


EVM ASSESSOR GUIDE

# Field Guide



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

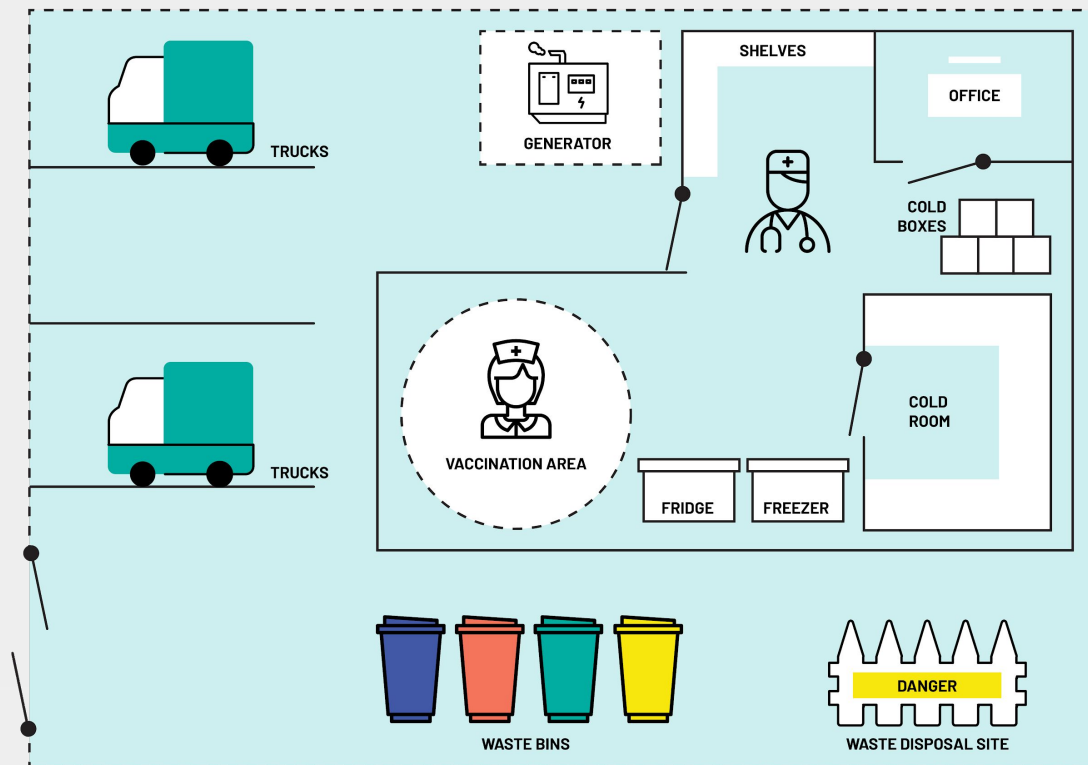
A decorative graphic on the left side of the slide. It consists of several horizontal lines of varying lengths and thicknesses, some solid black and some thin white. Two white circles are positioned on these lines: one at the top left and one at the bottom right, both partially overlapping the lines.

**1**

# The art of data collection

## Preparing to assess a facility

Vaccine stores can differ, but this is an example of what they usually look like.



# 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

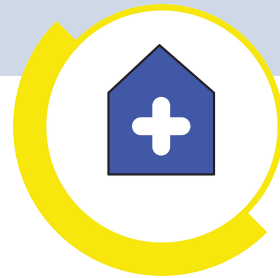
# As an assessor, what and who will you investigate:



**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								
City Data	Status of Indicator		Presentation	QUANTITY RECEIVED		Manufacturer	Voucher No.	Indication for use (PI or SIA)	Receipt	QUANTITY ISSUED		Status of Indicator	Presentation	Comments/Remarks	Stock Balance
	VVM	CCM		Doses/Vial	Doses					Doses	Lot/Status No				
<i>B/18</i>	1		<i>2-2005-1580</i>			<i>23052016</i>		<i>CARAS</i>							
								<i>Banico</i>	<i>1180</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>		<i>21,400</i>
								<i>Achuan</i>	<i>320</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>600</i>	<i>80,220</i>
								<i>SoGuan</i>	<i>600</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>79,420</i>
								<i>Galle</i>	<i>960</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>80</i>	<i>78,820</i>
								<i>Galle</i>	<i>1080</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>340</i>	<i>77,920</i>
								<i>Kan Au</i>	<i>1080</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>220</i>	<i>76,200</i>
								<i>MUSTH</i>	<i>670</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>320</i>	<i>75,760</i>
								<i>MUSTH</i>	<i>1180</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>400</i>	<i>75,080</i>
								<i>COVAVIA</i>	<i>960</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>700</i>	<i>75,980</i>
								<i>TAMULO</i>	<i>900</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>75,080</i>
								<i>TAMULO</i>	<i>900</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>72,180</i>
								<i>COVAVIA</i>	<i>2960</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>200</i>	<i>71,280</i>
								<i>Banico</i>	<i>2960</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>60</i>	<i>70,240</i>
								<i>BANIC</i>	<i>1900</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>69,400</i>
								<i>SoG</i>	<i>660</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>68,400</i>
								<i>Galle</i>	<i>1760</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>68,240</i>
								<i>Galle</i>	<i>2760</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>66,980</i>
								<i>KITAMU</i>	<i>2100</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>80</i>	<i>64,280</i>
								<i>MUSTH</i>	<i>1580</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>62,180</i>
								<i>MUSTH</i>	<i>3200</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>60,600</i>
								<i>COVAVIA</i>	<i>1900</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>110</i>	<i>57,400</i>
								<i>TAMULO</i>	<i>1260</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>55,800</i>
								<i>TAMULO</i>	<i>1600</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>40</i>	<i>54,260</i>
								<i>COVAVIA</i>	<i>1400</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>52,660</i>
								<i>COVAVIA</i>	<i>3000</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>220</i>	<i>50,080</i>
								<i>SoGuan</i>	<i>1300</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>100</i>	<i>47,820</i>
								<i>SoG</i>	<i>700</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>60</i>	<i>47,580</i>
								<i>Galle</i>	<i>1600</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>45,980</i>
								<i>Galle</i>	<i>2500</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>0</i>	<i>43,480</i>
								<i>KANAU</i>	<i>2200</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>140</i>	<i>41,280</i>
								<i>MUSTH</i>	<i>1670</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>140</i>	<i>39,600</i>
								<i>MUSTH</i>	<i>3200</i>	<i>N3592</i>	<i>4/18</i>	1	<i>2005</i>	<i>140</i>	<i>39,600</i>



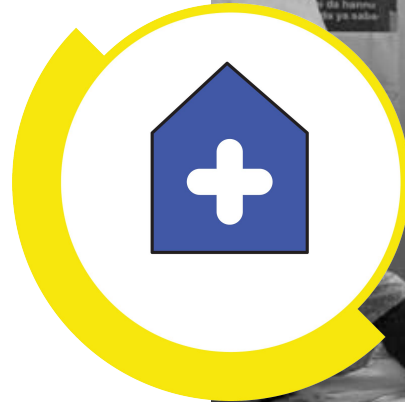
## Inspect equipment to assess:

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



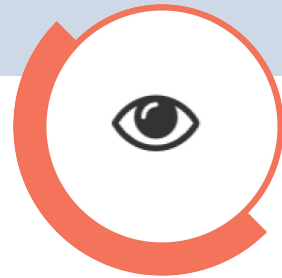
# How will you determine the answer?



**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.
2. **Don't rush** – give yourself time to get to know your interviewee. You are more likely to get honest answers.
3. **Don't skip questions** – if you are not getting an answer, try asking the question in a different way.
4. **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.
2. If you are inspecting buildings or equipment, look carefully and **take measurements and photographs** to support your observations.
3. 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).
2. Collect standard forms wherever possible. They may vary within the country. Otherwise, photograph examples.
3. 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.

The smartphone screen displays a survey titled "L9.3 Water and sanitation". It contains three questions, each with "Yes" and "No" buttons. Below each question is a set of icons: a speech bubble, a paperclip, a question mark, a list icon, and a flag icon.

1. Does the facility have an adequate water supply?

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

3. Does the facility have a functional toilet?

The smartphone screen displays a note entry form titled "Add note: Water and sanitation 2. Does th...". The text "The sink is broken" is entered into a text field. At the bottom, there are "Save" and "Cancel" buttons.

The sink is broken

## 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.
2. Upload whenever you have a data connection on the device during a field visit.
3. A new upload will save new sections and update the data backup to the most recent stage.



3

**A successful  
visit to health  
facilities**

## 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.





## 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.



## 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.





**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.



## 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

# Visit checklist

## Bring the right equipment

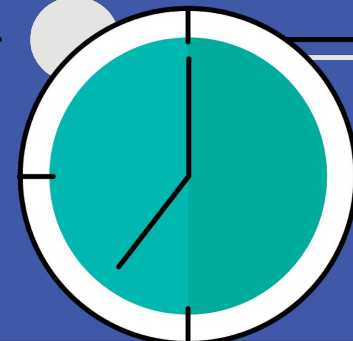
- Make sure you have downloaded the right assessment forms for each facility
- Notebook and pen/pencils
- Digital camera and charger/batteries
- Retractable steel tape measure (5 to 8 meters)

## 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





**Enjoy the field!**

