

# Program Implementation Process Assessment Tool

Submitted by Jonathan Metzger (JSI) on January 19, 2018 - 9:43am

Last revised by Web Producer on June 21, 2018 - 3:09pm.

Primary Author: Monze Muleya ☐

Proposal Status: Withdrawn

## Executive Summary

The USAID DISCOVER-Health project is a five year USAID funded project that supports the Ministry Of Health in the provision of quality Health services across all the ten provinces of Zambia, predominantly through an outreach model of service delivery, in order to reach underserved areas and increase equity in access. The project outreach services runs from hub sites (static sites), which serves as operational bases for outreach services in a hub and spoke manner. In addition general clinic to attend to patients with other health care needs is also provided. USAID DISCOVER-Health also supports the Zambia Ministry of Health to increase the availability and utilization of socially-marketed priority health products, across the country. To provide these services USAID DISCOVER-Health creates demand for these health services in all the 282 sites with the help of a workforce of about 1,240 field agents in the field. This has resulted in about 247,527 clients receiving HIV Testing Services in the period October 1st 2016 to August 13st 2017 putting the average HIV Testing services at 27,000 per month.

For prudent resource allocation and monitoring agent performance, USAID DISCOVER Health Project developed an ICT program. PIPAT (Program Implementation Process Assessment Tool), helps defining continuous performance of the project as it strives to meet life of project targets in all program areas. As an online electronic real-time ICT program used for data assessment and analysis of health service activities (e.g. mobilization for health service provision, counselling and testing for HIV, antiretroviral treatment for those tested positive and male voluntary male medical circumcision), service providers and community health workers send their daily activity reports to PIPAT using text messages in coded format. PIPAT decodes these messages and inputs the entries in the database. Using entries in the database PIPAT analyses the data and produces customized reports in all service areas. The project managers then use these on time reports to make informed and timely decisions when planning for service provision and allocating resources where demand for health services has been created.

The project is seeking additional funding to take PIPAT to a new level – the ability to produce dynamic reports for users and management alike at the push of a button. PIPAT could thus be used as part of everyone's day-to-day work; for example, generating data visualization chats showing performance information. We intended to enhance the quality and availability of these reports in PIPAT to users by using the Android Phones each of our field agents have been given by using Android Application in combination with Microsoft Power BI App for enhanced data visualization.

## Consortium team

Through DISCOVER-Health and Monze Muleya (the owner of the PIPAT software engine), the team will work with the development community to upgrade PIPAT to add dynamic reporting. Further, the team will make the software freely available to download by other countries free-of-charge so it can be treated as a common good resource.

## Project description

The project will involve development of mobile phone apps that will be used by our agents in the field to enable them gauge their performance in relation to their targets and for prudent allocation of resources by management to areas where demand for health services has been created. These apps will be hybrid applications that will be used in combination with Windows Power BI to enhance data visualization.

The project will first by doing a field analysis to understand the expectations from our agents on how PIPAT can be made user friendly. Then the team will develop plans on the best app designs which will then be given to the consultant to develop the front interface. After its user ability is approved, the consultant will go ahead and develop the back end interface. The testing process will then begin. This will be done by both the tech team and the users. Debugging will then follow.

Once the app is ready, launching of the application will follow. The launch will then be followed by trainings to make users competent in the use of the app.