) 2.0

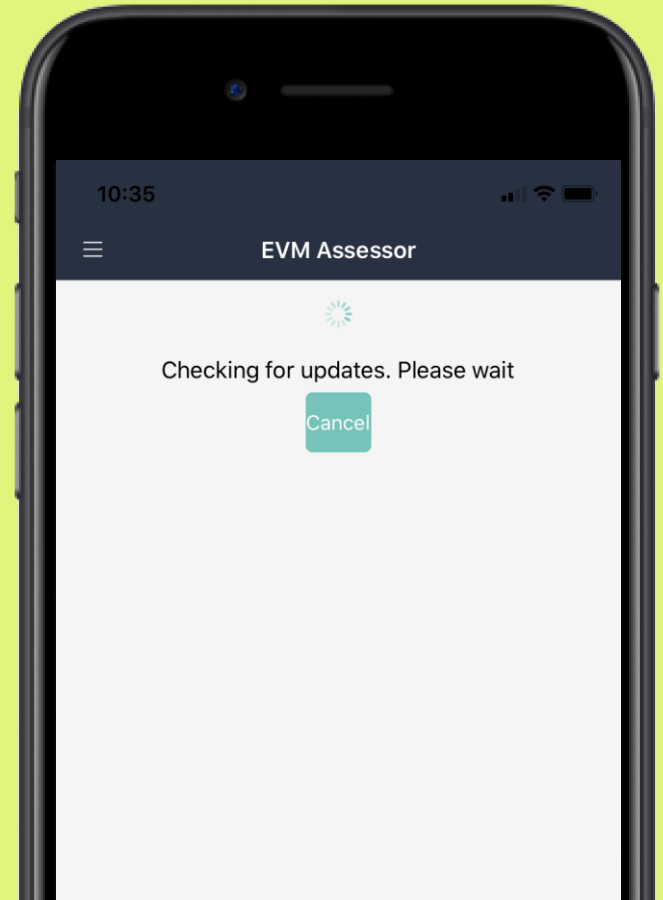
EVM Assessor – User Guide

06/01/2020  
V0.31  
DRAFT  
brigidend@who.int

## Opening the app

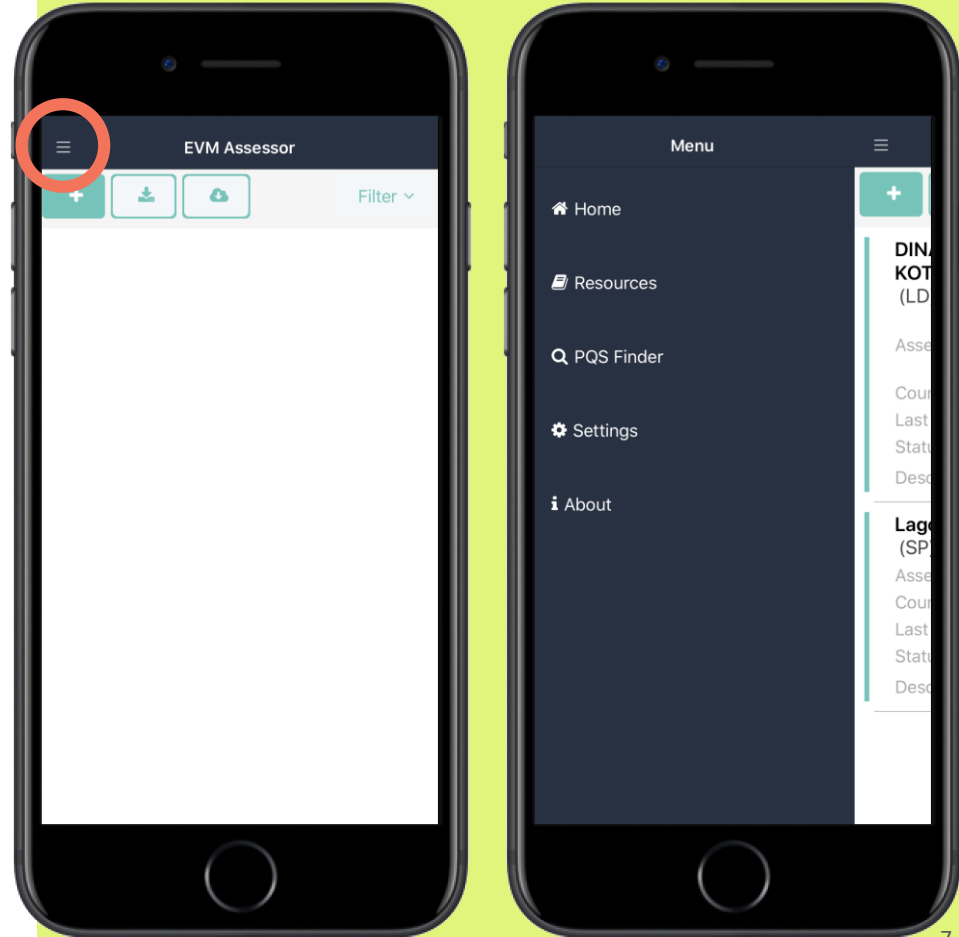
Once installed, you can open the app. Once you have downloaded the app, click on it to open it on your device.

The app will **automatically check for content updates** - this requires an internet connection. At the end of the auto-update process, you be on the app home screen - an almost blank page.



## Navigating the app

Click the menu button and select the menu **tab** you are looking for: home, resources, PQS finder, settings or about.

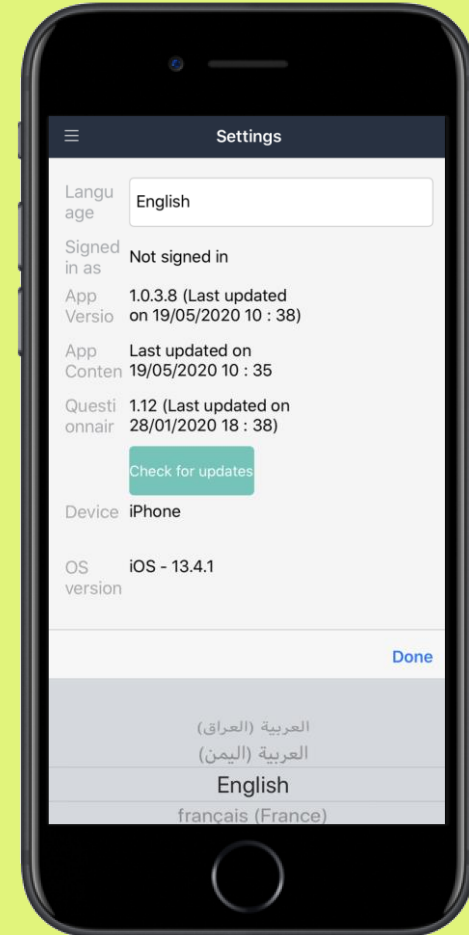


## Changing the default language from English

1. Click the menu button and select **Settings**.
2. In the **Language** dropdown, select the language you prefer.

Note: This does not affect the questionnaire – only the app itself.

Note: This is also where you should go if you want to check for updates manually.





2

Download a  
questionnaire:  
Test location



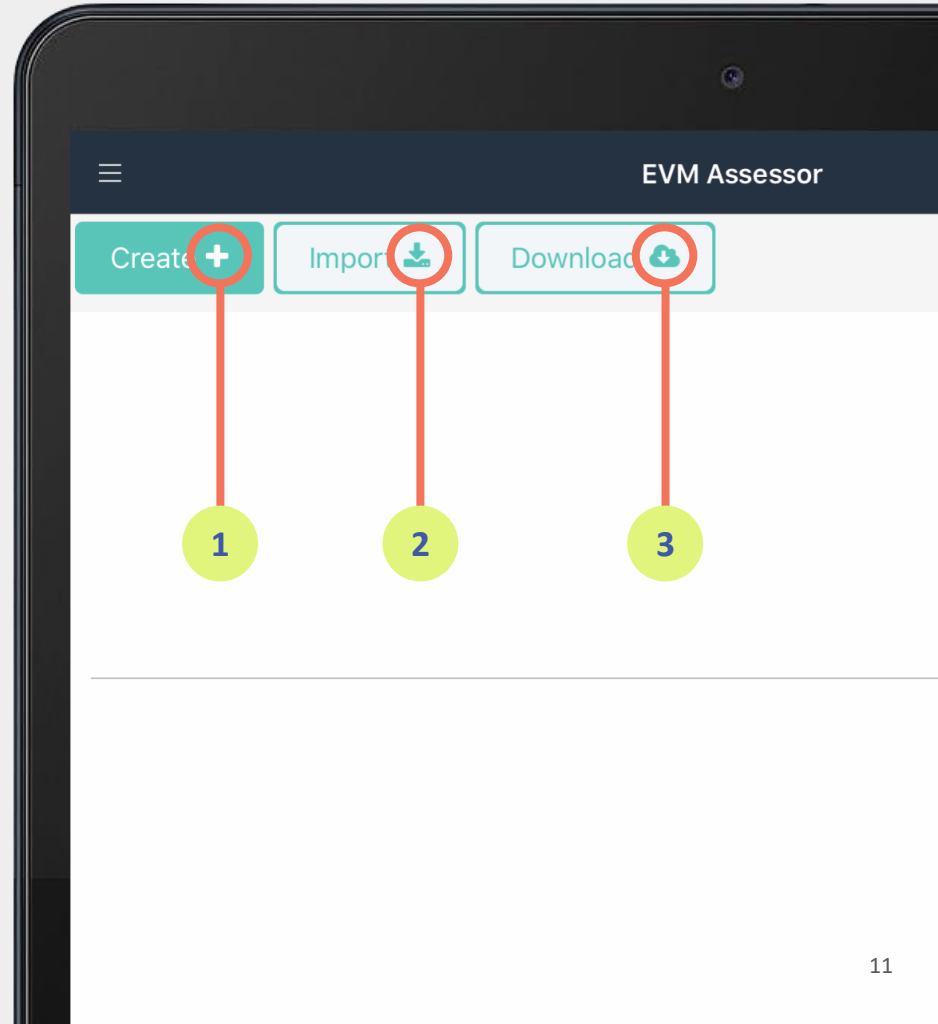
## There are two types of questionnaires

- (1) A standalone questionnaire can be created by anyone to assess a single facility or location. It is a great way to learn how the app works or to self-assess a single location. It is 100% empty.
- (2) A downloaded questionnaire is assigned to you. Some sections are prefilled.

STANDALONE QUESTIONNAIRE	DOWNLOADED QUESTIONNAIRE
Created by anyone	Created by the EVM Manager
Self-initiated	Assigned
100% empty	Some sections are prefilled based on the country set-up and facility
For practice or self-assessment	For assigned (subnational or national) assessment

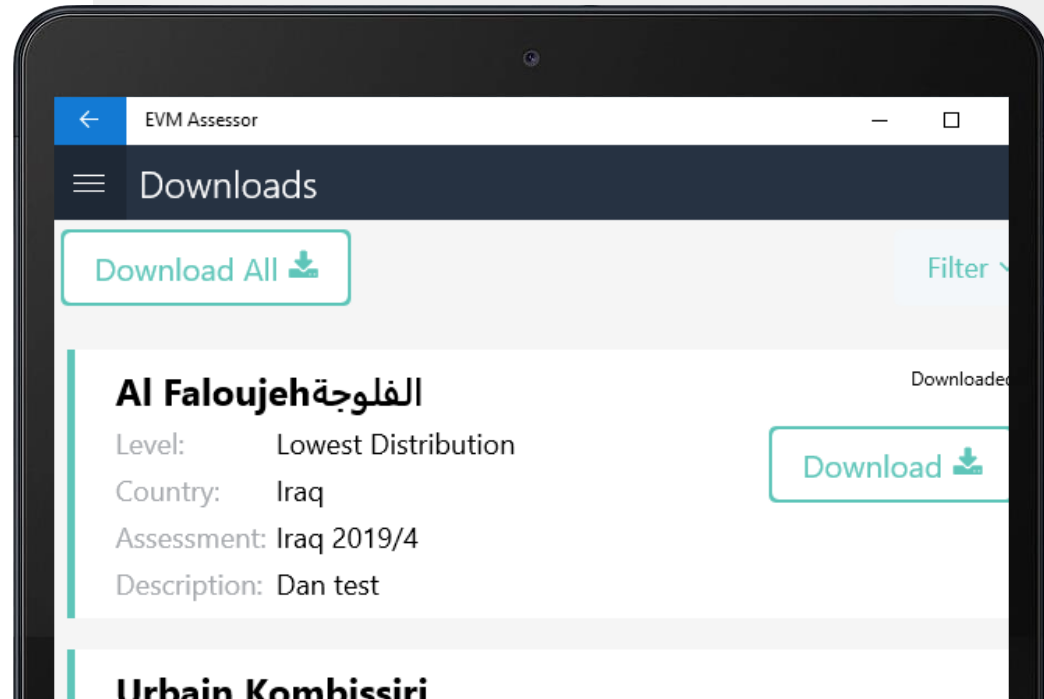
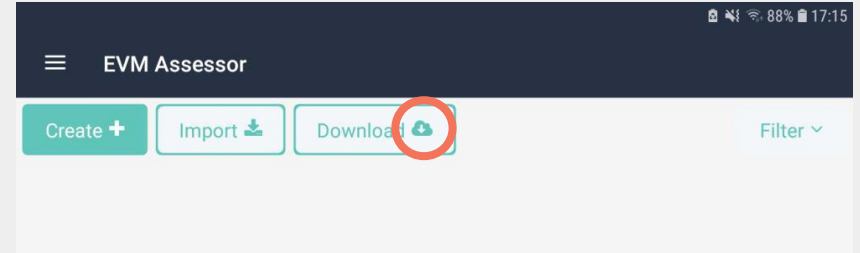
## Three ways to start a questionnaire

- 1 **Create** a standalone assessment.
- 2 **Import** a questionnaire that is saved on your device.
- 2 **Download** a location that has been assigned to you by the EVM Manager.



## To practice, start by downloading the assigned questionnaire

1. On the EVM Assessor homepage, click **Download**.
2. Sign in with your EVM account.
3. On the Downloads page, a list of assigned questionnaires will be displayed.
4. Once a questionnaire has been downloaded, it will be marked as “Downloaded”.
5. Return to the home screen and open the downloaded questionnaire





# Practice in pairs

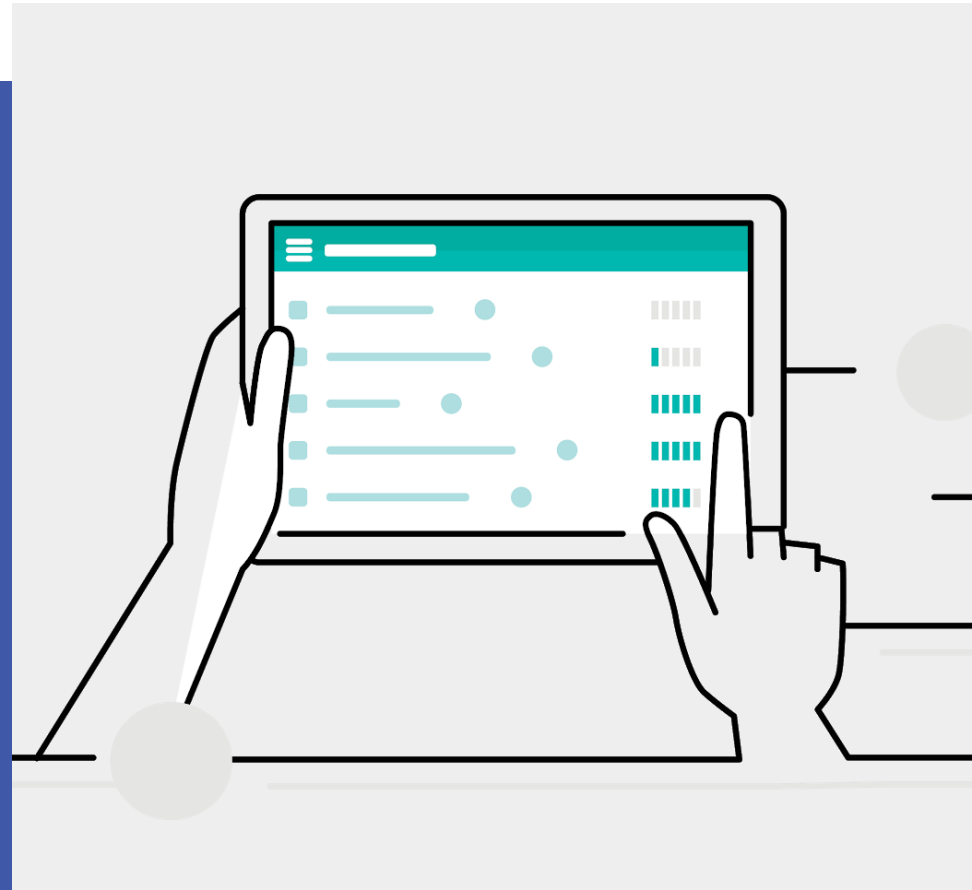
Find a colleague, and start practicing by downloading and opening the assigned questionnaire.



3

Data-entry  
on the app

The EVM Assessor app is designed to make assessment data-collection as easy as possible. Once you have created or downloaded a questionnaire on your device, the process of completing the questionnaire is the same regardless of its scope or range.



## Answering questions

Questions are intentionally written to have data that is comparable across locations:

1. Most are **Yes/No**
2. Some require a **number** (hours, distance)
3. Some provide **multiple choices** (type of fuel)

L22.2 Request, receipt and release records

3. Is the following information recorded for all the requests? Select all that apply.

- Date of request
- Name of facility requesting
- Description of vaccines requested
- Quantity of vaccines requested
- Signature of person requesting

4. How many of the requests were unscheduled emergency requests?

0

5. Does the facility have records of the vaccine receipts?

Yes No

## Answering questions

Next to each question there is a icon that indicates how the question should be answered: **by making an observation, by asking staff, by calculating, or by verifying.**

The image shows a tablet displaying a questionnaire titled "L8.2 Information technology". The interface includes a top navigation bar with a hamburger menu icon and the title. Below the title, there are four questions, each with a set of answer buttons and a small icon indicating the method of answer collection. The icons are circled in red in the image.

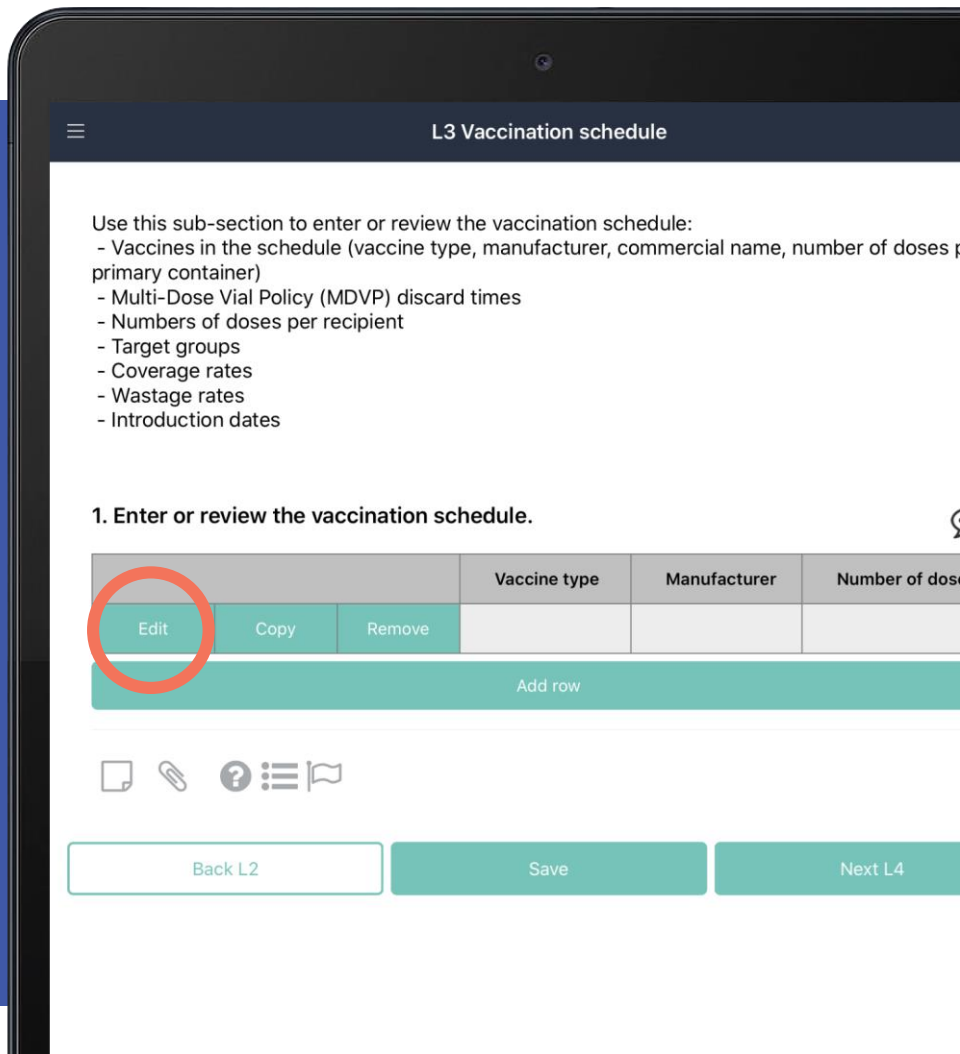
- Question 6:** "Does the facility have IT support?"  
Buttons: Yes (green), No (white)  
Icon: Speech bubble (indicating asking staff)
- Question 7:** "Is the desktop computer connected to an uninterruptible power supply (UPS)?"  
Buttons: Yes (white), No (green)  
Icon: Eye (indicating observation)
- Question 8:** "Does the office have a functional landline telephone?"  
Buttons: Yes (white), No (green)  
Icon: Checkmark (indicating verification)
- Question 9:** "Does the office have mobile phone connectivity?"  
Buttons: Yes (green), No (white)  
Icon: Eye (indicating observation)



## Filling in tables

Press the Edit button when a question tells you to write or add any type of information.

Note: You need to click Add row first, so that the first row of the table will appear.



## Dynamic questions

The EVM questionnaire is dynamic. It changes in response to your answers.

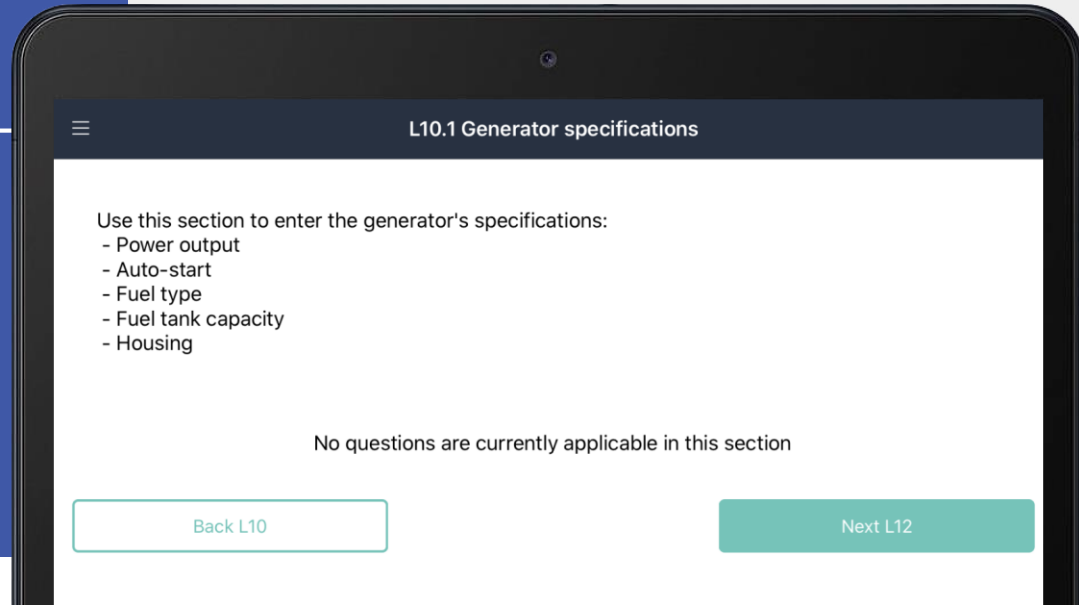
**“No” will hide the section on generators because it is inapplicable.** All questions relating to generators will be disabled throughout the questionnaire.

For example, when you answer the following question:

14. Does the facility have an electricity generator?

Yes

No



## 5 assessor tools

The following five buttons are presented below each question, giving the assessor useful tools for providing accurate answers.

- 1 Add note
- 2 Attach file
- 3 Question guidance
- 4 Requirements
- 5 Flag question

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

Yes No

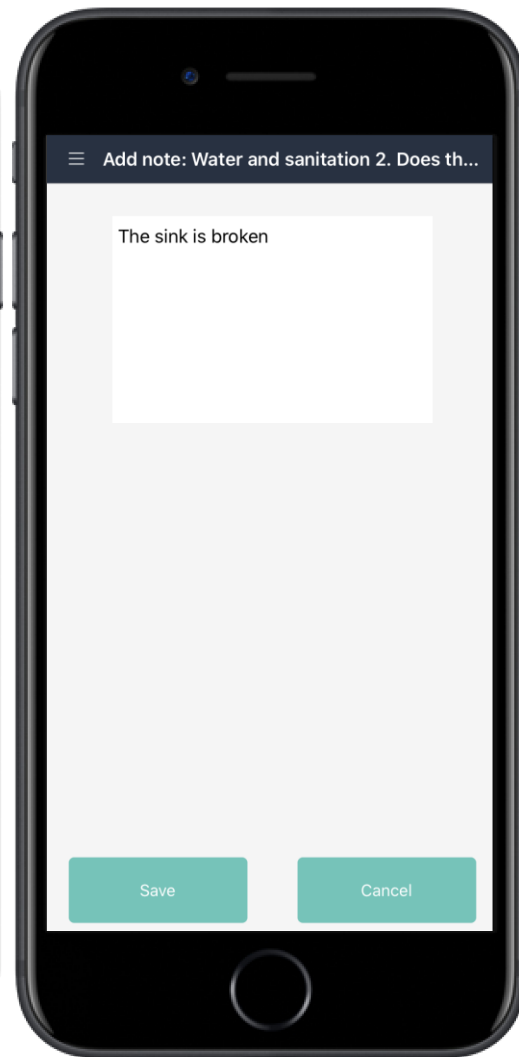
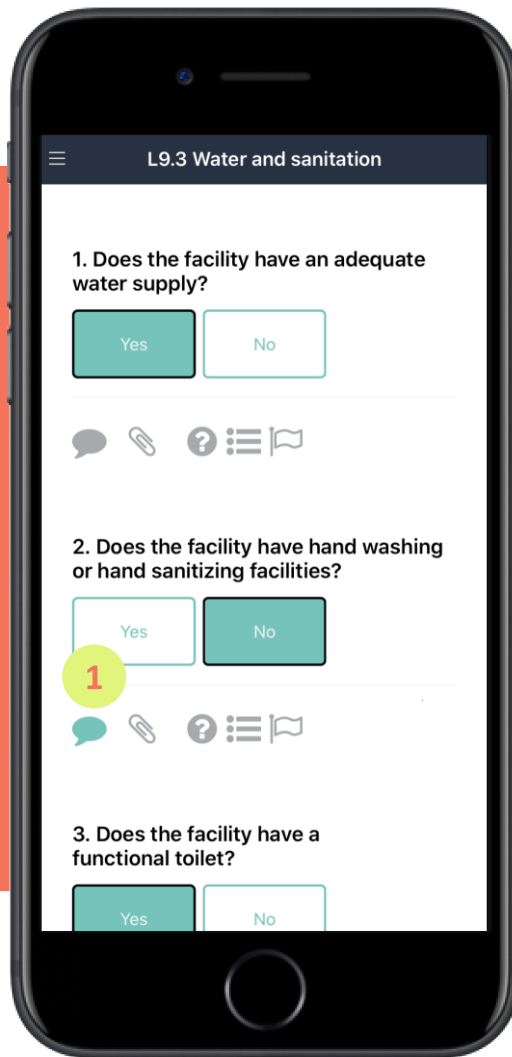


## 1 Add a note (for assessors)

Add a comment or reminder to the question. For example, “The sink is broken” or “Check later”

*When a note is added, the note icon colour will change.*

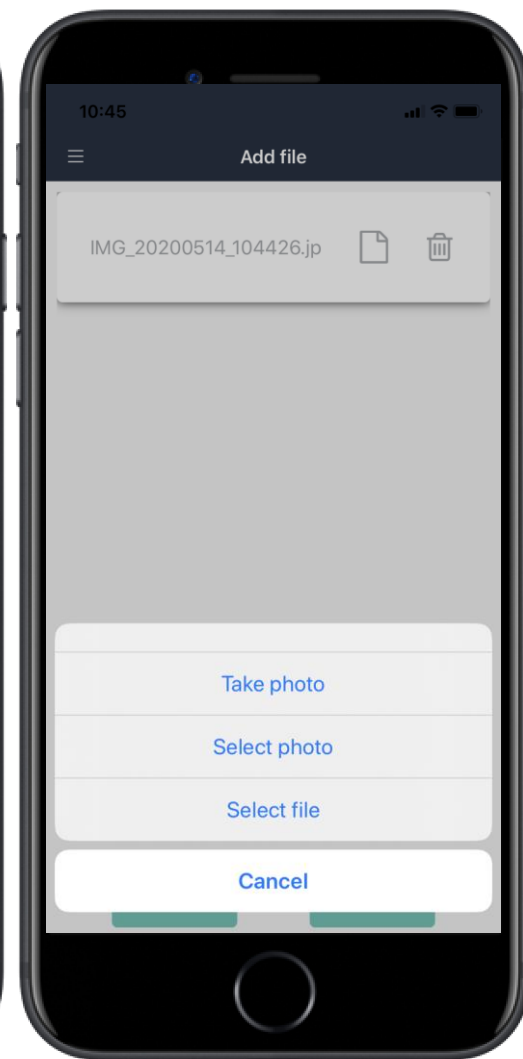
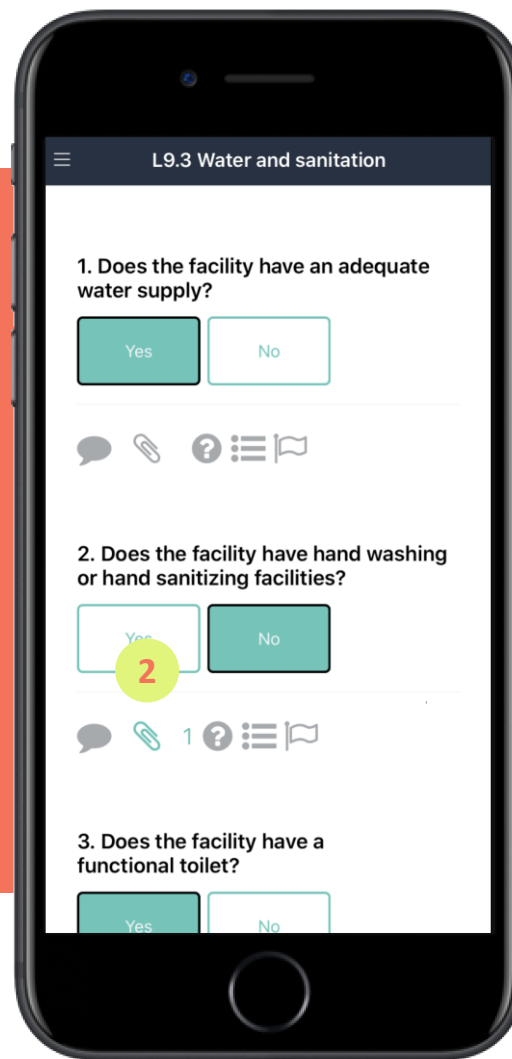
TRY IT: Click the note icon. Add a note in the plain text box. Click **SAVE**.



## 2 Attach a file or photo

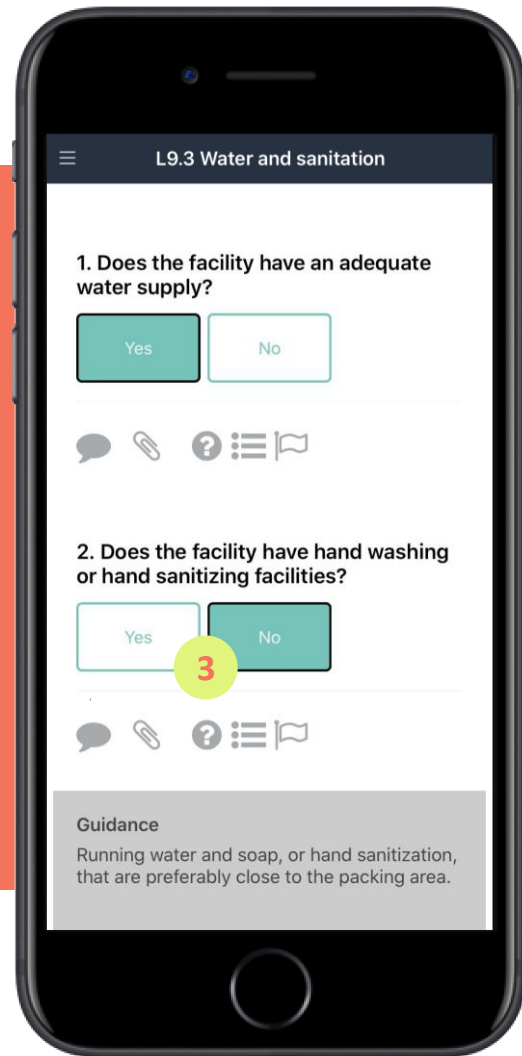
Attach files or photos as evidence of an answer or to refer back to. *Once an attachment is added, the icon colour will change and the # of attachments will show.*

TRY IT: Click the paperclip icon. Click **ADD** and choose to select a photo; take a photo; or add a file from your device. You can view or remove added files by clicking the **FILE** or **TRASH** button.



### 3 App guidance

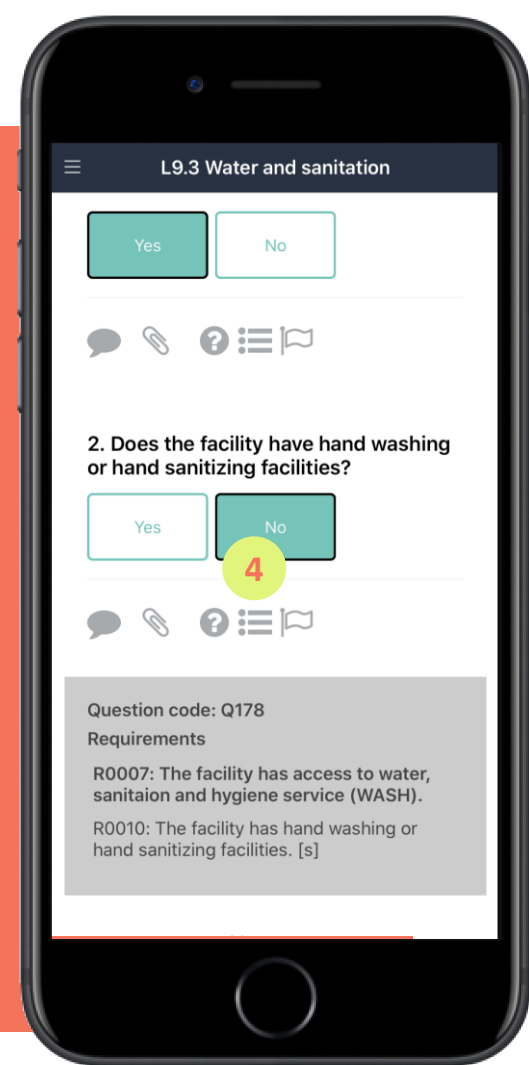
It is OK if you don't understand a question! The 'question mark' icon reveals useful background information about what fulfills a 'yes' response and what fulfills a 'no' response.



## View requirements

- 4 Click on this symbol to view the EVM requirement(s) that the question is being used to assess. This can be useful if the reason for asking the question is not clear, the additional details help answer the question correctly.

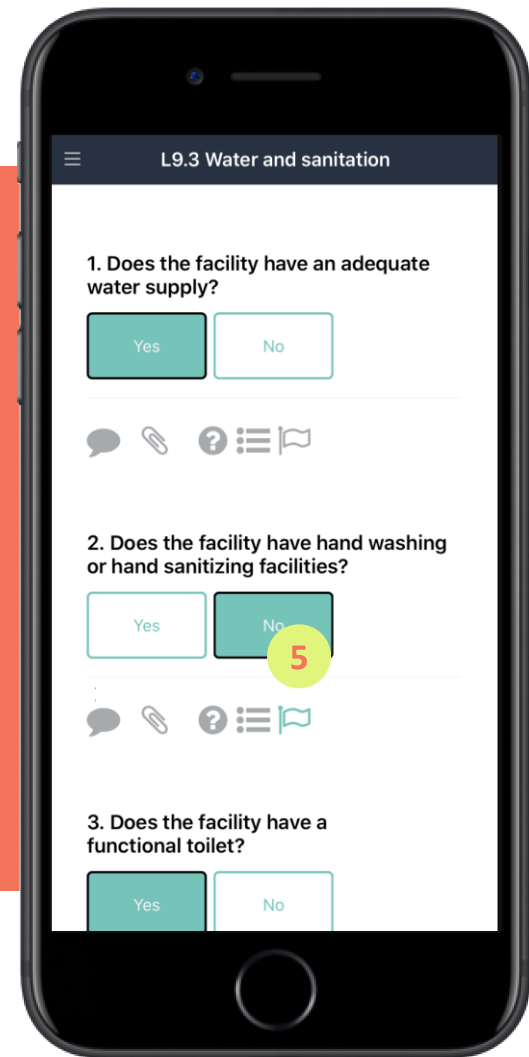
*Requirements in bold are top-level requirements, those not in bold are sub-requirements (part of top-level requirements). You can click them to view more information on the requirement.*



## 5 Flag a question (for managers)

Keep track of questions you need to return to. When the questionnaire is uploaded, the EVM manager can review and respond to all flagged questions.

**TRY IT:** Click the flag and notice the colour change. Click again to un-flag. Find the 'Flagged Questions' screen.








# Quick quiz

1

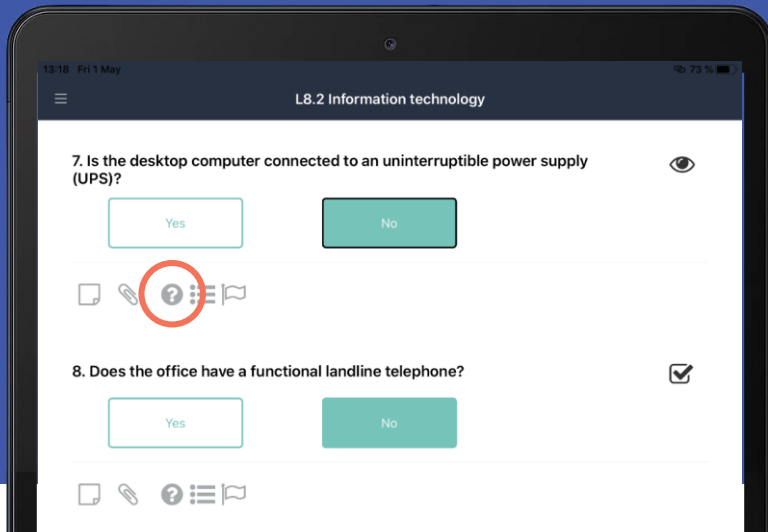
**If you change an answer in the app, the result might be:**

- a) App Crash
- b) Some questions might be added or removed
- c) Change is not applied

2

What is the  in the app for?

- a) Adding comments
- b) Additional guidance
- c) Ask the question to get the answer





# 4

Understanding the sections of the questionnaire

# The EVM questionnaire is composed of 36 sections

Sections page

L1	Assessment details <i>i</i>	100%	>
L2	Location details <i>i</i>	100%	>
L3	Vaccination schedule <i>i</i>	100%	>
L4	Supply chain parameters <i>i</i>	100%	>
L5	Tracer products <i>i</i>	100%	>
L6	immunization Supply Chain (ISC) staff <i>i</i>	100%	>
L7	Staff interview <i>i</i>	100%	>
L8	Office of store manager <i>i</i>	100%	>
L9	Infrastructure of storage <i>i</i>	100%	>
L10	Generator <i>i</i>	100%	>
L11	Vaccine transportation vehicle <i>i</i>	100%	>
L12	Waste management <i>i</i>	100%	>
L13	Building <i>i</i>	100%	>
L14	Cold/freezer room <i>i</i>		>
L15	Refrigerator/freezer <i>i</i>	100%	>
L16	Storage and transportation capacity <i>i</i>	100%	>
L17	Immunization facilities <i>i</i>		>
L18	Standard Operating Procedures (SOPs) <i>i</i>	100%	>

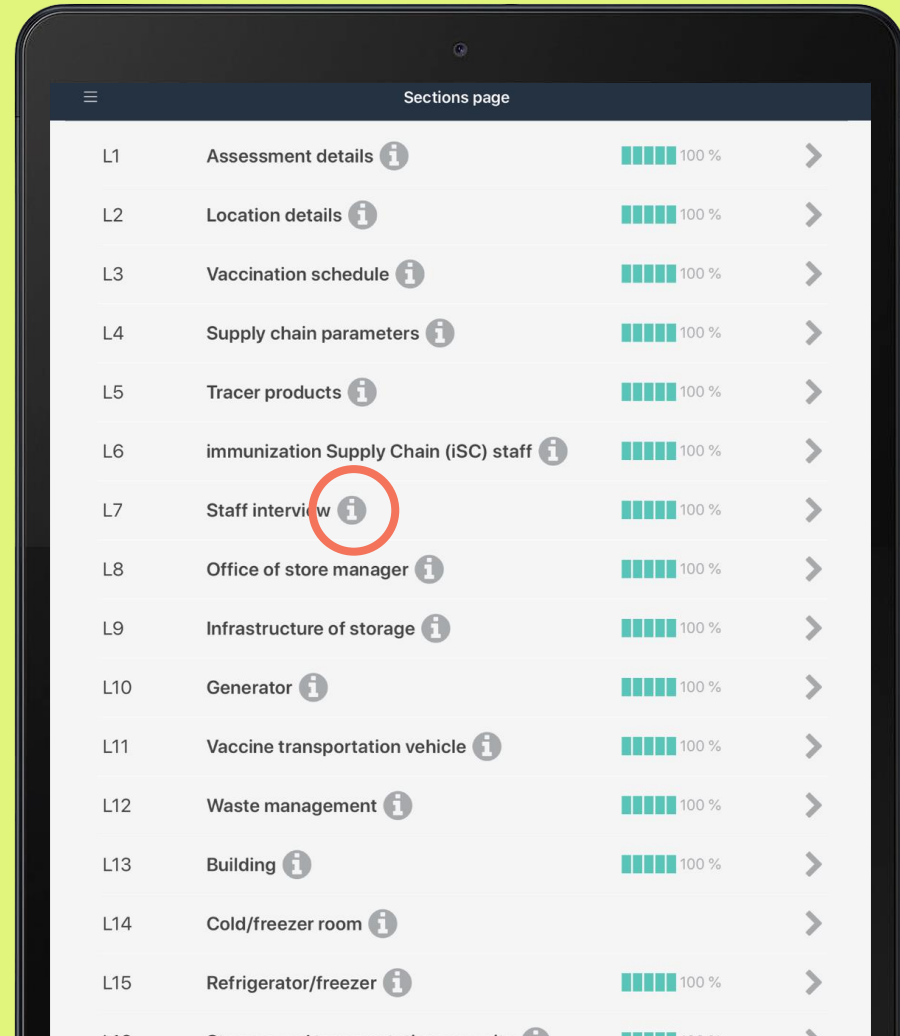
Sections page

L20	Temperature management <i>i</i>	100%	>
L21	Maintenance assessment <i>i</i>	100%	>
L22	Stock management <i>i</i>	90%	>
L23	Stock management performance <i>i</i>	100%	>
L24	Vaccine distribution <i>i</i>	100%	>
L25	Outreach immunization services <i>i</i>		>
L26	Vaccine needs forecasting <i>i</i>	100%	>
L27	Annual work planning <i>i</i>	100%	>
L28	Cold chain equipment inventory <i>i</i>	100%	>
L29	Vehicle inventory <i>i</i>	100%	>
L30	Supportive supervision <i>i</i>	100%	>
L31	immunization Supply Chain (ISC) performance monitoring <i>i</i>	100%	>
L32	Packing insulated containers <i>i</i>	100%	>
L33	Loading refrigerated vehicles <i>i</i>	100%	>
L34	Unloading refrigerated vehicles <i>i</i>	100%	>
L35	Immunization session <i>i</i>	100%	>
L36	Feedback <i>i</i>	100%	>

## Sections are notated by **L** for location

Questions are organized into sections representing physical locations in a facility, staff or product information.

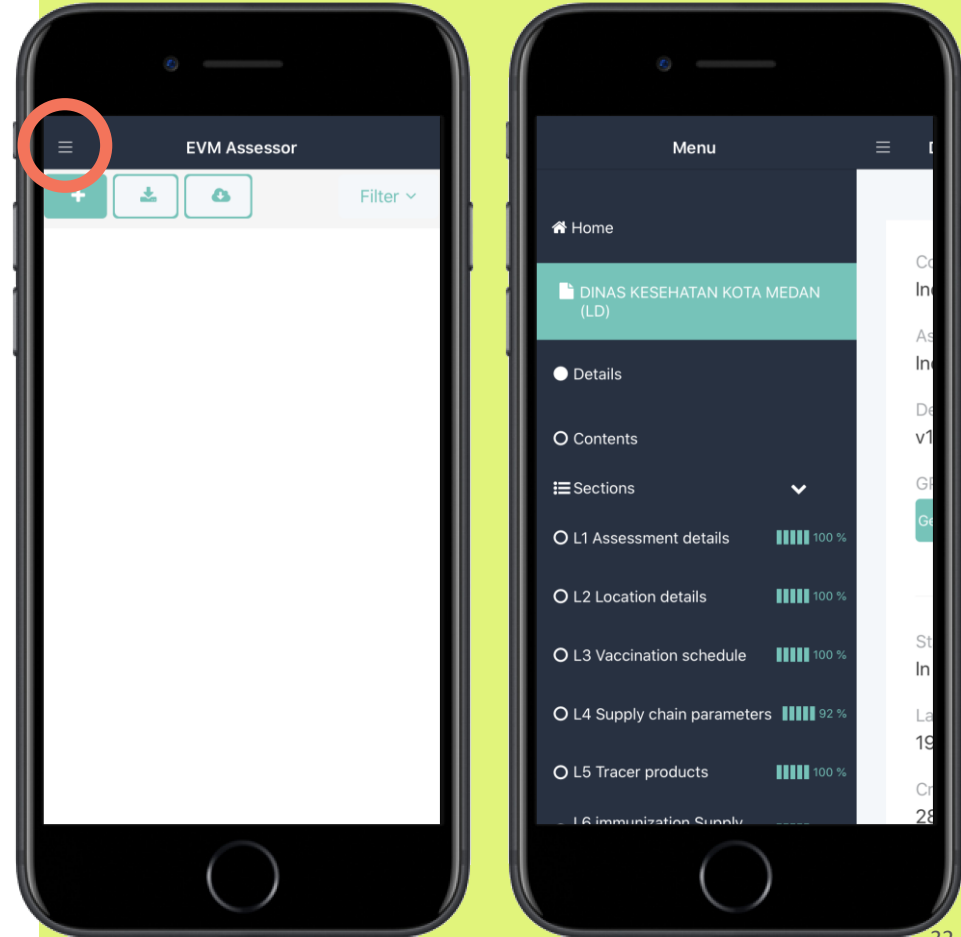
There are **36 L sections** to help assessors to collect data more efficiently. **Click the 'i' for guidance on a section.**



## Navigating between sections

Once you have opened a questionnaire, when you click this menu button, you will be able to navigate the sections (for example, L1 Assessment details) to go directly to that **section**.

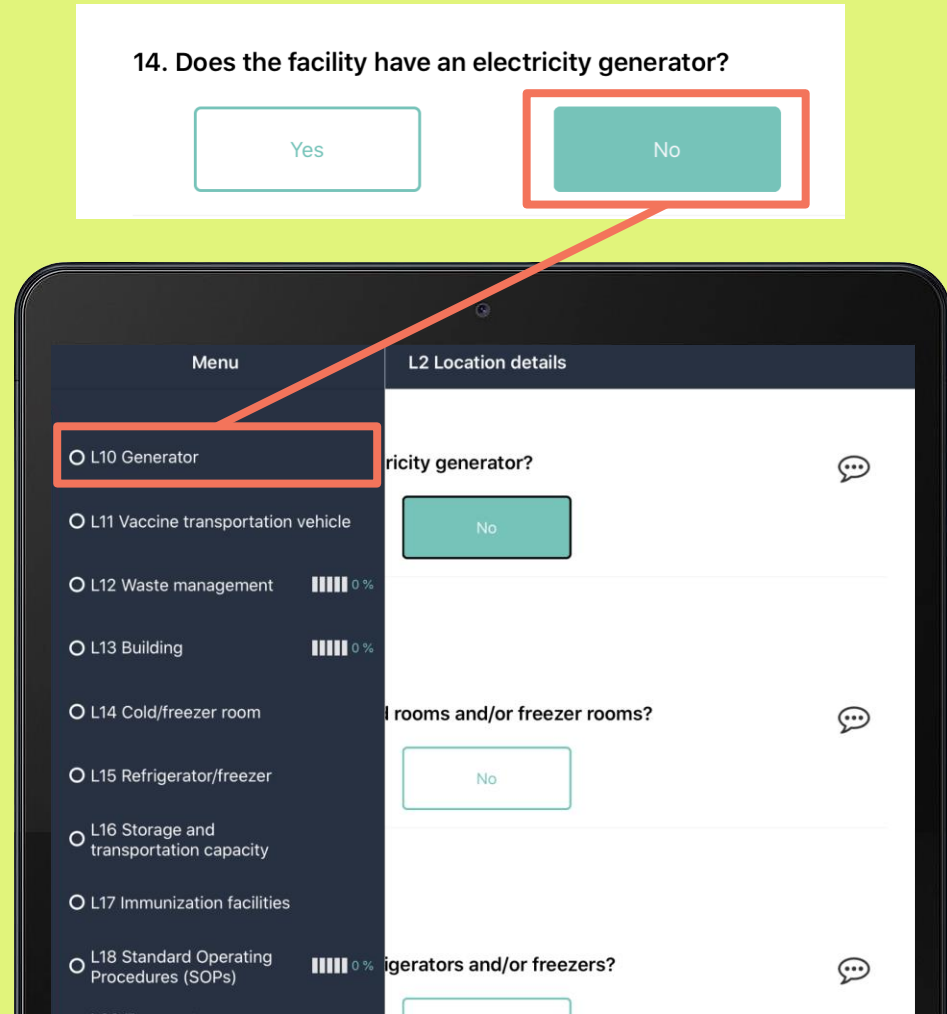
Click the menu button and select a **section** (for example, L1 Assessment details) to go directly to that section.



## Sections and questions are dynamic

Some sections may be inapplicable for certain health facilities (and not appear).

Some questions may change based on responses to previous questions.

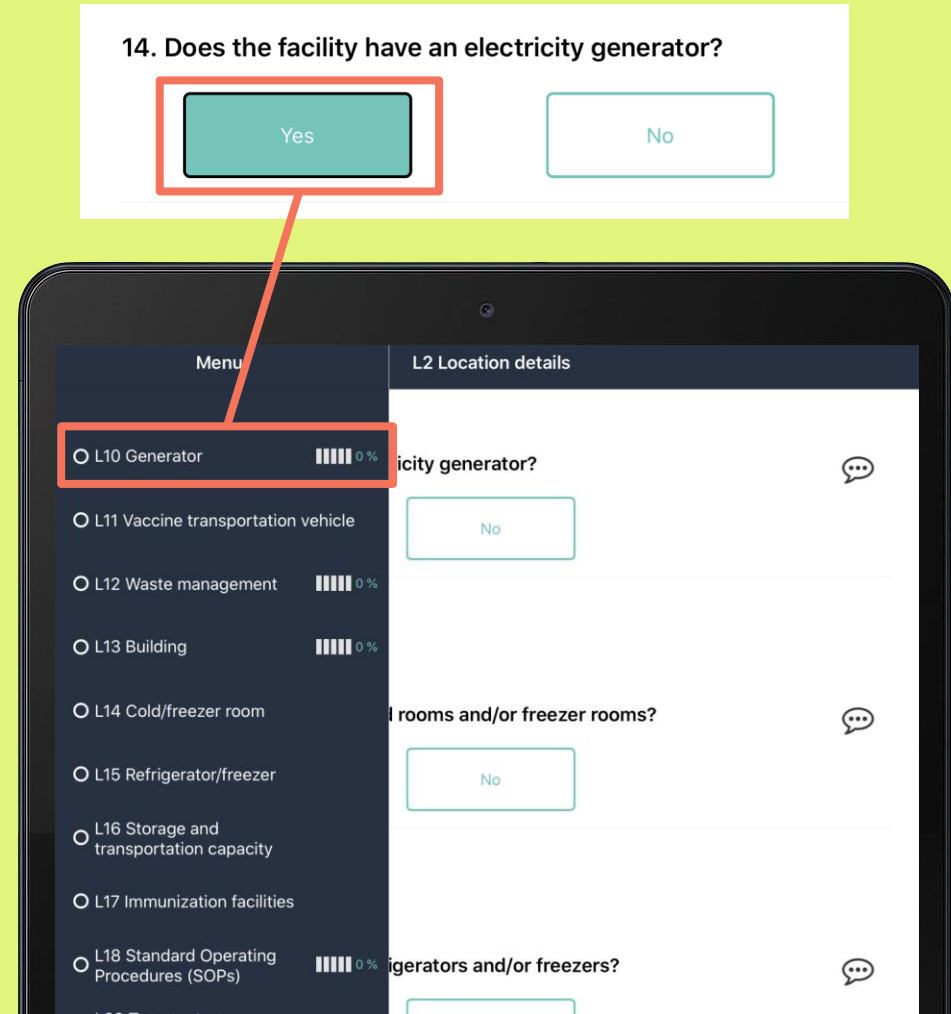




## Sections and questions are dynamic

Some sections may be inapplicable for certain health facilities (and not appear).

Some questions may change based on responses to previous questions.



**Answers to the L1 and L2 sections must be completed before any other section.**

### **Section L1: Assessment details**

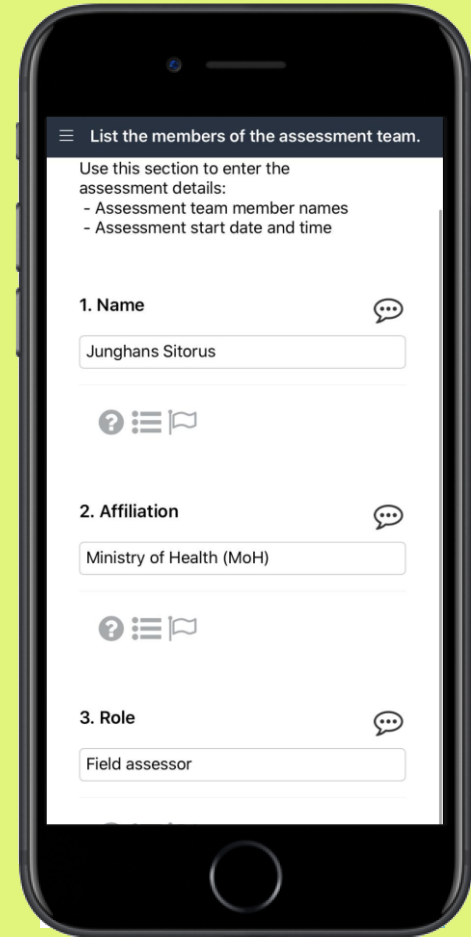
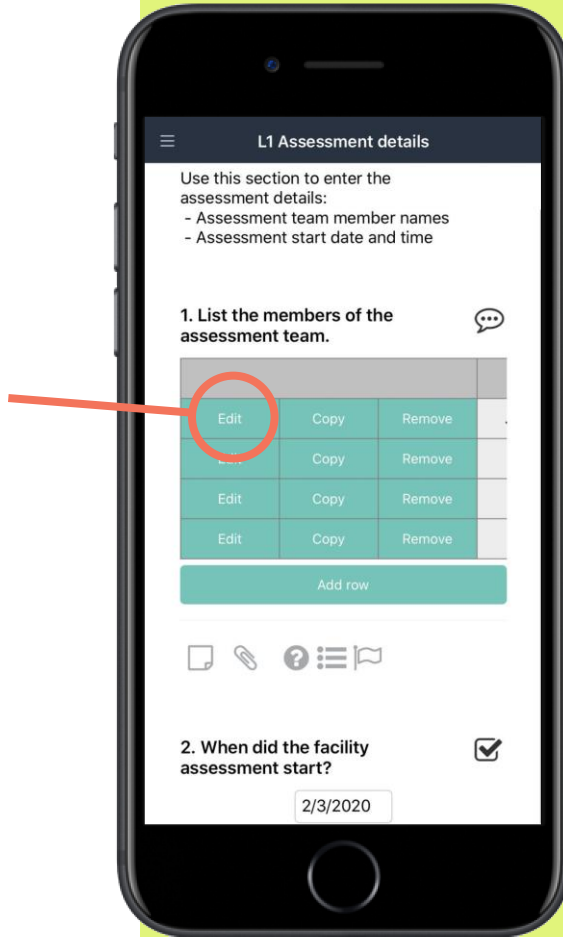
Asks for background information about each member of the assessment team and the timing of when the assessment will be started in a particular facility.

### **Section L2: Location details**

Asks about the facility that is going to be assessed including its name and address, the size of the population it serves and key elements of its infrastructure, including presence of an electricity generator and cold room. **Answers to L2 determine section applicability for the rest of the questionnaire.**

# L1: Assessment details

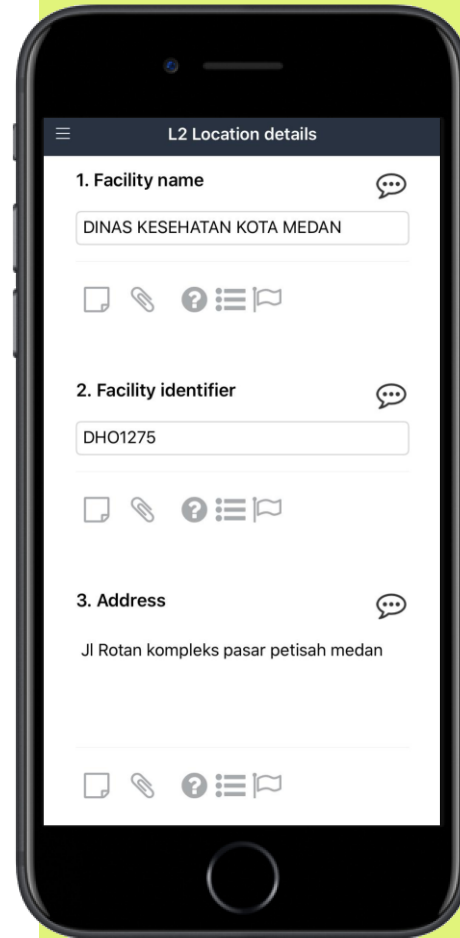
Press **EDIT** to start adding information about the members of the assessment team




## L2: Location details

**[screen 1]** Enter the location details including: Facility name, identifier, address, contact person at facility, population and annual birth rate






**[screen 2]** Fill all the details of the facility infrastructure.




L2 Location details






1. Facility name 


DINAS KESEHATAN KOTA MEDAN






2. Facility identifier 

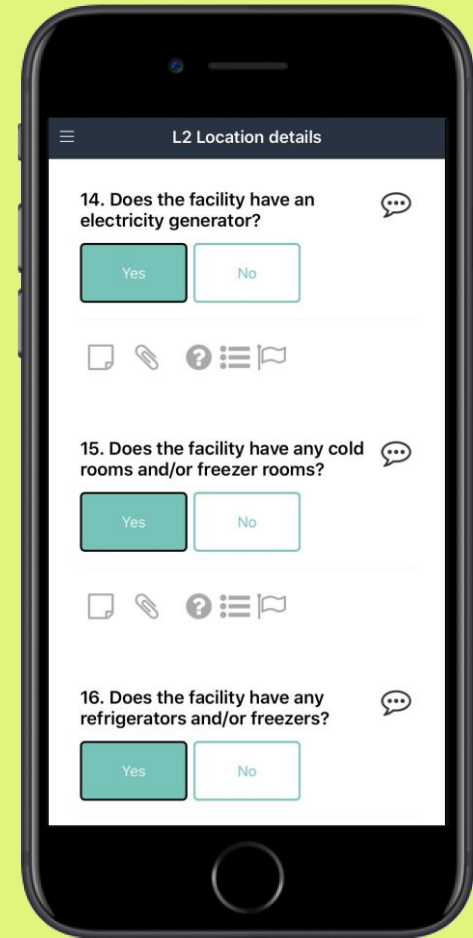
DHO1275


3. Address 






JI Rotan kompleks pasar petisah medan


    









L2 Location details

14. Does the facility have an electricity generator? 

15. Does the facility have any cold rooms and/or freezer rooms? 

16. Does the facility have any refrigerators and/or freezers? 

## Working in teams

All members of an assessment team will enter the same L1 and L2 information. It's important to **coordinate this from the beginning**. To avoid duplicating work, the app recognizes the inputs from each individual assessor and shares with others after each **SAVE**.





**Let's walk through  
the sections**



# Active listening Sheet

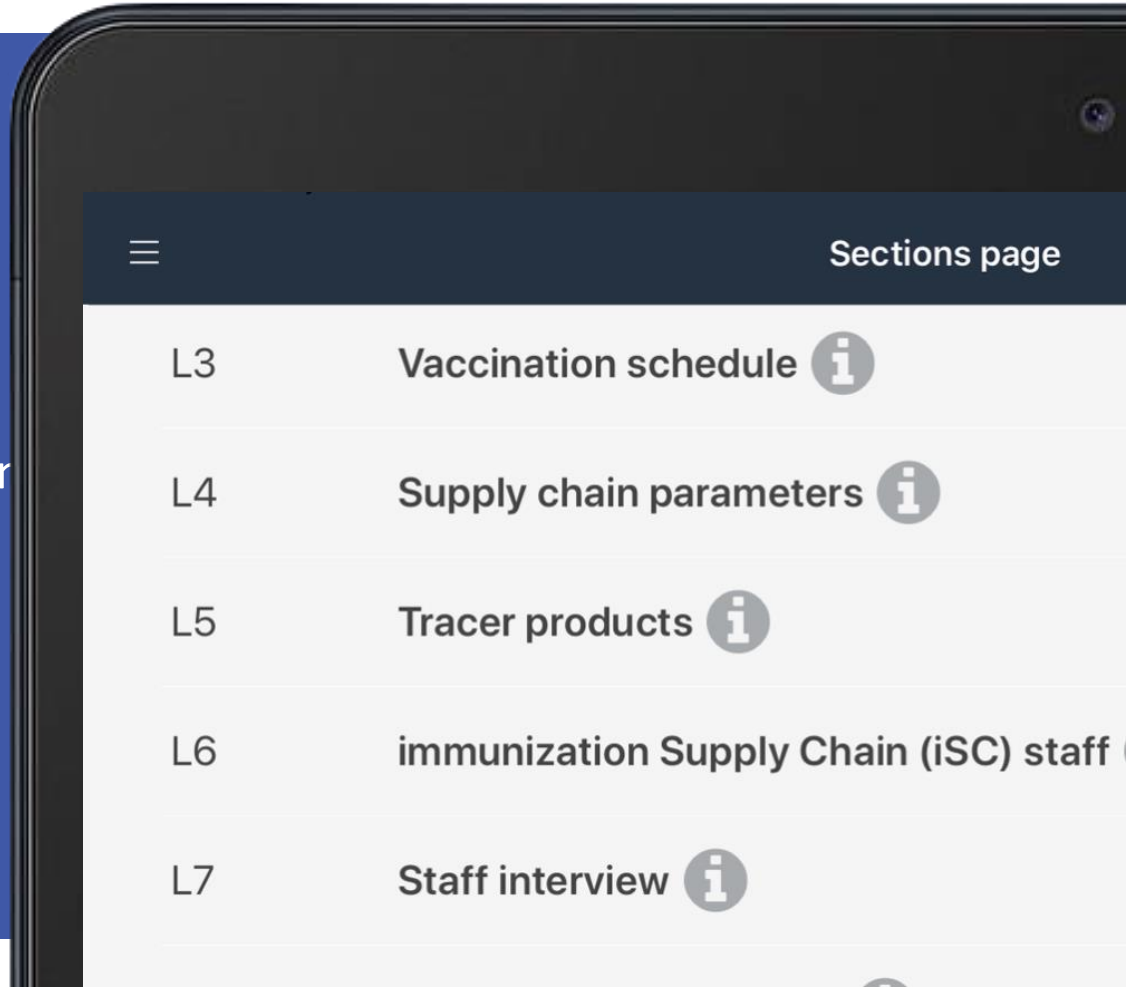
As you go through sections L1 to L36, you will realize that there is a lot of information to be digested.

To sort the information you are learning, create a document to **highlight what's most important and what you still need to learn.**

I DON'T UNDERSTAND	I DON'T WANT TO FORGET
• <i>W</i> •	• <i>w</i>
•	• <i>w</i>
•	• <i>w</i>
•	•
•	•

# Review of L3-L7

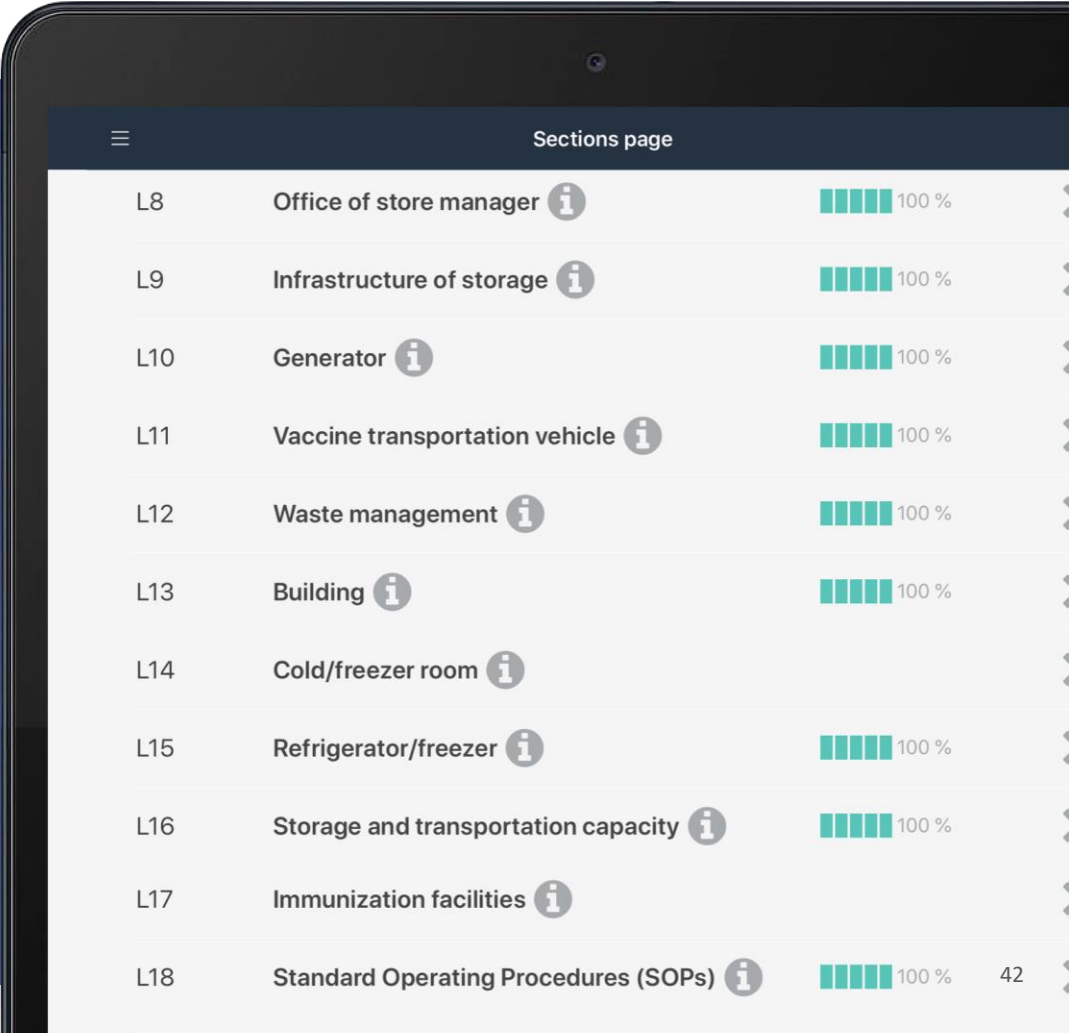
As we walk through the important points in each section follow along in your app and in your **'Active listening sheet'**





# Review of L8-L18

As we walk through the important points in each section, follow along in your app and in your 'Active listening sheet'



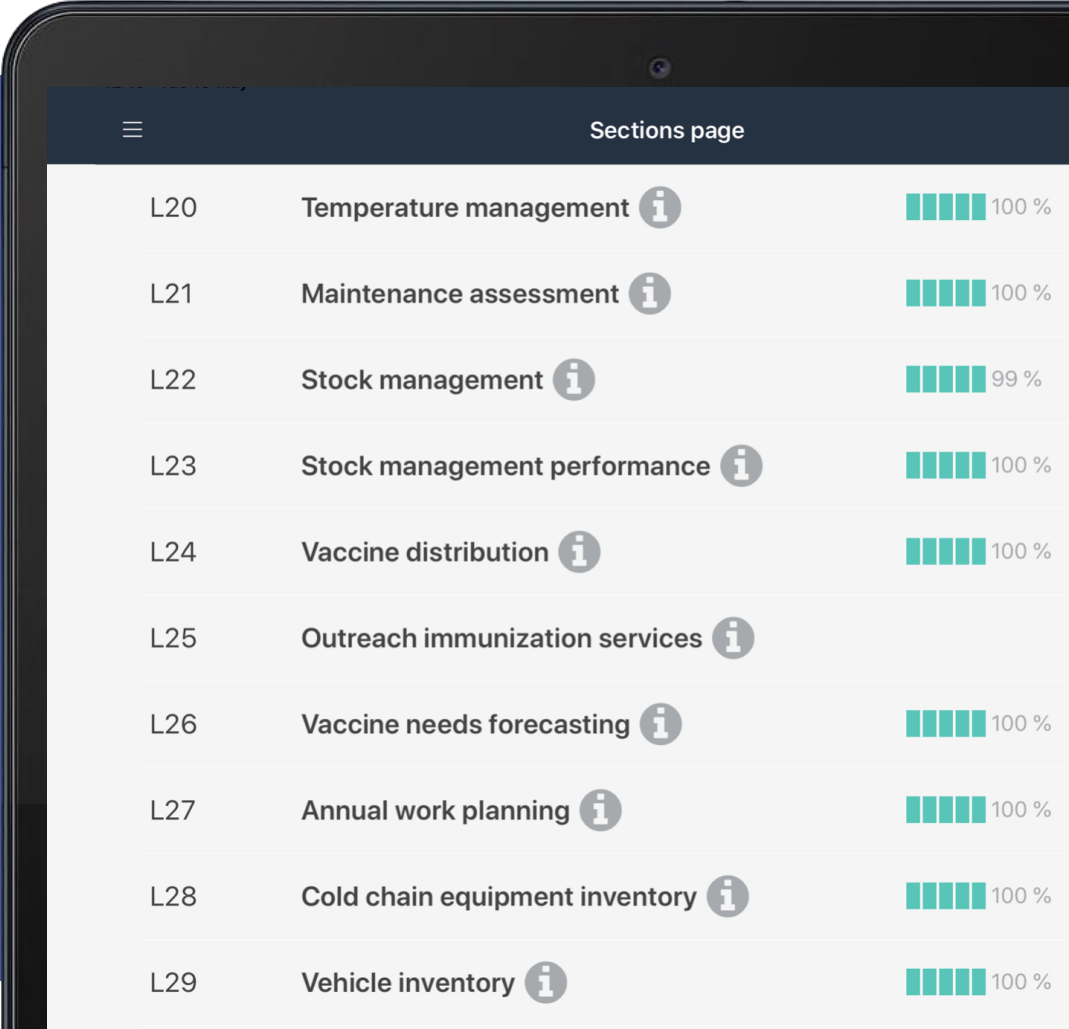
The screenshot displays a mobile application interface titled "Sections page". It features a list of 11 questionnaire sections, each with a label (L8-L18), a description, an information icon (i), a progress bar, and a 100% completion status. The sections are as follows:

Section ID	Description	Progress
L8	Office of store manager (i)	100 %
L9	Infrastructure of storage (i)	100 %
L10	Generator (i)	100 %
L11	Vaccine transportation vehicle (i)	100 %
L12	Waste management (i)	100 %
L13	Building (i)	100 %
L14	Cold/freezer room (i)	100 %
L15	Refrigerator/freezer (i)	100 %
L16	Storage and transportation capacity (i)	100 %
L17	Immunization facilities (i)	100 %
L18	Standard Operating Procedures (SOPs) (i)	100 %











The page number 42 is visible in the bottom right corner of the app interface.

# Review of L19-29

As we walk through the important points in each section, follow along in your app and in your **'Active listening sheet'**

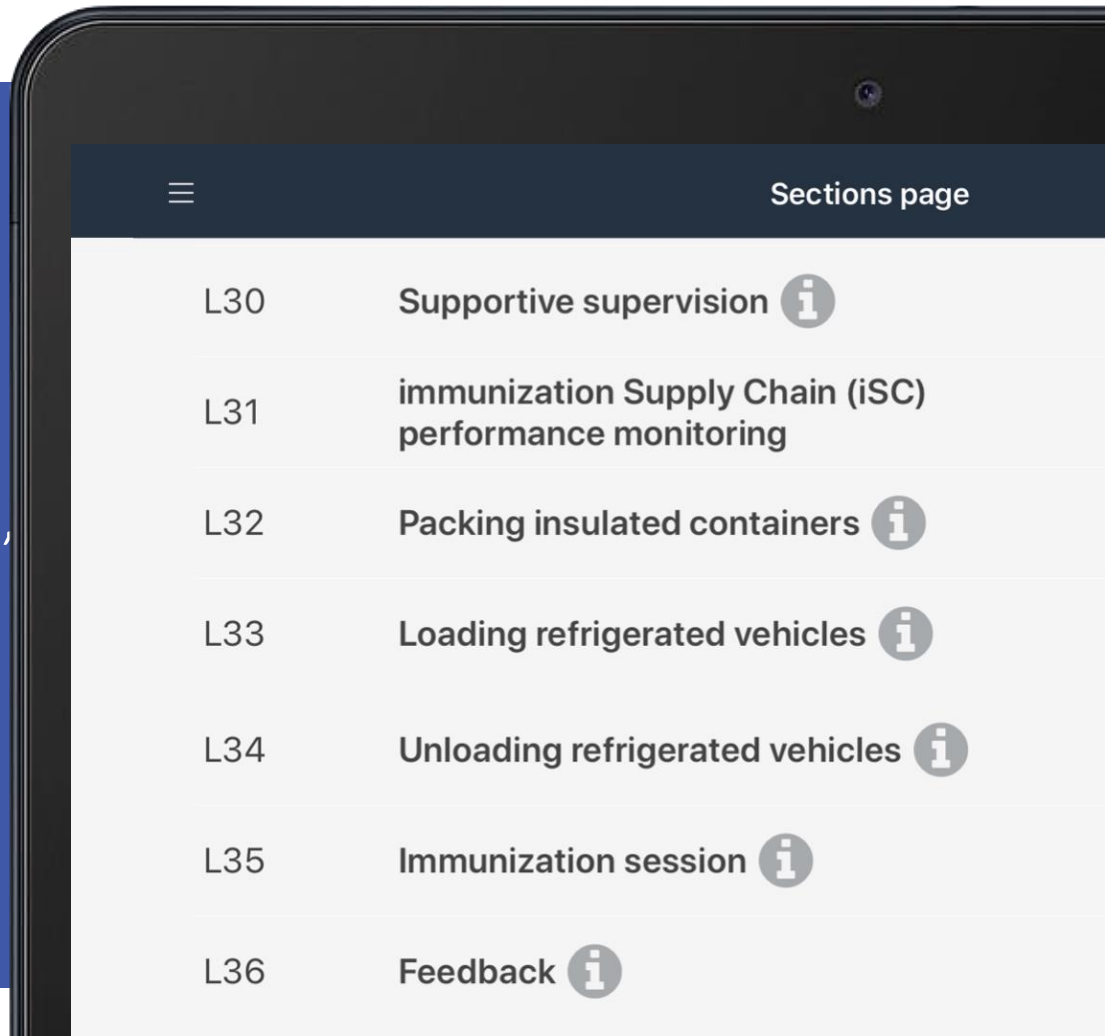


The screenshot shows a mobile application interface titled "Sections page". It displays a list of questionnaire sections from L20 to L29. Each section is represented by a row containing a label, a title, an information icon, and a progress bar with a percentage value.

Section ID	Section Title	Progress
L20	Temperature management 	100 %
L21	Maintenance assessment 	100 %
L22	Stock management 	99 %
L23	Stock management performance 	100 %
L24	Vaccine distribution 	100 %
L25	Outreach immunization services 	100 %
L26	Vaccine needs forecasting 	100 %
L27	Annual work planning 	100 %
L28	Cold chain equipment inventory 	100 %
L29	Vehicle inventory 	100 %

# Review of L30-L36

As we walk through the important points in each section, follow along in your app and in your **'Active listening sheet'**



## Share & Discuss

On your way back to your seat, bring 2 sticky notes to the front of the room:

1. What are you most confident about?
2. What do you want to know more about?





# 5

Sharing  
questionnaires:  
export, import,  
upload, merge



To share a single questionnaire between devices, it is essential that everyone understands how to:  
**import & download + export & upload + merge**

## Sharing questionnaires

If your device is running out of battery, or you need to leave a facility early — you may need to pass a partially finished questionnaire to another assessor to complete the data-collection.

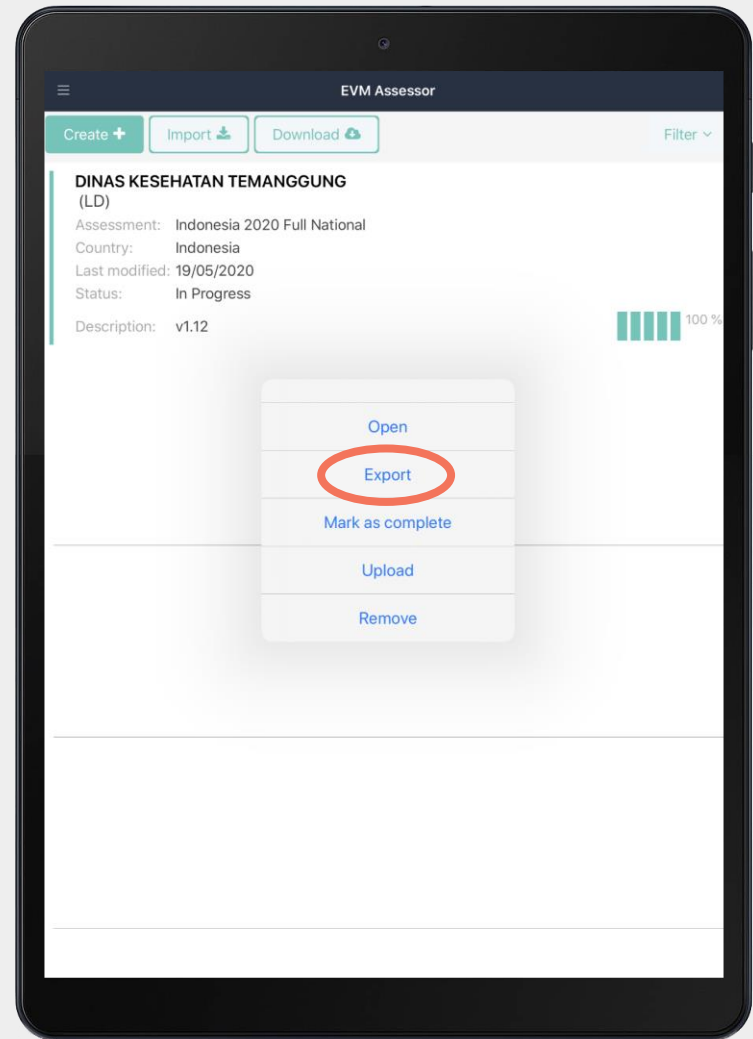
**This requires you to export or upload, and for another device to import.**



## Export to share the questionnaire

Exporting is how you share the questionnaire with others or keep a copy outside of the app. When you export a questionnaire it can be **saved on your device, or shared via email/Bluetooth.**

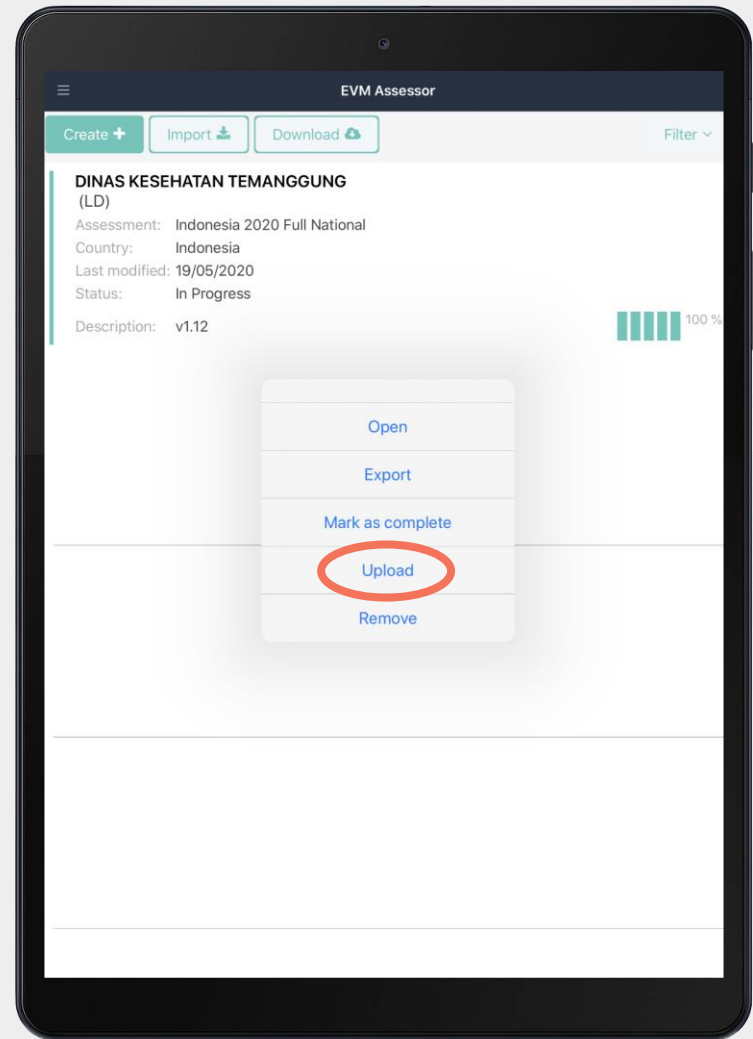
*NOTE: This creates a simple text file. You can use the file with the EVM app.*





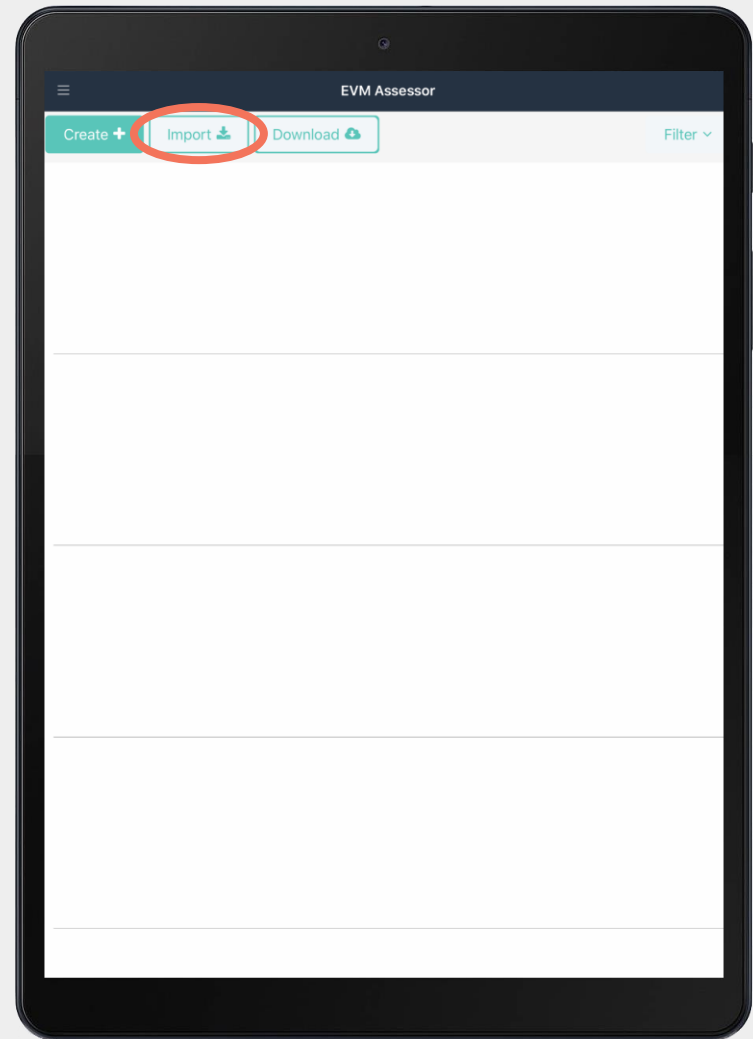
## Upload to save the questionnaire on the website

**When you upload a questionnaire, it is saved on the EVM website.** From there, it can be accessed at any time. When you press 'upload' you will be prompted to provide your username and password to authenticate yourself.



## Import to continue a questionnaire

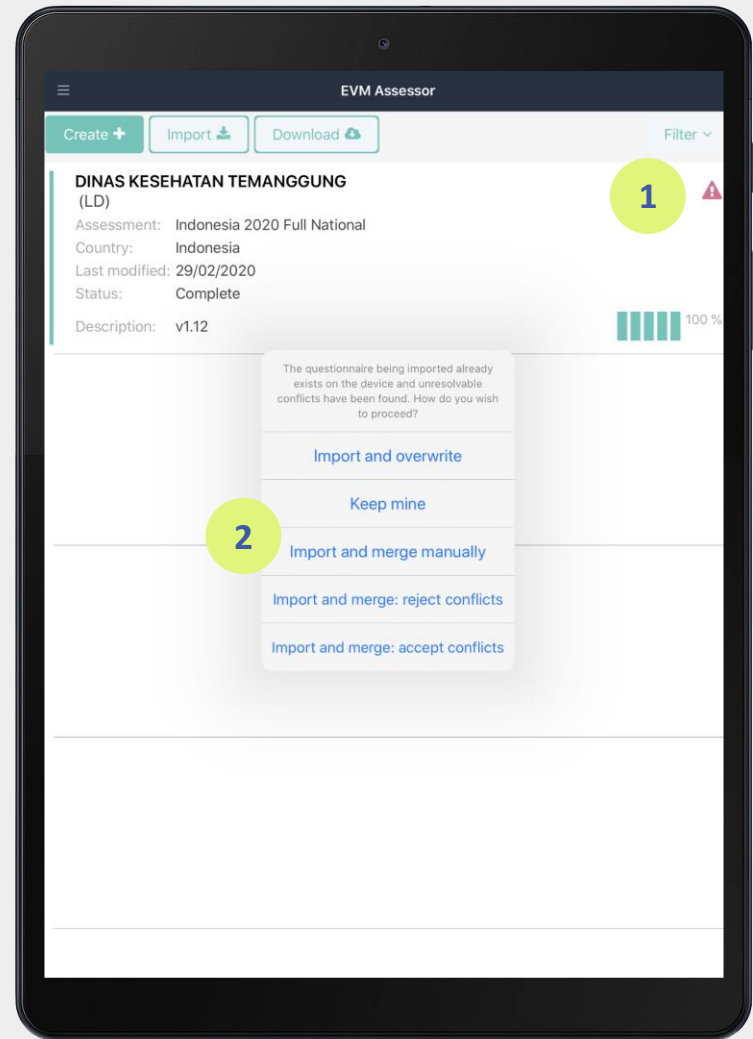
The questionnaire must be downloaded (from the EVM website, or email/Bluetooth) and available on your device. **Click import, navigate to where the file is save, and select.**



# Merge is automatically triggered

Merge is triggered when you download or import a questionnaire that is already on your device.

- 1 This is indicated by a red triangle
- 2 Choose the option you want to use



# Merge options

Merge option	Description
Import and overwrite	Import the new questionnaire and delete the version on the app
Keep mine	Keep the questionnaire that is already on the app
Import and merge manually	Compare every difference between the two questionnaires and specify for each which value to use
Import and merge: <b>reject conflicts</b>	If there are any differences, <b>keep the values from the questionnaire that is already on the app</b>
Import and merge: <b>accept conflicts</b>	If there are any differences, <b>keep the value from the new version of the questionnaire</b>
Cancel	Cancel the merge process (complete the merge process later)



# Practice



# Practice: Assess this facility



Use the downloaded questionnaire.



Complete assigned sections (example: L1-L3)



Export & upload the questionnaire

**Facility details:**



# Personal Experience

For each practice exercise, we would like  
a volunteer to share your experience.

1

## Create a standalone questionnaire

Primary store, Sub-national store, Lowest delivery level store,  
Service point

- How did you do it?
- What was easy?
- What was difficult?



2

## Complete sections L1 to L3

- How did you do it?
- What was easy?
- What was difficult?

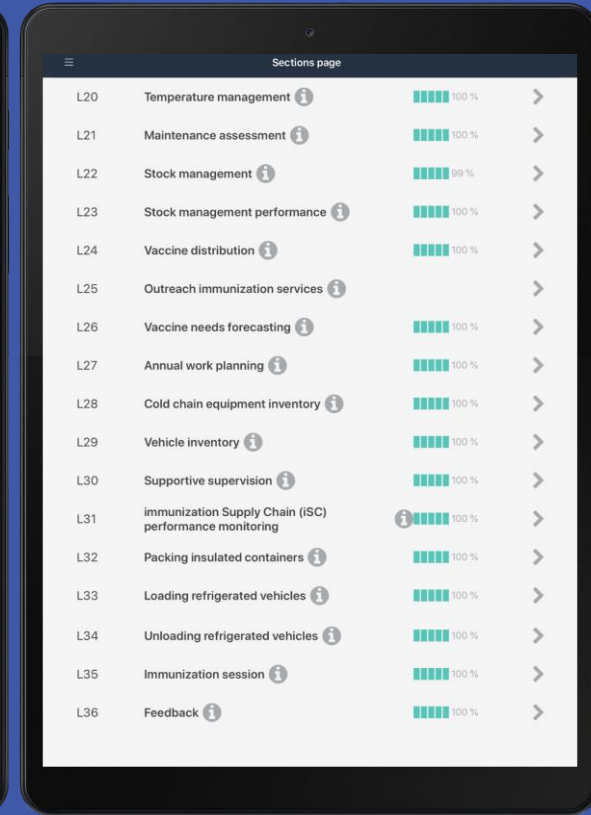
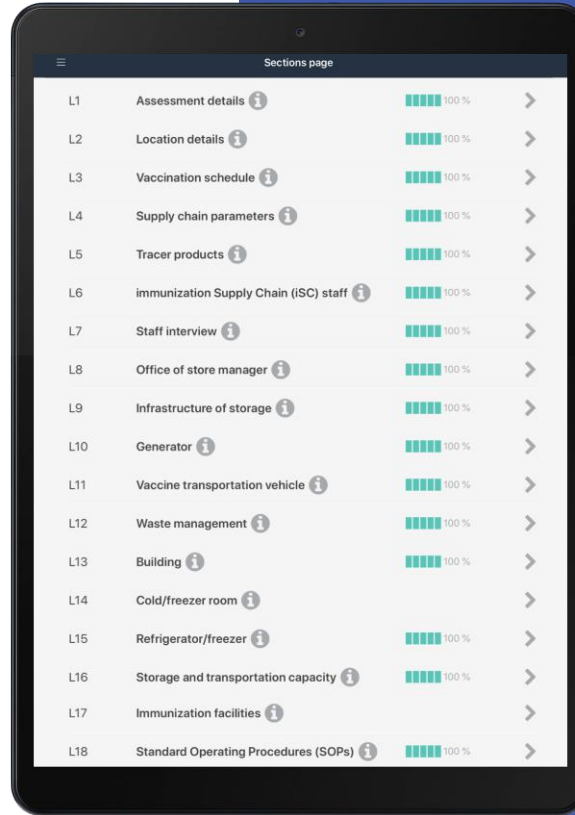
3

## Export & upload

- How did you do it?
- What was easy?
- What was difficult?

# Tonight: Practice on your own!

Take your device home and practice on the assigned section.





**Congratulations on completing module 5!**

You are now ready to learn how to conduct an assessment.