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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
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.
Situation Analysis Exercise
### Situational Analysis: Project Overview

<table>
<thead>
<tr>
<th>Project Name:</th>
<th>Launch Date:</th>
<th>Project Lead:</th>
</tr>
</thead>
</table>

**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

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**Objective**

1. **One**
2. **Two**
3. **Three**

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**Goal**
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:

<table>
<thead>
<tr>
<th>CHW Supervisor / CHW Manager</th>
<th>CHWs</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Oversees CHW program</td>
<td>● Provide care in their communities; conduct household visits</td>
</tr>
<tr>
<td>● Works with the System Administrator to plan and execute CHW trainings as needed</td>
<td>● Are the key users of the platform; report on patients and coordinate with the health Facility-Based staff</td>
</tr>
<tr>
<td>● Ensures that CHWs actively use the platform once implemented</td>
<td></td>
</tr>
<tr>
<td>● Reports technical issues to the System Administrator</td>
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</tbody>
</table>
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.
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 Works 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?
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](#)
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
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
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 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?
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

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.