



Title: Standard Operating Procedures (SOP) for Routine Registry Operations- Implementation, Establishment and Maintenance of Mother & Child Health (MCH) Registry

Sub-title: Training and User Support

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Aim

- To ensure that the training program for MCH eRegistry:
 - Gives care providers and staff at the Primary Health Centers (PHCs) in the West Bank an opportunity to learn how to do their jobs properly, to bring new ideas into the workplace, reinforce existing ideas and practices, which will help to put our program into action.
 - Helps in preparing staff for great challenges during developing & adopting the new program (MCH e- registry).
 - Benefits all system users through increasing knowledge while changing attitudes and competences in good manner.
 - Builds and strengthens skills in the specific tasks to be completed for efficient functioning of the MCH e Registry.
 - Improves work behavior, so that people function better at assigned activities and fulfill their potential.
 - Decreases system malpractice, reduces stress, and improves morale.
 - Helps practices avoid setbacks, errors and other general frustrations while facilitating a smooth transition from paper to an electronic system.

The training of system users introduced as a process of assisting a person for enhancing his/her efficiency and effectiveness to a particular work area. Hereby specific skills, abilities and knowledge are established through learning and practicing.

Description of process

Training is an essential component for MCH e registry to assure that the data collected is accurate, consistent, and complete.

MCH e Registry team at the Palestinian National Institute of Public Health (PNIPH) and the Norwegian Institute of Public health (NIPH) should:

- Develop training materials to ensure that trained system users have the resources needed **(Appendix 1)**.
- Print and distribute training materials to system users so when they return back to their PHCs can use these materials as guidance when start to implement the system.
- Develop evaluation sheet in order to evaluate each training session and obtain feedback to be taken into account to enrich and improvme further trainings **(Appendix 2)**.

Preparation

Training plan for MCH e Registry was developed as initial step of preparation for conducting needed training targeting all related levels and users (**Appendix 3**)

Strenuous efforts from PNIPH, NIPH, University of Oslo (UIO) and Ministry of Health (MOH) have been working collaboratively to attain necessary requirements before starting the districts training, addressing the following requirements:

- Internet availability & accessibility at the participating clinics.
- Hardware (PCs + Server).
- Hosting of the Registry data.
- Training package and materials.
- Software: DHIS2, an open source information system, used as the software platform for the MCH eRegistry. The following link for the MCH e Registry: <http://www.pniph.org/site/article/27> uploaded on the PNIPH website to provide free demo & more information about the features of the MCH e Registry.
- Involvement of the computers & information technology(IT) staff at MOH.
- Communication plan.
- Implementation plan.

Training

Following to the developed and agreed upon training plan we conducted several types of training workshops and meetings targeting related stakeholders and users.

Stakeholders targeted in training and meetings

- MOH high officials: Deputy of MOH, General director of Primary Health Care(PHC), General director of Public health, Director of Women's health & Development, IT General director.
- PNIPH staff.
- MOH related staff: IT staff, statisticians, community health department's staff, Primary Health Information Center's (PHIC) staff.
- MOH related staffs at districts level: Districts Health directors, MCH supervisors, MCH doctors, Nursing directors & IT staff.
- Clinics level: Nurses, Midwifeies, Community health workers and Doctors at each clinic (System users at participated clinics).

Types of training workshops and meetings conducted:

- Briefing meetings.
- Sensitization meetings.

- Administrator training (DHIS 2 Tracker Administrator training).
- MCH e Registry Data Users workshop.
- Simulation Exercise.
- Training of trainers (TOT)workshop.
- Districts training : See below: table as Summary of Districts training

Full report of MCH training report developed and is attached to our document (**Appendix 4**).

Table: Training of the Districts training level							
	District	Number of clinics	Number of system users trained	Number of training day/sessions	Venue of the training	Comments	
1	Ramallah	27	100	5 days	Ramallah	System users trained at each district divided into groups with average of 15 - 20 participants per group with 1 day training for each group, whereas flexibility for user who missed the 1 st day to join the 2 nd day based on well-organized training schedule	
2	Bethlehem	7	40	2 days	Bethlehem		
3	Nablus	15	80	4days	Nablus		
4	Salfit	10	35	2 days	Salfit		
5	Jenin	18	85	4 days	Jenin		
Total		77	340	17 days			

District	3 rd Week May ----- 2 nd week August																
Month	May			June		July						August					
Day	29	30	31	1	2	18	19	25	26	27	28	3	4	8	9	10	11
1 Ramallah																	
2 Bethlehem																	
3 Nablus																	
4 Salfit																	
5 Jenin																	
Total	5 Days					2 Days		4 Days				2 Days		4 Days			

Users support

The MCH eRegistry is a web-based information system (internet based registry), so internet connectivity and computer availability are crucial items. Tools that facilitate system users' work have been developed to empower them in case of internet and/or computer problems. The tools include:

- **A poster describing what to do when there are computer and/ or internet problems, to be placed on the wall next to each computer at PHCs.**
- The content of the poster as follows:

What to do if your computer is suddenly stopped working/ Not functioning well while you are entering woman's or Newborn's data?

- Press (Ctrl + Alt + Delete), a list of all programs that are under construction, will be shown, click the program name followed by the words (Not Responding) and then click (End Task) button and by this way you can close the program that causes the problem.
- Press (Ctrl + Alt + Delete) again to shut down the program that has the problem.
- If the computer's (Window system) stop continued: press (Ctrl + Alt + Delete) and then click (Shut Down) button this leads to restart Windows again.
- If the previous steps did not work, press the Power key at your computer device to turn off the computer and then press the power key again to turn on the computer.

What to do if you lost internet access to computer: (No Internet/internet Malfunction)

- Click on (ON / Off) Power key located in your Internet router found at your clinic which will turn off the internet then again press on same key to turn the router and internet.
- Wait a little bit to make sure internet re connection into your computer.

To request any technical support in case of

- Technical malfunction at computer or Internet at clinic, OR
 - if computer at your clinic suddenly stops working and you cannot repair or fix: Please contact IT employee assigned to your district
 - Phone number for the IT employee is available for each district
- **Paper back-up file** similar to the electronic MCH Registry has been printed and distributed to clinics to be used in case of computer shutdown due to electricity or internet or computer problems.

- **Poster with clear instructions on when & how to deal with back-up files, to be placed on the wall next to each PHC computer.**

The content of the poster as follows:

Important Instructions Related to Back up file for the MCH e Registry

Please, Take the following issues into account when using paper form of the MCH e registry back up file:

- Specify a special file to save the unfilled backup files in an easily accessible place to MCH e Registry's users.
- Fill/ use the MCH e registry back up file when the access to the electronic registry denied as in case of internet OR electricity is off and keep using it till the network is back
- When network is back (internet OR electricity): Re Enter the filled woman's back up file in the MCH e Registry women's file, within a period not later than 3 days of malfunction's repair and/ or the return of the electronic registry into work, taking into account to enter the date of actual visit and not the date of entering the data of visit into the electronic registry.
- When Re Enter the filled woman's back up file in the MCH e Registry file, and there was a management proposed by the registry and not been implemented in the paper back up files as well, so use the NOTE box on the electronic record to explain and document that .
- The filled back up files should be saved in a special file box separated from the other clinic's files, and the unfilled back up files, taking into account to arrange each visit separated from other visit using paper breaks between visits,
- The filled back up file should be kept, saved and just destroyed (Get rid) according to the used MOH's rules specified for paper patient file. (After at least 5 years).
- When pregnant woman has been referred to a hospital or other clinic and the referral data was filled on the backup file, please Keep the backup file in the original clinic and Do Not send it with the woman to the other hospital or clinic.
- When the unfilled backup files are almost finished (at least half of the received amount), please contact the MCH Supervisor in your directorate within a period not later than a week to provide your clinic with the necessary back-up files.

Training and User support for newly recruited system users:

It is important to ensure that the new personnel using the MCH e registry trained appropriately.

If new employee started his work at any clinic, the MCH e registry staff / MOH team should provide training on the registry which could be done through the following steps:

- When a new personnel assigned to new clinic at any district, the administrative director at that district informs the nursing director and MCH supervisor about this new assignment (name of personnel, qualifications and working title).
- The MCH supervisor will:
 - Sensitize the new personnel regarding the MCH e registry during the monthly meeting conducted regularly every month per district.
 - Visit the new personnel at the clinic and provide the necessary on job training.
 - Provide the new personnel with a copy of the training resources materials used during previous district training.
 - Introduce the supporting materials and instructions related to backup file, Computer and internet available in the clinic.
 - Provide more support through follow up visits to the clinic with the new personnel more frequently than others (at least once per month during the first six months of employment).
 - Conduct follow up visits whenever needed (according to needs, upon request)
- The MCH e registry staff (TOT team) will conduct one day training workshop if the number of the new staff exceeds 5 personnel at central level.

Appendixes attached

- Appendix 1: Training materials used during training.
- Appendix2: Evaluation Sheet used at the end of each training day.
- Appendix 3: Training plan for MCH e Registry
- Appendix 4: Report of MCH e Registry training
- Appendix 5: Back Up file instructions and How to deal with Computer and or internet problems and when and How to ask IT technical support