NDOH Covid-19 Vaccine Roll-out

SVS Covid-19 Mobile App User Guide and Web Overview

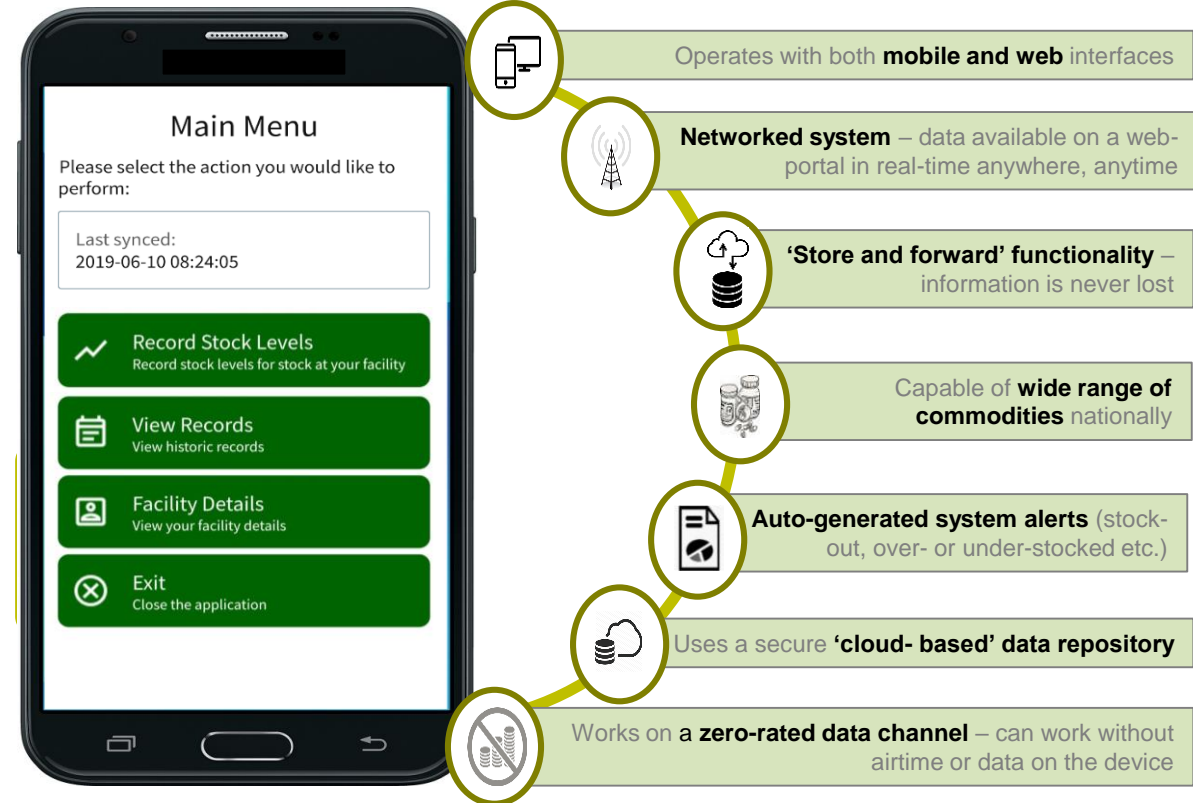22 April 2021

Introduction

Introduction to SVS

What is SVS?

- A **mobile application** (SVS App) + **web management portal** (SVS Web) used to monitor availability of medicines and other health commodities (including PPE);

- Used at over **3,000 primary health care clinics** and over **300 hospitals** in South Africa since 2015;

- Used widely to support the **prevention and resolution** of medicine and health commodity **stock outs**;

- In 2020, SVS was deployed to public sector hospitals to monitor **PPE availability;**

- Platform for monitoring the availability of **Covid-19 vaccines** and **ancillary items**.

Key features of SVS

Operates with both **mobile and web** interfaces

Networked system – data available on a web-portal in real-time anywhere, anytime

'Store and forward' functionality – information is never lost

Capable of **wide range of commodities** nationally

Auto-generated system alerts (stock-out, over- or under-stocked etc.)

Uses a secure **'cloud- based' data repository**

Works on a **zero-rated data channel** – can work without airtime or data on the device

⚠️ **Only sites which will be storing the Covid-19 vaccine will need to use this instance of SVS.**

Main Menu
Please select the action you would like to perform:

Last synced:
2019-06-10 08:24:05

Record Stock Levels
Record stock levels for stock at your facility

View Records
View historic records

Facility Details
View your facility details

Exit
Close the application

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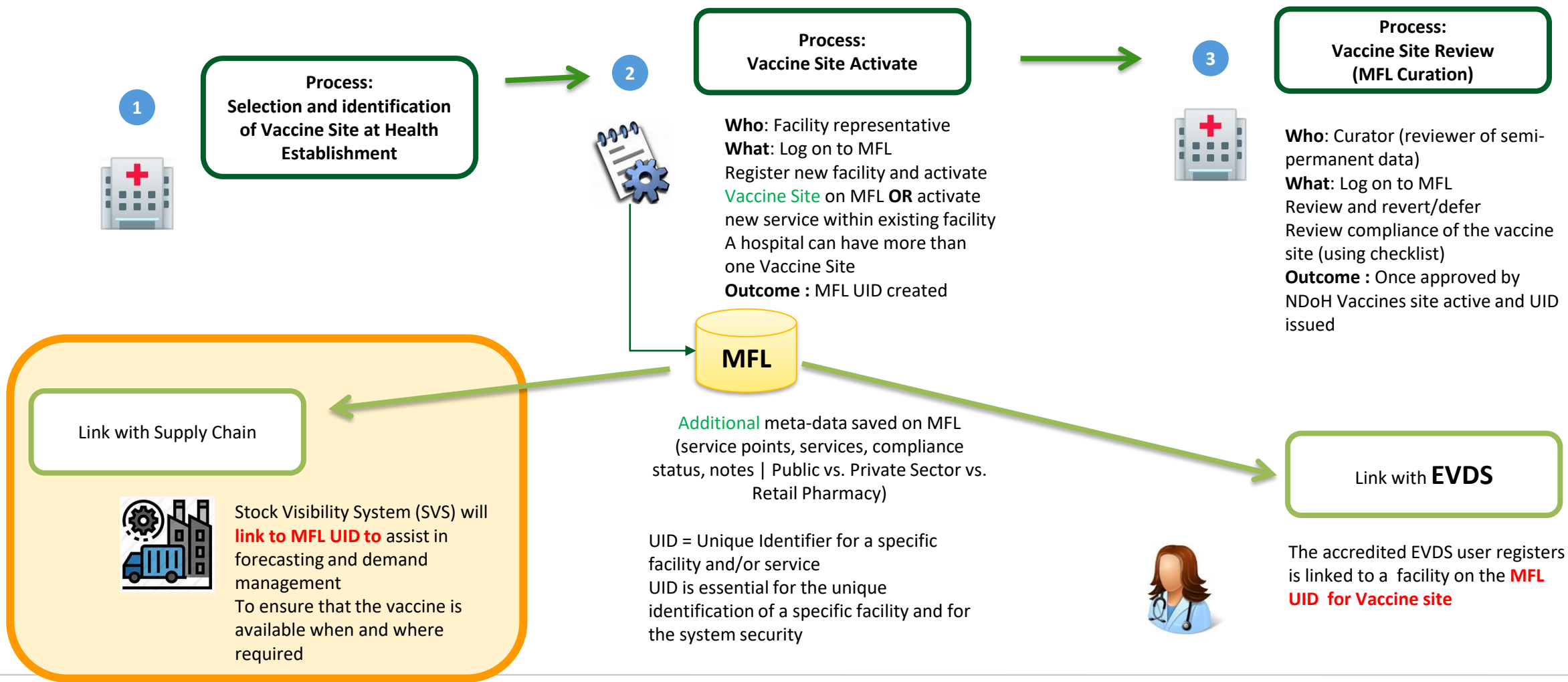DEVELOPMENT
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Why SVS in the Covid19 Vaccines Supply Chain?

- Ensure **access** to the relevant vaccine and ancillary item **availability data** to inform decision-making;

- Enable **rapid turnaround time** in the data analytics and planning process;

- **Ease of reporting**;

- **Data standardisation**; and

- Ensure **optimised and equitable distribution** of vaccine and ancillary items.

System Overview

Stock Visibility System

Web

1 **Assign Stock**

Stock Assignment

Mobile

2 **Update Stock**

Option 1a) Scan barcode
Option 1b) Select single stock item
Option 1c) Loop through items
Option 1d) Minimum Basket
Reporting List

Web

3 **Monitor Stock**

Average Stock-Out Duration
Facility Reporting
Geospatial StockOut Map
Stock Availability Report
Stock-Out Reasons Report
Low-stock and Over-stock Report

Vaccine and Distribution Site Activation on MFL

1

Process:
Selection and identification of Vaccine Site at Health Establishment

2

Process:
Vaccine Site Activate

Who: Facility representative
What: Log on to MFL
Register new facility and activate
Vaccine Site on MFL **OR** activate
new service within existing facility
A hospital can have more than
one Vaccine Site
Outcome : MFL UID created

3

Process:
Vaccine Site Review
(MFL Curation)

Who: Curator (reviewer of semi-permanent data)
What: Log on to MFL
Review and revert/defer
Review compliance of the vaccine site (using checklist)
Outcome : Once approved by NDoH Vaccines site active and UID issued

MFL

Additional meta-data saved on MFL (service points, services, compliance status, notes | Public vs. Private Sector vs. Retail Pharmacy)

UID = Unique Identifier for a specific facility and/or service
UID is essential for the unique identification of a specific facility and for the system security

Link with Supply Chain

Stock Visibility System (SVS) will **link to MFL UID to** assist in forecasting and demand management
To ensure that the vaccine is available when and where required

Link with **EVDS**

The accredited EVDS user registers is linked to a facility on the **MFL UID for Vaccine site**

Site Enrollment

How to Start Using the Application

You can use any of three methods to capture data:

1. **Mobile App Version:** Download an app to your **Android phone**, and capture on mobile. The app works offline then syncs the data across. If you have a Vodacom SIM it works without mobile data or airtime. If using any other network, the mobile device will require a small amount of data bundles or access to WiFi to work.

2. **Desktop Web Version:** Download a **desktop application** to your **Windows device**, and capture stock levels on your computer - it must have network connectivity e.g. WiFi Dongle, fibre etc.

3. **Inbound API reporting:** For those **private sector** vaccination and/or distribution service providers with internal systems for managing stock and the IT development capacity to support it, an **inbound API** will be made available as an alternative mechanism to enable the submission of stock updates.

Although any device and SIM can be used for the mobile app version, the mobile app is zero-rated **only** when using the Vodacom network. The use of different network providers may attract a service fee.

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Important To Note for New Sites…

- For all methods of data submission, only **ONE person** per site can **enroll the device**, using either **mobile OR desktop**.

- Thereafter, anyone trained and/or knowledgeable can submit stock level data routinely.

This is to ensure only one source of data emanating from each site.

Mobile App Version

How to start using the mobile application (Existing and new mobile devices)

Each vaccination and distribution site will receive an SMS that contains an APK link and an enrollment code specific to the site. The app will work on most Android devices:

- **Step 1** – Click on the link in the SMS, it will install the APK on the device. You can also download the APK using this short link: http://bit.ly/ndohvaccines.

- **Step 2** – Locate the SVS Covid-19 application which will be downloaded onto the device.

- **Step 3** - Open the SVS Covid-19 application, and when the enrollment code is requested, enter the code provided in the enrollment SMS.

- **Step 4** – Enroll the new app, login and check that the application reflects the correct site name (see next slides).

⚠️ **N.B:**
For sites opting to use the mobile device please ensure the device will be available on site everyday for daily reporting.

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Mobile App Enrollment: Download the APK
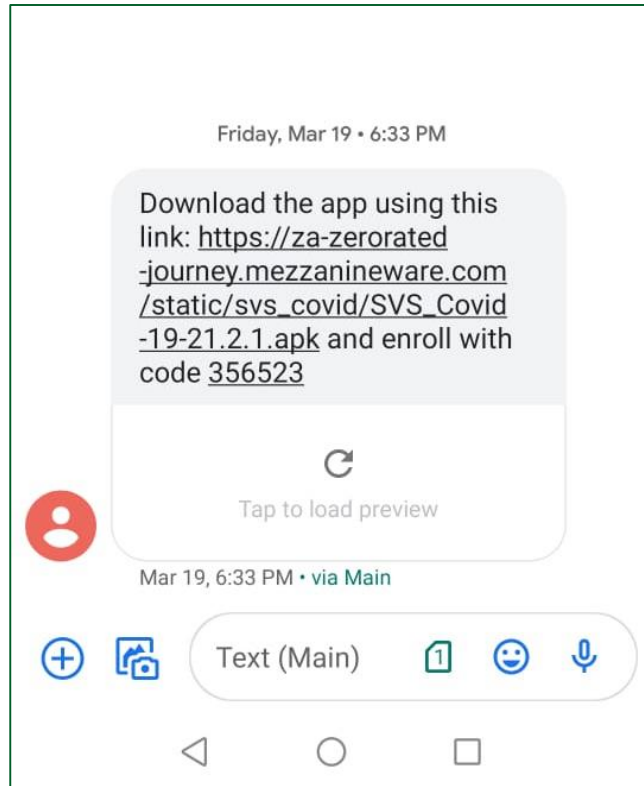
A SMS that will be sent
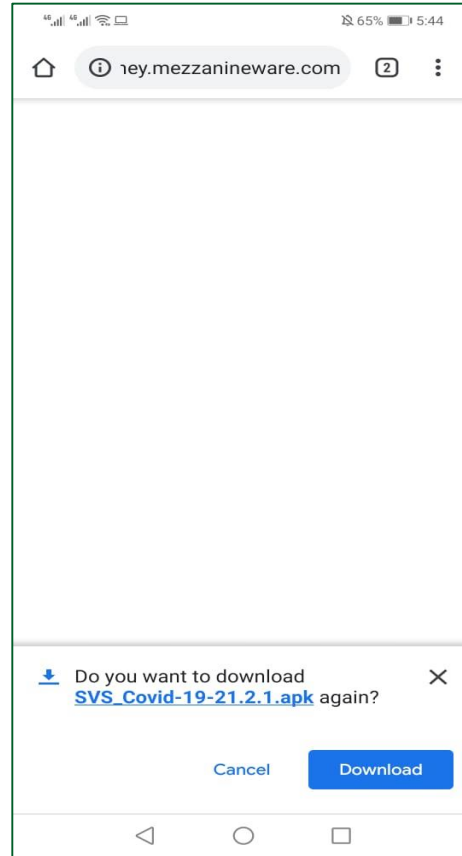
Download the APK to the device
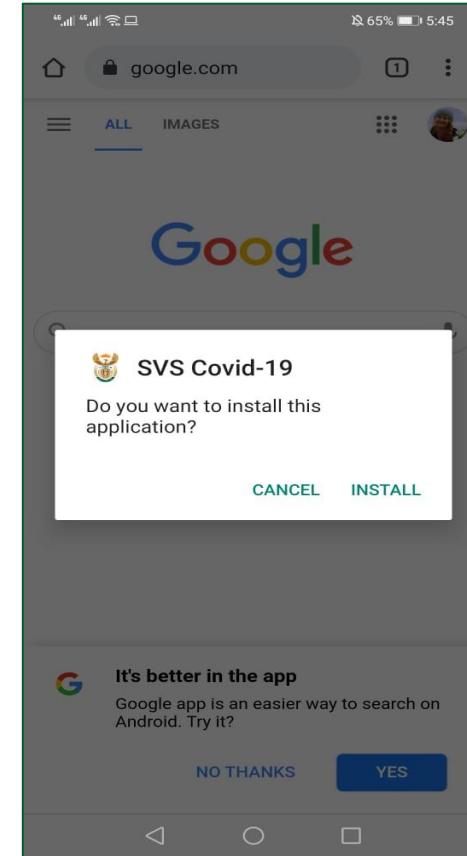
Install the app on the device
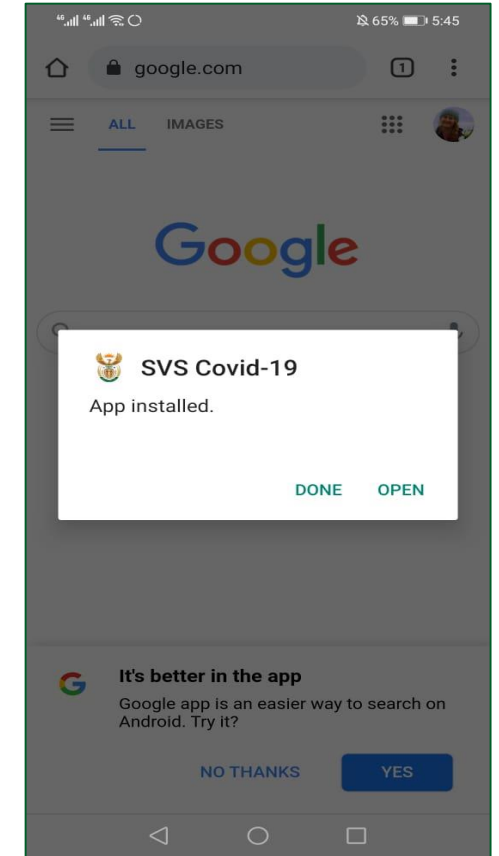
When installation is complete **open the app**

Mobile App Enrollment: Enrollment With the Enrollment Code
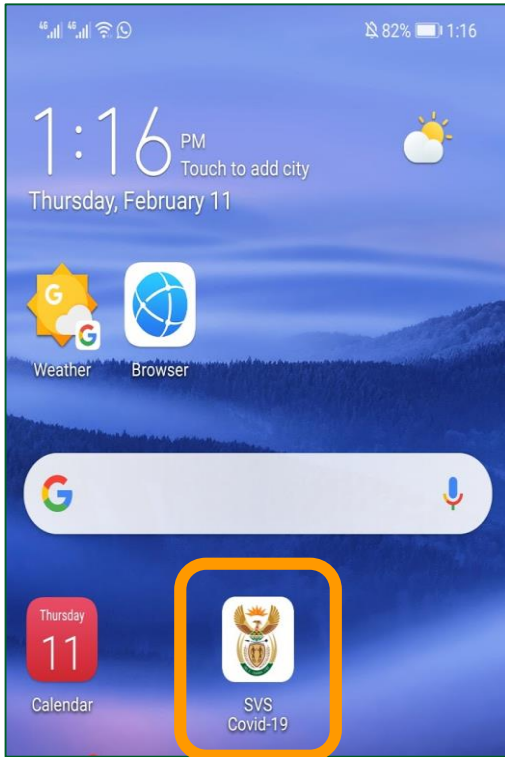
Locate the installed SVS **Covid-19 app** on the device
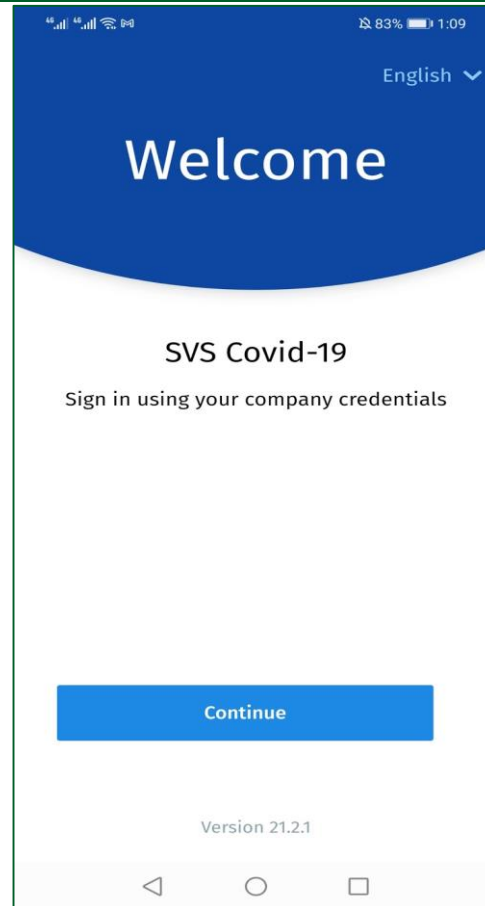
Open the SVS **Covid-19 app**
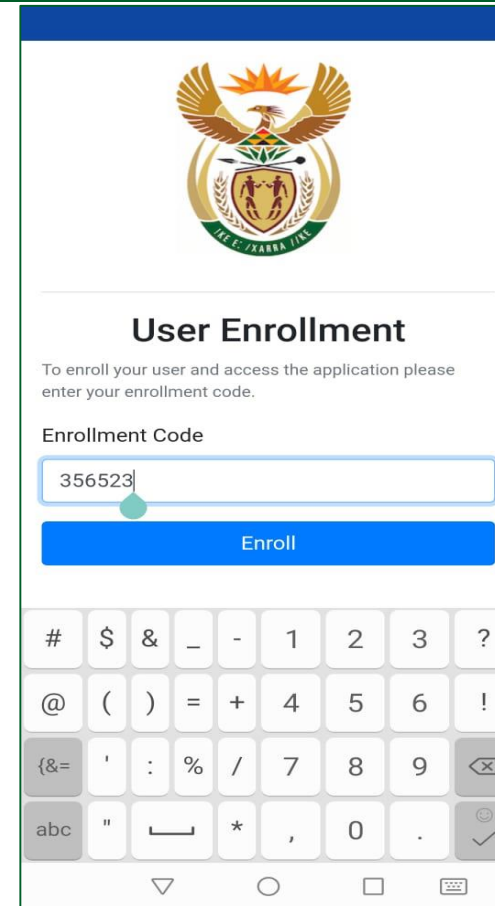
Enter the **enrollment code**
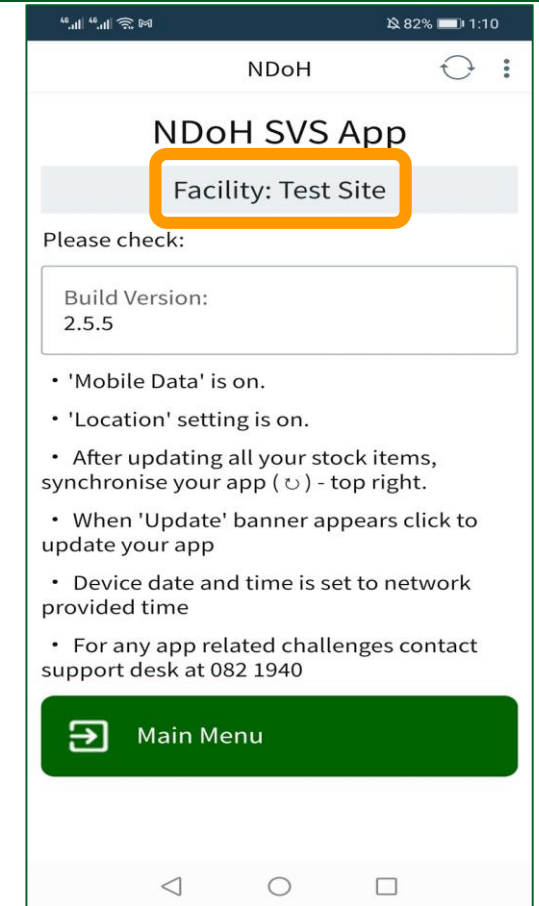
Check that the **correct site name** reflects in the app

Mobile App Enrollment: Checking Facility Details

After logging in, check that the site details are correct:

- Check and verify:
    - Facility Name;
    - Sub-district; and
    - District.

Facility details must match the physical site.

Report any inaccuracies immediately to the organisation's SVS point of contact.
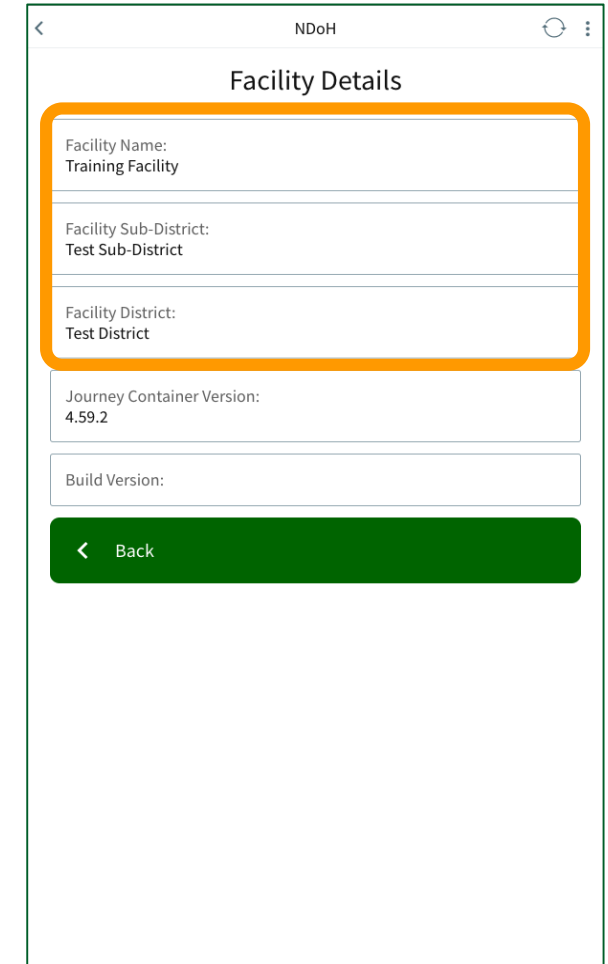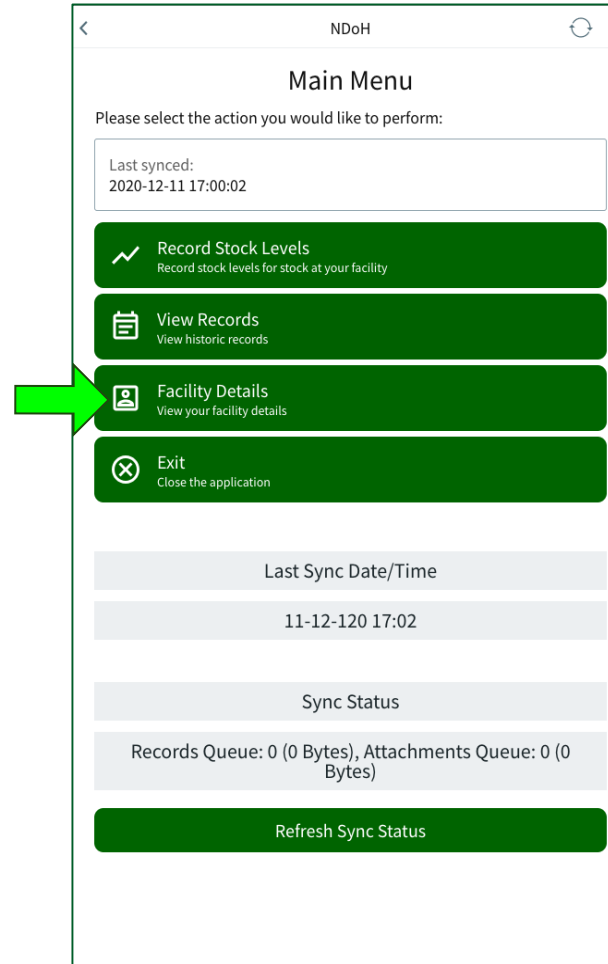
Desktop App Version

Web App Enrollment Requirements

1. All sites will need to have access to a **computer** (laptop or desktop) and **internet connectivity**;

2. Each site will need a **designated person** (name and contact details) responsible for enrolling the device the first time; and

3. An **email** with the enrollment link and enrollment code will be sent to the site's designated person.

Click on the enrollment link provided via email (or WhatsApp), then select '**Enroll on Desktop**':

Web App Enrollment: Downloading the Desktop Application

Select **'Download'** to install the JourneyApps on desktop (once off):
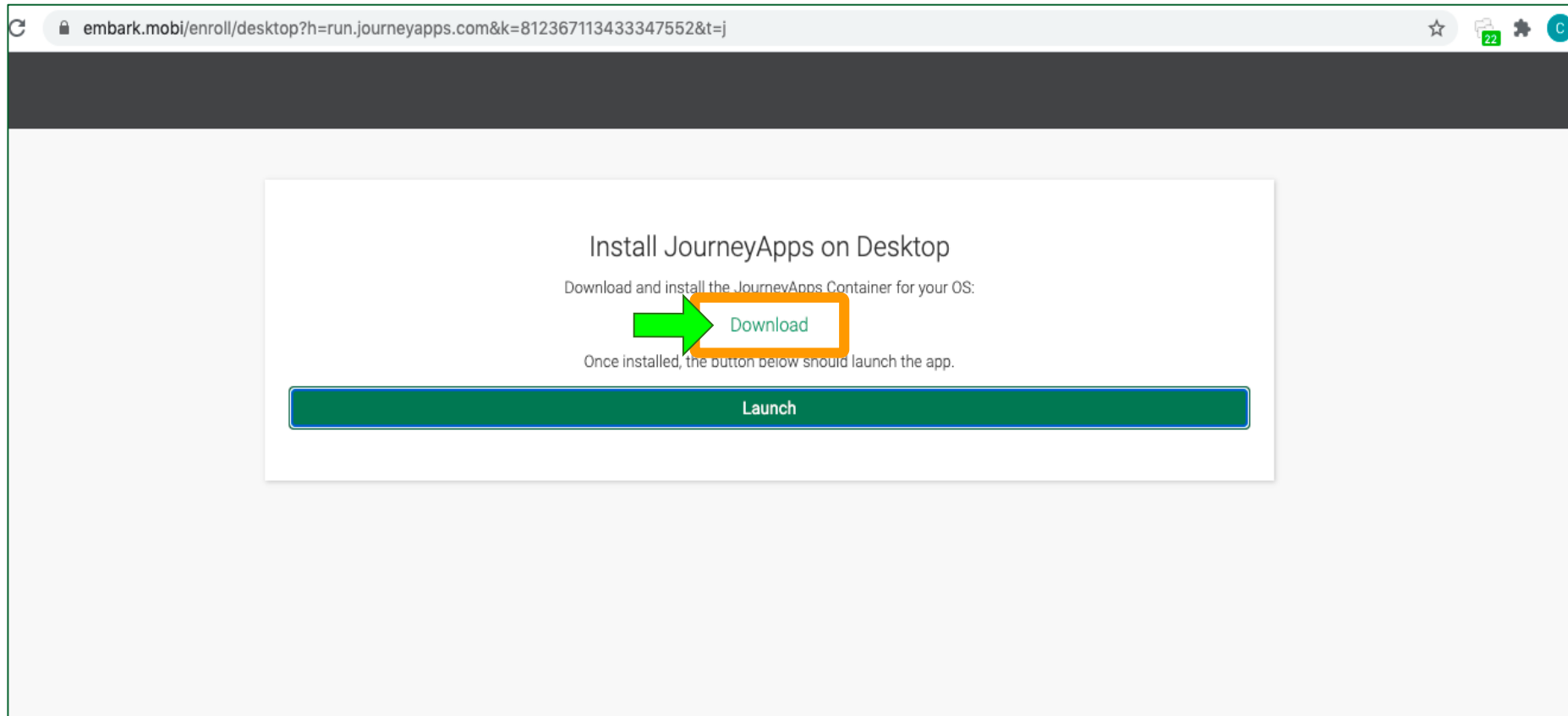
Web App Enrollment: Installing the JourneyApps

- The Journey Apps container will download to your PC, then you can install it via the installation wizard or however you usually install an application:
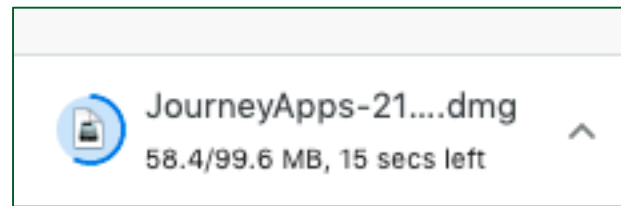
JourneyApps installation wizzard
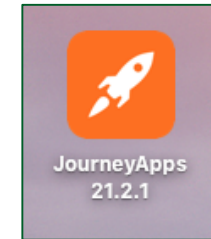
The installed JourneyApps icon on desktop

- Once installed, you can click on the '**Launch**' link on the same screen (See next previous slide).

Web App Enrollment: Launching the App

embark.mobi/enroll/desktop?h=run.journeyapps.com&k=812367113433347552&t=j

Install JourneyApps on Desktop

Download and install the JourneyApps Container for your OS:

Download

Once installed, the button below should launch the app.

1 → Launch

1. Select '**Launch**' to download the JourneyApp

2. Select '**Open JourneyApps**'.

Open JourneyApps?

https://embark.mobi wants to open this application.

☐ Always allow embark.mobi to open links of this type in the associated app

2 → Cancel   Open JourneyApps

JourneyApps

JourneyApps

3 →

Downloading App Data

3. Wait for the device to **download and install** the app.

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Web App Enrollment: Syncing the new app
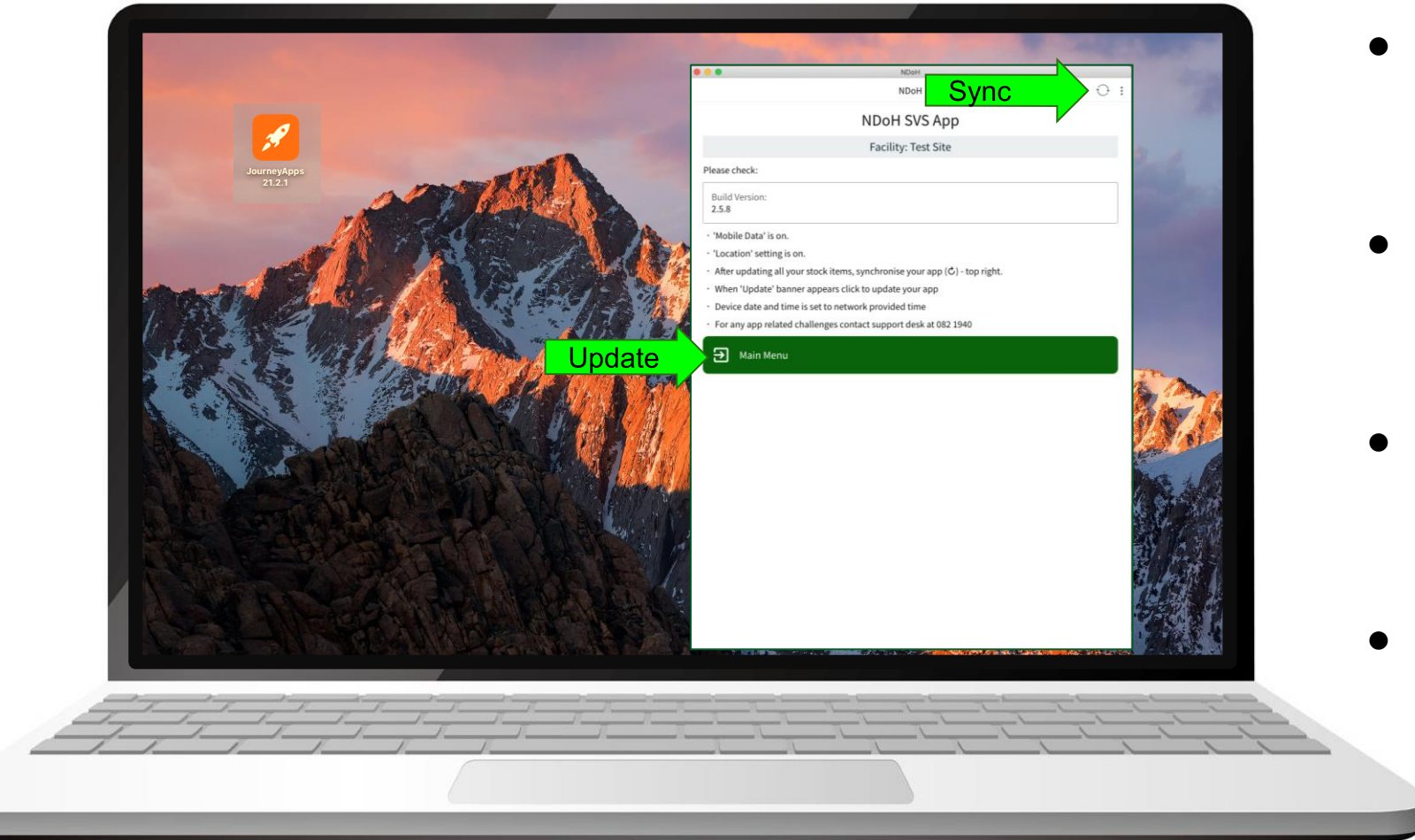
- The corners of the app can be **clicked and dragged** to make the app smaller or bigger.

- Use the mouse to **click on any of the buttons** in the app to start using it.

- The application **syncs automatically** when connected to WiFi or network.

- Select the '**Sync**' icon to synchronise data after each upload is complete.

Reporting Requirements

Reporting Definitions

Current Stock Level – Vial count in the main storage location (cold room/ fridge) at close of business daily;

Expiry Date – date up to which a medicine will retain the strength and other properties as stated on the label;

Stock Received – Vial count delivered since the last daily update;

Stock Lost – Vial count of any wastage due to breakage, expiry, and pilferage etc.;

Stock Issued – Vial count issued out of the main storage location (cold room/ fridge) for the day; and

Stock transferred – Vial count sent to another vaccination/ distribution centre.

How to Update Stock Levels

The expected Covid-19 vaccine reporting frequency is close of business daily.

Stock updates for the vaccine includes:

- Current stock levels;
- Stock Expiry date;
- Stock Received;
- Stock Lost;
- Stock Issued; and
- Stock Transferred.

Diluent and Ancillary Items Reporting:

No Ancillary Items Reporting is expected for private sector sites.

Weekly reporting for diluent stock levels.

N.B.: To ensure data quality __ALL__ fields must be updated as is relevant with each data submission.

The last updated stock levels for the week will reflect the week closing balance.

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Recording Stock Levels

(Mobile and Web App)

Recording Stock Levels
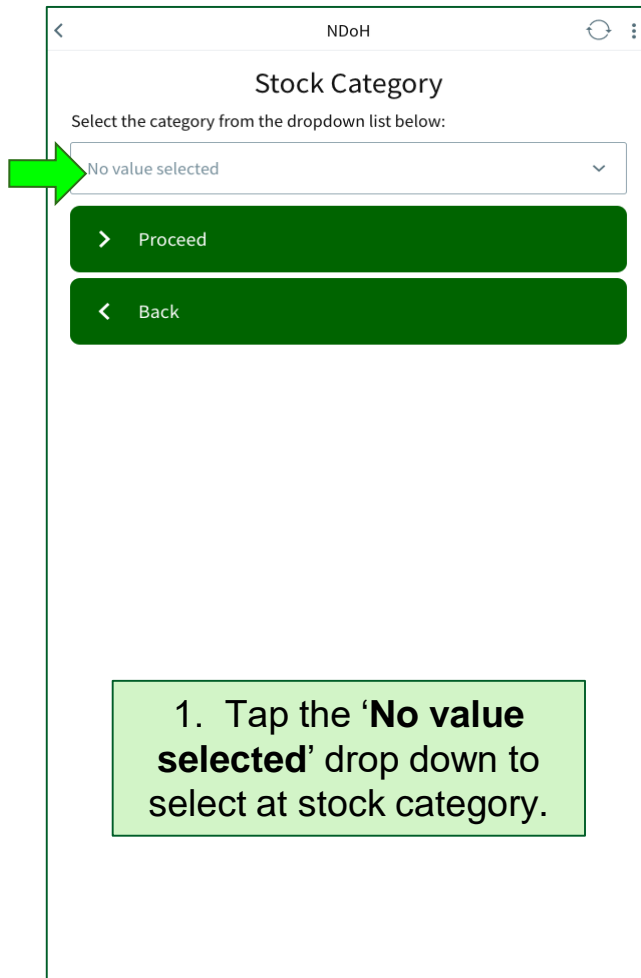
Stock levels can be updated using one of **three** methods:

1. Select **single stock item**;
2. **Loop through** stock items; and
3. **Minimum Basket Reporting List.**

(*The scan barcode option is not available for the vaccines currently*)
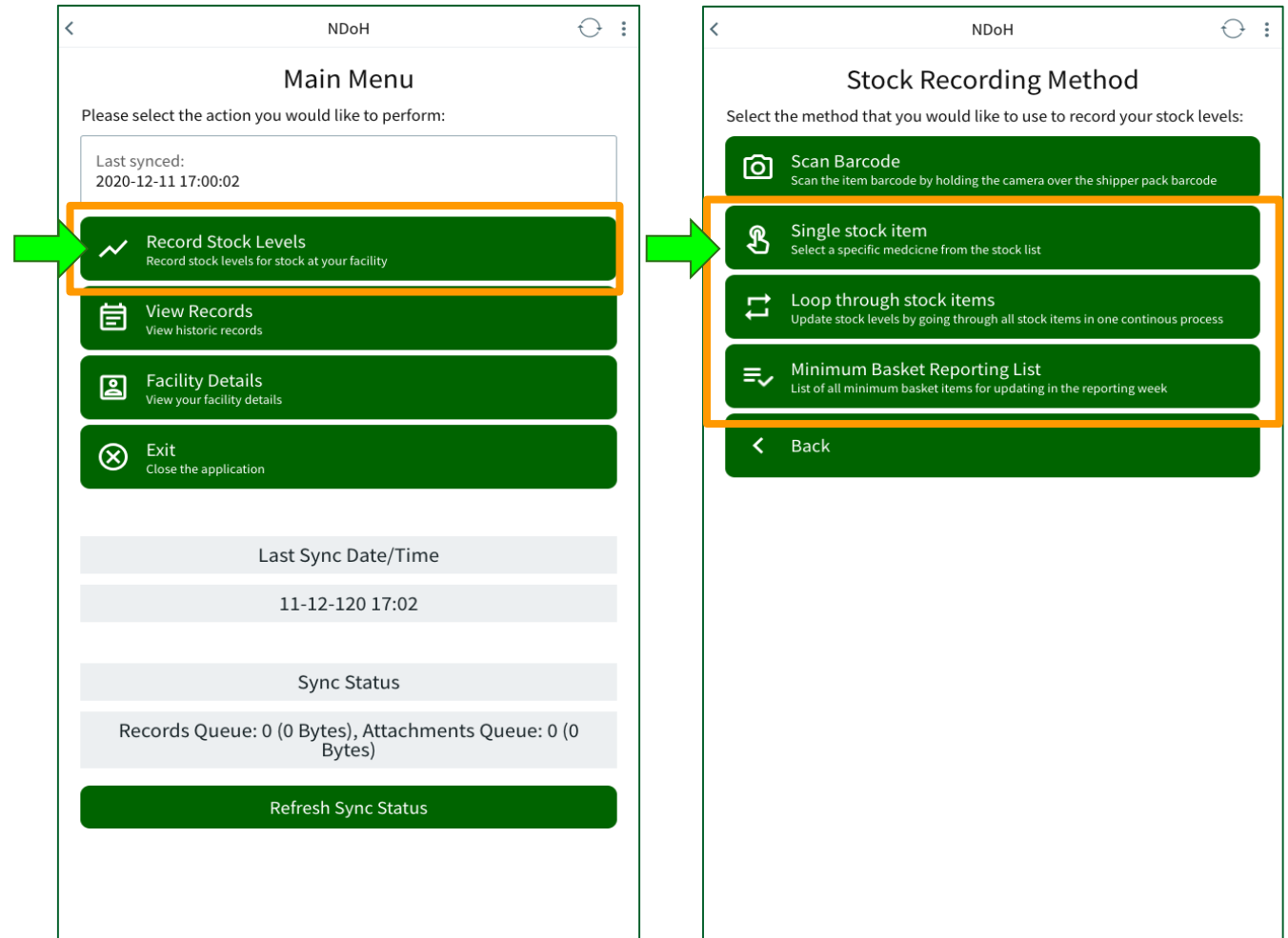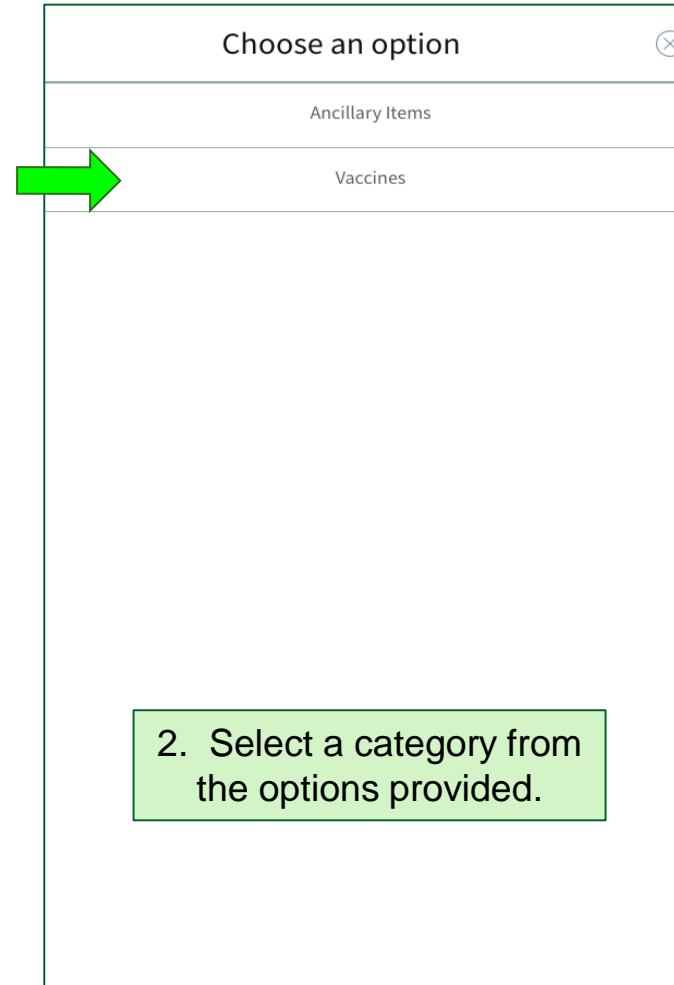
1. Tap the '**No value selected**' drop down to select at stock category.
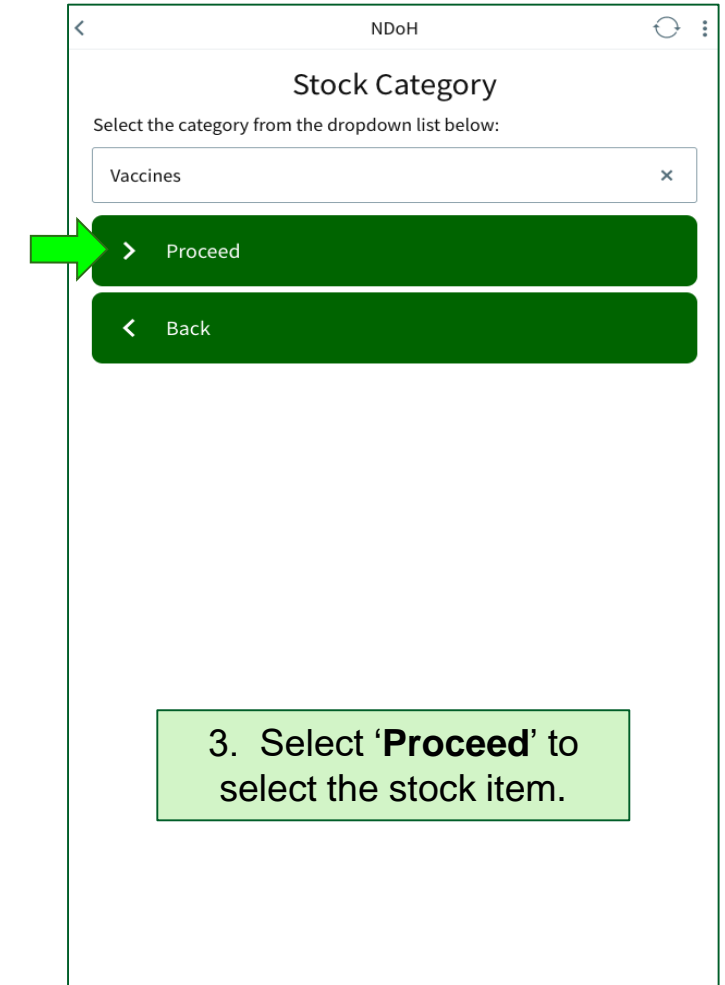
2. Select a category from the options provided.
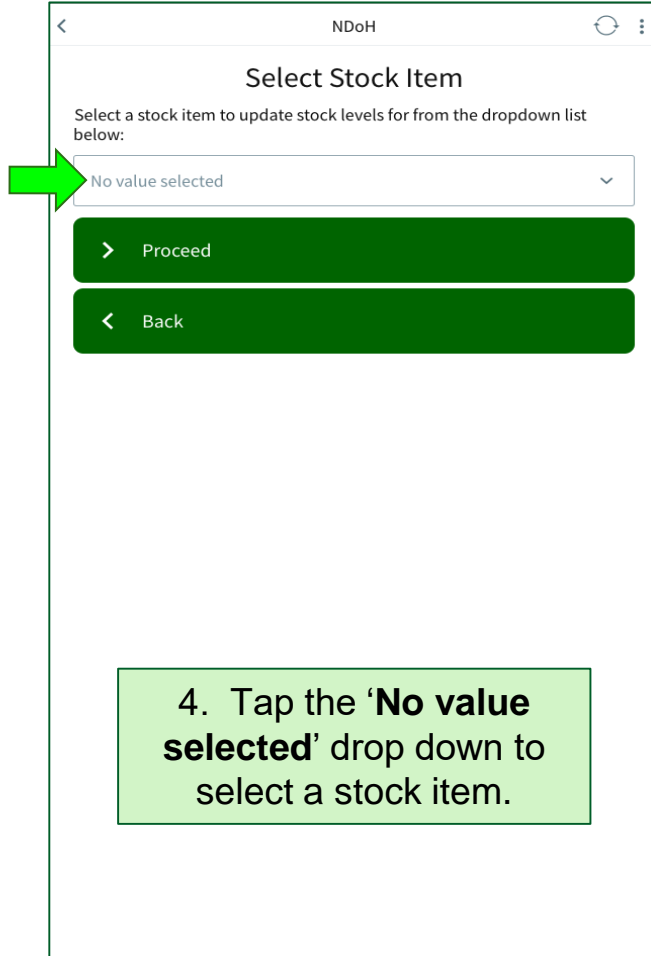
3. Select '**Proceed**' to select the stock item.
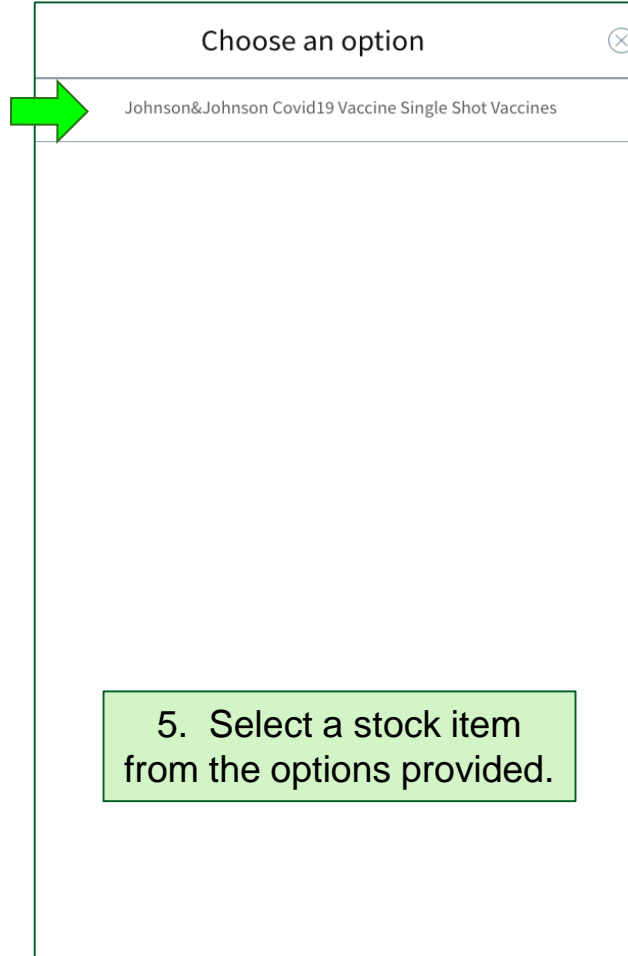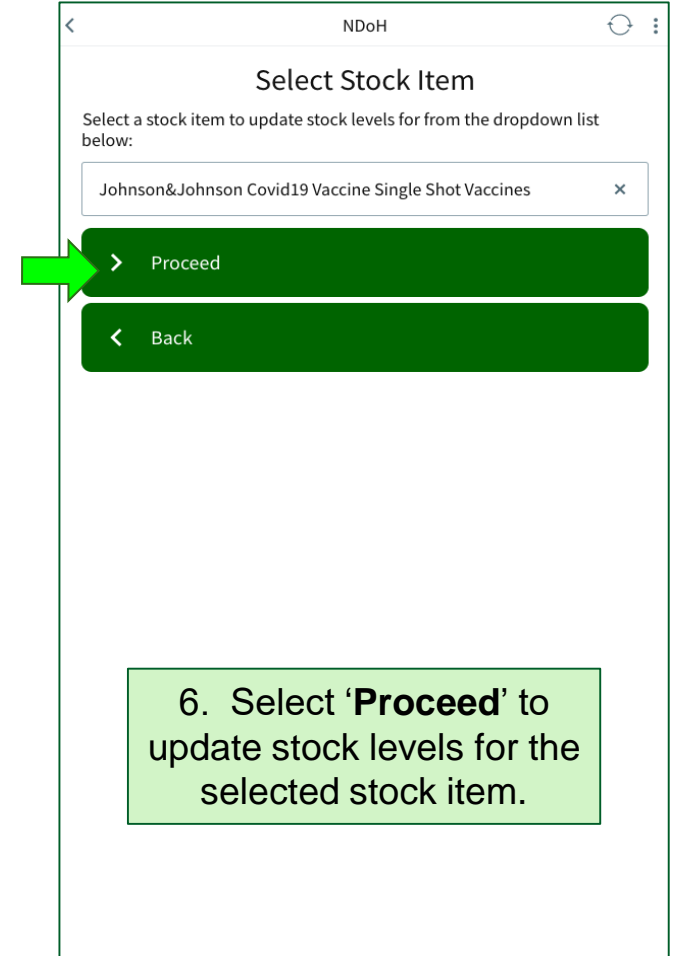
4. Tap the '**No value selected**' drop down to select a stock item.
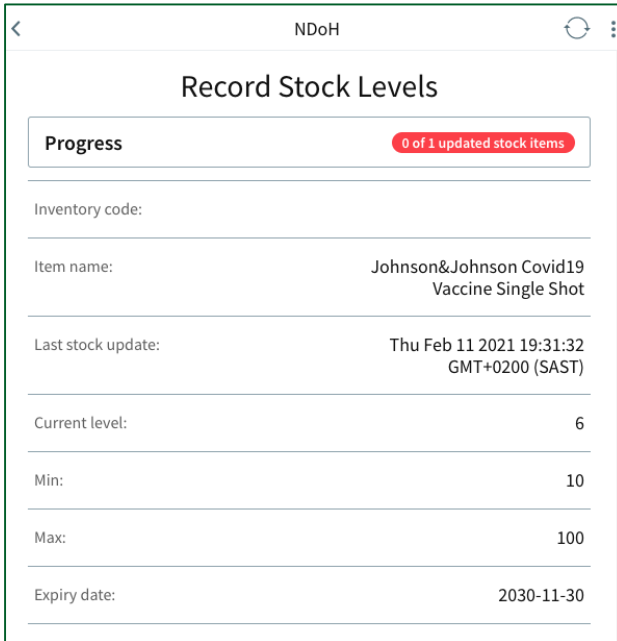
5. Select a stock item from the options provided.

6. Select '**Proceed**' to update stock levels for the selected stock item.

Options 1, 2 and 3: Recording Stock Levels

Update current stock level and expiry date:

Record Stock Levels

Progress	0 of 1 updated stock items

Inventory code:

Item name: Johnson&Johnson Covid19 Vaccine Single Shot

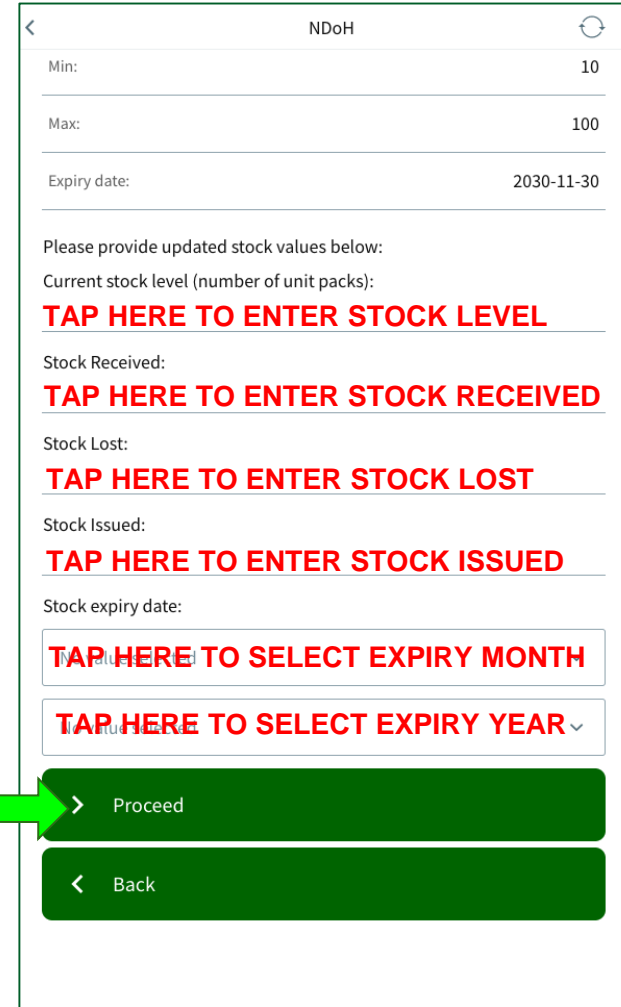Last stock update: Thu Feb 11 2021 19:31:32 GMT+0200 (SAST)

Current level: 6

Min: 10

Max: 100

Expiry date: 2030-11-30

Scroll down to reveal more options

7. At the top of the screen the stock item details and last update history will appear.

NDoH

Min: 10

Max: 100

Expiry date: 2030-11-30

Please provide updated stock values below:

Current stock level (number of unit packs):
TAP HERE TO ENTER STOCK LEVEL

Stock Received:
TAP HERE TO ENTER STOCK RECEIVED

Stock Lost:
TAP HERE TO ENTER STOCK LOST

Stock Issued:
TAP HERE TO ENTER STOCK ISSUED

Stock expiry date:

TAP HERE TO SELECT EXPIRY MONTH

TAP HERE TO SELECT EXPIRY YEAR

> Proceed

< Back

8. Update all the requisite fields and select '**Proceed**' once done.

NDoH	
Min:	10
Max:	100
Expiry date:	2030-11-30

Please provide updated stock values below:

Current stock level (number of unit packs):
1000

Stock Received:
1600

Stock Lost:
2

Stock Issued:
598

Stock expiry date:

September   ✕

2022   ✕

> Proceed

< Back

9. Review the details updated on the summary page and select '**Proceed**' to submit the data.

To edit/ correct the updates select the '**Back**' button.

Options 1, 2 and 3: Confirming the Stock Update

10. Select the '**Accept**' tab to confirm the stock update.

11. Select '**OK**' to complete the update and move to the next stock item.

    To edit/ correct the updates select the '**Edit**' button.

NOTE:

When using the '**Loop through stock items**' method, SVS will automatically proceed to the next stock item to update and continues until all stock items on the site device have been updated.
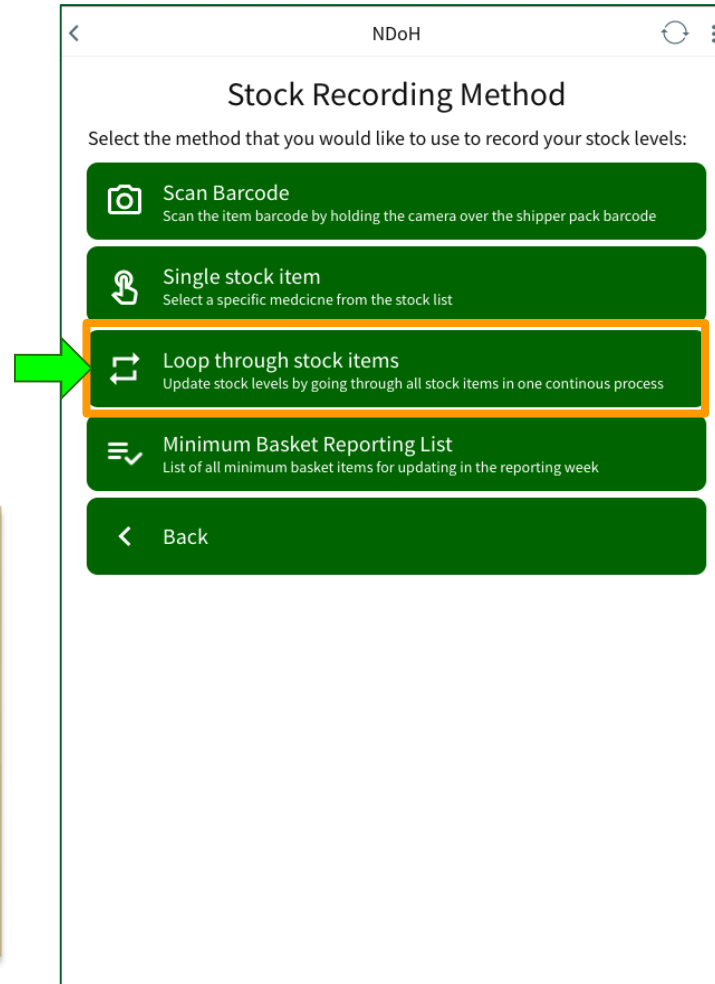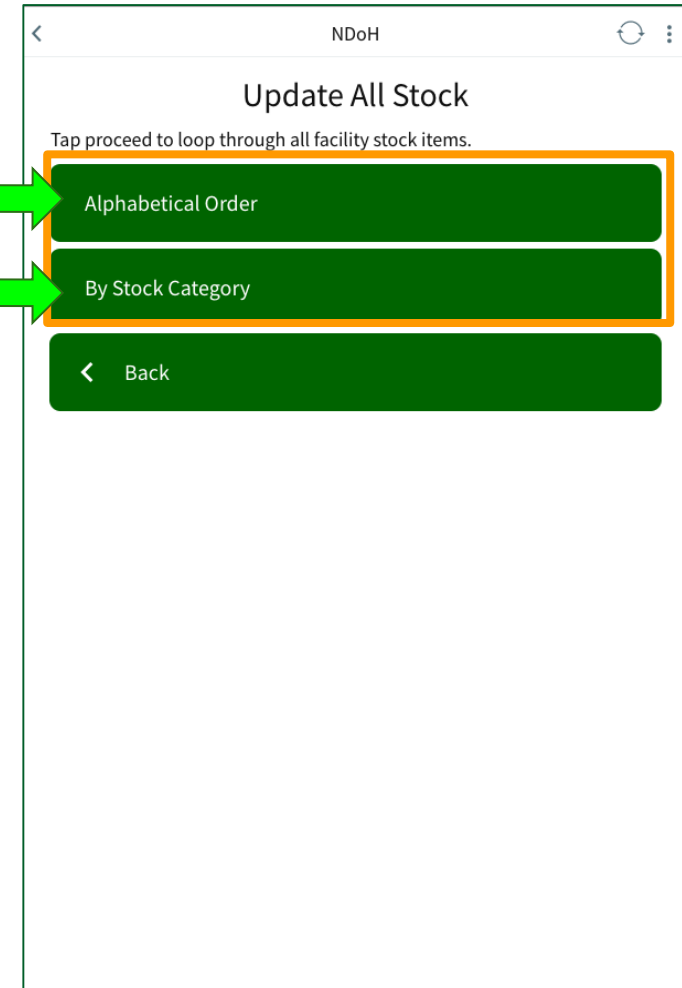
Loop through stock items methods:

1. Alphabetic order
2. Stock category

NOTE:

Both options follow the same steps as the **Single stock items** method to update current stock level (refer to slides 29 – 33).
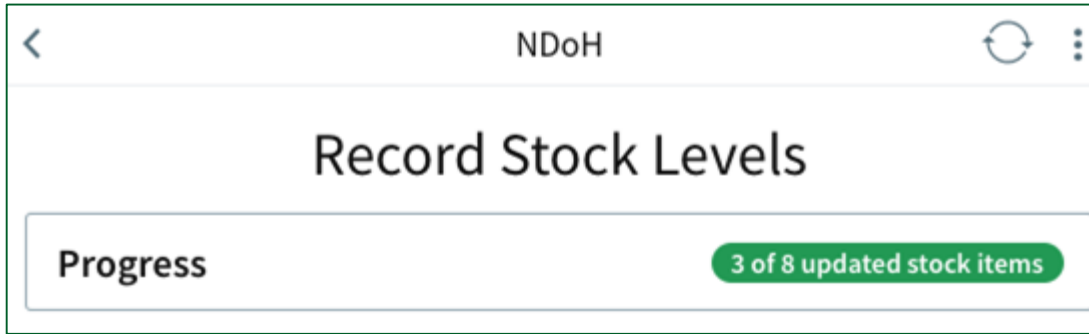

NDoH

Stock Recording Method

Select the method that you would like to use to record your stock levels:

📷 **Scan Barcode**
Scan the item barcode by holding the camera over the shipper pack barcode

👆 **Single stock item**
Select a specific medcicne from the stock list

⇄ **Loop through stock items**
Update stock levels by going through all stock items in one continous process

≡✓ **Minimum Basket Reporting List**
List of all minimum basket items for updating in the reporting week

‹ **Back**

OR

NDoH

Update All Stock

Tap proceed to loop through all facility stock items.

Alphabetical Order

By Stock Category

‹ **Back**

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A progress bar shows total number of stock items updated for the current reporting week. The **green colour bar** means this item was updated within the current reporting week.
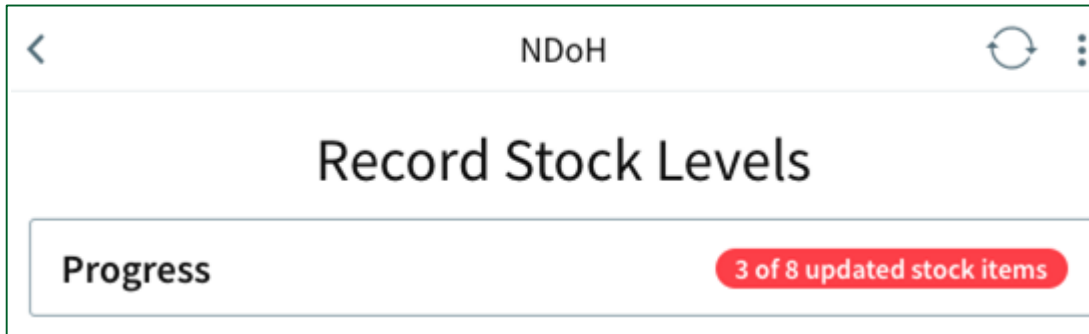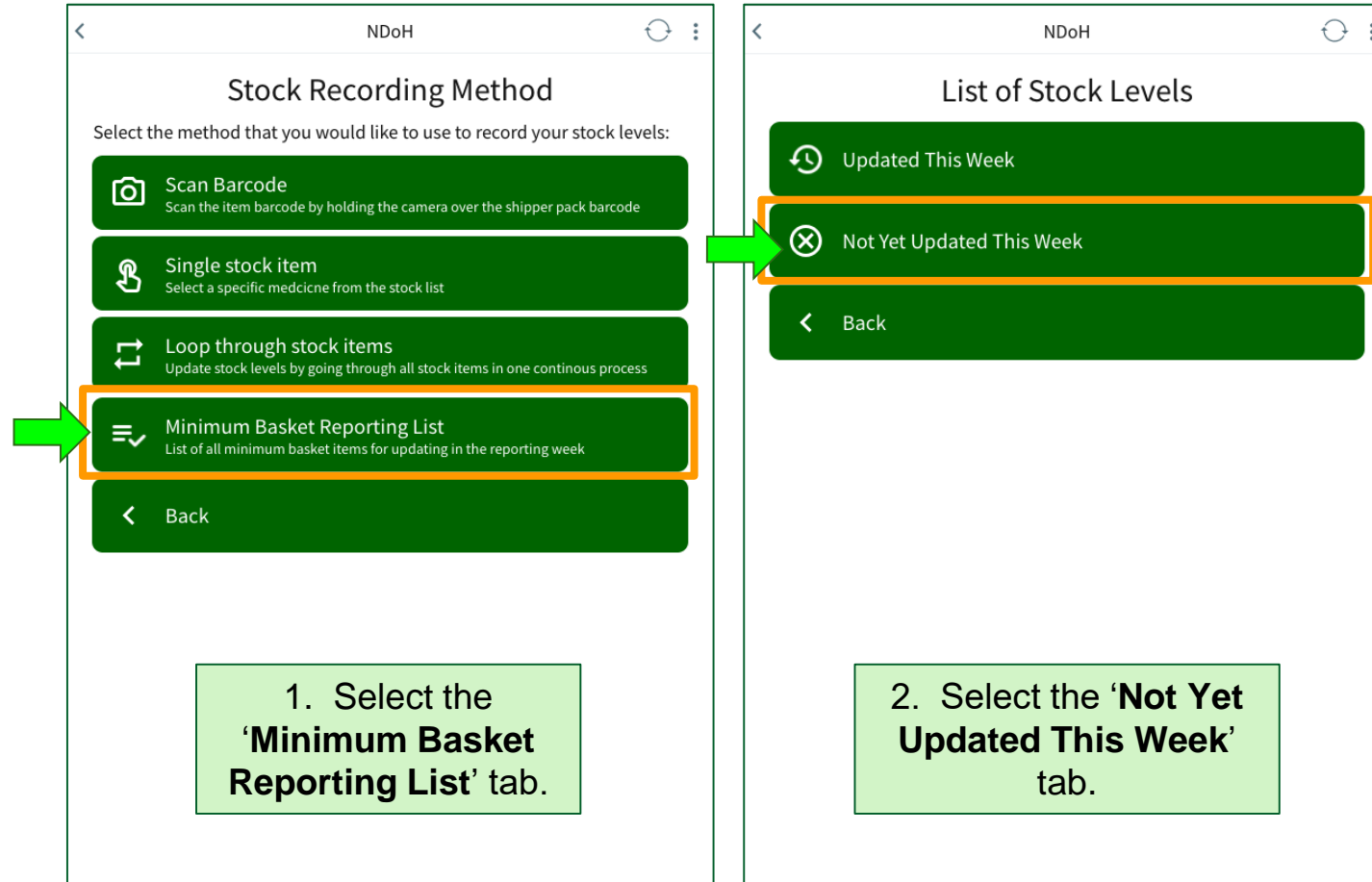
The **red colour** bar means the stock item under review has not yet been updated in the current reporting week.

For the SVS Covid-19 instance all vaccines will be marked as **minimum basket items which must be updated to meet the minimum reporting requirements** against which reporting compliance will be measured.
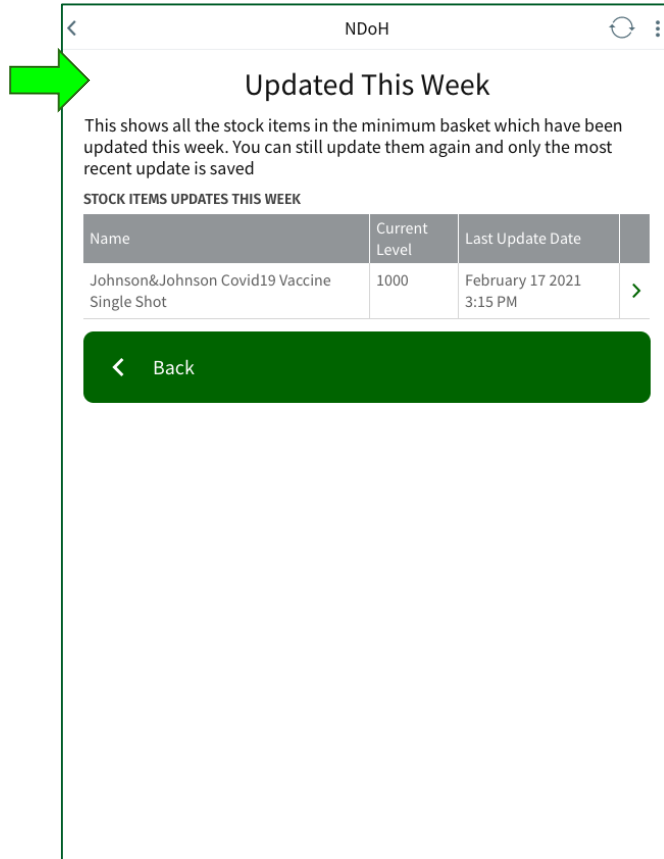
- Updated This Week
- Not Yet Updated This Week

Stock Recording Method

Select the method that you would like to use to record your stock levels:

Scan Barcode
Scan the item barcode by holding the camera over the shipper pack barcode

Single stock item
Select a specific medcicne from the stock list

Loop through stock items
Update stock levels by going through all stock items in one continous process

Minimum Basket Reporting List
List of all minimum basket items for updating in the reporting week

Back

1. Select the '**Minimum Basket Reporting List**' tab.

List of Stock Levels

Updated This Week

Not Yet Updated This Week

Back

2. Select the '**Not Yet Updated This Week**' tab.

3. Once the '**Not Yet Updated This Week**' list is empty, this indicates all the stock balances for the minimum basket items have been captured for the reporting week.

NOTE:

For the process steps to update current stock level refer to slides 31 – 33.

4. Once all items are updated they will disappear from the 'Not Yet Updated This Week' list, and appear on the '**Updated This Week**' List.

NOTE:

Always remember to **Sync the device** once all stock levels have been submitted.

Mobile App Only: Capturing data offline in areas with poor signal

- The SVS Covid-19 app on the mobile device works for data capturing offline, without network. The data captured will not, however, be updated on the web platform.

- If the mobile network signal is poor, **information can still be recorded on the mobile device**.

- This means data can be updated on the device in a convenient place, then the device can be moved to an area with better signal later, and the device can be synced, for the data to be uploaded.

- <u>**NOTE:**</u> in order to sync the data on the SVS Covid-19 app to the SVS Web for the daily and weekly reporting, **the sync must be successful** each time an update is made.

> **Please see next slides below for details on basic trouble shooting.**

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Basic Troubleshooting Guide

(Mobile and Web App)

Mobile and Desktop: Correcting inaccurate data entries

If an incorrect stock level has been submitted, repeat the stock submission process and update the stock level for that item. **The most recent entry will be selected and displayed as the stock level recorded for that day**.

After resubmitting data, **Sync the device** (see next slide for details) before the reporting due date to ensure data is submitted successfully.

NOTE: Inaccurate data entries can only be corrected for the day/ week in question, not for past reporting periods.

Mobile and Desktop: Syncing to the SVS Web (Reporting)

- After all updates are made, check the '**Main Menu'** screen to see the '**Last Synced**' date and timestamp on the SVS mobile or desktop app.
- Selected the **sync button** (the circle with arrows in the top right corner) and wait for it to turn **green**, indicating the device has synced successfully.
- <u>Note:</u> For the mobile app, the sync does not require data or airtime <u>if using a Vodacom SIM</u>, only a mobile signal is required as the application is zero-rated on the Vodacom network.

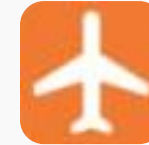**If you struggle to sync please see troubleshooting on the next slide.**
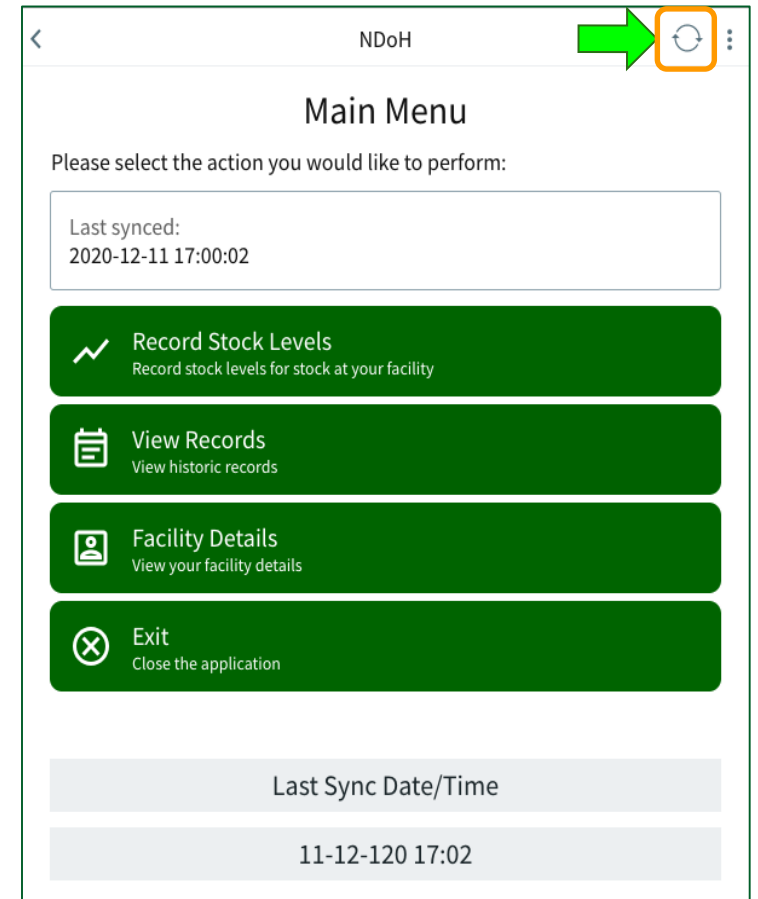
Mobile and Desktop App: SVS App Phone Settings

Settings to check:
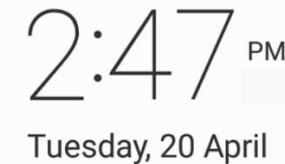
- **Mobile data** and/or **WiFi** must be **ON**;

- **Airplane mode** must be **OFF**;

- Ensure you have **sufficient signal bars** to support the data sync or to download an update; and

- Ensure the **date and time** are set correctly *(see slide 43)*.

3G

2:47 PM
Tuesday, 20 April

Mobile and Desktop App: SVS App Troubleshooting

Navigating to the diagnostics page to troubleshoot:

- Select the **three dots** in the top right corner;
- On the sidebar that opens, select the '**Diagnostics**' tab;
- Allow the app to run diagnostics. Wait for all the circles next to the diagnostics criteria to indicate if there is any problem.

❌	There is an issue that needs to be addressed.
✅	There is **NO** issue that needs to be addressed.
➖	There is an issue but is does not stop the app working.
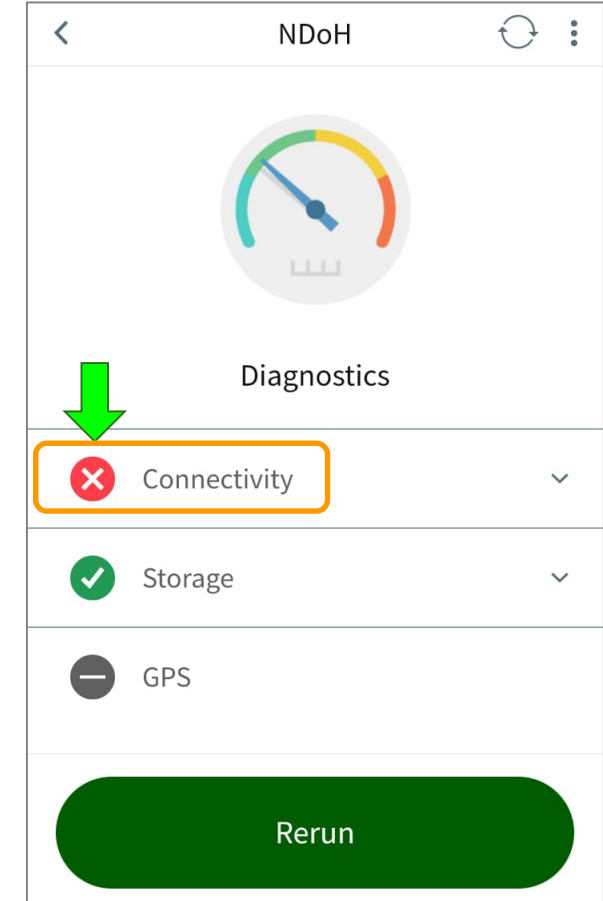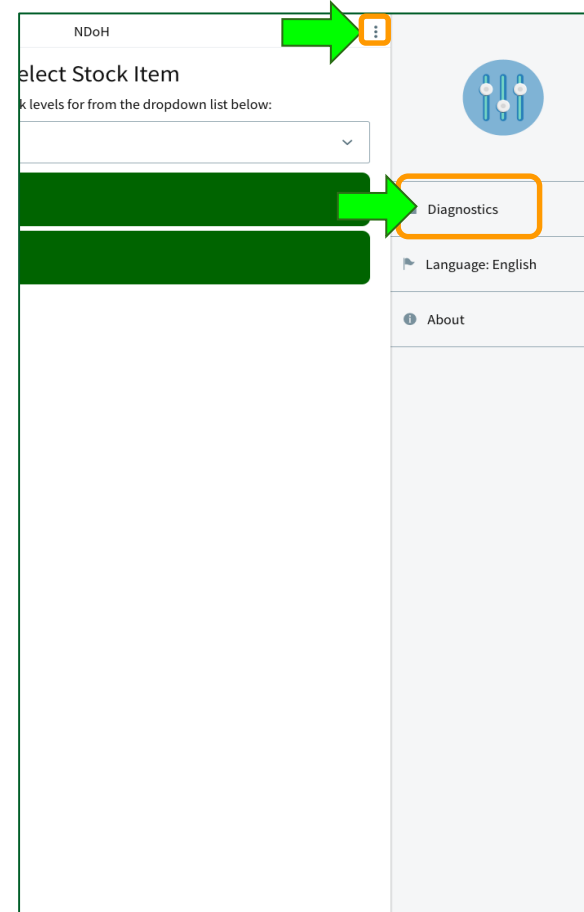
Shows **connectivity issue** - check **mobile data and/or WiFi i**s ON and the relect **'Rerun'** to see if the issue has resolved.

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# Mobile and Desktop: Checking your Date & Time

- Review the date and time on the device and ensure they reflect the **correct date and time** - you can check against a watch or personal phone.

- If the date and/or time are incorrect on the device this will impact the reported data and compliance determination.

- All the SVS data submissions are time stamped using the time and date on your device.
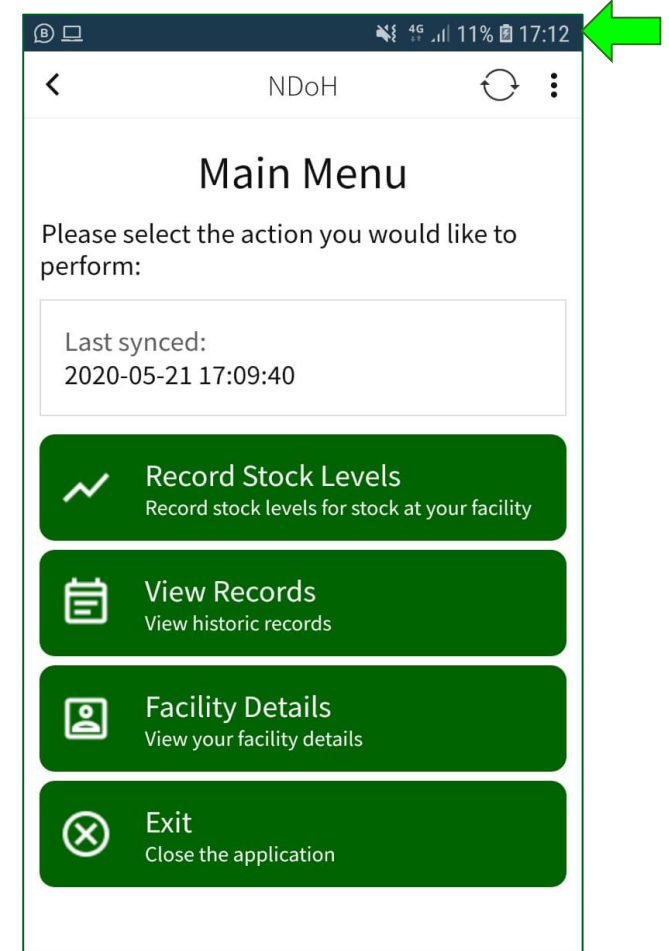
Mobile and Desktop: App Updates

- Every time the '**Update**' banner, appears on the app, ensure it is selected and the app is updated ('**Application updated**' will be displayed at the top).

- New updates may contain new features or simply be bug fixes. It is important the app is updated so that **only the latest version is used** at any point in time.

- The app is zero-rated on the Vodacom network updates will not take any data. If using a SIM card for a different network, mobile data or WiFi will be required to update and sync.

- On the desktop version **only network connectivity is required**.
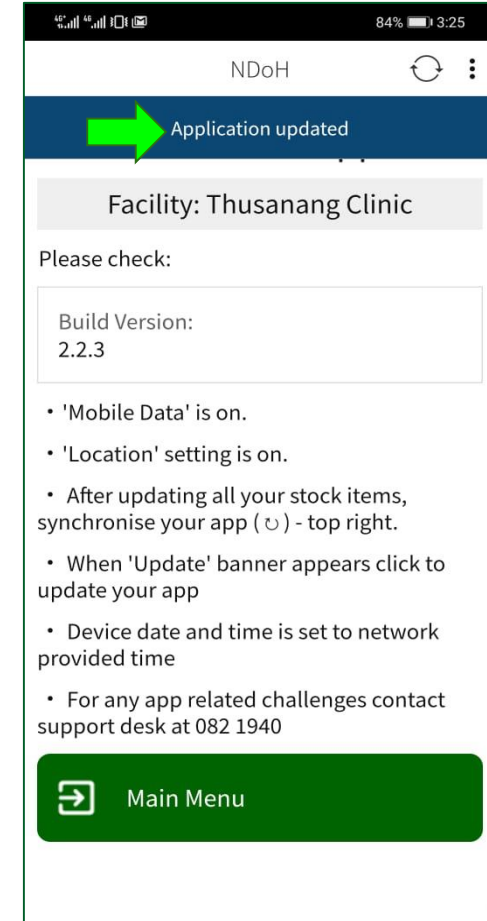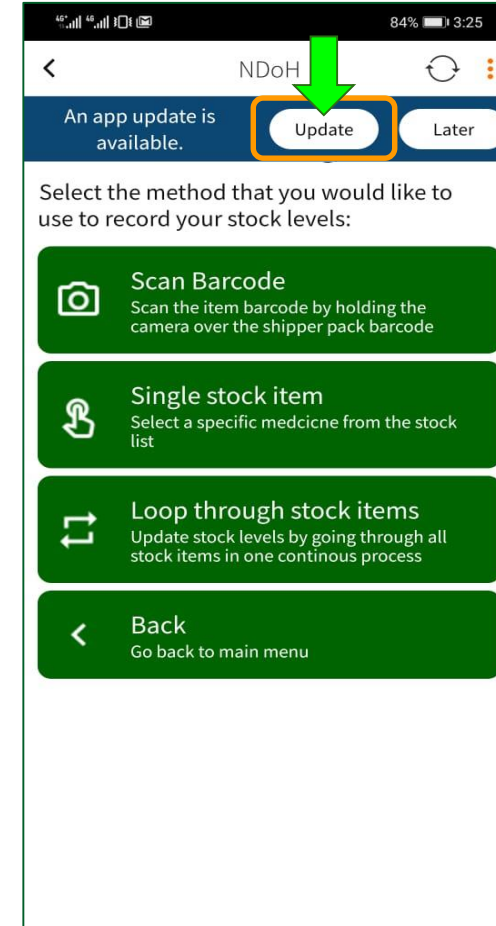
User Support

User Support

First Line Support:

- For more operational information about how to use SVS such as how often to report, reporting compliance, standard operating procedures and more, please contact your **organization's SVS point of contact** or the **NDoH SVS PM** (Mr Sithembele Jara: Sithembele.Jara@health.gov.za).

Second Line Support:

If you encounter any technical problems with the SVS application, please contact the Support desk for more assistance.

Tel: 021 880 2222
Email: support@mezzanineware.com

Important Points of Contact

Point of Contact	Focus Area	Contact details
Sithembele Jara:	SVS NDoH Project Manager	Sithembele.Jara@health.gov.za
Caeri Dunnell*	SVS Product Owner – for inbound API queries	cdunnell@mezzanineware.com
Jackie Maimin	MFL Quieries (Private Sector)	jackie@icpa.co.za

Please direct all queries relating to the SVS system to Mr Jara and keep him copied in any queries relating to the API.

Next Steps....

1. Load vaccination and/or distribution **sites on the master facility list (MFL)**;	**Status check**
2. Confirm the **organisations designated point of contact** who will coordinate activities and work with the SVS Team – as per the letter from the DG;	**26 Apr**
3. Confirm vaccination and/or distribution **sites lists** – complete the <u>template provided </u>(MFL UID):	**Status check**
3.1 Confirm the **preferred updating method** per site (mobile, web or API) **– those storing vaccines only**;	**27 – 28 Apr**
3.2 Confirm **mobile numbers** for sites using the mobile app version;	
3.3 Confirm **designated point of contact for all sites** who will enroll the SVS app and submit stock levels;	
4. **Load vaccination and distribution sites** on the SVS platform – those storing vaccines only;	**29 – 30 Apr**
5. Circulate **self enrollment guidance slides** – SVS help desk available to support;	**29 – 30 Apr**
6. Send out **SMS (and emails for web enrollment)** with enrollment codes to mobile devices and/or site contacts;	**30 Apr – 4 May**
7. Sites **self enroll** their device on the chosen platform – mobile or web; **OR**	**30 Apr – 5 May**
Organisation developer works with the SVS Team to **test the inbound API**	**29 – 30 Apr**
8. Receive vaccines and **start reporting**.	**6 May Onwards**

Organisation point of contact to indicate where there is a need for end-user training to facilitate the process.

Questions?