



# Community Health Toolkit App Implementation Guide: Initiation & Planning



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# Prepared by Medic Mobile for The Community Health Toolkit

**Medic Mobile** is the technical steward of, and a key contributor to, the Community Health Toolkit.

In addition to creating and contributing open source technologies like the **Core Framework** to the CHT, we drive research and development efforts, share our expertise through **capacity building services**, and encourage and support community contributions to the project.

To learn more about Medic Mobile:

[Visit MedicMobile.org](https://www.MedicMobile.org)



## Executive Summary

When implementing a digital health tool, it is important to evaluate both **resources** available to your project, and **the wider environment** it will occur in. Situational and resource analysis allows you to:

- Identity your project's **mission** and key objectives
- Understand the **climate** and culture in which your project will be implemented, including the current capacity and **resources** of the health facility and community
- Identify your intended **users** and their needs
- Seek partners and collaborators to further your work

This Implementation Guide is designed as a **starting point** for this essential work. In addition to **general recommendations**, we've included a few **specific questions** to consider, and links to **tools** that may assist you in your efforts.

[Access Our Situational & Resource Analysis Exercise as a Document](#)

# Situational Analysis Exercise

# Situational Analysis: Project Overview

**Project Name:**

**Launch Date:**

**Project Lead:**

**Project Site:** This may be a single health facility, a health system, or even a geographic region. Make note of **administrative divisions** such as province or district, as they may impact which officials and policies influence your work.

**Estimated Budget:**

**External Funding Sources:** This includes grants, **partner contributions** & donors. Also note **in-kind contributions**, such as man hours, or hardware assets.

**Internal Funding Allocation:** If the project is pulling from a particular budget line, note it. Also note plans for securing additional funding where needed.

[Access Our Deployment Hardware Costing Tool](#)

# Situational Analysis: Goals & Objectives

**Project Goal:** A project's goal is a high-level **mission statement** that provides overall direction for the work being undertaken.

**Project Objectives:** A project's objectives are the **concrete steps** that support the project's goal. Objectives should be:

- Specific: Clear and **detailed**
- Measurable: Can be **quantified** or verified
- Actionable: Are **practical**, not theoretical or visionary
- Realistic: Achievable with current support and resources
- Time-bound: Have a clear **deadline** or duration



## Situational Analysis: Users

Apps built with the [Core Framework of the Community Health Toolkit](#) can be used by system administrators, CHW supervisors, nurses, CHWs, and others who deliver care and support. Consider the [demographic profile](#) of your users, including:

- Age
- Gender
- Education
- Technical Proficiency
- Lifestyle

To assist in the gathering of this information at the CHW level, we've created an editable CHW Demographic & Expertise Data Collection Form.

[Access Our CHW Demographic & Expertise Data Collection Form](#)



# Situational Analysis: Project Roles

The following roles are common in digital health projects and critical to success:

## Platform Administrator:

- Sets up the platform, creates user accounts, performs administrative functions, guides CHW trainers
- Troubleshoots issues that arise with the platform or the gateway
- Needs strong managerial, organizational and computer skills. Can be a program manager, M&E expert, or a CHW supervisor

## Facility-Based Staff

- Monitors and reports on overall program activity
- Follows up on high-risk cases flagged by CHWs
- Reports technical issues to the System Administrator
- Includes nurses, doctors or other staff at health centers that will interact with the system

# Situational Analysis: Project Roles

The following roles are common in digital health projects and critical to success:

## CHW Supervisor / CHW Manager

- Oversees CHW program
- Works with the System Administrator to plan and execute CHW trainings as needed
- Ensures that CHWs actively use the platform once implemented
- Reports technical issues to the System Administrator

## CHWs

- Provide care in their communities; conduct household visits
- Are the key users of the platform; report on patients and coordinate with the health Facility-Based staff

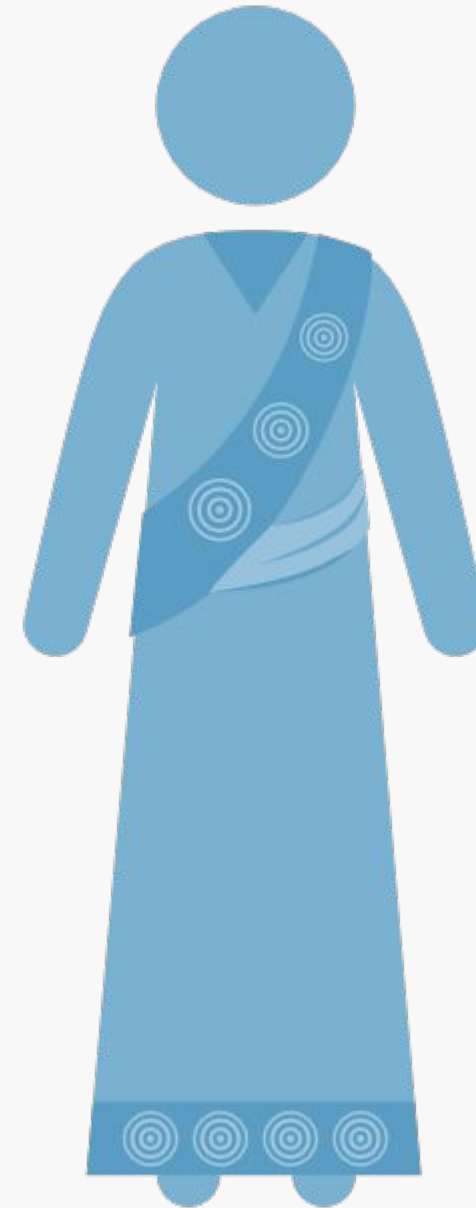


# Situational Analysis: Project Roles

One final key role within your project:

## Project Champion

- The project champion is an on-the-ground advocate for your mission and your work
- They work closely with other project roles to move the project forward
- They may also have a secondary role within the project, such as Project Lead, System Administrator, or may focus on championing the project



## Situational Analysis: Internal Climate Analysis

Internal considerations include **support** for the project, the available **human resources**, relevant **expertise** within that workforce, and available infrastructure.

**What are stakeholders general attitudes towards the project?** Evaluate support for the project both within your organization, and among partners and users. Is there any resistance from **government officials**, health system managers, facility-based staff, community health workers, or even patients and **caregivers**?

**Available human resources:** Does your organization have **dedicated project staff**? Are partners providing **additional human resources**? If so, how long are they assigned to the project, and are there associated costs for your organization?

**Expertise:** Does your team have the **relevant skills** to successfully implement your app? Have local Community Health Workers received **adequate training**?

[Access Our CHW Expertise Data Collection Form](#)

# Situational Analysis: External Climate Analysis

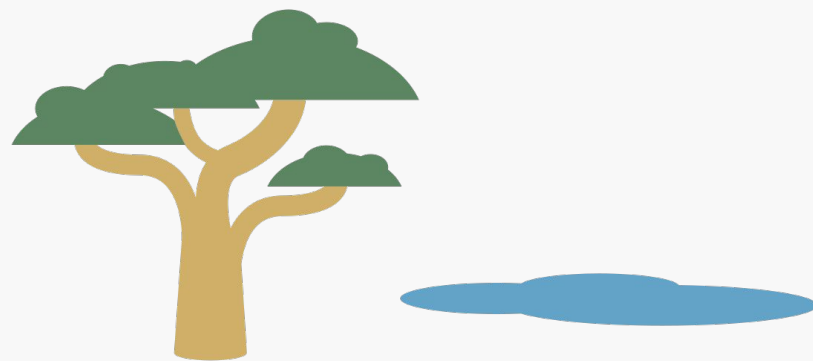
External considerations include natural phenomena like **topography**, the region's **economy**, local **politics**, culture and **diversities** that might affect your project

Is the project site located in a mountainous region that would impact connectivity?  
Alternately, are there any major urban centers near the project site?

Is there a conflict or threat near the project site? Could there be in the future?

What are the languages spoken at the project site? What is the **primary language** and what **percentage** of the population speaks it?

Are there cultural barriers to integrating your app into an existing health system?



# Situational Analysis: Partners & Collaborators

The Community Health Toolkit is powered by **collaboration**, and we encourage you to work with **local partners** where possible. For example:

- A project that has the support of the **Ministry of Health** (or similar health authority) and aligns with the country's broader health strategy is most likely to enact real, **sustainable change** in a community
- Combining skills and resources with other NGOs can help a project **scale quickly**
- Local voices, including **local businesses** and **media outlets** are critical to the planning and long term success of your project

**NOTE:** The **Novartis Foundation** covers how to establish and sustain partnerships extensively in the one pager linked below.

[Access The Novartis Foundation's Partnership One-Pager Here](#)

# Situational Analysis: Partners & Collaborators

In particular, we recommend researching **other organizations** working within the area. What is the scope & duration of their work? Is there a **potential for collaboration**?

It may be helpful to consider the potential partner's experience and capacity, including::

- Previous or ongoing work within the project site
- Their **implementation modality**, including vision in terms of government adoption
- Their relationship with the MOH and other relevant government entities, both in the area and at the **national level**
- The human resources and **infrastructure** they could contribute to the project



# Situational Analysis: Maternal and Child Health Baseline Data

You may also want to gather baseline health data for your project site, including:

- **Pregnancy and ANC Statistics**
  - Example: The number of pregnancies recorded by CHWs
- **Delivery and PNC Statistics**
  - Example: The percentage of women who delivered in a health facility vs at home
- **Immunization & Malnutrition Statistics**
  - Example: The % of children who are “fully” immunized, according to the schedule recommended within the project site

[Access Our Maternal and Child Health Baseline Data Form](#)



# Situational Analysis Checklist

At the completion of the Situational Analysis, you should have:

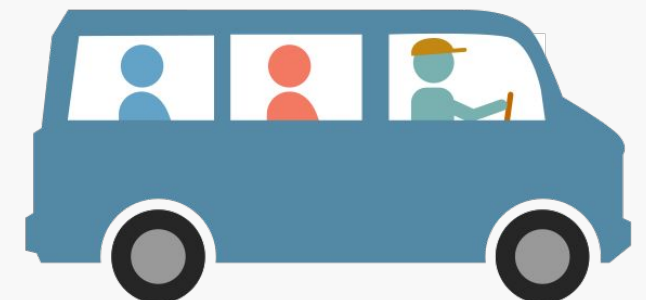
- ✓ Identified your project's **lead**, **location**, and target **launch date**
- ✓ Estimated your **budget**, noting external contributions and support
- ✓ Established your project's **goal** and **objectives**
- ✓ Identified your **users**, noting demographics and the total number of participants
- ✓ Identified and defined **project roles**, internally, and at participating health facilities
- ✓ Analyzed the **internal and external climate** the project is occurring in
- ✓ Identified potential **partners** for the work

# Resource Analysis

# Resource Analysis: Organizational Staffing Assessment

Answer the following questions about your team:

- What roles will be filled by members of your organization? Be sure to account for **administrative** and **financial** roles, in addition to project and technical staff
- Will the staff filling those roles be available **full-time**, part-time, or for only a **portion of the project**? Who is covering the **cost of internal staff hours**?
- Are there any internal **staffing deficits**? If so, are there plans to fill those deficits in the near future?
- Are **partner organizations** committing any staff to the project? If so, for what duration, and who is covering the **cost of those staff hours**



# Resource Analysis: Facility Staffing Assessment

Answer the following questions for each health facility within the project site:

[Access Our Health Facility Infrastructure & Staffing Assessment Form](#)

- What is the number of **CHWs** associated with each health facility?

What are the **roles or titles** of health Facility-Based staff associated with the project? Do these roles align with those outlined [previously in this guide](#)?

- What is the number of **health Facility-Based staff** associated with the project? Only list staff who has been assigned to the project; not all staff at the facility
- Does the health facility have any **deficits in its current staffing**? If so, are there any plans to increase or modify the health facility's current staffing

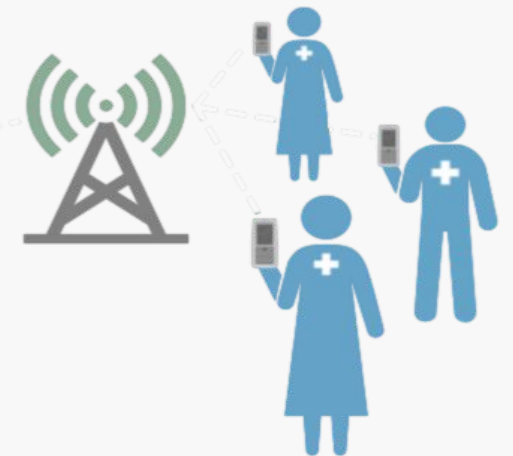
# Resource Analysis: Facility Infrastructure Assessment

At the **district** or **regional** level, determine and note:

- The number of health facilities with and without **internet access**
- The number of health facilities with and without **mobile network coverage**
- The number of CHWs with and without **mobile network coverage**

Additionally, it is important to calculate:

- The total number of health facilities at the district or regional level
- The total number of **health Facility-Based staff** using your tools
- The total number of **CHWs** using your tools



# Resource Analysis: Infrastructure Assessment

Answer the following questions for each health facility within the project site:

- Is a reliable electric supply available at the health facility?
- Does the health facility have a computer? If no, can one be purchased?
  - If yes, is it a desktop or laptop? What **operating system** does it run on?
- Does the health facility have internet access? If no, will it in the near future?
  - If yes, type of connection and **service provider**? Dialup, wifi, mobile data, etc.
  - If yes, **internet speed**?



# Resource Analysis Checklist

At the completion of the Resource Analysis, you should have:

- ✓ Identified your project's **organizational and health facility staff**
- ✓ Determined availability of **cellular networks** and **internet access** at the project site
- ✓ Assessed **hardware needs** and considerations, and procured the necessary **computers** and **phones** for the health facilities and community health workers
- ✓ Procured and set up your **gateway device** (if sending SMS messages)

## Assessment Forms and Tools

[Access This Guide as a Document](#)

[Access Our Free Deployment Hardware & Training Costing Tool](#)

[Access Our CHW Demographic & Expertise Data Collection Form](#)

[Access Our Maternal and Child Health Baseline Data Form](#)

[Access Our Health Facility Infrastructure & Staffing Assessment Form](#)



## Complementary Implementation Resources

This guide is tailored to community health initiatives that use the resources found in the **Community Health Toolkit**. You may also find it helpful to consult complementary resources that have a wider focus on mHealth planning and implementation, such as:

[The mHealth Assessment and Planning for Scale \(MAPS\) Toolkit](#)

[The Journey to Scale: Moving Together Past Digital Health Pilots](#)

[How Living Goods and Medic Mobile integrated the EquityTool into a mobile application to measure and improve health service delivery](#)

[Scaling Mobile Community-Based Health Information Systems: Two Case Studies: Medic Mobile and Living Goods, Dimagi and mothers2mothers](#)

[Access Our Health Facility Infrastructure & Staffing Assessment Form](#)

**Are there additional resources that we should include?** Add your recommendations to our Community Forum so we can include new resources in future versions of this guide