

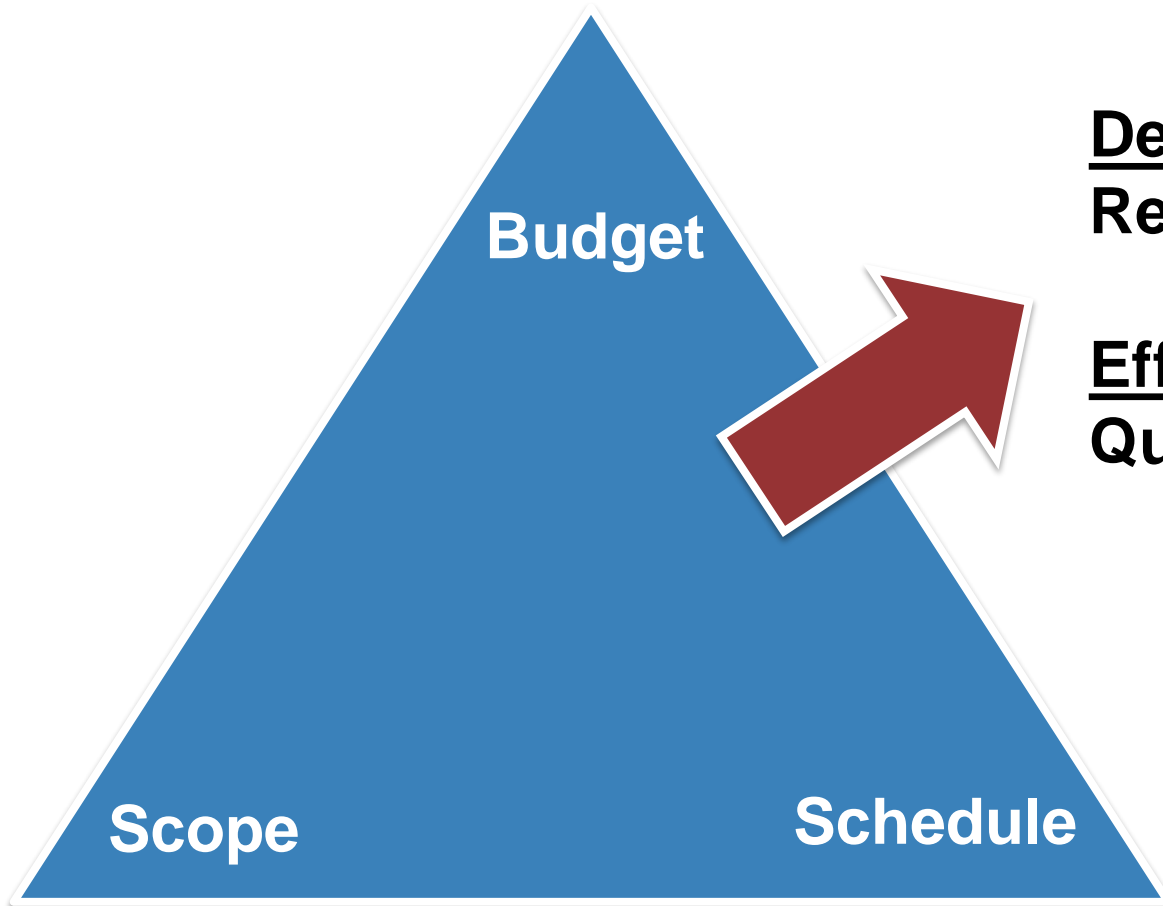
OpenMRS Mozambique Working Group
2014 Kick-off Meeting

Mozambique EPTS Implementation Guide:

A Focus on Resources February 2014

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Project Management Constraints



Determines
Resources Needed

Effects
Quality / Sustainability

How to Use the Guide

- List of Roles
- Skills needed for each role
- Components list roles involved and their responsibility for that step
 - **Responsible** – “The Do-er”
 - **Helpers** – “Support”
 - **Acceptance** – “Approver”
 - **Inform** – “Keep in the Picture”
- **Tools: Implementation Project Plan Template**

Roles: Implementation Manager

- Acts as Champion of EPTS within the Organization
- “Big Picture” Project Management
- Budgeting
- Communications
- Activity Coordinator at the Organization Level

Roles: Implementation Analyst

- Requirements Gathering
- Workflow Assessment
- Staffing Needs
- Infrastructure Assessment
- Requirements Analysis and Recommendations
- Issue and Change Request Analysis and Prioritization
- Project Management at the HF level

Roles: Procurement

- Procurement (hardware, infrastructure)
- Contracting Negotiations

Roles: HIS Trainer

- Training Planning
- Staff Training Needs Assessments
- Curriculum Development
- Coordination of Domain Experts for contributing to materials
- Training Evaluation
- Coordination of On-going Mentoring Resources

Roles: Health Facility

- HF Manager
- HF Champion
- HF Staff
- HF IT / Technical Support
- Tools: Health Facility EPTS Champion Selection Guidelines

Roles: Developers

- Software Engineer
- User Interface Developer
- Reports Developer
- Systems Engineer

Roles: HIS Support Team

- System Administrator
- On-Site User Support
- Provincial Support Tier
- Central Support Tier
- Developer Support
- Tools: EPTS System Support Structure Guide

Roles: HIS Support Team

- Issue Tracking System
- Tiered Support
- Service Level Targets
 - Urgency of Issue
 - Patient Care / Safety
 - Job Stopped
 - Job Function Affected
 - Needs Addressed but Not Affecting Job Function
 - Impact of Issue
 - Single User, Multiple Users, Software Wide

Roles: HIS Support Team

	Single User	Multiple Users	Software Wide
Patient Care / Safety	Critical	Critical	Critical
Job Stopped	High	Urgent	Urgent
Job Function Affected	High	High	Urgent
Needs addressing but not affecting job	Normal	Normal	Normal

Roles: HIS Support Team

SLT Example

- Response Time: 1 hour
- Resolution or Escalation Time:
 - Critical – 30 min
 - Urgent – 1 hour
 - High – 4 hours (1/2 day)
 - Normal – 16 hours (2 days)

Roles: HIS Support Team

Tier 1: On-site user support

- Basic user support, basic hardware
- Received OpenMRS mentoring training, good computer skills

Roles: HIS Support Team

Tier 2: Provincial Basic Support

- OpenMRS mentoring training, previous IT experience in desktop and networking support
- Creates ticket, responds to calls/emails, triage ALL requests
- Search knowledge base
- Dispatch Support to on-site as needed
- Refer complex problem to Tier 3 per SLA

Roles: HIS Support Team

Tier 3: Central Senior Technical Support

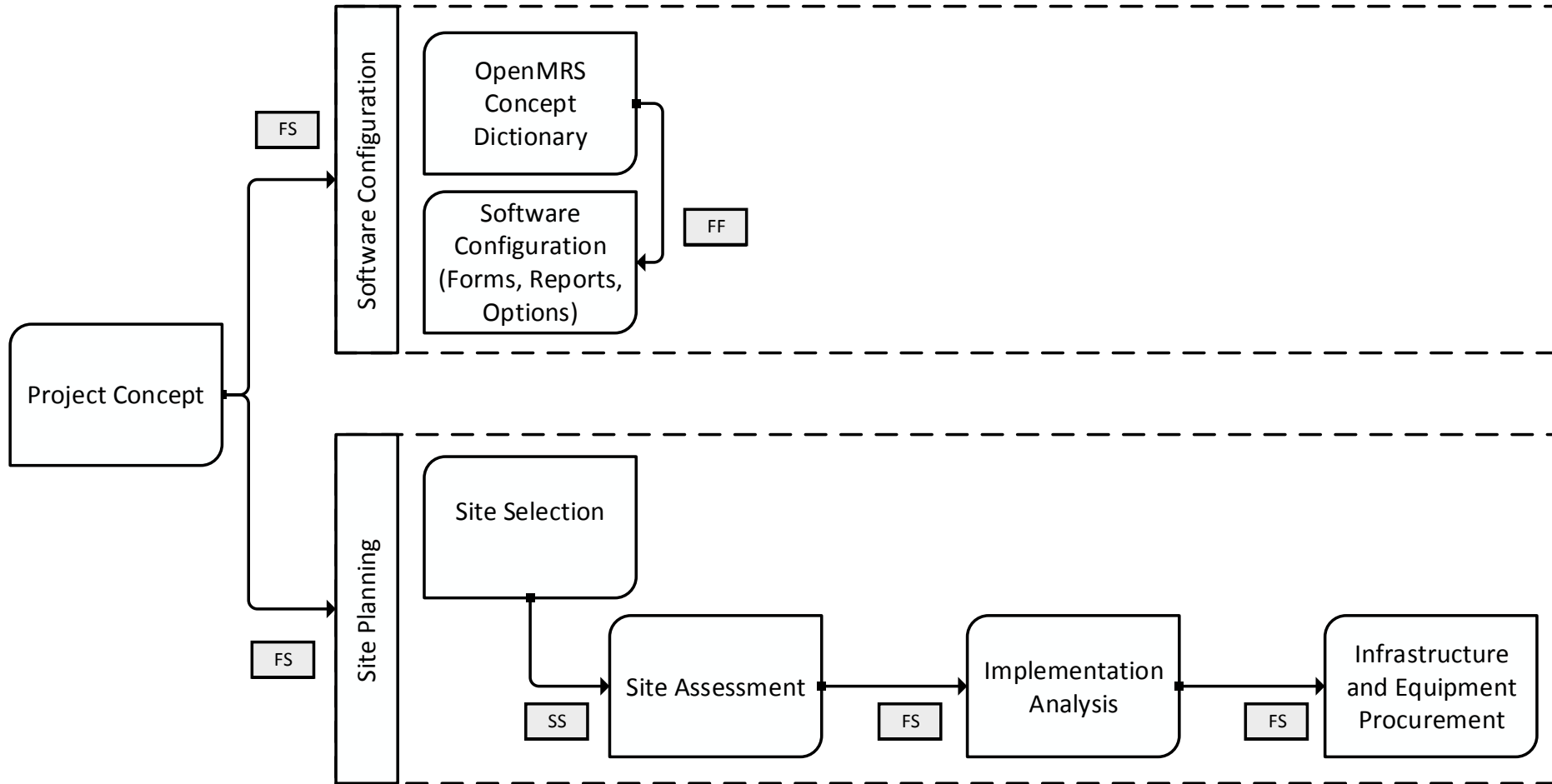
- On-call staff
- OpenMRS experience, mentorship training, OpenMRS system administration training, previous IT experience in system administration and networking
- In charge of solving issues that do not require developer action
- Writing knowledge base solutions on common issues/questions
- Dispatch Support to on-site as needed
- Refer problems requiring developers to solve to Tier 4 support

Roles: HIS Support Team

Tier 4: Developer

- Knowledge of code and database of OpenMRS
- Come up with solutions to issues, release software bug fixes, and writing knowledge base solutions

Phase 1: Planning Flowchart



Project Plan and System Support Strategy

Responsible	Implementation Analyst
Helpers	Implementation Manager
Acceptance	Governing Committee
Inform	HF Managers

Duration: 2 weeks – 4 weeks

Site Selection and HF Champions

Responsible	Implementation Analyst
Helpers	Implementation Manager, HF Managers, HF Champions, HIS Trainer
Acceptance	Governing Committee
Inform	HF Managers

Duration: 2 weeks

Delays: Approvals for Sites, Response from HF Managers, Identification of HF Champions

HF Manager and Champion Orientation

Responsible	HIS Trainer
Helpers	Implementation Analyst
Acceptance	HIS Trainer Manager
Inform	Implementation Manager

Duration: 2 days

Delays: Approvals for Sites, HF Managers and Champions
Availability, Identification of HF Champions, Travel
Coordination

Site Assessment

Responsible	Implementation Analyst
Helpers	HF Managers, HF Champions, HF Staff, HF IT
Acceptance	HF Manager
Inform	Implementation Manager

Duration: 2 days + Travel Time

Delays: HF Staff Availability, Travel to Facility, Size and Complexity of Facility

Implementation Analysis

Responsible	Implementation Analyst
Helpers	HIS Trainer, System Administrator, Procurement
Acceptance	Implementation Manager
Inform	HF Manager

Duration: 1-2 Weeks

Delays: Incomplete and errors in site assessment, Complexities in site infrastructure needs and staff training needs

Procurement

Responsible	Procurement
Helpers	Implementation Analyst, System Administrator
Acceptance	Implementation Analyst, System Administrator
Inform	Implementation Manager, HF Manager

Duration: Dependent upon organization process and experience

Delays: Process issues, sourcing issues, multiple vendors needed, availability of vendors/equipment

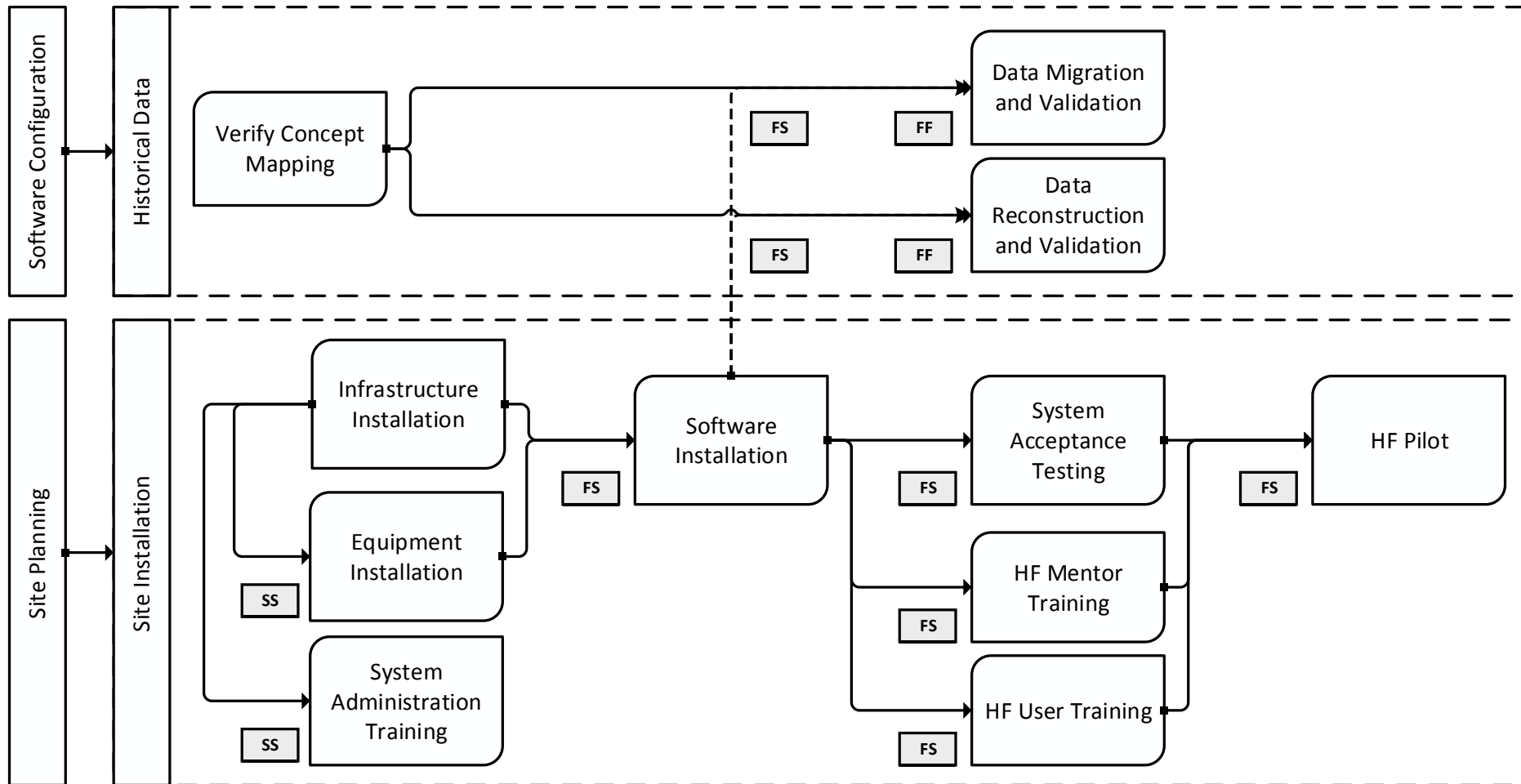
Software Concept Dictionary and Configuration

Responsible	Software Engineer
Helpers	Implementation Analyst
Acceptance	Implementation Analyst
Inform	Implementation Manager

Duration: Dependent upon requirements.

Delays: Incomplete requirements, Response time to clarify requirements, Limited resources, New to OpenMRS development, Governance of concept dictionary

Phase 2: Installation Flowchart



Infrastructure, Equipment, and Software

Responsible	System Administrator
Helpers	Implementation Analyst, HF Champion, HF IT
Acceptance	HF Manager, Implementation Analyst
Inform	Implementation Manager

Duration: 1 Week for Equipment and Networking, 3 Days for Software, Infrastructure TBD per requirements

Delays: Incomplete delivery of equipment, Missing equipment, Errors in requirements, Technical Issues

Data Migration

Responsible	Software Engineer
Helpers	HF Champion, HF Staff
Acceptance	HF Manager
Inform	Implementation Analyst

Duration: 2 Months

Delays: Complexities in mapping data, Response time for issues, Errors in mapping, Technical issues

Data Reconstruction

Responsible	Data Entry Clerk (s)
Helpers	HF Champion, HF Staff
Acceptance	HF Manager
Inform	Implementation Analyst

Duration: TBD - Number of records / Per hour / Per data entry clerk

Delays: Data issues on paper forms, clinical response time to clarify issues, user errors upon entry, technical issues

System Acceptance Testing

Responsible	Implementation Analyst
Helpers	HF Manager, HF Champion, HF Staff
Acceptance	HF Manager
Inform	Implementation Manager

Duration: 1-5 Days

Delays: HF Manager and Champion availability, Issues in acceptance of software, Skills of testers, Technical issues

Mentor and User Training

Responsible	HIS Trainers
Helpers	Implementation Analyst, System Administrator, HF Manager, HF Champion, HF Staff
Acceptance	HF Manager
Inform	Implementation Manager

Duration: 1-2 Weeks

Delays: HF Staff availability, Skills of users, Identification of Mentors, Technical issues

Health Facility Pilot and Production

Responsible	Implementation Analyst
Helpers	HF Manager, HF Champion, HF Staff
Acceptance	HF Manager
Inform	Implementation Manager

Duration: Pilot – 1-2 Months, Pilot to Production

Assessment – 1-2 Days

Delays: HF Staff availability, Champion encouragement, Skills of users, User support availability, Technical issues

Phase 3: Maintenance

- Data Use Support
- System Use Support
- System and Usage Monitoring
- System Maintenance
- System Upgrades
- On-going Mentoring and Training

Thank You!

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