

USER GUIDE: PILLAR 1

Pillar 1: Facility-level surveys using an app-based tool to collect data on price and availability in public and private health facilities

Getting Started: CommCare monitoring app

Downloading and installing the app

Important note: Prior to beginning data collection, you will need a unique username and password. After you take part in the training we will send you a username and password, as part of the training manual.

For the purposes of this call, these will be:

Username: whotest

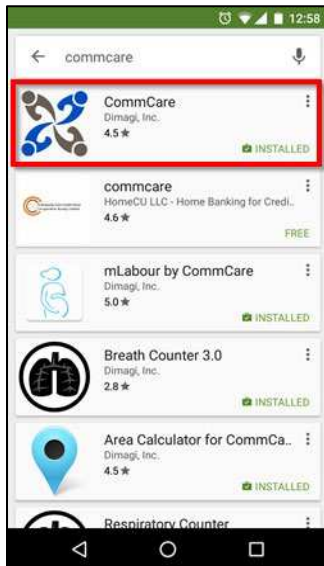
Password: testingapp

App Requirements for Phone or Tablet: To download the application, you need an Android device with an Android operating system of 4.1 or higher. **Note: this app will not work on an Apple phone or tablet. You can also view the app online, please see below.**

1. Start by accessing the Google Play Store on your device



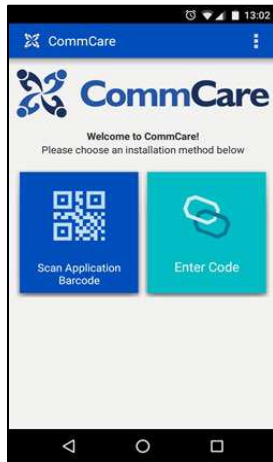
2. Search for the CommCare application, by Dimagi



3. Select the app and install it

Installing the surveys into the app

1. Please make sure you have internet access when installing.

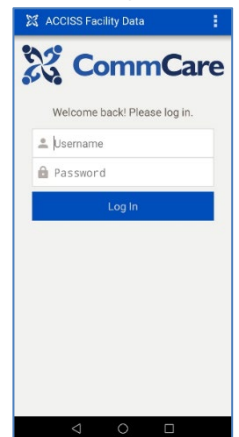


2. Once you have downloaded the app, the following screen will open. Here you can install both your facilities and household surveys app. For the purposes of training, it is recommended that you install one survey first before installing the second survey.

3. Click on 'Enter Code' and enter the 7-character code provided by HAI

Enter app code on installation screen: 3L4fljD

Note: please check that you have the latest, updated version. The app should automatically update, if it doesn't please see page 4.



4. You will then be taken to another screen. Click on the green 'Start Install' button.
5. The installation will be confirmed when you are taken to screen that asks for your username and password. Here insert the username and password you were given.

Viewing the app on your web browser

To view online, click on this link: <https://www.commcarehq.org/a/mali-sant-diab-te/cloudcare/apps/v2/#%7B%22appId%22%3A%22717e18e79d65457ebb0daff610443b7c%22%2C%22selections%22%3A%5B%5D%2C%22queryData%22%3A%7B%7D%7D>

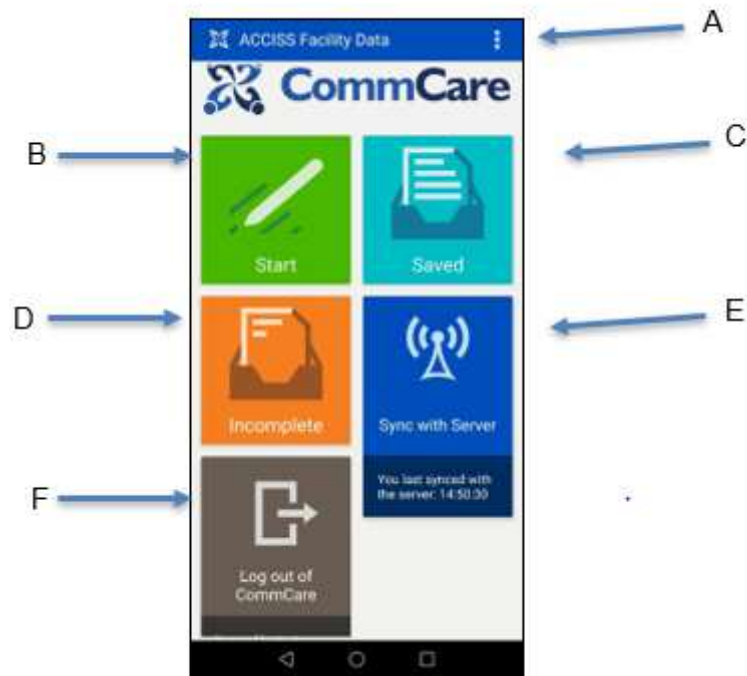
Use the same username and password as above.

Username: whotest

Password: testingapp

Application Homepage

When you are logged in, the homepage of the app will look like the following image. Notes on each section are as indicated by the letter. *Below is a view of the app version of the survey, but the web platform, you can just reference the information in “B” start menu.*



- A. Application settings menu – from here you can update the app, save forms, the change the language.
- B. Start menu - this is where the facilities get registered or removed ('Facility Management') and the data on availability, prices etc. gets entered ('Facility Survey').
- C. Saved icon - a list of all surveys (both completed and incomplete), and the dataset itself, can be accessed from here.
- D. Incomplete icon - at any stage of data collection, you can save an incomplete dataset. A list of all the incomplete forms, and the data entered, can be accessed from here to be reviewed or re-entered.
- E. Sync with Server – this is where your data gets synchronised with the CommCare server
- F. Log out of CommCare – from here you log out of the app

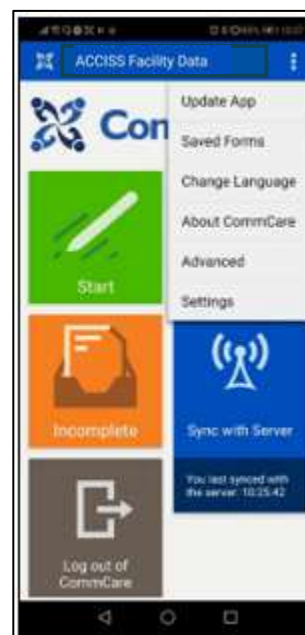
A. Application Settings (APP ONLY SETTINGS – NOT RELATING TO THE WEB BROWSER VERSION)

Click on the three dots, on the top right-hand side of the app, to access the Application Settings Menu.

Update App

Once the app has been installed, you can update the version to be used without a new code. This is important if your monitoring manager tells you changes have been made to the app and a new version must be installed. To do this:

1. Select 'Update App' and CommCare will look for a new version and download it (if available).
2. When the download is completed, select the green update button to complete the upgrade process
3. You will see a message that reads 'App update was successful'
4. Log in again



Saved Forms

Here you can access all forms (both complete and incomplete). You can also access these via the 'Saved' button (labelled 'C' in the figure above)

Change Language

To change the language, select the language you would like the application in from the drop-down list in 'Change Language'. Note:

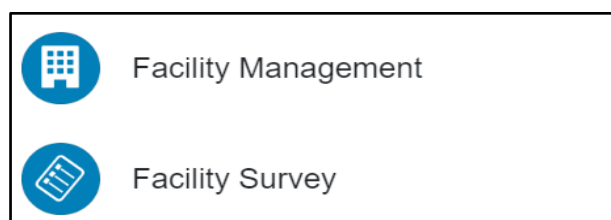
- Only those languages that have been translated and formatted within CommCare are available to switch to
- Using this menu, the language can be changed at any time during data collection

About CommCare, Advanced and Settings

You will not need to use these other settings for the purpose of this work.

B. Start Menu

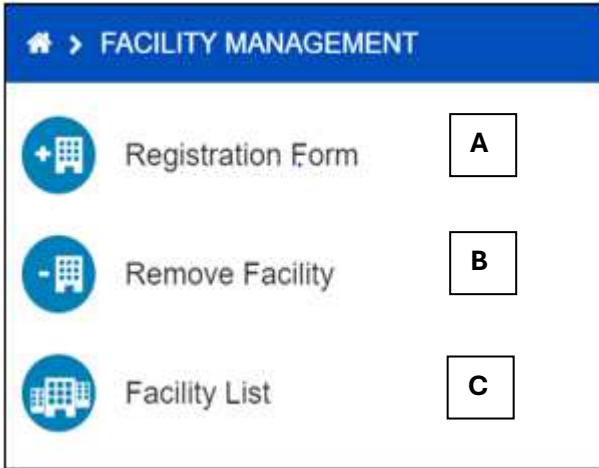
Clicking the 'Start' menu takes you to two data collection sections (1) 'Facility Management' where the facilities get registered or removed and (2) 'Facility Survey' where the data on availability, prices etc. gets entered.



Facility Management

The Facility Management area contains three sub-categories on participant management:

- Registration Form: this is where a facility gets registered. This form must be completed in order to conduct facility data collection.



- Remove Facility: if a facility is registered then asks to be excluded, or needs to be removed for some other region, they get removed from the app through this form.
- Facility List: allows you to view all registered facilities, including facility data and contact information.

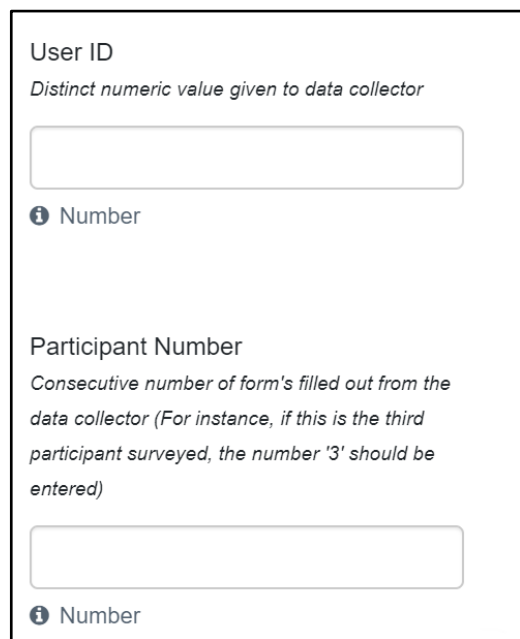
A. Registration Form

See Section 3.4 for details on completing the Registration Form, including more detailed information about your User ID and Facility Number.

A note on creating the Facility ID: In the Registration Form a unique front-facing identification number, in the format X – X, is created for each facility. To create this ID, the data collector must have the following information:

- i. Their own personal User ID (such as Data Collector 1, 2, or 3), given by the monitoring manager
- ii. The Facility Number. This is the consecutive number of the registration by the data collector (irrespective of which day the facility is registered)

Example: A data collector is assigned as User 2 and is on their third registered participant, they would place a '2' in the first question, and a '3' in the second, creating the Participant ID of 2 - 3.



Note: Moving from one page to another in the app is done by swiping left (to move forward a page) or swiping right (to move back a page).

Once the registration is completed, you can move on to the Facility Survey.

B. Remove Facility: all registered facilities stay in the app until they are removed manually through the app (or the monitoring manager could do it online). No data collector should remove an application without the consent of the monitoring manager.

To remove a facility, click 'Remove Facility' then select the facility and check the facility details to ensure it is the correct one for removal. Then enter the reason for its removal using the drop-down list. You then must confirm if you want to proceed with removing this facility. Once you have hit 'Yes' or 'No', hit the green 'Finished' bar on the top of the page.

C. Facility List: allows you to view all registered facilities and their details, including their contact information and the data collected.

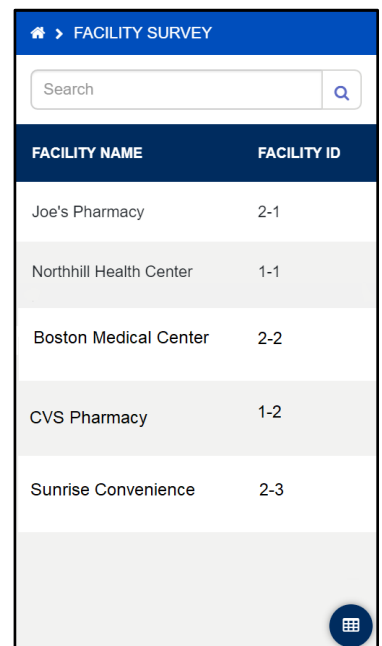
Facility Survey

Once you have registered your facility(s) you will move onto the actual Facility Survey.

Click on 'Facility Survey' to be taken to a list of the registered facilities. Select the facility name you will interview.

When selected, Case Details will be available via two tabs:

- 1) **Case Summary:** includes general details on the facility and questions on whether the facility is willing to have an in-person visit (see Section 4.3 on validation studies), and if they cannot talk now/need to schedule a better time.
- 2) **Contact Details:** includes all information needed to contact the facility, including telephone number, email address, address, and secondary contact person.



Other Useful Tips

Using the Application Setting Menu (i.e. the three “...” on the upper righthand side of the screen)

Save Form

There may be information you need to go back to and edit before finishing the survey form, or you may not be able to complete an interview for some reason. Forms can be saved as ‘Incomplete’ in two ways:

1. By exiting the form without finishing and selecting ‘Save Incomplete’
2. Selecting “Save Form” in the top right-hand Application Settings menu

Incomplete (and completed) saved forms can be accessed at any time from the homepage.

Go to Prompt

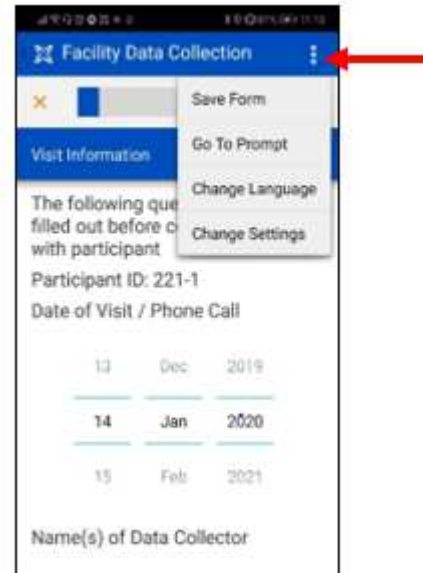
By clicking on this option, you are taken to the entire list of survey questions. If you need to skip ahead or backward on the survey, this is an easy way to do it rather than scrolling via the survey form itself.

Change Language

From here you can change the language at any point during the survey

Change Settings

Within the Change Settings menu, you can adjust the Text Font Size based on your preference.



C. Saved icon

By clicking ‘Saved’ on the homepage of the app you can access all surveys (complete and incomplete). These are organised by facility or household. To delete saved or incomplete forms, just hover over the survey you’d like to delete with your finger and select the delete survey option.

D. Incomplete icon

By clicking ‘Incomplete’ on the homepage of the app you can access the forms that still need to be completed. To delete saved or incomplete forms, hover over the survey you would like to delete with your finger and select the delete survey option.

E. Sync with Server

Clicking on this will sync your data to the CommCare server. Do this each time you log out for the day.

F. Log out of CommCare

When you have finished for the day, it is recommended that you log out of the CommCare system. The app can drain the battery of the tablet or phone if you do not completely log out.