mHero

SOP QUICK GUIDE

May 2016

A new system means new processes. This overview will help you to start thinking about the processes involved with mHero, the importance of documenting these processes, and how to draft standard operating procedures (SOPs) describing these new processes.

First, what is a process? A process is a series of activities or steps taken to arrive at a pre-determined outcome. For example, when you cook a meal, you usually follow a set of steps to create the outcome: a delicious meal. You can think of an SOP as being similar to a recipe for a meal: it documents the steps needed to get to the desired outcome.

Why should we document processes? There are many reasons to document processes. For one, writing out the steps in a process will help to clarify the activities that are part of a process and who is responsible for them. As processes get more complex, SOPs can serve as a checklist of steps to ensure those involved in the process do not miss any steps. Additionally, with a new system, the new roles and responsibilities for those involved with the new system should be clearly laid out so that they are easier to learn. Having written processes makes it easier to communicate the processes and gives users a guide when they are not sure what the next step is.

What is an SOP? An SOP, or standard operating procedure, is a document that includes steps of a process, the roles and responsibilities of people involved, and standard definitions. SOPs should be created by those champions and leaders of mHero. They will have the vision for how mHero will be implemented and the SOP helps to operationalize that vision.

SOPs are important to the function of mHero. There are many different processes for mHero that could be documented. Here are a few examples:

1. Requesting a Use Case
2. Approving a Use Case
3. Creating a workflow
4. Executing a workflow
5. Analyzing data

Still not sure about the value of an SOP? Consider this: SOPs or good procedures can save time and mistakes; reduce training costs of new staff; ensure consistency in implementation, empower mHero Users who are supporting implementation; and support quality goals.

A good SOP consists of several sections that very clearly identify roles, responsibilities and procedures without too much jargon. Some suggest main sections and their descriptions are listed below.

1. **Purpose:** this section explains the purpose of mHero and the specific process being documented
2. **Scope:** this section describes who should be following this SOP
3. **Prerequisites:** this section describes any steps that must be completed before this SOP and any rules pertaining to the SOP
4. **Roles and Responsibilities:** this section describes the roles of the staff and teams responsible for this SOP
5. **Procedure:** this section describes the steps to follow for the process being documented
6. **References:** this section has the contact information for pertinent people involved with the SOP
7. **Definitions:** this section has definitions needed for mHero and the SOP

Please review the [mHero SOP Template](#) to see how this might be adapted and used in your own mHero implementation.

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