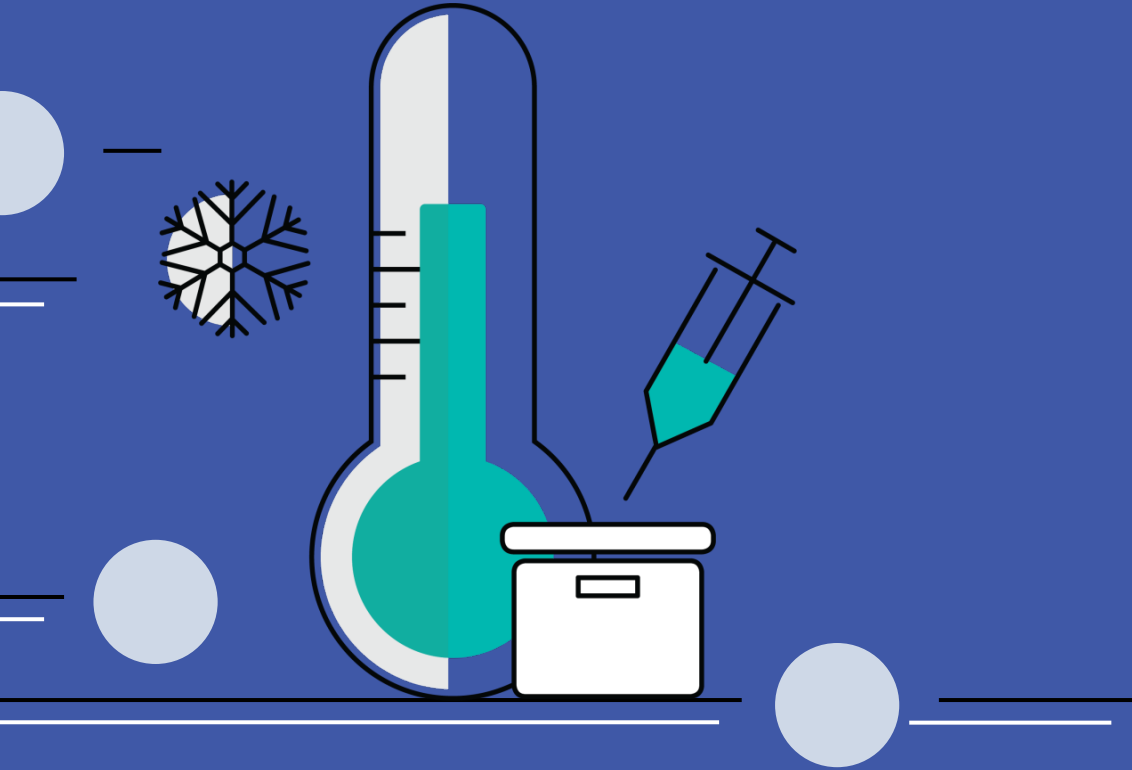


EVM ASSESSOR GUIDE

Introduction to EVM



A decorative graphic on the left side of the slide. It features several horizontal lines of varying lengths and thicknesses, some solid black and some white. Two white circles are positioned on these lines: one near the top left and one near the bottom center, partially overlapping the large number '1'.

1

EVM
opportunity &
objectives

Vaccines save millions of lives each year by protecting children against serious and preventable disease.



The importance of the supply chain

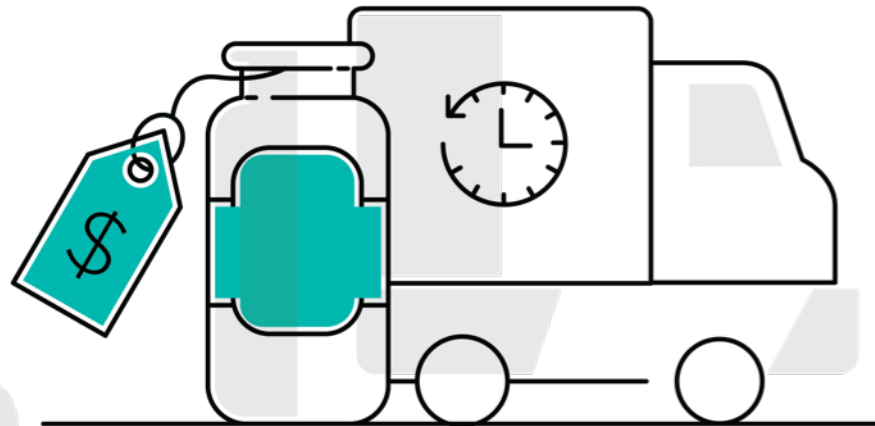
Each successful vaccination depends on a complex immunization supply chain (iSC) to ensure that the correct vaccine is administered at the right **cost, time and place.**



The challenge

Significant investments in new vaccines over the last decade have caused them to increase in both volume and value.

The world's vaccine supply chains must be prepared for increasing complexity, storage capacity and investment at every stage of the journey, from transport to storage and distribution.



A global initiative to improve immunization supply chains.

The Effective Vaccine Management (EVM) global initiative provides materials and tools needed to monitor and assess vaccine supply chains and help countries improve their supply chain performance.



EVM enables countries to strengthen the iSC

When all links in the supply chain are effectively monitored, assessed and continually improved, the health and wellbeing of people across our country and around the world improves.



EVM sets performance standards

EVM establishes high standards of performance to ensure the reliability, quality and availability of vaccines when and where they are needed.

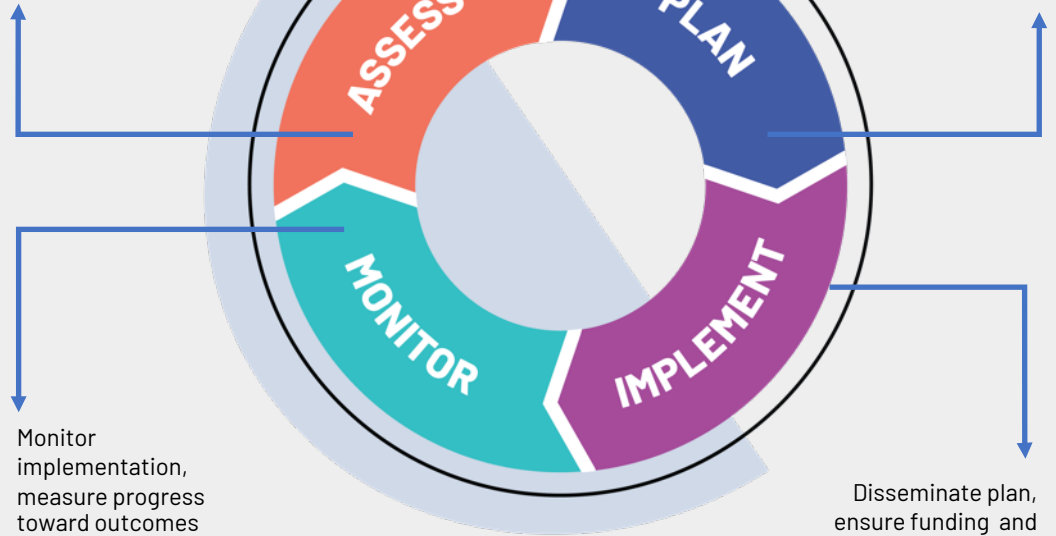


EVM supports continuous improvement

EVM starts with an assessment that identifies strengths and weaknesses along the supply chain, informing a plan for implementing improvements and monitoring ongoing performance. This process leads to a cycle of continuous improvement – one with agility to update alongside learning and innovation.

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

EVM assists immunization programs by:

- Building in-country iSC management capacity
- Supporting implementation of iSC best practices
- Attracting funding for iSC improvement



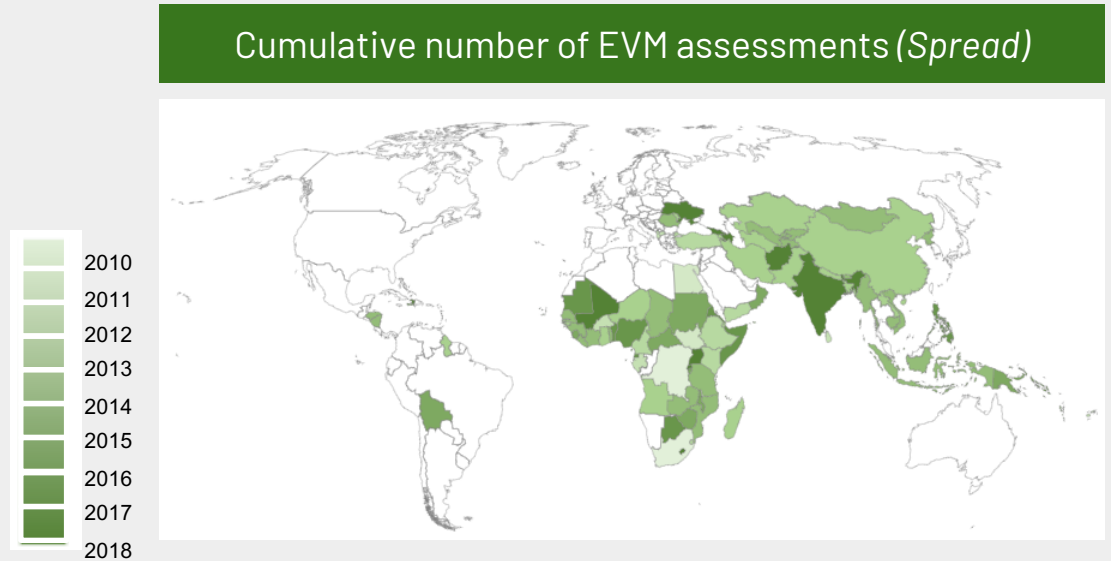


2

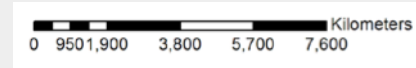
**iSC and EVM
evolution**

EVM transforms the iSC through a collaborative process

For the past decade, EVM has been used to conduct assessments and improve supply chains in more than 80 countries.



Numbers of assessments from the lightest to the darkest color.



An improved tool

EVM2 builds upon the original EVM assessment tool by providing countries with an agile and sustainable solution for engaging in a process of continuous improvement that allows users to better identify the root cause of the challenges, plan for improvements, implement the changes and then continuously monitor to make sure they are on the right track.



EVM2 offers new tools to support implementation

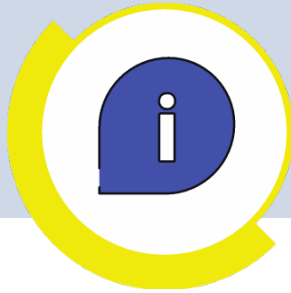
- 1 Ease of use**

Designed for easy, quick and accurate use on devices by staff at all levels.
- 2 Redesigned questionnaire**

Yields better insights into supply chain inputs, outputs and performance for cIP development.
- 3 Targeted assessments**

Multiple targeting options are available to customize an assessment to suit a country's needs.

EVM2 saves crucial time and money



Reduces need for external support

EVM2 environment managed by a single EVM Manager



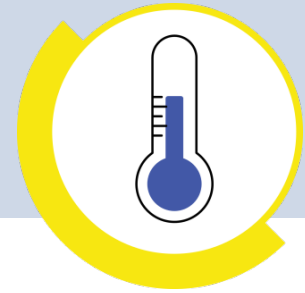
Reduces administrative overhead

WHO hosts the EVM database and provides tech support



Enables targeted assessments and improvements

Assess any aspect of a country's supply chain as frequently as necessary



Builds national talent and capacity

Reduces dependence on third-party partners

Assessors receive automated tools for improved accuracy



Automates complex calculations

Integration with the PQS Cold Chain Equipment (CCE) Devices Catalogue



Supports self-learning

In-app resources provide question guidance in real-time throughout the assessment

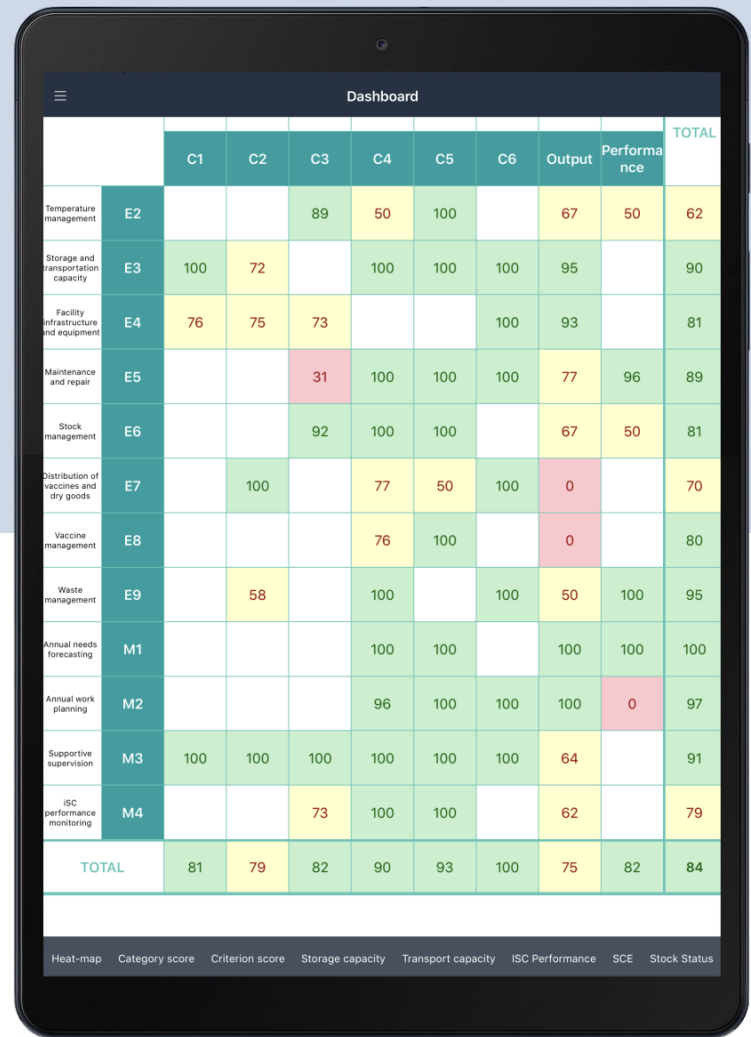


Improves ease and accuracy of reporting

Templates make reports, data analysis and cIP recommendations easy, accurate and fast

Everyone collects greater insights, in real time

The assessor can share visualizations like the dashboard or performance on specific criteria with the facility manager at the conclusion of the assessment. Real-time results allow real-time improvements.





3

Overview of the EVM assessment

Effective vaccine management

EVM is a tool and process that assesses each component of the immunization supply chain, such as the people and management, infrastructure and equipment, or policies and procedures, looking for strengths and weaknesses. This allows countries to develop plans and allocate resources to implement improvements where they are needed most.



Different types of assessments

EVM2 assessments can be customised to meet the needs of each country.

Parameter	Determines...
Type	Whether to make a random site selection or pick individual locations
Range	Whether to include locations from the entire country or only those in specific administrative units (AUs) in the random site selection
Sample	Whether to make a single random site selection for the entire country or make individual ones for each AU
Scope	Whether to assess all EVM requirements or only a subset; for example, only <i>E5 Maintenance and repair</i>

Type

Determines whether to make a random site selection or pick individual locations.

- **Full:** use random site selection
- **Targeted:** pick individual locations

The site selection methodology used in EVM1 is used in EVM2. The only difference is that in EVM1 the tool was an Excel file, and in EVM2 the tool is the EVM website.



Range

Determines whether to include locations from the entire country or only those in specific administrative units (AUs) in the random site selection.

AU= area of the country, for example Texas in the USA or Wuhan in China.

- **National:** include all locations in site selection
- **Sub-national:** only include locations in specific AUs

For example, if Subnational is selected in the United States of America, the manager can choose to create a subnational assessment for California and Oregon only.



Sample

Determines whether to make a single random site selection for the entire country or make individual ones for each AU (area of the country).

- **Single:** make a single random site selection
- **Multiple:** make separate random site selections for each AU

If 'Multiple' is selected, many more sites will be included. The benefit is that a representative sample is drawn for each AU, and direct comparisons can be drawn to individual AUs or groups of AUs.

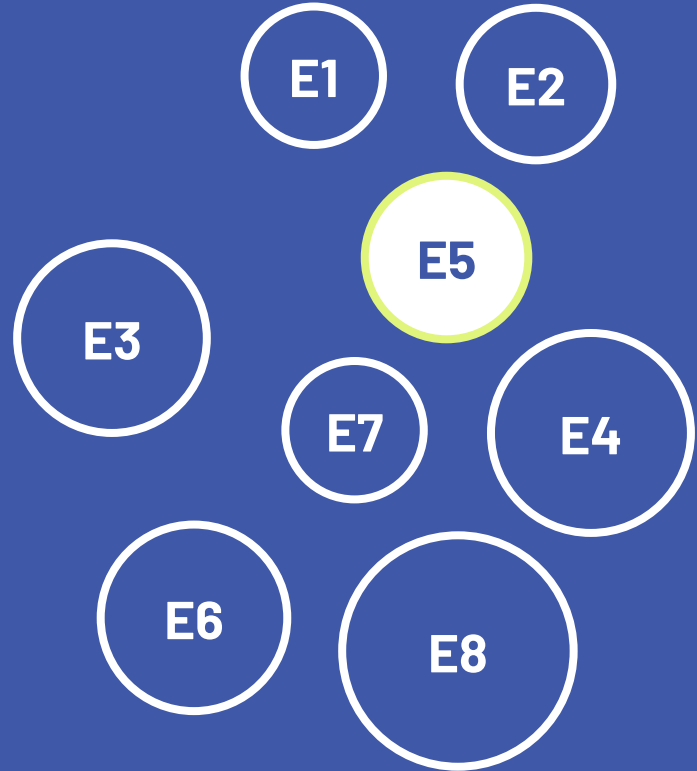


Scope

Determines whether to assess all EVM requirements or only a subset.

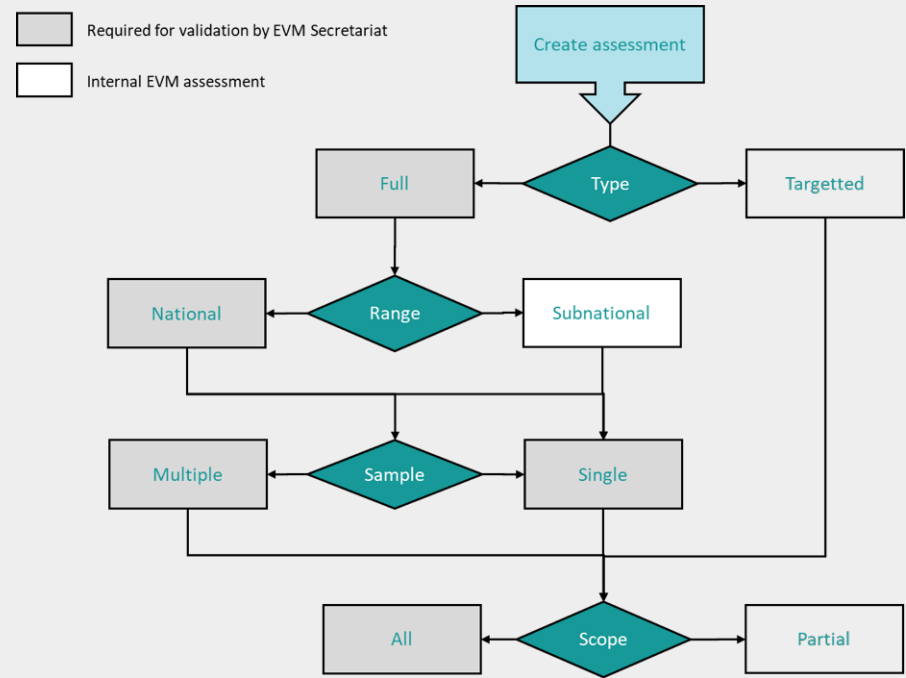
- **All**
- **Partial**

***For example**, if only the criterion E5 Maintenance and Repair is selected, the assessment will only ask questions relating to these functions.*

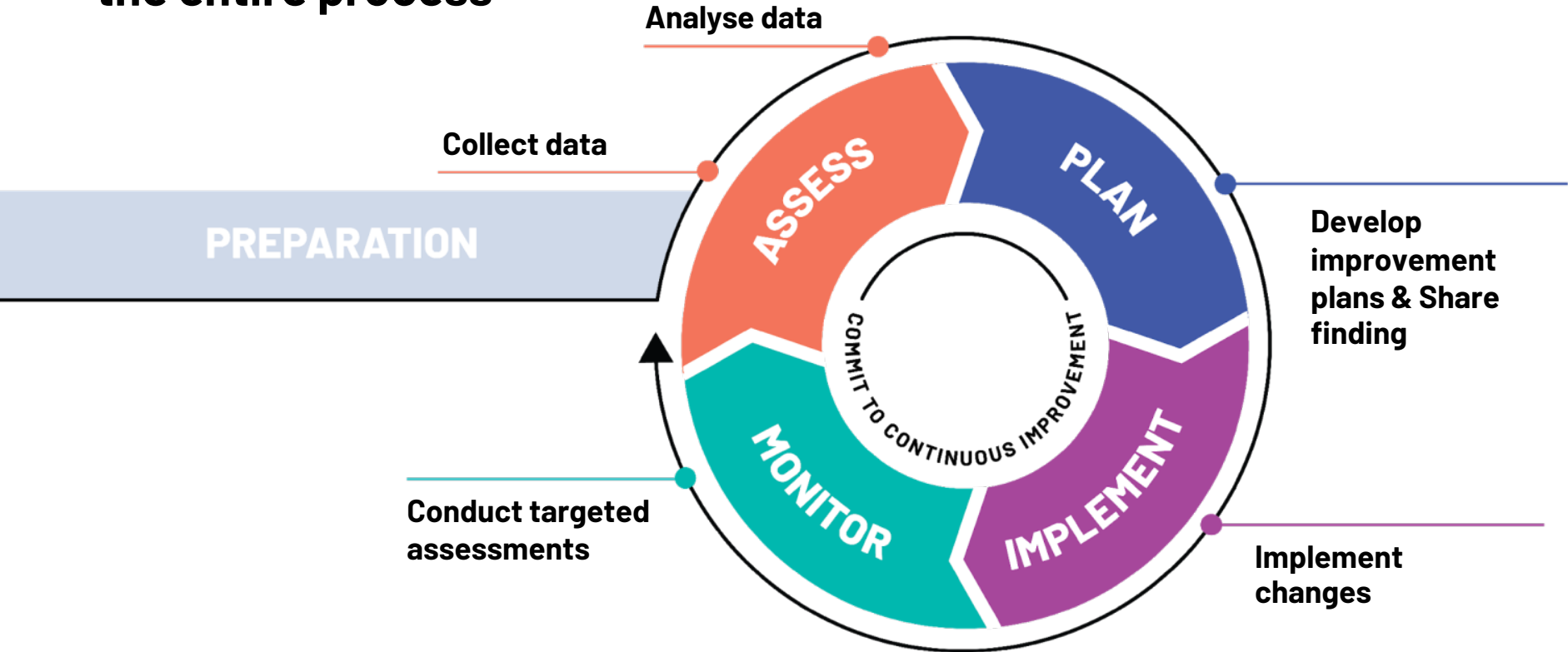


EVM2 assessments can be customised to meet the needs of a country.

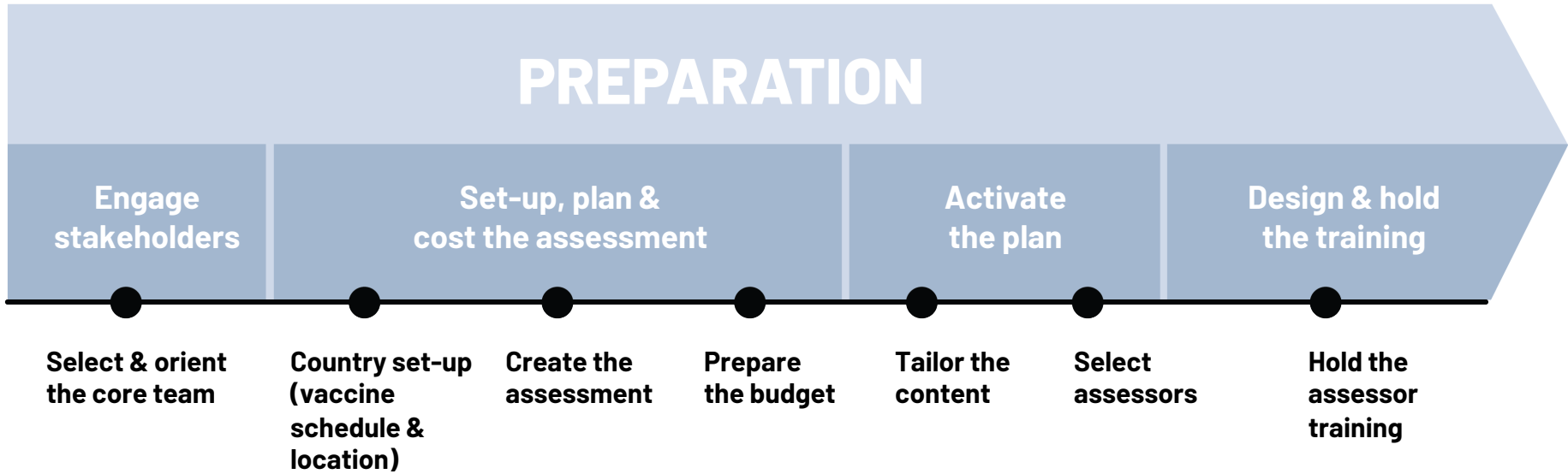
The figure on the right shows the assessment parameters that can be configured by the country manager when creating an assessment.



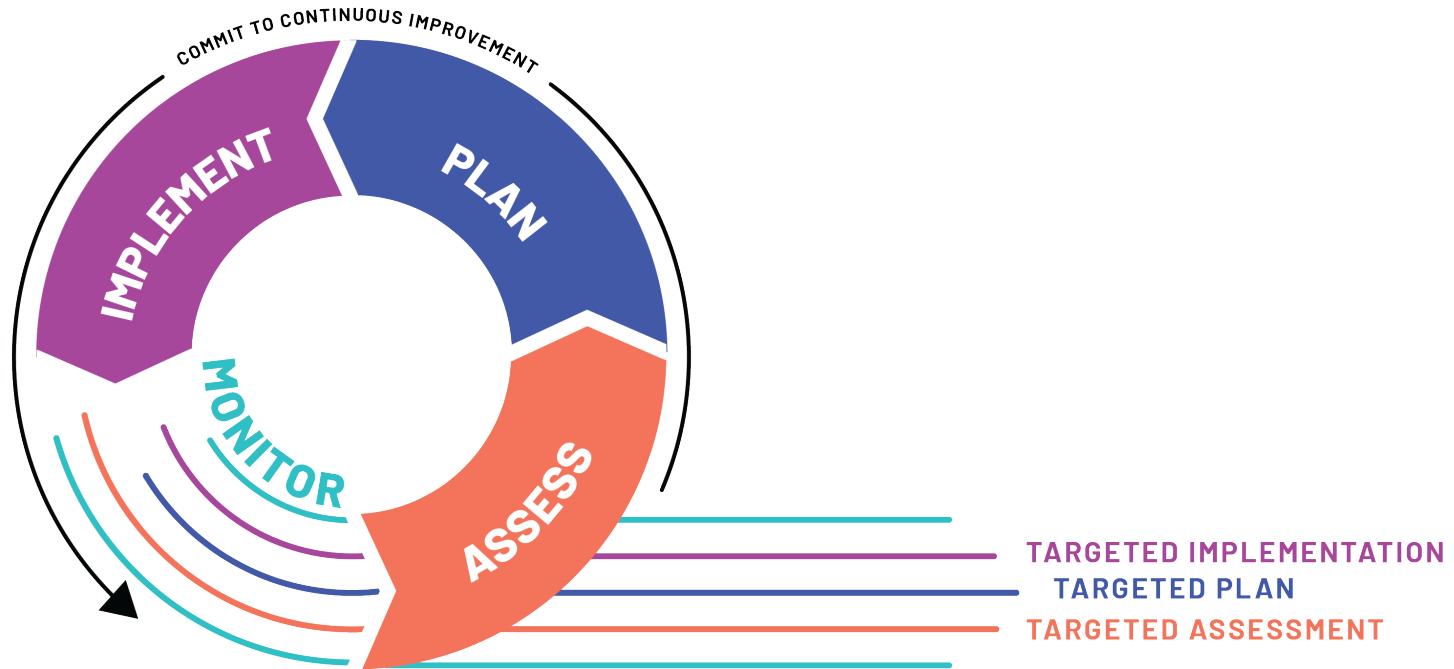
Overview of the entire process



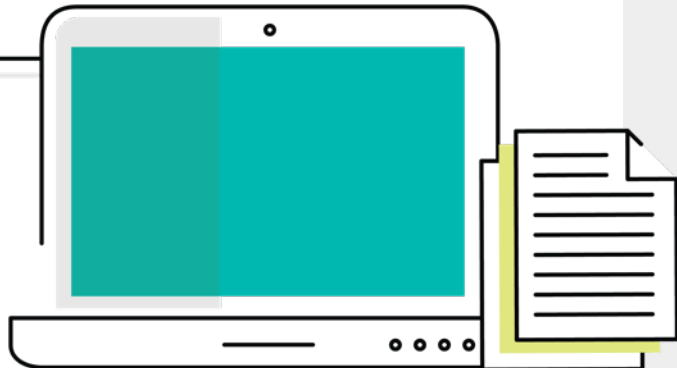
The preparation before the training



The big picture



EVM participants and roles



1

EVM LEADERS

National decision-makers who review assessment outcomes (dashboard)

2

EVM MANAGER (3 types)

Oversees the EVM project

3

EVM ASSESSOR

Administers questionnaire

4

FACILITY MANAGER

Answers questionnaire (warehouse)

5

HEALTH WORKER

Answers questionnaire (health facility)

6

TECHNICAL PARTNERS

Global, regional, training institutions. Trains and manages community network of assessors

7

TECHNICAL ICT SUPPORT

May be from the MoH. On call to fix hardware and software in real-time

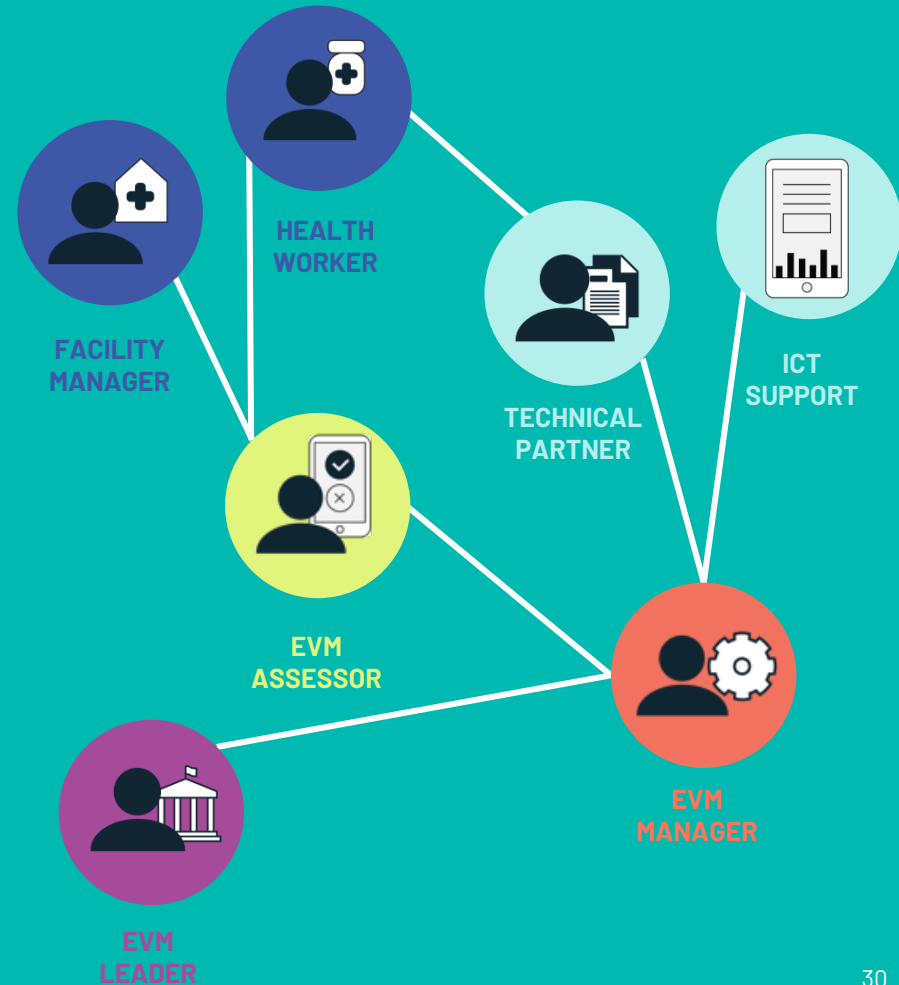


MINISTRY OF HEALTH



TECHNICAL ASSISTANCE

Each role is dependent on the others, creating a network of collaborators contributing to system-wide changes.



1

EVM leaders are national decision-makers

They are part of the Ministry of Health, and are likely to be EPI managers or CC managers.

- Oversee the system-wide improvement of immunization programmes
- Secure funding for the programme
- Create a working group
- Communicate with stakeholders for support and gain their commitment
- Initiate EVM assessments
- See that continuous improvements plans are implemented
- Follow-up and monitor EVM plans
- Inform stakeholders and working groups of results

EVM managers oversee their EVM project

They can work at the Ministry of Health or for a supporting organization like WHO or UNICEF.

- Lead the overall EVM deployment
- Complete the country set-up
- Create and deliver EVM assessments
- Participate in regular meetings as a trainer, supervisor, and monitor
- Organize trainings for managers and assessors
- Oversee the data collection process
- Create the EVM assessment report based on the findings
- Identify improvements to inform the cIP
- Build the continuous improvement plan

2



EVM managers oversee their EVM project

There are three different types of EVM managers:

- **The National EVM Managers** oversee the EVM project for their country
- **The Subnational EVM Managers** oversee the EVM project for areas of their country designated to them by the National EVM manager
- **The Individual EVM Managers** oversee their own EVM project for facility or facilities by creating and delivering their own EVM assessments

2



3

Assessors are supply chain innovators

Assessors are health programme professionals who are responsible for assessing health facilities.

- Work with the assessment teams throughout the assessment
- Prepare all materials for data collection
- Visit health facilities
- Assess health facilities
- Gather data
- Complete the EVM questionnaire using the EVM app
- Analyze the results
- Help to translate results into recommendations

Facility managers answer questions for the facility

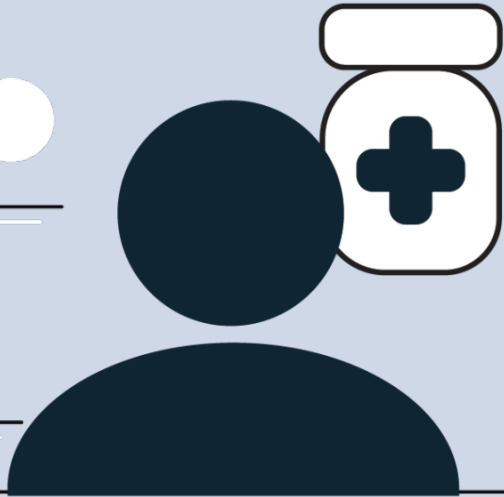
They can be the managers of national vaccine stores, subnational stores, lowest distribution stores, Service delivery points.

- Manage their facility
- Perform supervision and training of facility staff
- Cooperate with the EVM team
- Give truthful answers to the EVM questionnaire
- Continue keeping facility running during the assessment
- Protect the facility team from receiving a bad review

4



5



Health workers answer the questions regarding their tasks and the facility inventory & equipment

Health workers can be nurses, first hands, or other types of health workers who take care of patients.

- Administer vaccinations
- Learn and apply protocol for patient care
- Record accurate data
- Track the facility inventory
- Track the quality and efficacy of vaccinations
- Answer questions from the EVM questionnaires truthfully

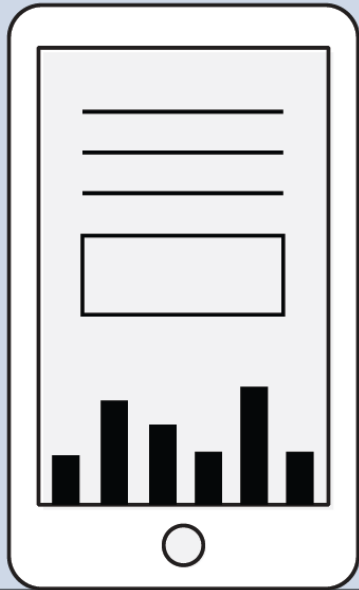
Technical partners train and manage the workforce

They are part of global, regional, training institutions. They train and manage assessors.

- Train assessors to use the tool so that they can conduct periodic, self-administered, sub-national assessments
- Create locally relevant learning materials tailored to the user's learning process
- Deliver effective technical support
- Build and foster a network of supply chain and EPI professionals

6





7

The Technical ICT support fixe software and hardware in real-time

They may be from the MoH or a partner institution. They are on call to fix hardware and software in real-time

- Develop and deliver technical training to introduce the tool
- Continuously deliver technical support once the tool is rolled out



Each step of the EVM cycle is an opportunity to build knowledge and engagement, giving countries ownership over the iSC.

Assessors play a critical role in advancing the goals of EVM: data-collection

In EVM2 the assessor plays a major role in correctly identifying and recording the status of the immunization supply chain at the ground level. Through simple questions, this reality is translated into sortable data that is used to create tangible change.



EVM
MANAGER

Analyse data

Look at results country-wide for a systems view of how the country is performing. Think critically about why this is happening.



EVM
ASSESSOR



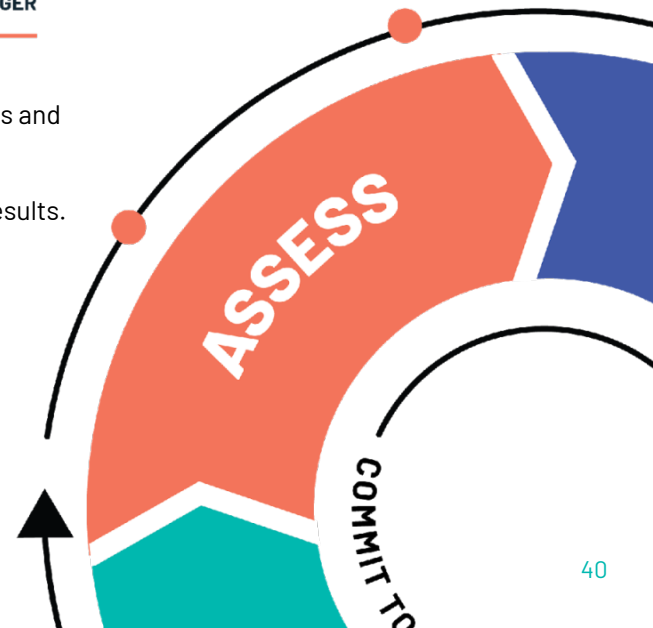
HEALTH
WORKER



FACILITY
MANAGER

Collect data

Meet with facility managers and health workers to collect observations and conduct interviews. Discuss final results.





Welcome to the EVM community