m-SNA mobile app

Strengthening monitoring to improve healthcare delivery

Developed by

सत्यमेव जयते
Government of Rajasthan

NATIONAL HEALTH MISSION
राष्ट्रीय स्वास्थ्य मिशन

BCG
The Boston Consulting Group

UNFPA

SIHFW
JAIPUR

Raj IT

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Government of Rajasthan

GoR mSNA Saghan Nirikashan Abhiyaan

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Agenda for today's training

Topic	Time
Introduction to m-SNA	10 mins
Training and demo: • Getting started: download app and log in • Module 1: schedule visits • Module 2: inspect PHCs / SCs (spot-checks) • Module 3: view reports and action items	50 mins
Questions and answers	10 mins

1. Introduction: overview of m-SNA

Stringent monitoring is key to improve delivery of Primary Healthcare in Rajasthan

- It is the responsibility of state, district and block officers to monitor the delivery of public health services
- **Action-oriented monitoring** is key to improve delivery of healthcare services by aiding district and state level planning activities
- 3 months ago, we circulated **'spot-check' proformas** for PHC and SC and trained CMHOs on using them for monitoring – so far, **28 districts** have started using the proforma.
- Now, to make monitoring more **convenient, simple and action-oriented, Department is launching m-SNA mobile app**

m-SNA to make monitoring simple, convenient, and action-oriented

m-SNA mobile application helps address 3 key questions:

1. Module 1: How often should department officers visit PHCs / SCs? How should visits be scheduled?

2. Module 2: What should be inspected during the spot checks? How should this information be recorded / reported?

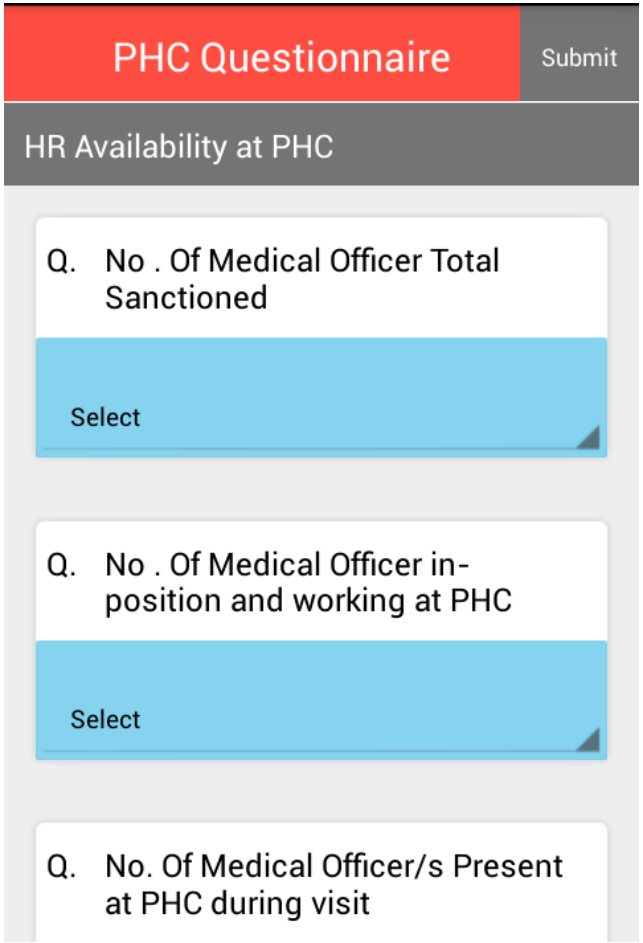
3. Module 3: What action should be taken based on the field visits?

Module 1: scheduling of visits

Level	Official	Expected frequency of field visit
State	**All state officers**	• **2 PHCs, 2 Sub-centers**
District	**CMHO**	• **5 PHCs, 10 Sub-centers**
	DPM	• **5 PHCs, 10 Sub-centers**
	A / Dy. CMHO, RCHO	• **5 PHCs, 10 Sub-centers**
Block	**BCMO**	• If additional charge: **3 PHCs, 6 Sub-centers** • If no additional charge: **6 PHCs, 12 Sub-centers**
	BPM	• All PHCs (if less than 10 PHCs in the Block), or else 10 PHCs; 20 Sub-centers

Module 2: simplified PHC / SC proforma

PHC / SC spot-check template have been created



The template evaluates PHCs / SCs on 8 key criteria

1. Staff vacancy and attendance
2. Services provided
3. Availability of free laboratory tests
4. Availability of free medicines
5. Physical and medical infrastructure
6. Utilization of PHC / SC
7. Quality of service delivery
8. Monitoring of PHC / SC

Module 3: reports and action items ('tickets') generated to track status as well as prompt action (1/2)

Reports on progress of monitoring activity

Compliance of officers at all levels can be monitored by CMHO / state officers: % visits conducted versus planned will be tracked real-time

District	CMHO	RCHO	Dy CMHO	DPM
District 1	62%	70%	69%	67%
District 2	54%	59%	61%	59%
District 3	54%	63%	59%	58%
District 4	61%	70%	71%	67%

Reports on key parameters of facility performance

Reports on each metric will be generated with a state, district as well as block view

Example: HR availability report at block level:

HR Availability				
PHC	MO	ANM	Comp.	Operator
PHC 1				
PHC 2				
PHC 3				
PHC 4				
PHC 5				

Module 3: reports and action items ('tickets') generated to track status as well as prompt action (2/2)

Ticket generation and tracking system

1. **Officer to conduct PHC/SC inspection using m-SNA**
2. **Action-items or 'tickets' generated automatically**
3. **'Tickets' auto-allocated to concerned officer** (e.g., vacancy will be allocated to state officer; absent staff to district officer, etc)
4. **Concerned officer can view all tickets, and mark tickets as 'completed' when action is taken**
5. **State officers can monitor status of tickets and hence track actions that are taken (or not taken) to improve performance of the health facility**

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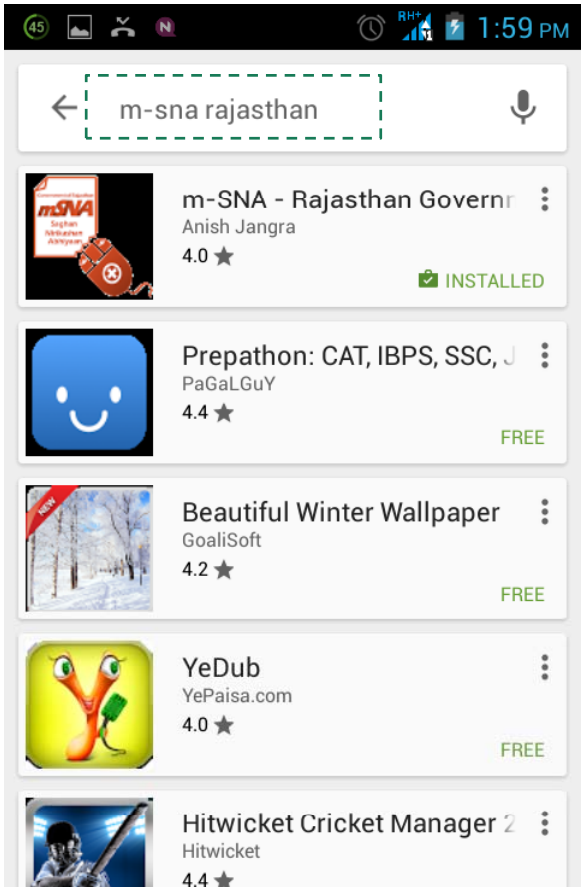
2. Training and Demo:

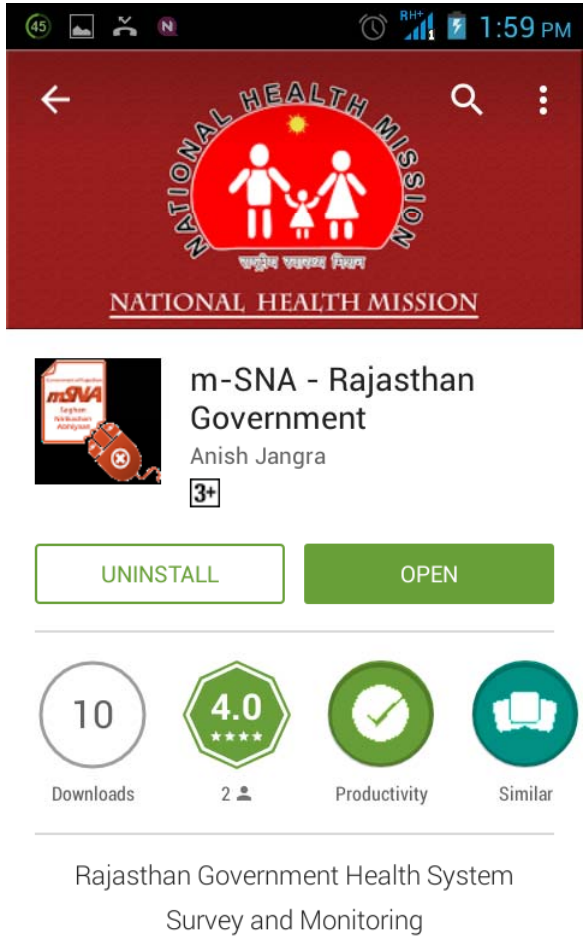
(a) Getting started: download app and log in

Download the app from the Play Store

Search for m-sna rajasthan on Play Store



Download and install the free app



Log in using log-in details provided by Department

Enter username and password

Download and install the free app

State officers:

ID same as official nic email (before @)
E.g., abcd@nic.in then ID: abcd

District officers:

ID: designation-district (first 3 letters)
CMHO of Ajmer: cmho-ajm
DPM of Jaipur 1: dpm-jai1

Block officers:

ID: designation-district (3 letters)-block (5 letters)
BCMO of Arain: bcmo-ajm-arain
DPM of Bansur: bpm-alw-bansu

2. Training and Demo:

Module 1: Schedule visits

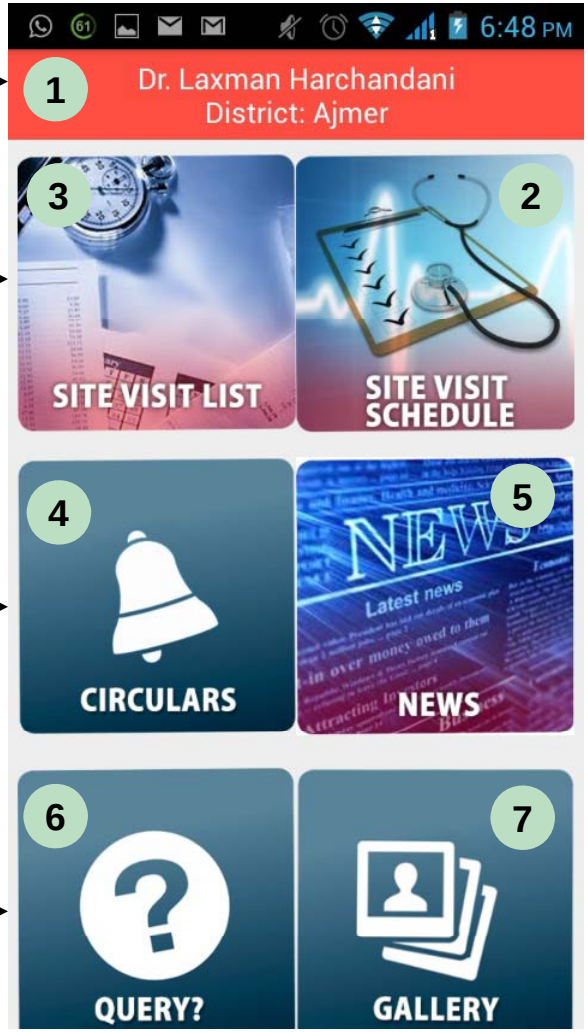
You will see the home screen after logging in

(1) Name and district of officer

(3) List of visits to be completed

(4) Department circulars

(6) Query



(2) Scheduling visits

(5) News

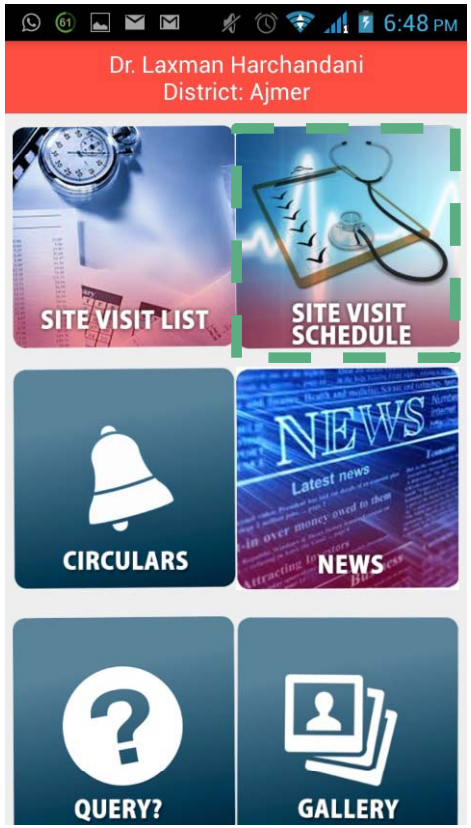
(7) Gallery shared by Department

Scheduling PHC / SC visits: general information

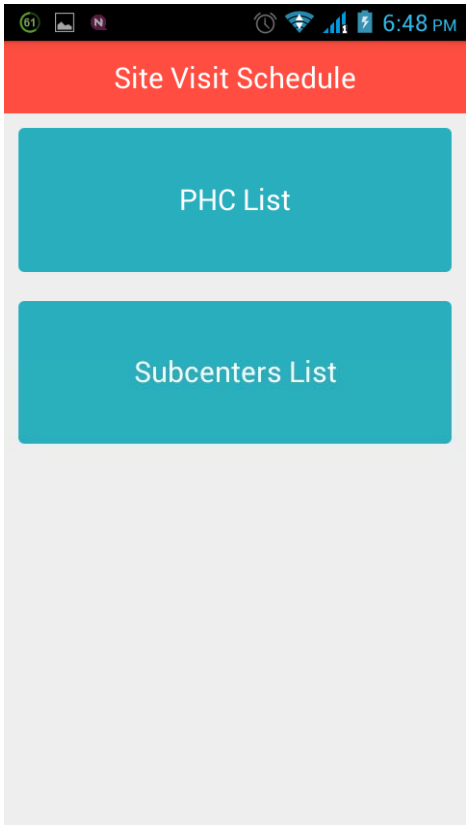
- Officers must schedule visits before 29 of previous month (e.g., March visits must be scheduled before 29 February)
- If officers do not schedule, then PHCs / SCs will be **auto-allocated** to them
- Frequency of visits has been explained before (e.g., State Officers will visit 2 PHCs and 2 SCs every month)
- For district officers: you **CAN NOT:**
  - Visit same PHC / SC for two consecutive months
  - Visit same PHC / SC as other district-level officers in the same month
  - Visit PHC / SC in another district

Scheduling PHC / SC visits

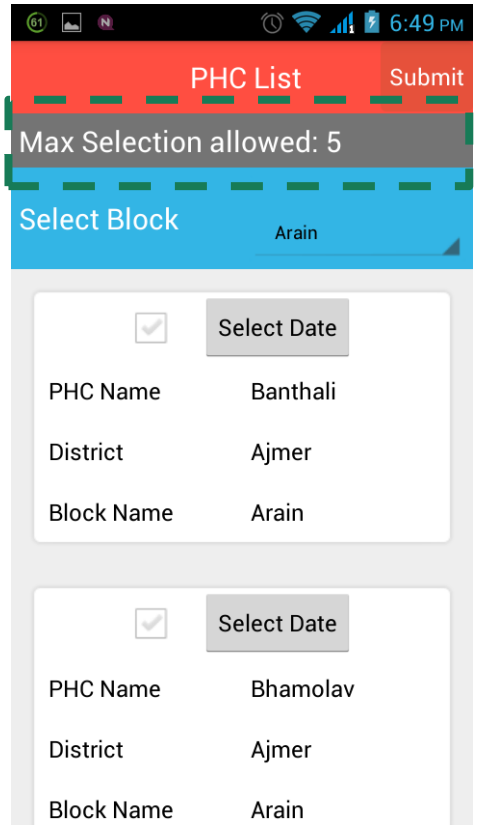
Click 'Site Visit Schedule'



Click PHC / SC list to choose PHC / SC



Select facilities to visit, enter date, and submit

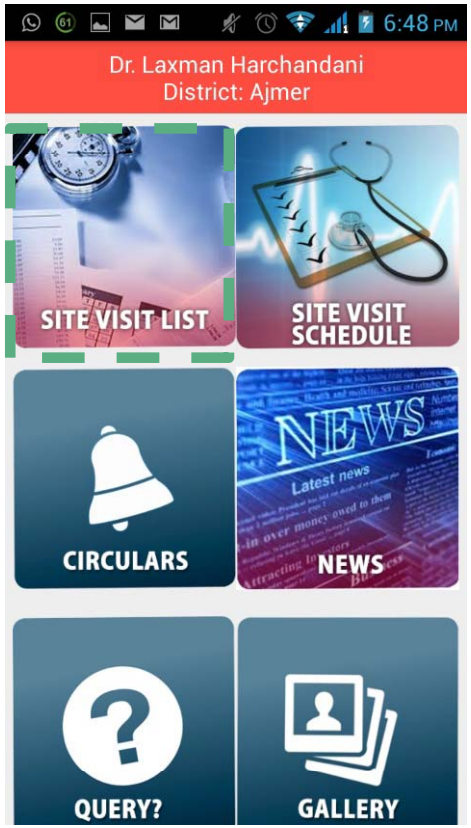


2. Training and Demo:

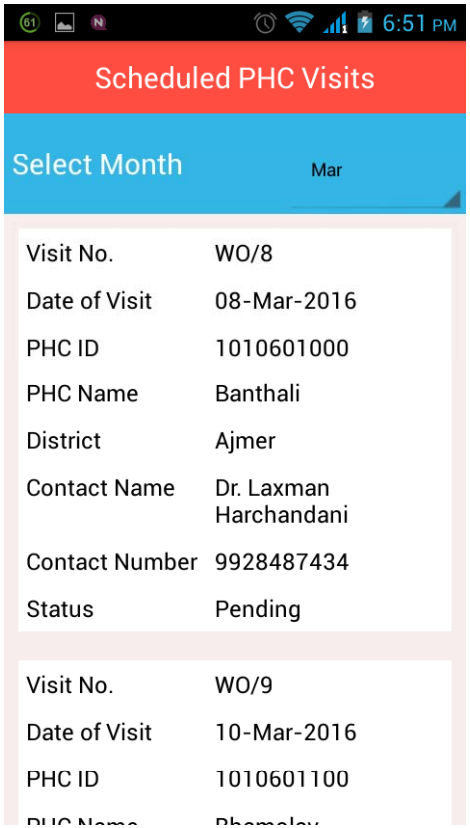
Module 2: Inspect PHC / SCs (spot-checks)

Inspecting PHCs / Sub-Health Centers (1/2)

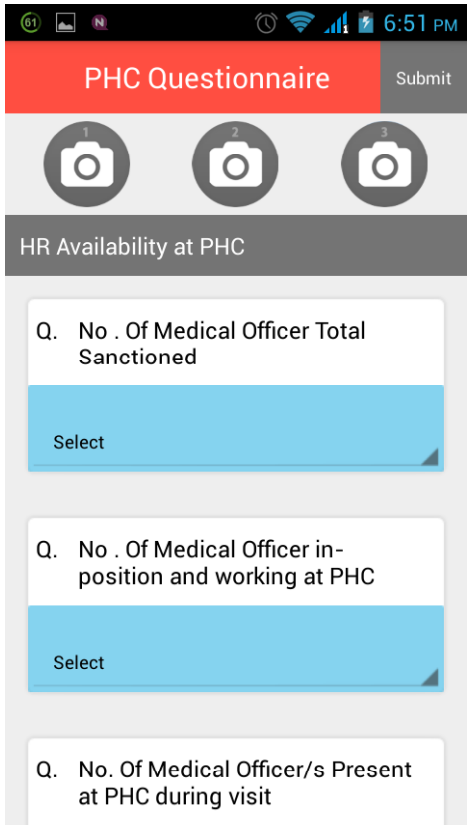
Click 'Site Visit List'



Select facility to be inspected

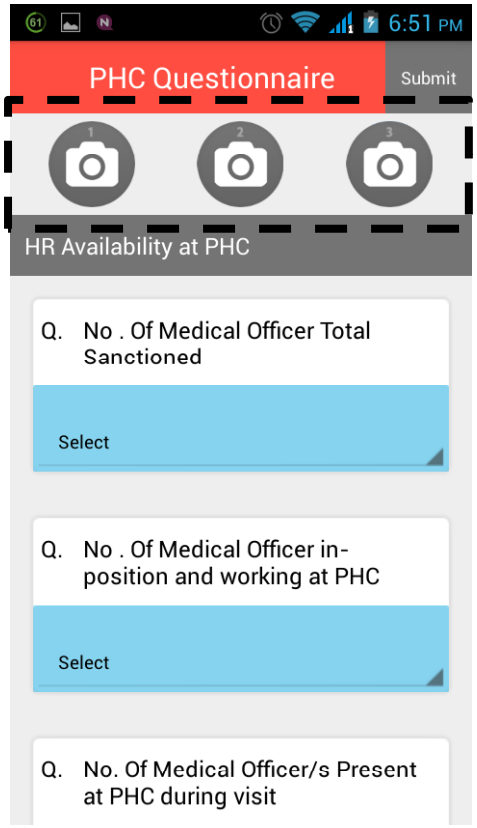


Answer questions and click submit

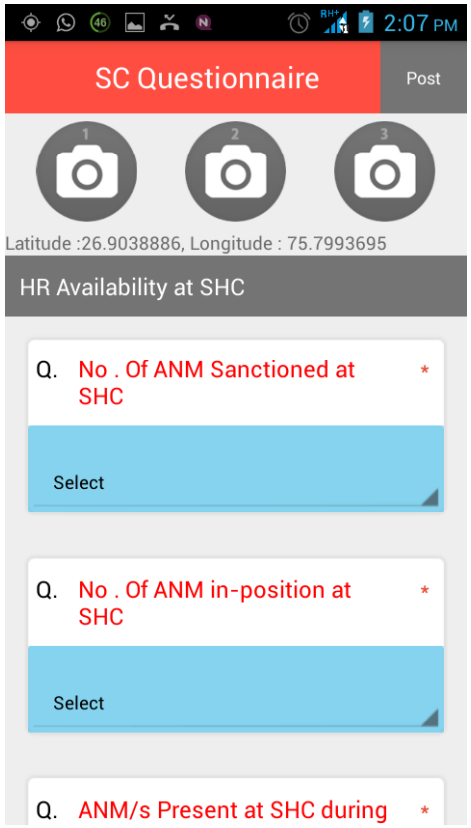


Inspecting PHCs / Sub-Health Centers (2/2)

You can add multiple pictures to the report



Incomplete form can not be submitted



Other features

- **Simplified proformas – *only 10 minutes to enter data***
- **Geo-location of visit site is recorded**
- **Time of submission of report is recorded**

2. Training and Demo:

Module 3: View reports and action items

Field visit data is used in two ways

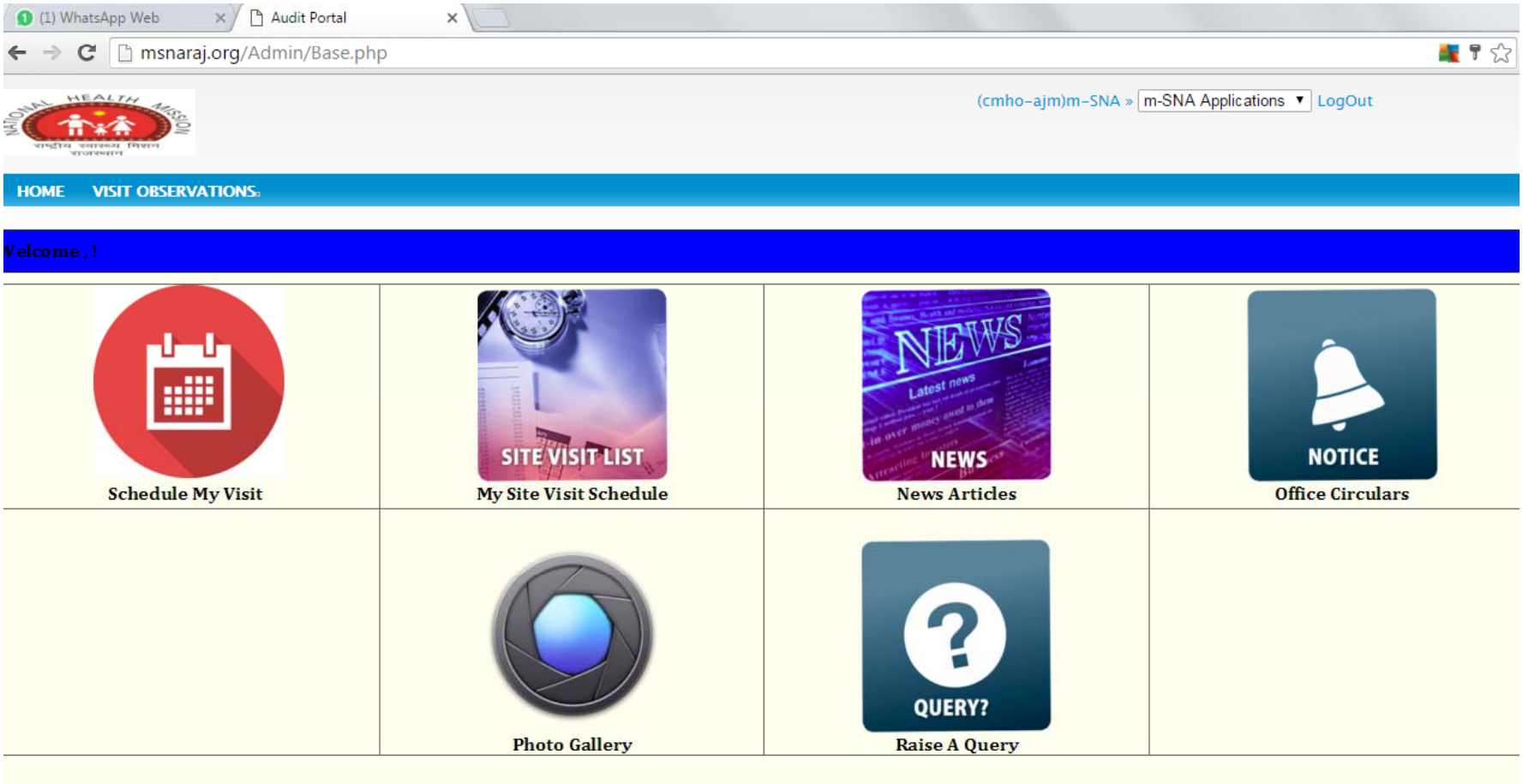
Generates Reports

Generates 'tickets' / action items

To view reports or take actions, visit web portal: www.msnaraj.org

Visit web portal and log in with same log in credentials as mobile app

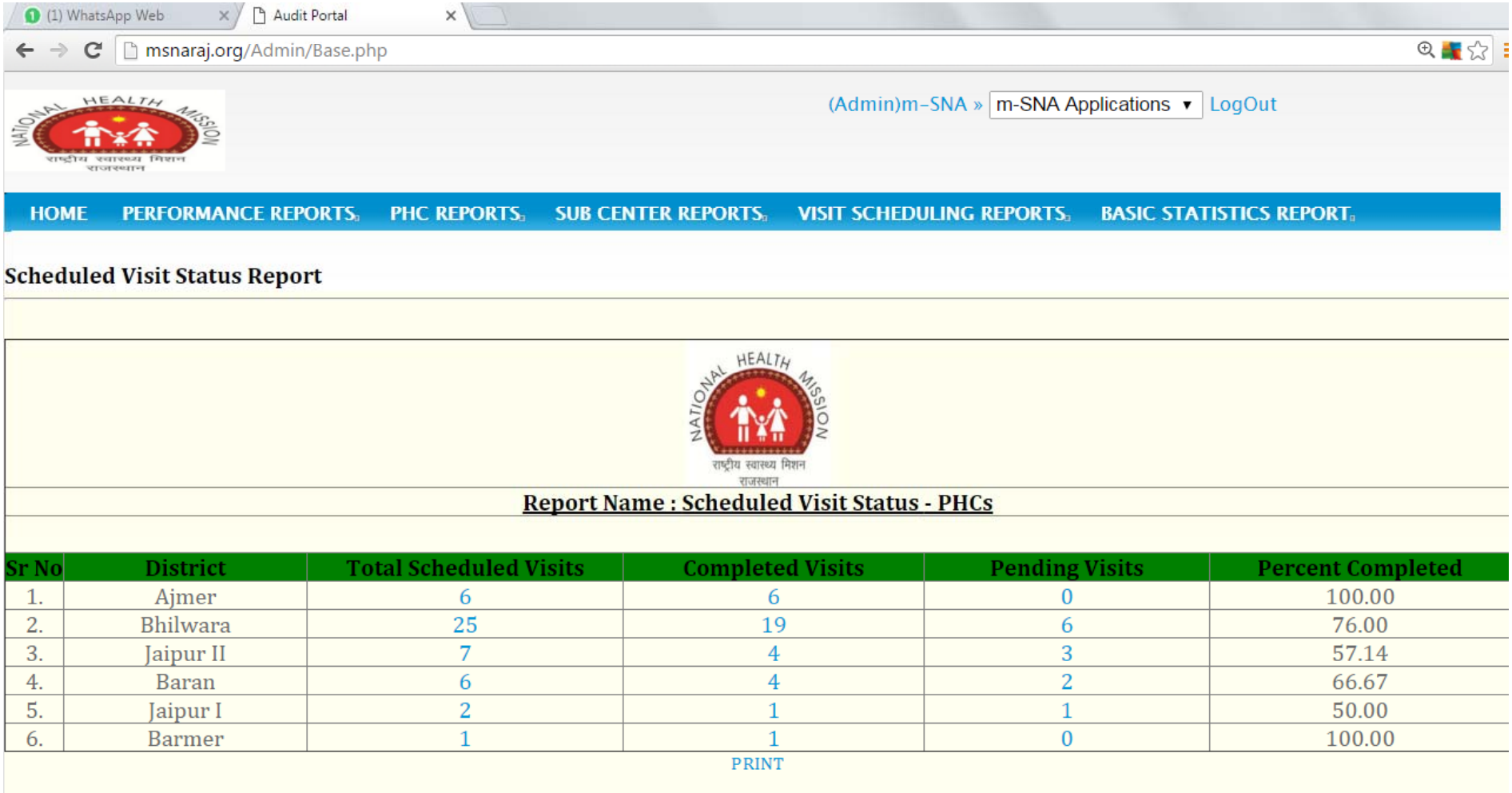
Log in page details: m-SNA app interface



Understanding different reports generated by m-SNA

Report type 1: status of visits can be tracked to know (cts / officers not conducting monitoring activities

Report gives overall status of monitoring activity



(1) WhatsApp Web | Audit Portal

msnaraj.org/Admin/Base.php

(Admin)m-SNA » m-SNA Applications ▾ LogOut

HOME | PERFORMANCE REPORTS | PHC REPORTS | SUB CENTER REPORTS | VISIT SCHEDULING REPORTS | BASIC STATISTICS REPORT

Scheduled Visit Status Report

Report Name : Scheduled Visit Status - PHCs

Sr No	District	Total Scheduled Visits	Completed Visits	Pending Visits	Percent Completed
1.	Ajmer	6	6	0	100.00
2.	Bhilwara	25	19	6	76.00
3.	Jaipur II	7	4	3	57.14
4.	Baran	6	4	2	66.67
5.	Jaipur I	2	1	1	50.00
6.	Barmer	1	1	0	100.00

PRINT

Report type 2: Individual PHC report

Report gives single facility details

PHC Visit Report

1. General Information :

Staff	Sanctioned	In-position at PHC	Present during visit (Yes/No)	Reason for absence
Medical Officer	1	1	1	
Staff Nurse	2	2	2	
Computer Operator	1	0	0	

3. Details of Sub - Centers under PHC ?

Total No. Of SHC	SHC with 1 ANM	SHC with 2 ANM	SHC with No ANM	Remarks

(ANM to include ANM, Additional ANM, and GNM in permanent and contractual positions)

4. Service provided at PHC

Parameter	Response
Total No. of Morning OPD	40
Total No. of Evening OPD	20
Total No of Deliveries in previous month	5
Reason for for poor performance (If no of Deliveries < 10)	Non Availability of labor room equipments and supplies
IUCD Insertion facility provided at the facility	Yes

5. Laboratory diagnostics :

Parameter	Response
Are 15 free test available at the PHC :	No
Reason for non availability of laboratory test :	No Lab Infrastrcuture (instruments, reagents, test kits)

6. Medicines Stock

Parameter	Response
Are medicines available in adequate stock:	Yes, most medicines are available at all times

8. Infrastructure :

Parameters	Status
Functioning in Government Building	Yes
Does building needs repairs?	
Habitable staff quarters MOs	Yes
Habitable staff quarters SN	No
MO Stays in PHC Premises	No

Report type 3: Report of multiple PHCs / SCs by criterion

Report gives details of staff availability at SCs in Rajasthan

Webmail - Main | bootstrap carousel | cPanel - Main | a2plcpnl0107.prod.iad2.se | Audit Portal | kamal kishor

msnaraj.org/Admin/Base.php

(Admin)m-SNA » m-SNA Applications ▾ LogOut

HOME | PERFORMANCE REPORTS | PHC REPORTS | SUB CENTER REPORTS | VISIT SCHEDULING REPORTS | BASIC STATISTICS REPORT

District Wise Staff Position

Report Name : District Wise Staff Position at SCs

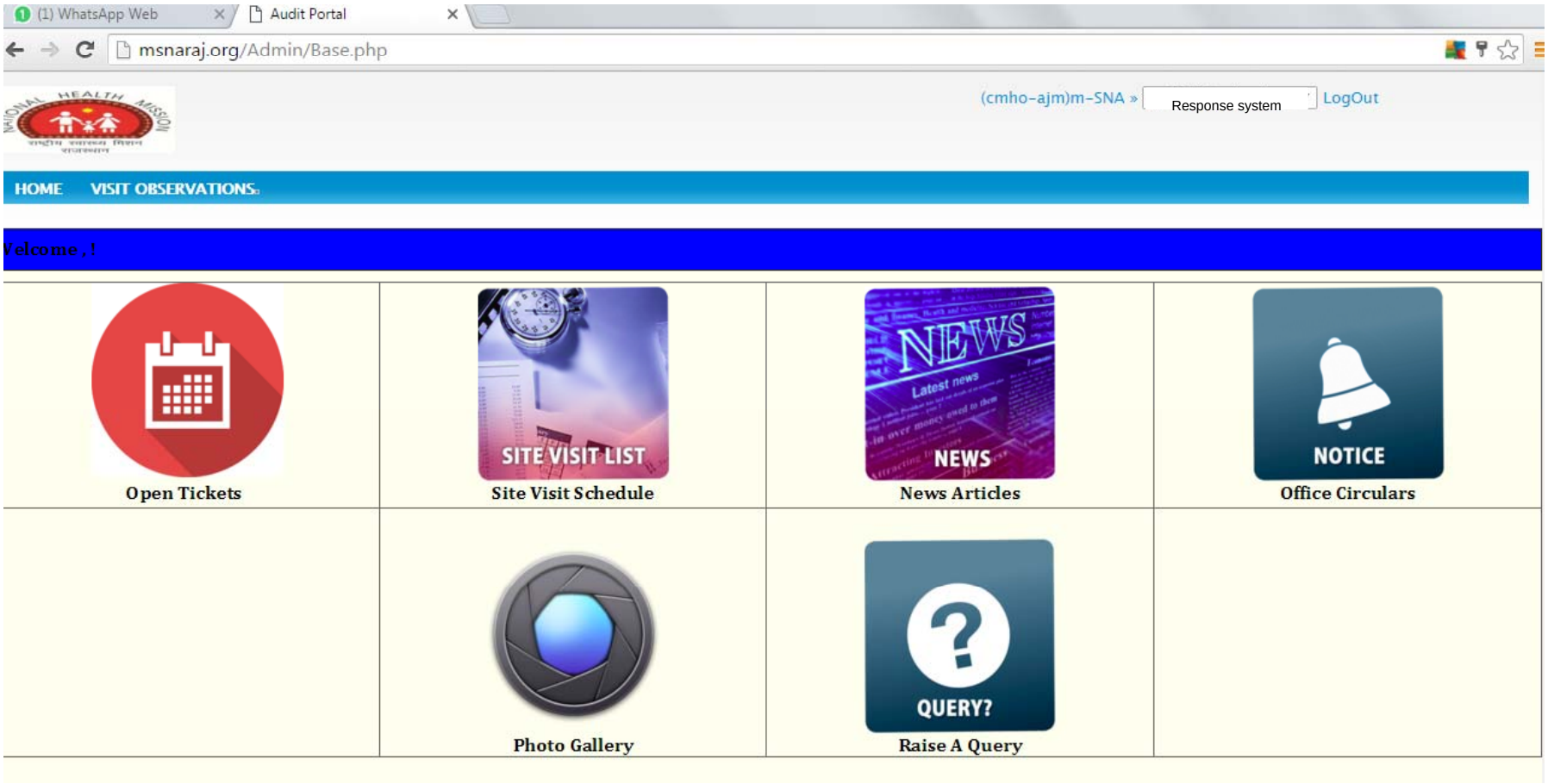
	District	SC Details		ANM			Additional ANM			Visit Date
Sr.No.	District	SC ID	SC Name	Sanctioned	In- Position	Present During Visit	Sanctioned	In- Position	Present During Visit	
1.	Ajmer	1010601005	Sarvar	1	1	2	1	1	1	12-02-2016
2.	Bhilwara	1070200202	Barathiya	1	1	1	1	1	1	00-00-0000
3.	Bhilwara	1070200203	Amritiya	2	2	2	2	2	2	00-00-0000
4.	Bhilwara	1070200208	Anandipura	1	1	1	1	1	1	00-00-0000
5.	Bhilwara	1070400503	Bhagunagar	1	1	1	1	1	1	00-00-0000
6.	Bhilwara	1070400504	Harsalon Ka Khera	1	1	1	1	1	1	00-00-0000
7.	Bhilwara	1070400506	Manoharpura	1	1	1	1	1	1	00-00-0000
8.	Bhilwara	1071000503	Gendliya	2	2	2	2	2	2	00-00-0000
9.	Bhilwara	1071000504	Murliya	1	1	1	1	1	1	00-00-0000
10.	Bhilwara	1071000505	Kaliyas	1	1	1	1	1	1	00-00-0000

PRINT

RouteMaster.csv | subject_master.csv | class_master.csv | Scan_20160209 (7) (1).png | Scan_20160209 (8).png | Show all downloads...

Audit Portal - Go... | Downloads | Microsoft PowerP... | 1:48 PM 2/12/2016

Log in page details: reporting system



Understanding action items called 'tickets'

Different issues found during monitoring may be solved at block, district or state level

Sample of issues solved by different officers for a PHC

State level officer

- Staff vacancy
- Physical infra: PHC building
- Physical infra: MO / other quarters

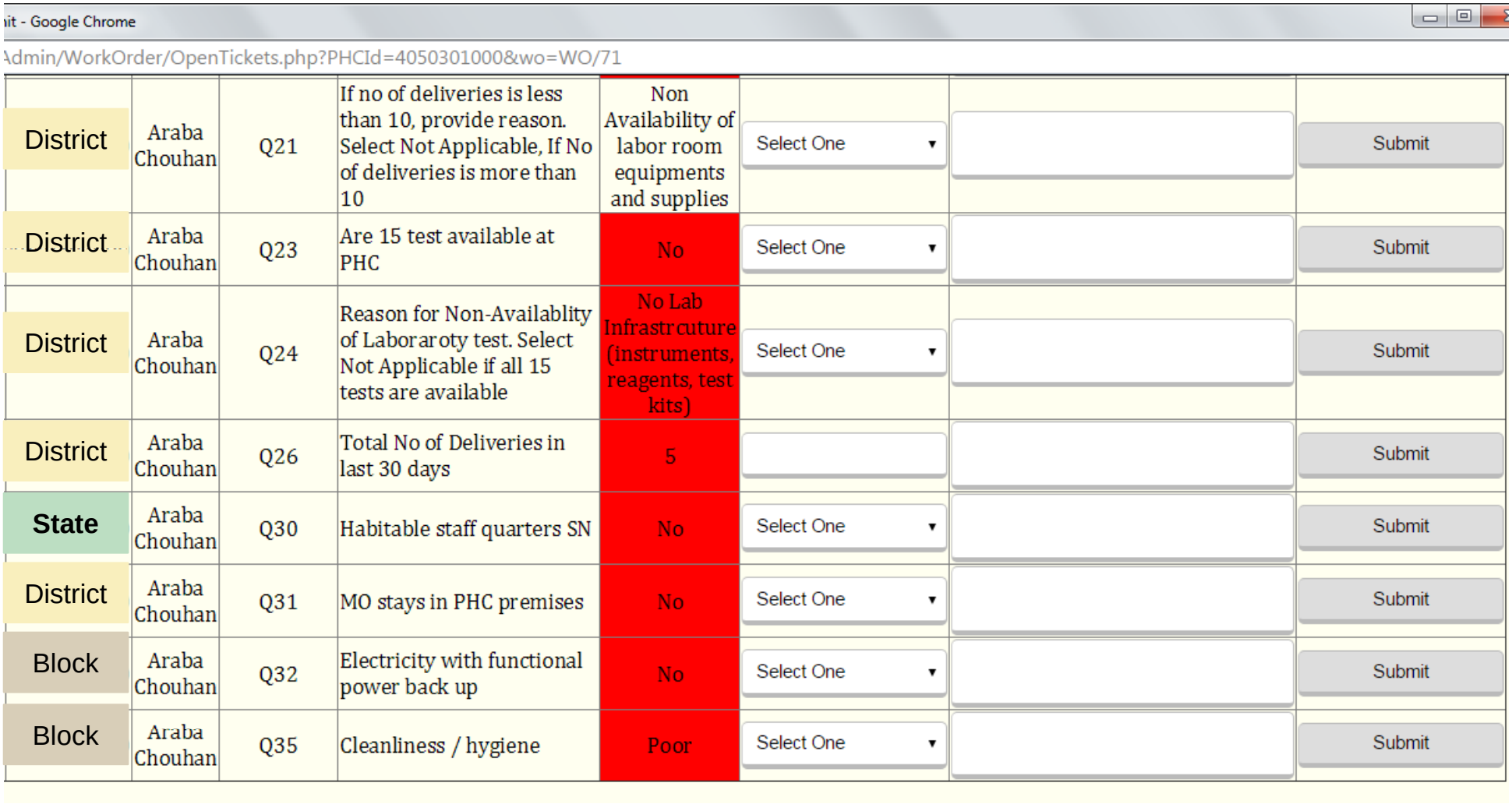
District level officer

- Staff absenteeism
- ANM availability
- Poor utilization (OPD / deliveries)
- Laboratory services
- Medicines

Block level officer

- Cleanliness and hygiene
- Electricity / water supply
- Staff absenteeism
- Citizen charter and IEC
- Waste management

After a monitoring visit, several issues are identified, tickets formed, and allocated to relevant officer

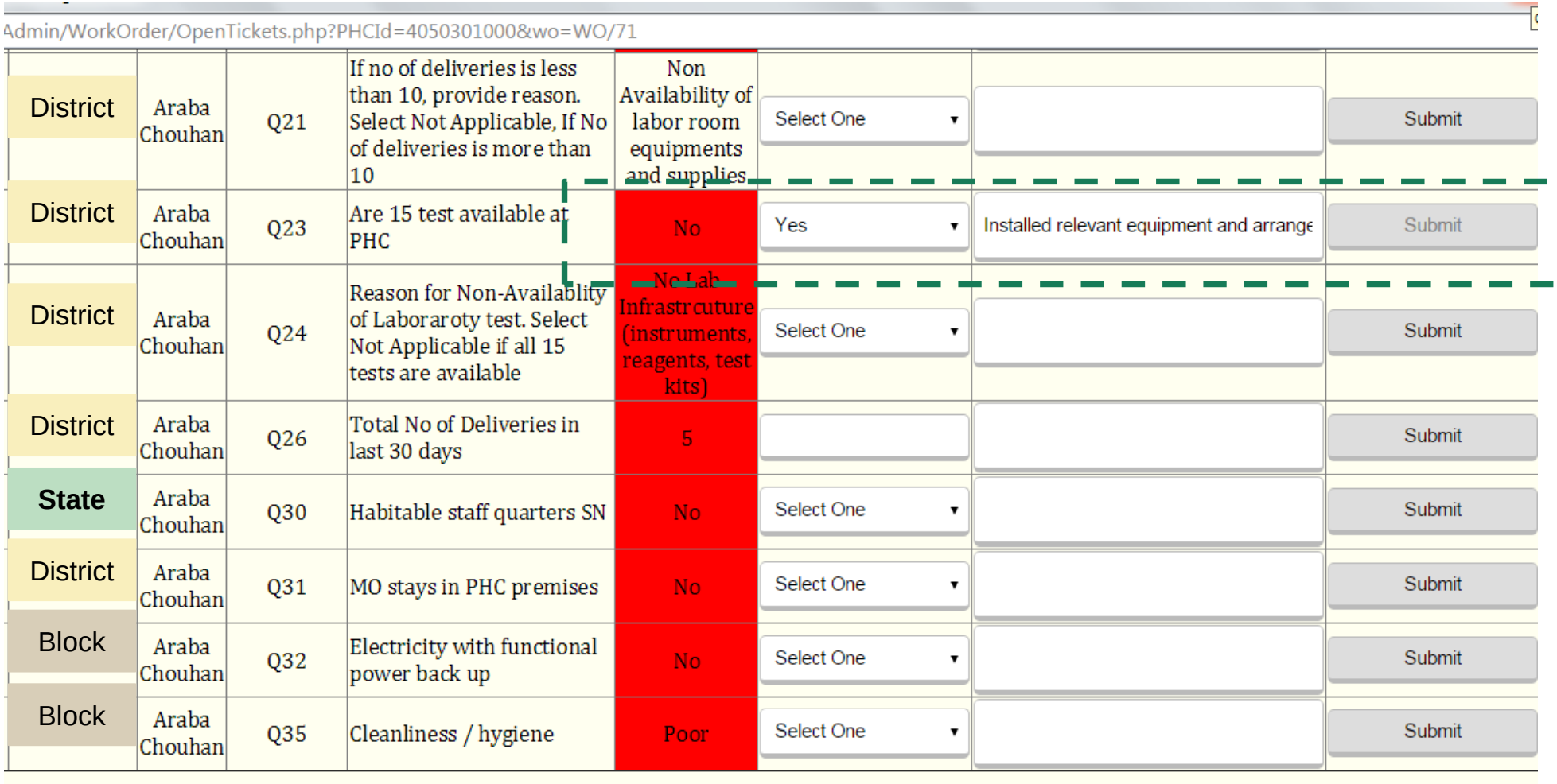


ıit - Google Chrome

\dmin/WorkOrder/OpenTickets.php?PHCId=4050301000&wo=WO/71

District	Araba Chouhan	Q21	If no of deliveries is less than 10, provide reason. Select Not Applicable, If No of deliveries is more than 10	Non Availability of labor room equipments and supplies	Select One		Submit
District	Araba Chouhan	Q23	Are 15 test available at PHC	No	Select One		Submit
District	Araba Chouhan	Q24	Reason for Non-Availablity of Laboraroty test. Select Not Applicable if all 15 tests are available	No Lab Infrastrcuture (instruments, reagents, test kits)	Select One		Submit
District	Araba Chouhan	Q26	Total No of Deliveries in last 30 days	5			Submit
State	Araba Chouhan	Q30	Habitable staff quarters SN	No	Select One		Submit
District	Araba Chouhan	Q31	MO stays in PHC premises	No	Select One		Submit
Block	Araba Chouhan	Q32	Electricity with functional power back up	No	Select One		Submit
Block	Araba Chouhan	Q35	Cleanliness / hygiene	Poor	Select One		Submit

District officer closing ticket '15 test availability' – resolving the issue



Work flow for ticketing system

Ticket generation and tracking system

1. **Officer to conduct PHC/SC inspection using m-SNA**
2. **Action-items or 'tickets' generated automatically**
3. **'Tickets' auto-allocated to concerned officer** (e.g., vacancy will be allocated to state officer; absent staff to district officer, etc)
4. **Concerned officer can view all tickets, and mark tickets as 'completed' when action is taken**
5. **State officers can monitor status of tickets and hence track actions that are taken (or not taken) to improve performance of the health facility**

Next steps

Next steps

- **Ensure all relevant officers in your district install and log in to the mobile app**
- **Train remaining officers on use of mobile app for monitoring – using materials uploaded on Department website (e.g., training manual, video, check-lists, etc)**
- **Track monitoring activity in your district**
- **In case of questions, please contact: msnaraj@gmail.com**
  - **DEO cell**
  - **Consultant IT (302)**
  - **UNFPA or BCG**

Q & A session

Thank you!

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