Connecting the Information Dots

A Webinar Series for International Not-For-Profit Organizations
Webinar Recording

• We’ll be recording the webinars in our series
• We’ll make these recordings available to those who attended the webinars first, and then to the general public
Questions

• Type your questions in the QUESTIONS box of the control panel. We’ll ask the presenters to respond to timely questions during their presentation. We’ll address the rest of the questions at the end of webinar.

• By default, your microphone is muted. Because we have so many attendees, we’ll keep everyone muted throughout the webinar.
Today’s Webinar

Customizing DHIS2 For NonProfits: It’s Not Just About The Software

Presenters
Dr. Gillian Kerr, President, LogicalOutcomes
Martha McGuire, Director, LogicalOutcomes

Moderators
William Lester, Executive Director, NPOKI
Igal Rabinovich, CEO, n-Village
Let’s Take a Quick Poll!

• We want to learn about your organization
• We want to learn about your organization’s use/understanding of DHIS2
About us

**LogicalOutcomes**

LogicalOutcomes is a nonprofit organization based in Toronto, Canada.

We provide evaluation and consulting to support collective impact through shared measurement systems.

We work in virtual teams, with consultants from around the world.

**Gillian Kerr**

- Organizational psychologist with background in qualitative methods and information systems
- Formerly VP United Way of Greater Toronto, on UW America Taskforce on Measuring Program Outcomes, 1996
- Background in working with people with disabilities, ethnocultural services, immigration policy

**Martha McGuire**

- Founder of Cathexis Consulting, one of Canada’s largest evaluation firms
- Past President of Canadian Evaluation Society, provincial and national bodies
- Has carried out over 130 evaluations
- Teaches evaluation at Ryerson University
Monitoring and evaluation is more complicated than it looks…

As evaluators and policy analysts, for years we advised nonprofits and funders how to evaluate their programs.

They almost never followed our advice. We eventually realized that they couldn’t.

In 2015 we reviewed the literature on M&E implementations and interviewed over 40 people at international nonprofits (see the white paper for details).

Results: M&E implementations typically went way over budget, over schedule, didn’t deliver what was expected.

Reasons: Breakdowns in requirements analysis, indicator definition, reporting, configuration, project management, training, maintenance.
Selecting software for monitoring and evaluation

We compared over 35 online M&E software programs on:

- Ability to create an evaluation framework
- Data collection
- Reporting
- Implementation and roll-out
- Flexibility, stability and resilience
- Building local capacity
- Cost

Only one software program met our requirements: District Health Information Software (DHIS2).
We identified about 35 software programs through searches on the web, discussion forums and recommendations from nonprofits and narrowed them down to 24 after an initial review. Where possible we requested information from their respective vendors; not all of our questions were answered so there are many gaps in the table.

### Software comparison

<table>
<thead>
<tr>
<th>Software</th>
<th>Create complex indicators that can be grouped in various ways</th>
<th>Collect information using mobile and browser</th>
<th>Aggregate data</th>
<th>Store data</th>
<th>Export and import data</th>
<th>Generate reports and dashboards very flexibly</th>
<th>Designed for M&amp;E (not a general ERP/CRM)</th>
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Software comparison

The requirement for re-usable templates led to a preference for open source software that would not be locked down by a vendor. We also looked for software that followed good practices as demonstrated by a transparent roadmap and frequent updates.

### Software comparison table

<table>
<thead>
<tr>
<th>Software</th>
<th>Open source</th>
<th>Frequently updated (at least twice a year)</th>
<th>Large community of developers</th>
<th>Posted roadmap</th>
<th>Used successfully by at least three large INGOs over multiple countries and projects</th>
<th>Can be configured mostly without a software developer</th>
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### Open source and ability to share templates

- Used successfully by large international nonprofits
- Ability to be configured without software developers
- Large community of developers (to prevent vendor lock-in)
- Frequent revisions of the software (to prevent obsolescence)
- Posted development roadmap
Updates on DHIS2
DHIS2 Adoption

Partners Pilot/early phase Scaling up Nation-wide rollout
DHIS2 is an open platform

It plays well with other systems

DHIS2 Web APIs

Expert Tools

DHIS2 Analytics

Mobile Collection

eMedical Records

Human Resources

DHIS 2 Data Entry Apps

Transactional Systems

From University of Oslo Expert Academy 2015
GHANA GHSDHIMS.ORG - AN AFDB 2013 AWARD WINNER ON EHEALTH!

Let's watch this video of a real use case of DHIS 2 implementation. Since April 2012, Ghana has been using DHIS 2 nation-wide with a fully online deployment led by the Ghana Health Service. In 2013, this DHIS 2 implementation won the The African Development Bank eHealth competition. In this video, produced by NORAD, Anthony Ofusu and Denis Adaletey from Ghana Health Service and Professors Jørn Braa and Kristin Braa from University of Oslo are telling you about DHIS 2 and it's adoption in Ghana.

VIDEO - SESSION 0 - GHANA USES DHIS 2

To enjoy a good health makes for a better quality of life.
To create satisfactory health care the authorities need to have a clear view of how the health system works. For example
ASSIGNMENT - INFORMATION CYCLE  (1 point possible)

INFORMATION CYCLE

Please label each of the item of the information cycle.
DHIS2 can provide a simple Client Management System

By permission from Community Empowering Enterprises Toronto
Android apps for off-line assessments

Android applications are integrated with DHIS2 and used for client tracking and facility assessments. They can be used off-line (with no Internet access) for weeks or months.
DHIS2 implementations are usually done by governments or large NGOs, and cost from $200,000 up to several million dollars.

DHIS2 has a technical user interface that intimidates new users.

It’s hard to find experienced DHIS2 implementers – the good ones are really busy, and most of them are in Africa, Asia or Europe.

DHIS2 is very complex. It’s like building a village out of Lego blocks. It can be done, but you need to know how to use Lego.

We work with small to medium sized organizations – they can’t afford $200-300,000 for an M&E system and they can’t afford in-house DHIS2 implementers.

The challenge we set out for ourselves – Boil it down to a simpler form that smaller organizations could implement, and create a way to share templates with one another.
DHIS2 Quick Start
Pricing for DHIS2

Rock bottom

If you want to play with DHIS2 with a minimum investment, we suggest getting a basic hosting package from Knowarth and some coaching from us.

Estimated cost: About $10,000 for setup, including access to our templates and basic assistance. Any additional help would be charged by the hour (generally between $60-$80/hour).

Hosting on Amazon servers at $52/month.

DHIS2 Quick Start

We recommend a ‘quick start’ DHIS2 implementation that sets you up with a customized instance for your program that you can change or grow once you get a feel for the system.

Estimated cost: $30,000 for design, setup, training and coaching, testing and launch.

Hosting on Swiss servers at $250/month including 3 levels of tech support with a set budget for support tickets.

Complex multi-national/multi-program implementations

These projects are like ERP initiatives and tend to be massive. At this point, we suggest beginning with a ‘quick start’ on one or two programs and then deciding whether to expand DHIS2 across the organization.

We can refer you to other experts if you want to get a price for a full-scale implementation. Prepare for $200-$300,000.
Components of DHIS2
Quick Start

Indicators - Indicators will be defined using international metadata standards.

Report templates and dashboards - Standard data visualizations, reports and dashboards can be selected from templates.

Survey question bank - Survey questions will be available in KoboToolbox or DHIS2 data collection forms. Agencies will be able to select individual questions.

Coaching and setup - The design and setup of DHIS2 will be done closely with agency staff. By the end of the ‘quick start’ process, staff should be able to continue building the system on their own.

Data warehouse - Service data will be stored in encrypted databases in DHIS2 and stored on Swiss servers. Data could be imported from other systems, combined, and exported in various formats.

Standard disaggregations - The system will provide standard options for categories like age groups, gender and other demographic characteristics. (For example, ‘youth’ may be defined as ages 14 to 29 or 16 to 35.) Additional disaggregations can be configured on request.

Technical support - Agencies will have a budget for technical support tickets (e.g., one hour per month of level 1 support, and 2 tickets per month of levels 2 and 3). They can buy more support if necessary on an hourly basis.
It’s hard to price and manage software development

- Use familiar applications to define requirements
- Use off-the-shelf functionality.
- Use tested modules like KoboToolbox or CommCare to fill gaps (DHIS2 is an open platform).
- Be flexible in your project timelines; you may need to wait for a new DHIS2 version.
- Copy templates and apps from other organizations.
- Minimize exposure to software development unless absolutely necessary.

From http://xkcd.com/1425/
DHIS2 Quick Start is developed in 3 phases

1. Define outcomes and indicators
2. Design reports and dashboards
3. Set up a functioning system with DHIS2
You need indicators that will help you to reach your outcomes

There are hundreds of existing international indicators that we can use.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>Template for indicators – minimum information</td>
<td>Number of individual youth (14-24) who attended at least one session of at least one program.</td>
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<tr>
<td>Name</td>
<td>Number of young people who participated in at least one session</td>
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<td>Short name</td>
<td># individual youth participants</td>
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<tr>
<td>Description</td>
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<td>Disaggregations</td>
<td>Gender (Male/Female/Other) Program (Recreation, Homework club, Job search)</td>
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<td>Method of measurement</td>
<td>Attendance is collected at each session using Attendance Tracker. Results are reported weekly to</td>
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<td>identify absences, and monthly to track participation numbers against targets. Each person may</td>
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<td>be counted only once even if attending multiple programs and sessions.</td>
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<td>Reference(s)</td>
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Good indicators usually require testing and many complaints from users before you get them right. We should be sharing the good ones rather than building them from scratch.
Indicator bank – shared validated indicators

OUTCOMES

1. **Impact** – covering all timeframes from immediate to long term, and that refer to the impact on the intended people.

2. **Organizational practices** – The desired changes in organizational policies, procedures and practices that are necessary to lead to the desired impact

3. **Behaviours** – individual behaviours among the participants, target group members and/or service providers

4. **KASA** – Knowledge, attitudes, skills, aspirations – for participants and service providers

OUTPUTS

5. **Experience** – satisfaction or engagement from participants and stakeholders

6. **Reach** – the extent to which the program reaches the targeted number and type of participants or audience

7. **Activities** – the program activities

8. **Management** – the extent to which the program is well managed, including financial and human resources
Details

Name * 6a. REACH: Program reaches the targeted number and
Description *
Compulsory * No

Available Indicator Groups

Activities: Collaboration development
Activities: Debt management services DM-1800
Activities: Loan counselling DM-4000
Activities: Money management services DM
Activities: Organizational assessment and evaluation support TP-6500
Activities: Personal financial counselling DM-6500
Impact: Family income
Impact: Income disparities
Impact: Low income incidence
Impact: Low income persistence
Impact: Net worth (wealth)
Impact: Personal bankruptcies

Selected Indicator Groups

Reach: Aboriginal communities
Reach: Community facilities/centres TC
Reach: Financial institutions
Reach: Homeless youth YV-3000.8000
Reach: Levels of government TD-0300
Reach: Levels of government TD-0300
Reach: Older adults YB-8000
USEFUL REPORTS: For example - Vaccinations have fallen dramatically. The organization needs to find out why vaccinations have been declining, especially in late 2014, and how to increase the rate again.
Q & A
# Contact Information:

<table>
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