

**h** **ealth System Strengthening Workflows for mHero**

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## Health Facility Service Validation

Information on what kinds of services are offered at a health facility can help national and subnational Ministry of Health have a been understanding of what services are provided at specific facilities and identify gaps in services provided. Mapping these results can show regional disparities in types of service coverage. This information can inform planning for mobile clinics, health workforce training, and policy and planning.  In Liberia, the Ministry of Health and Social Welfare developed this flow for Officers in Charge to determine what services are offered at facilities in each county.  You should adapt this flow your use if you want to understand what facilities are being offered in health facilities.

To see the workflow for Health Facility Service Validation, [click here](#HFServiceValWF)

To access the workflow in RapidPro, please contact [info@mhero.org](mailto:info@mhero.org)

## Health Facility Status Validation

Understanding if facilities are open or closed is important. It can help MOH identify service gaps in regions and help HR and logistics planning. The MOH in Liberia developed this flow to determine the officer in charge at each facility, whether facilities were open, and how many services were delivered in the last month.  The flow was especially helpful during the Ebola outbreak to determine health facility staff but this type of flow can be used any time for the Ministry of Health to better understand the status of facilities including hospitals, urban and rural clinics and faith-based operated facilities. You should adapt this flow your use if you want to check the status of health facilities and how many services are being provided.

To see the workflow for Health Facility Status, [click here](#FacilityValidationWF)

To access the workflow in RapidPro, please contact [info@mhero.org](mailto:info@mhero.org)

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## County Ledger Use

Understanding what kinds of documentation exists and can be collected from regional levels can help the Ministry of Health in Decision Making. Instead of insisting on new data collection tools and methods, finding out what exists from regional/county health offices and is being used at the sub-national is important information gathering. The flow was developed by the MOH in Liberia to which ledgers each county was using (i.e. Antenatal Care Registers, Family Planning Registers).  You should adapt this flow for your use if you want to which ledgers or other reports each county office is using.

To see the workflow for County Ledger Use, [click here](#CountyLedgerWF)

To access the workflow in RapidPro, please contact [info@mhero.org](mailto:info@mhero.org)

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## Human Resource Questionnaire

The flow was used in Liberia for determining employee knowledge of human resources policies regarding capturing time worked and being excused from work.  You should adapt this flow your use if you want to know what employees’ knowledge is of human resources policies.

To see the workflow for Human Resource Questionnaire, [click here](#HRQuestionnaireWF)

To access the workflow in RapidPro, please contact [info@mhero.org](mailto:info@mhero.org)

## Training Follow up

Following up on health worker training gives you the opportunity to assess knowledge retention and document feedback on the training (trainers, modality, content, training facilities). It also provides an important feedback loop for health workers to assure them that the MOH is taking their in-service training seriously. Health Units should use mHero to follow up on training for their specific health areas. As an example, the MOH in Liberia developed a training follow up to test knowledge of the Ebola Virus after an Infection and Prevention Control training.  You should adapt this flow your use if you want to test the knowledge of Ebola Virus or other health areas for health workers in your country.

To see the workflow for Training Follow Up, [click here](#TrainingFollowWF)

To access the workflow in RapidPro, please contact [info@mhero.org](mailto:info@mhero.org)

## Health Facility Service Validation Flow

* **Q1:** Hi. This is a message from the Ministry of Health. We have in our records that your name is @contact.name. If this is correct, please text back "YES." If it is incorrect, please text back "NO". All SMS questions and responses are free of charge to you.
  + **If Yes:** Skip to Q2.
  + **If No:** What is your full name?
* **Q2:** Thank you. We have in our records that you are an Officer in Charge (OIC), please text the name of your assigned facility. If you are not an OIC, please text NO.
  + **If Yes:** Skip to Q3.
  + **If No:** Thank you. We will save this information in our records.
* **Q3:** Are you currently assigned to an ETU or CCC? Text "YES" if you are and "NO" if you are not.
  + **If Yes:** Skip to Q4.
  + **If No:** Skip to Q7.
* **Q4:** Are you still performing your OIC duties? Text "YES" if you are and "NO" if you are not.
  + **If Yes:** Skip to Q7.
  + **If No:** Skip to Q5.
* **Q5:** Please text the full name of the person who is acting as OIC. Text "?" if you do not know it.
* **Q6:** Please text the phone number of the person who is acting as OIC. Text "?" if you do not know it.
  + **All responses:** Thank you we will follow up with the acting OIC. [Stop Flow]
* **[Flow continuation from Q3/Q4] Q7:** We will now be asking you some questions about your facility. Is your facility open?
  + **If No:** Thank you for this information; we will update our records.
  + **If Yes:** Skip to Q8.
* **Q8:** How many clinicians were available daily on site for the last month?
* **Q9:** How many clinicians were available daily within 10 minutes for the last month?
* **Q10:** How many patients has your facility seen in the last month?
* **Q11:** How many deliveries did you have at your facility in the last month?
* **Q12:** How many children received vaccinations?
* **Q13:** How many children were diagnosed and treated for malaria?
* **Q14:** SMS the number of the register that you do NOT currently have at the facility: 1= Master Register; 2= Antenatal Care Register; 3= Delivery Register; 4= Postnatal Care Register; 5= Under 5 Register; 6= Above 5 Register; 7= In Patient General Register; 8= In Patient Maternal Register. If you currently have all registers, text the number 9.
  + **If 1-8:** How long have with you been without this Register. SMS the name of the Register and the number of weeks you have been without the Register.
  + **If 9:** Skip to Q15.
* **Q15:** Have you compiled your monthly report for October 2014?
  + **If Yes:** Skip to Q16.
  + **If No:** Skip to Q17.
* **Q16:** Has your report been submitted to the County Health Team?
  + **All responses:** Thank you for your participation. We appreciate your feedback; we will be following up as soon as we can.
* **Q17:** Thank you for this information, please explain why you have not compiled your monthly report.
  + **All responses:** Thank you for your participation. We appreciate your feedback; we will be following up as soon as we can.

## County Ledger Status Flow

* **Q1:** I am [INSERT NAME], Director of HMIS. I would like to ask about status of ledgers in your county. Is your name @contact.name? Text Yes or NO. All SMS is free.
  + **If Yes:** Skip to Q2.
  + **If No:** Thank you for your time. We will check in our records and get back to you. [End Flow]
* **Q2:** Do you have master registers at the County Health Office?
* **Q3:** Do you have Family Planning Registers at the County Health Office?
* **Q4:** Do you have Antenatal Care Registers at the County Health Office?
* **Q5:** Do you have Delivery Registers at the County Health Office?
* **Q6:** Do you have Postnatal Care Registers at the County Health Office?
* **Q7:** Do you have Under 5 Registers at the County Health Office?
* **Q8:** Do you have OPD Above 5 Registers at the County Health Office?
  + **All responses:** Thanks very much for your time. We are in the process of validating the new tools for printing and distribution. [End Flow]

## Human Resources Questionnaire Flow

* **Q1:** Hi, This is a message from the MOH. We are asking questions about a human resources policy. All SMS are free of charge. Do you work for MOH? Please text yes or No.
  + **If Yes:** Skip to Q2.
  + **If No:** Thanks for the response. We have noted in our record that we have incorrect contact information. [End Flow]
* **Q2:** How is your daily attendance at work captured? a. Log into an attendance book at the entrance. b. Tell my boss I am at work C. Log into an attendance at my unit
  + **If A:** Correct.
  + **If B or C:** Incorrect. The correct way is to log in at the MOH entrance.
* **Q3:** What time are you required to log into and out of the daily attendance? a. 8am-4pm b. 8:30am-4:30pm c. 9am-5pm d. 9:30am-5:30pm
  + **If A:** Correct.
  + **If B or C or D:** Incorrect. Correct is 8 am-4 pm.
* **Q4:** How often are you appraised (Evaluated)? a. Every 3 months b. Every 6 months c. Annually
  + **If A or B:** Incorrect. Correct is Annually.
  + **If C:** Correct.
* **Q5:** How are you excused from work? a. I call my supervisor b. I write my supervisor c. Inform my work mate d. With a letter authorizing you to be excused
  + **If A or C:** Incorrect. Correct is I call my supervisor. Thanks for working with us we appreciate your response. We wish to communicate with you any time. [End Flow]
  + **If B or D:** Correct. Thanks for working with us we appreciate your response. We wish to communicate with you any time. [End Flow]

## Validation of Facility Activity Flow

* **Q1:** Hi this is [insert MOH employee name]. We would like to know the basic services offered by health facilities in your county. Is your name @contact.name? Please answer Yes or No.
  + **If Yes:** Skip to Q2.
  + **If No:** Thanks, we will update our records.[End Flow]
* **Q2:** Thanks. What is the total number of health facilities in your county? Please respond by figures (eg. 1, 2, 3)
* **Q3:** How many clinics do you have? Please answer by figures (eg. 1,2,3)
* **Q4.** How many health centers do you have? Please answer by figures (eg. 1,2,3)
* **Q5:** How many hospitals do you have? Please answer by figures (eg. 1,2,3).
* **Q6:** Are all your health facilities running OPD services? Please answer Yes or No.
* **Q7:** Do all of your health facilities have antenatal care? Please answer Yes or No.
* **Q8:** Do all of your facilities have postnatal care? Please answer Yes or No.
* **Q9:** Do all of your facilities have reproductive health services? Please answer Yes or No.
* **Q10:** Do all of your facilities have Mental Health Services? Please answer Yes or No.
* **Q11:** Are all your facilities doing Tuberculosis (TB) services? Please answer Yes or No.
* **Q12:** Do all of your facilities have Prevention of Mother-to-Child Transmission services? Please answer Yes or No.
* **Q13:** Are all your health facilities offering Malaria services? Please answer Yes or No.
* **Q14:** Are all your facility offering Sexual Gender-based Violence care? Please answer Yes or No.
* **Q15:** Do all hospitals & health centers report inpatient services to the County Health Team (CHT)? Please answer Yes or No.
* **Q16:** Have all your health facilities submitted Quarter 1 report for 2015? Please answer Yes or No.
  + **All responses:** Thanks for your cooperation. We appreciate your time with us. [End Flow]

**IPC Training Follow-up Flow**

* **Q1:** Hi, this is the MOH. We would like to follow up on the IPC training. Every text message is free. Have you attended the IPC training in last 3 months?
  + **If Yes:** Skip to Q2.
  + **If No:** Thanks for responding. We will update our records. [End Flow]
* **Q2:** Is Ebola Virus easily killed on surfaces with 0.5% chlorine bleach solution. Please answer Yes or No.
  + **If Yes:** Correct Answer.
  + **If No:** Incorrect. EVD is easily killed on surfaces with 0.5% chlorine bleach solution.
* **Q3:** Is the Personal Protective Equipment (PPE) really protecting the health worker from contracting Ebola? Please Answer Yes or No.
  + **If Yes:** Correct answer.
  + **If No:** Incorrect Answer. PPE protects the health worker.
* **Q4:** Is it possible to safely remove PPE without a glove and not get contaminated? Yes or No.
  + **If Yes:** Incorrect. It’s possible.
  + **If No:** Correct. It’s not possible.
* **Q5:** Should a health worker who receives a sharp injury while caring for Ebola patients wash the area with soap and report the incident? Yes or No.
  + **If Yes:** Correct.
  + **If No:** Incorrect Answer. Health worker should wash the area and report the incident.
* **Q6:** Should all waste be disposed from the Ebola patient care area?
  + **If Yes:** Correct. Thanks for your cooperation. We highly appreciate the time you took off to answer us. We’ll talk another time. [End Flow]
  + **If No:** Incorrect. Waste from the Ebola patient care area should be disposed. Thanks for your cooperation. We highly appreciate your time with us. [End Flow]



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