

EVM assessment tips



EVM—setting a standard for the vaccine supply chain



**World Health
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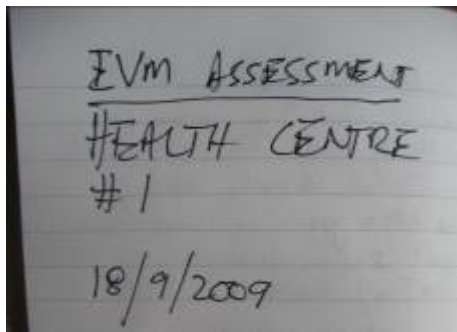
Assessment tips - 1

- ***Take the correct equipment with you***

- ☑ Correct assessment forms for each facility
- ☑ Notebook
- ☑ Pens and pencils
- ☑ Digital camera with adequate memory
- ☑ Charger and/or spare batteries
- ☑ Retractable steel tape measure (5 to 8 metres)

- ***Take plenty of photographs***

- ☑ Make sure you can identify the facility later on. Take a marker photograph at the start of each inspection



Assessment tips - 2

- ***Avoid using laptops during the actual assessment***
 - ☑ They interfere with personal communication
 - ☑ They may get damaged and they have to be 'guarded'
- ***Collect standard forms wherever possible***
 - ☑ They may vary within the country
 - ☑ Otherwise photograph examples
- ***Plan the visit with your colleagues beforehand***
 - ☑ Agree how to divide the assessment tasks
 - ☑ Combine tasks: e.g. measure cold rooms for E2 while doing E4.
- ***Storekeepers and health workers are also your colleagues***
 - ☑ Always be positive and polite, even when asking difficult questions

Assessment tips - 3

- ***EVM assessments are evidence-based***

- ☑ Personally check that cold chain equipment is working
- ☑ If you are inspecting buildings or equipment, look carefully and take measurements and photographs to support your observations
- ☑ If a practice involves record-keeping, inspect the records and check them thoroughly (e.g. temperature records).
- ☑ If a practice involves training, ask for a demonstration (e.g. icepack conditioning)

..... don't accept that equipment is working or that a practice is correctly followed just because your interviewee says it is

Assessment tips - 4

- ***Use the comments boxes***

- Comments and recommendations are an essential part of an EVM assessment

- Scoring the indicators alone is NOT ENOUGH

- ***Storekeepers and health workers need positive support – make your visit useful to them***

- If you find problems, discuss ways to help them improve – they are the people who will have to make or absorb changes

- Provide feedback before you leave the store so that the storekeeper/health worker feels involved in the assessment process

Things to avoid

- *EVM is a process – we work together to achieve improvements*
 - ☒ **Avoid negative comments** – your interviewee may not be the person responsible for fixing a problem
 - ☒ **Don't rush** – give yourself time to get to know your interviewee; you are more likely to get honest answers
 - ☒ **Don't skip questions**
 - If you can't get an answer, ask the question a different way.
 - If you still can't get an answer score the question as best you can and use the comment box to explain your scoring.

Cairo visits

- *Wear name tags during visits*
- *Split tasks between team members so that activities can overlap*
 - Say, two members doing E4, while two are doing E6
- *Review a six month sequence of records – not the normal 12 months*
 - We suggest 1st January to 30th June 2010

The first EVM assessments



Lessons learned

July 28 2010

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Session objectives

- Review lessons learned from the first three EVM assessments
- Obtain your feedback

Major lessons

Stage 1: Reach early agreement with host country on programme:

- ✓ Sampling and site selection
- ✓ Assessment scope (full or review, or full and review)
- ✓ Assessment dates and staff availability
- ✓ Funding arrangements, including *per diem*

Stage 2: Pre-assessment preparation

- ✓ Prepare logistics thoroughly – ensure sites have been selected
- ✓ Conduct field assessor training

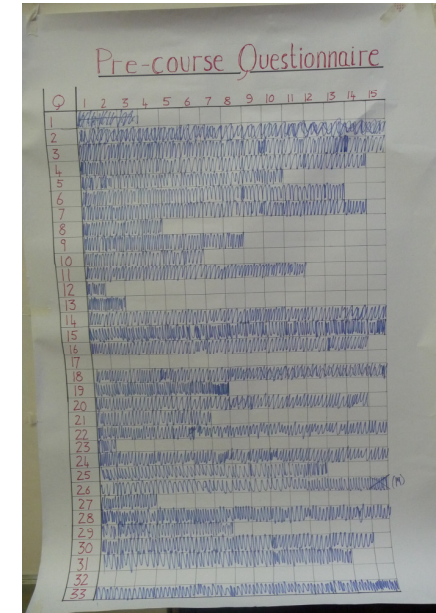
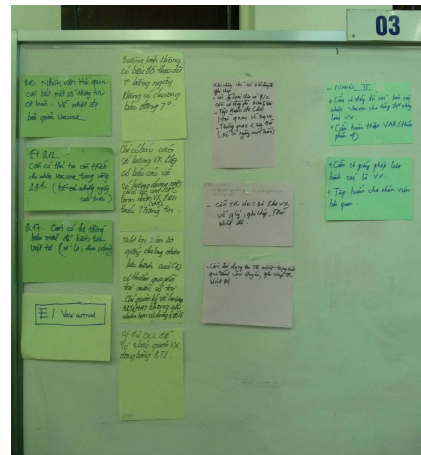
Stage 3: Assessment phase

- ✓ Conduct assessment
- ✓ Data entry, cleaning and analysis
- ✓ Review meetings to agree report findings
- ✓ Improvement plan development, implementation and monitoring

Stage 4: Follow up

Field assessor training is essential

- Three-four days classroom training is needed, followed by one or two days of field visits to representative sites – the 2½ + 1 day course in Vietnam was too short.
- Language issues must be carefully considered.



- Staff selection matters : choose only those who are already well trained in vaccine management and immunization. In Vietnam: EPI managers, officers and storekeepers. Senegal and Tunisia: immunization officers.
- Teach assessors how to identify gaps and make recommendations.

Properly trained field assessors are a pre-requisite for success

Other training issues

- **Questionnaires:** Avoid teaching non-applicable criteria (e.g. **E1**).
- **Scenarios:** May include non-applicable items (e.g. VVM, MDVP).
- **EVM tool:** No training needed, unless field assessors use Excel to enter data at the end of the day.
- **EVM tool:** Training will be needed if the tool is to be used for supervisory assessments – extra time required.
- **EVM Assistant:** Use during and after training.
- **Data cleaning:** Data entry/data cleaning staff *will* also need training. Data entry should be a continuing process throughout the assessment period.
- **Consolidation and analysis:** Generally carried out by lead assessor - BUT, colleagues must be consulted.

Assessment phase – primary stores

- **Primary stores:** Assessment of this level is critical. In Vietnam, the national store was done before the field assessor training course. In Senegal and Tunisia, after the training.
- **Primary stores:** Lead assessor and senior country staff must be involved.
- **E9 data at central level:** Collection may take time. In Vietnam, a two stage process. In Senegal and Tunisia during the training and assessment stages.

Analysis and report writing

- **Data entry and cleaning:** Start as soon as possible to meet initial reporting dates.
- **Review meetings:** Involve field assessment team in preliminary recommendations.
- **Consolidation and detailed analysis:** Generally carried out by lead assessor - BUT, colleagues should continue to be consulted.
- **Report writing:** Coordinated by lead assessor – BUT, team members must be consulted on final conclusions and recommendations and may contribute sections.
- **Draft report:** Must be shared with senior EPI staff to obtain feedback and buy-in.

Improvement planning and implementation

After the report:

- **Cooperative effort:** Engage programme staff at all times. Where partners are involved (e.g. UNICEF country office), they should participate in the process.
- **Progress monitoring:** Follow-up is essential.

Numerical and stock management indicators

- Difficult to assess in some cases in Vietnam and Senegal – EVM Assistant was developed in response and used in Tunisia.
- Absence of computerized stock management in large stores makes max-min stock checks difficult and time-consuming, even with EVM Assistant. Allow sufficient time for these checks.

