NDOH Covid-19 Vaccine Roll-out

SVS Covid-19 Mobile App User Guide and Web Overview

2021

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

NATIONAL DEVELOPMENT PLAN 2030

Phila
Inspired to live

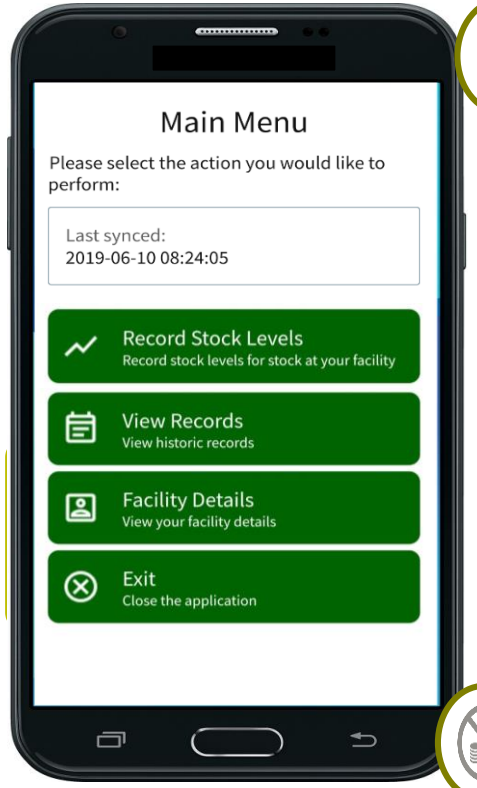
Introduction

Introduction to SVS

What is SVS?

- A **mobile application** (SVS App) + **web management portal** (SVS Web) used to monitor availability of medicines, vaccines 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



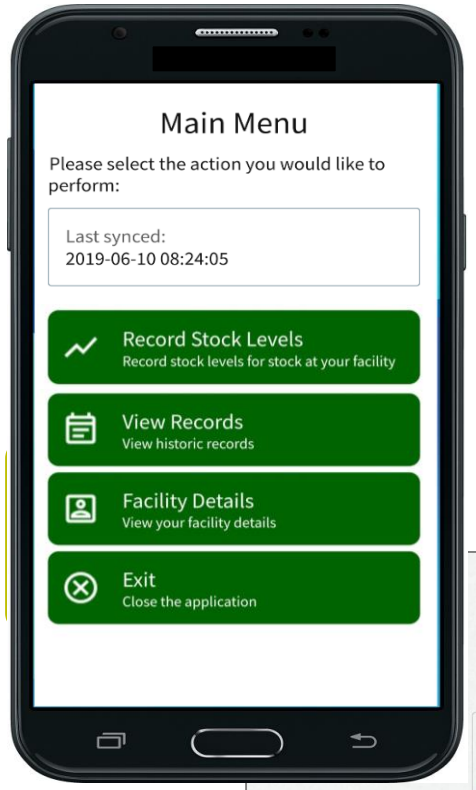
- Operates with both **mobile and web** interfaces
- **Networked system** – data available on a web-portal in real-time anywhere, anytime
- **'Store and forward' functionality** – information is never lost
- Capable of **wide range of commodities** nationally
- **Auto-generated system alerts** (stock-out, 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.

Introduction to SVS

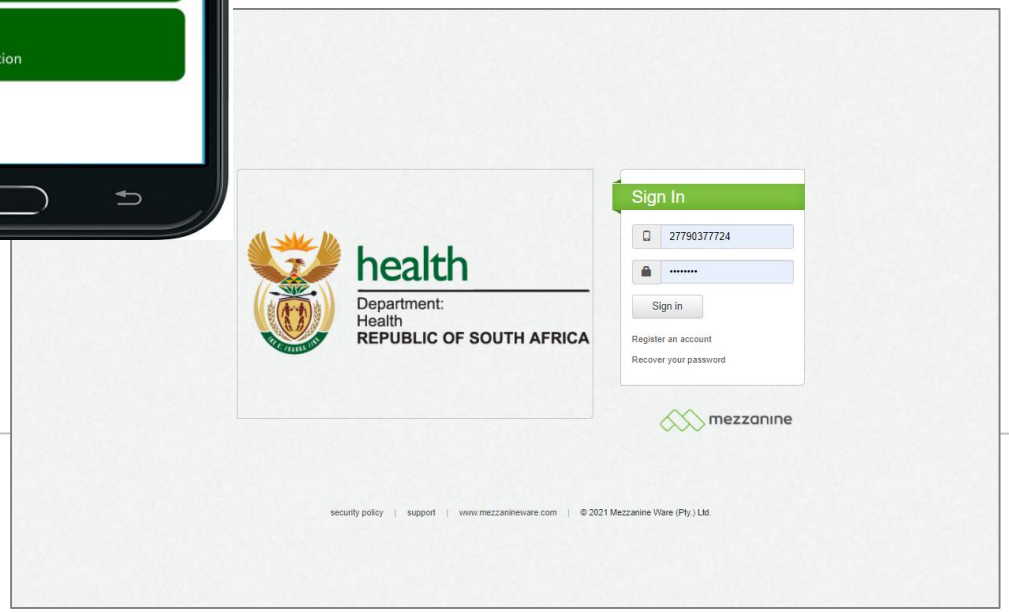
Nota Bene:

This mobile app and web-portal **are completely separate from the version currently being used** to monitor availability of essential medicines, PPE and related commodities at public Primary Health Care (PHC) clinics and hospitals



SVS Covid-19

NDoH SVS



covid19vaccinesza.app

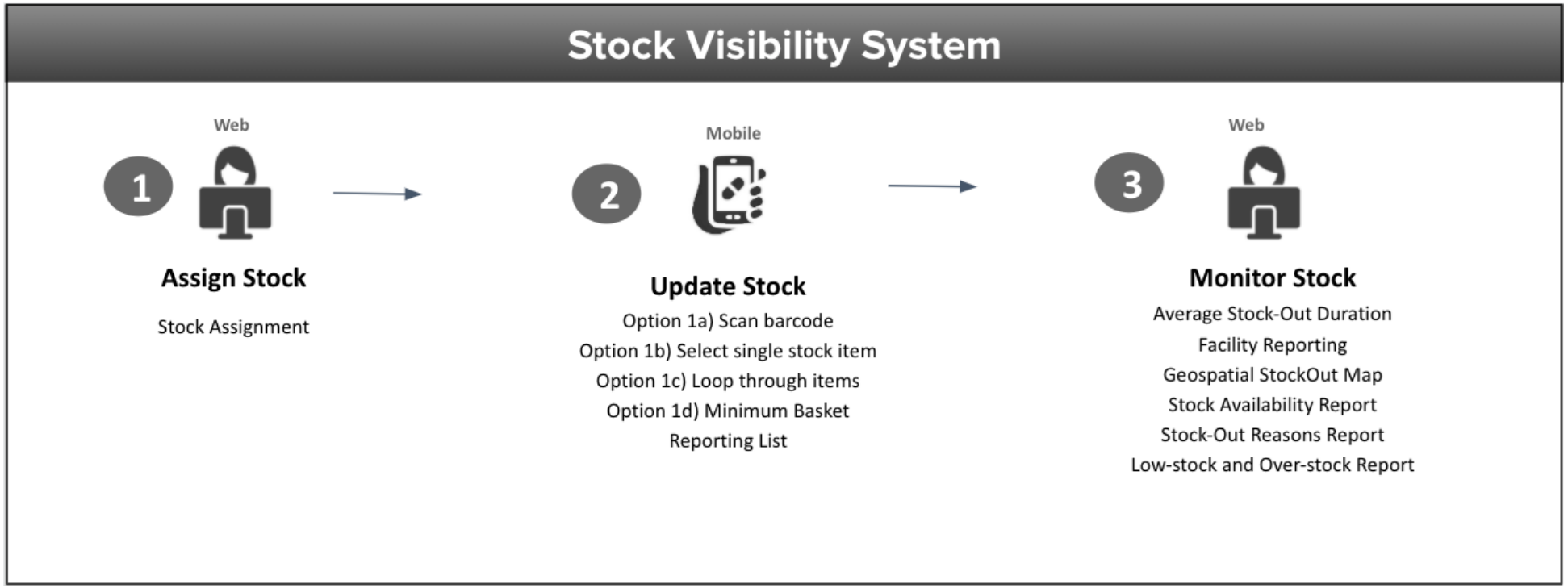
health
Department:
Health
REPUBLIC OF SOUTH AFRICA

NATIONAL DEVELOPMENT PLAN 2030

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



Site Enrollment

How to start using the application

You can use any of three methods to capture data:

1. **<u>Mobile App Version</u>:** 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. **<u>Desktop Web Version</u>:** 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. **<u>Inbound API reporting</u>:** 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 **<u>only</u>** when using the Vodacom network. The use of different network providers may attract a service fee.

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.

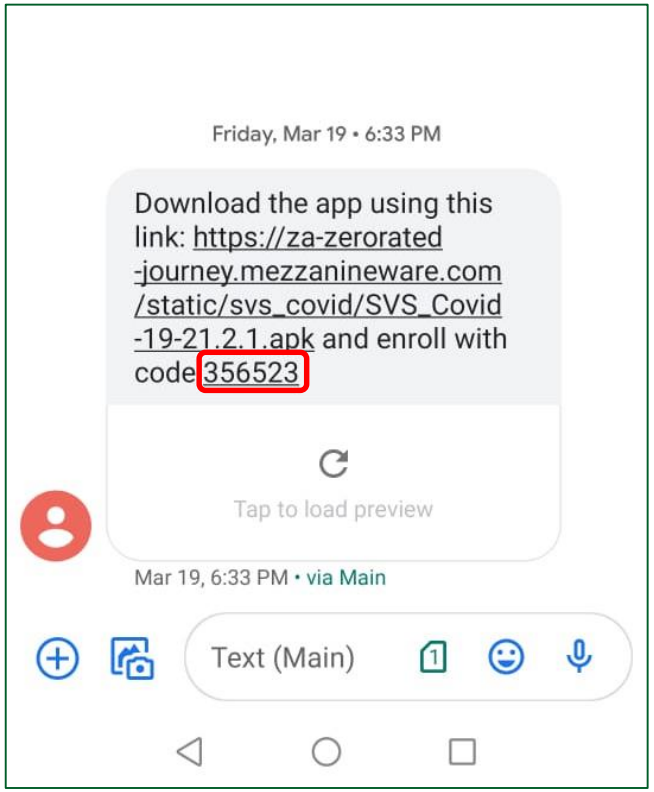
Mobile App Version

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:

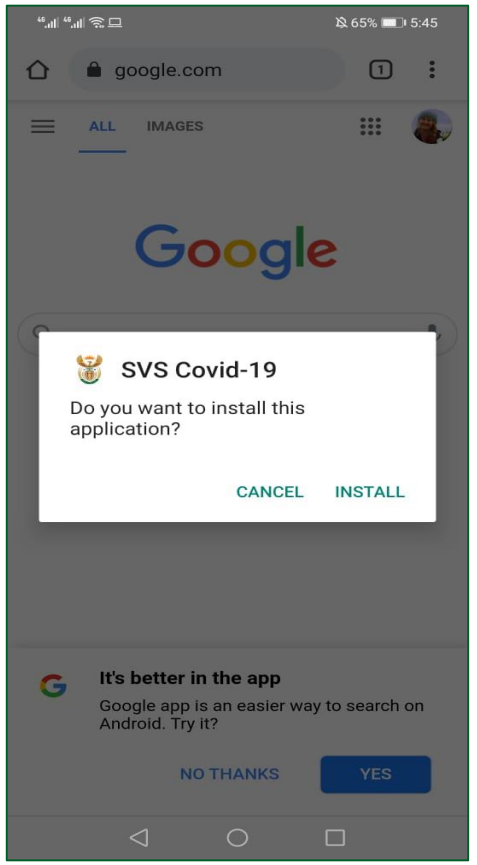
- **Step 1** – Click on the link in the SMS, it will install the APK on the device. You can also download the APK using this short link: http://bit.ly/ndohvaccines.
- **Step 2** – Locate the SVS Covid-19 application which will be downloaded onto the device.
- **Step 3** - Open the SVS Covid-19 application, 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).

Mobile App Enrollment: Download the APK

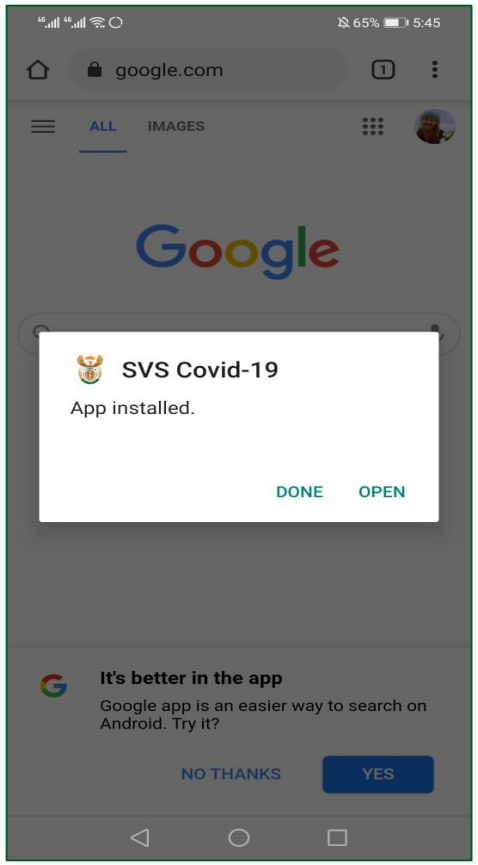


A SMS that will be sent with the enrollment link AND enrollment code.

Download the APK to the device



Install the app on the device



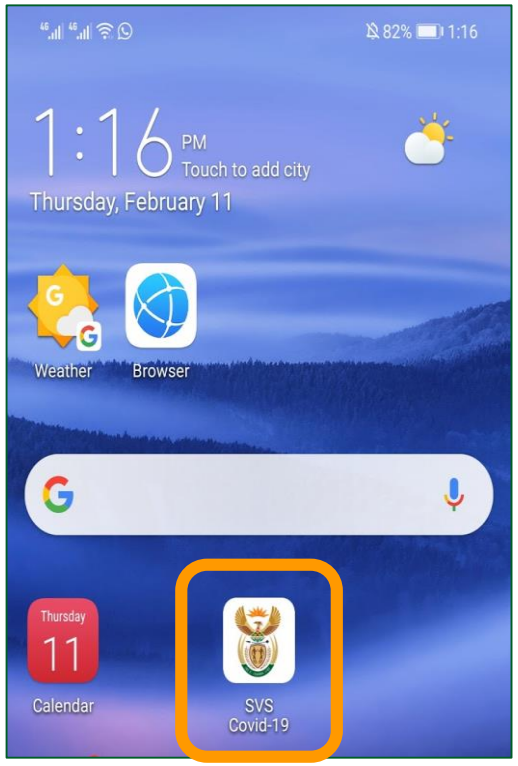
When installation is complete **open the app**

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

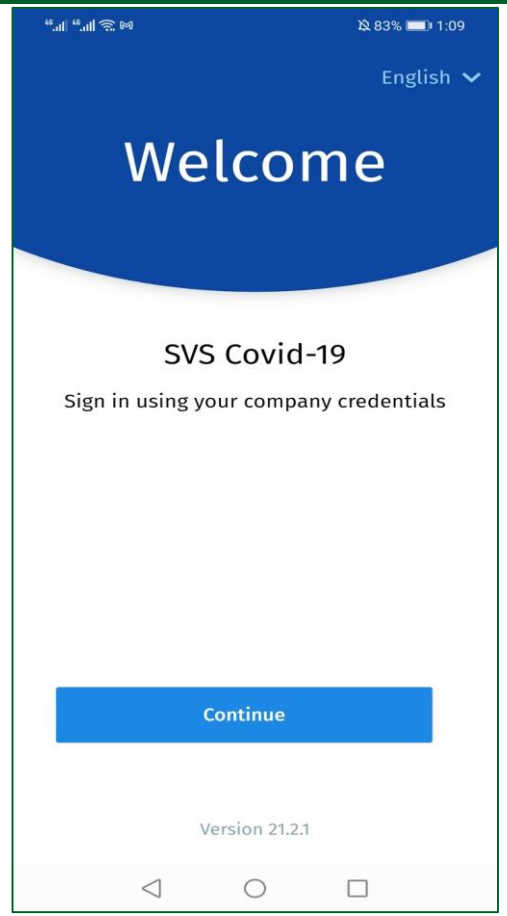
NATIONAL DEVELOPMENT PLAN 2030

Phila
Inspired to live

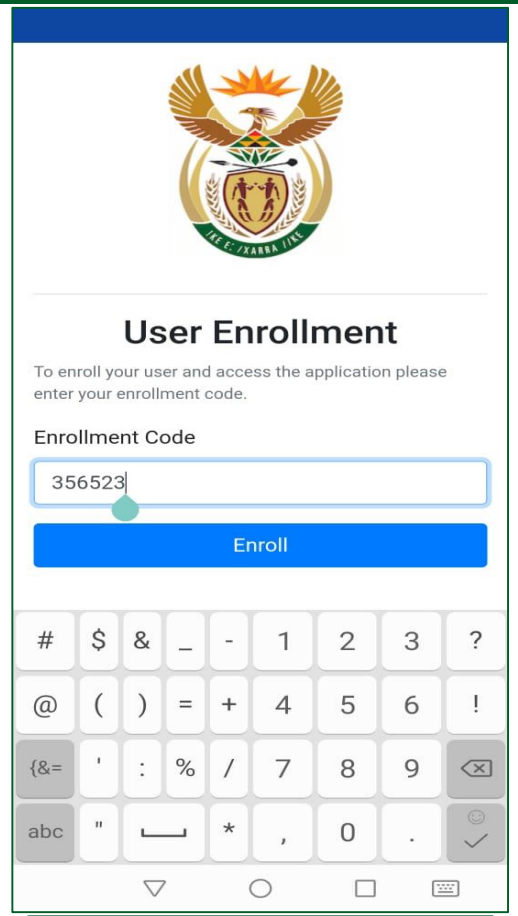
Mobile App Enrollment: Enrollment With the Enrollment Code



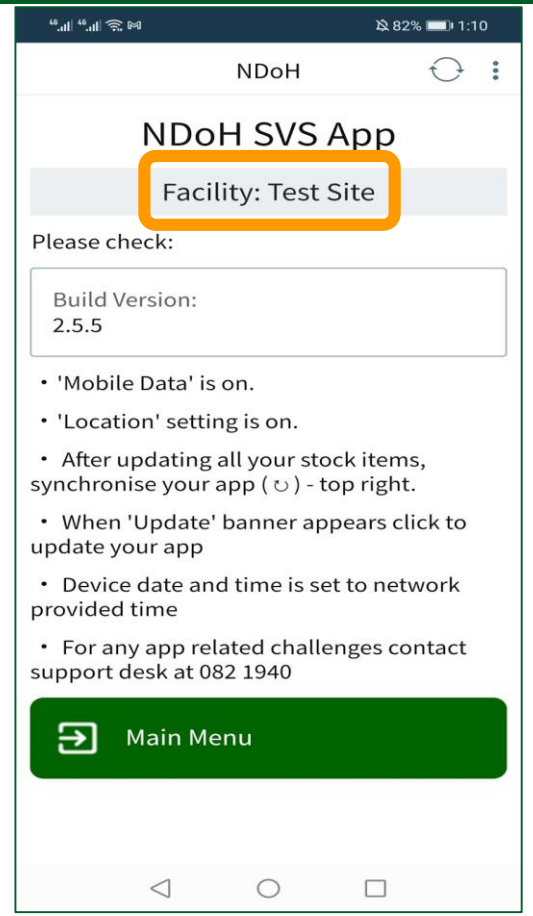
Locate the installed SVS **Covid-19 app** on the device



Open the SVS **Covid-19 app**



Enter the **enrollment code**



Check that the **correct site name** reflects in the app

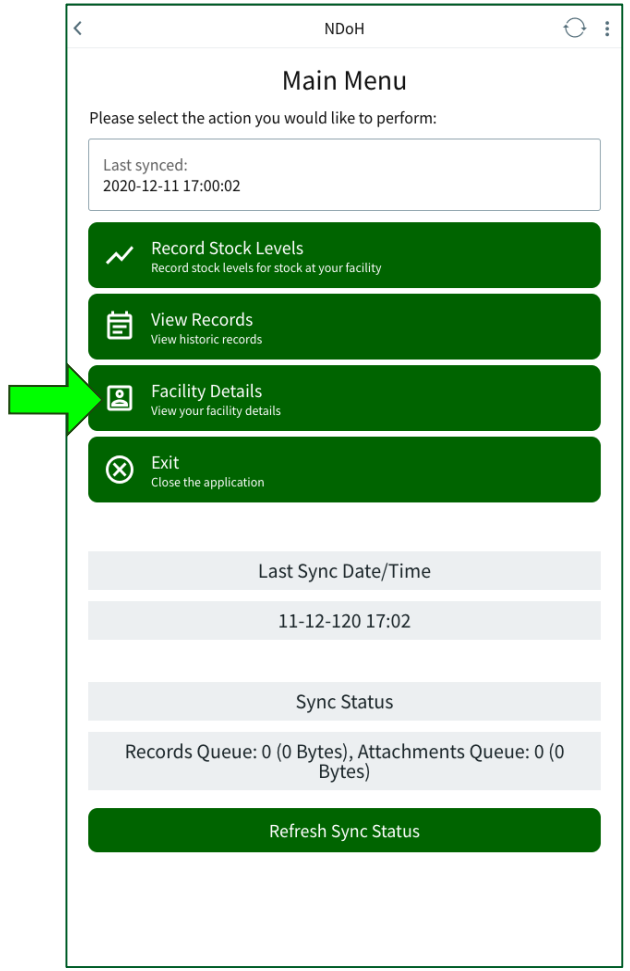
Mobile App Enrollment: Checking Facility Details

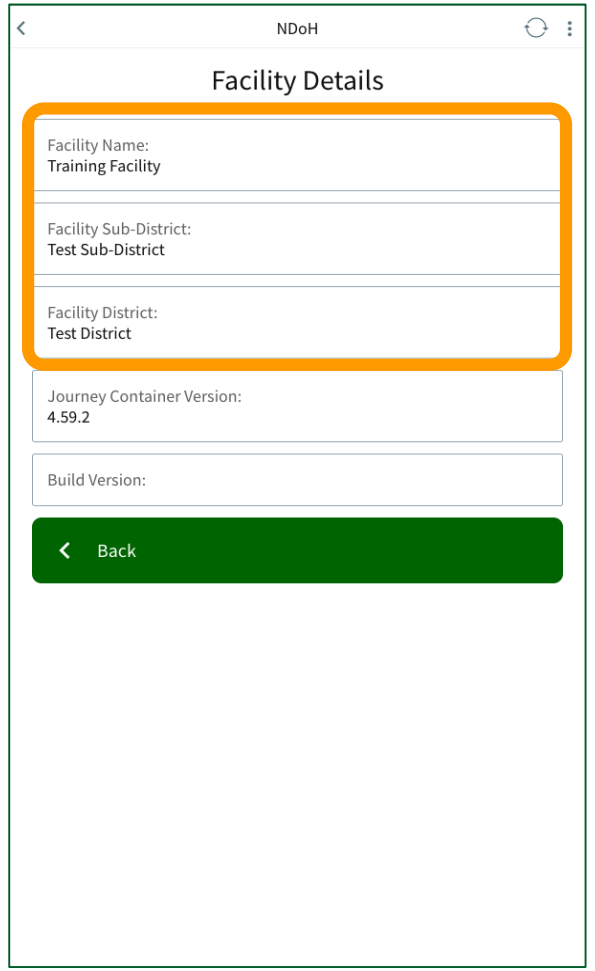
After logging in, check that the site details are correct:

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

Facility details must match the physical site.

Report any inaccuracies immediately to the SVS Champion.





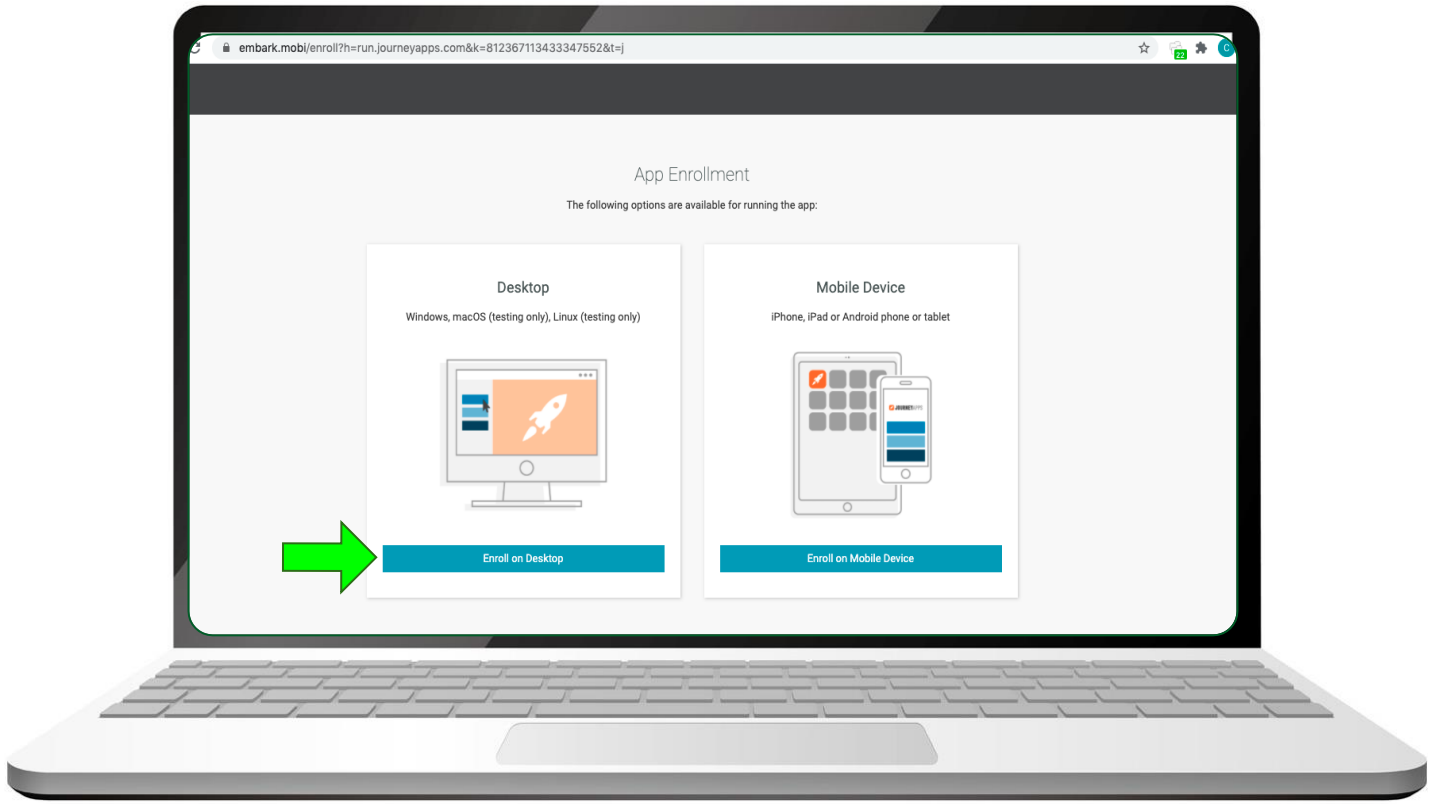
Desktop App Version

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 will be sent to the site's designated person.

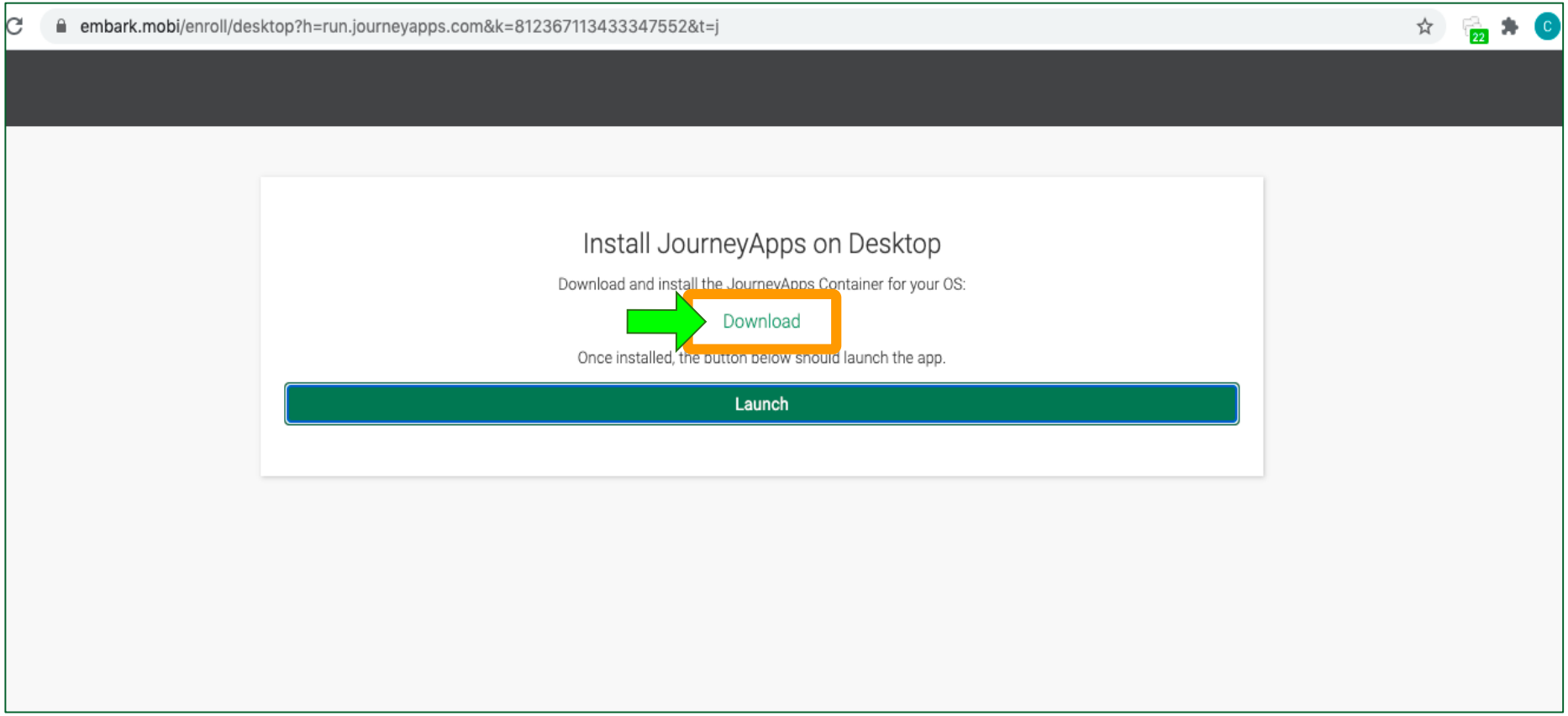
Web App Enrollment: Enrolling the Desktop Application

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



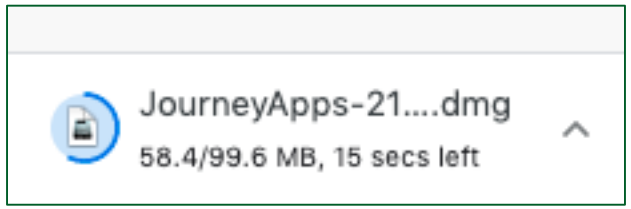
Web App Enrollment: Downloading the Desktop Application

Select '**Download**' to install the JourneyApps on desktop (once off):

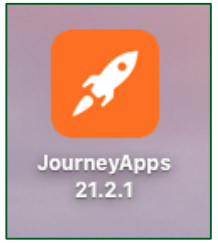


Web App Enrollment: Installing the JourneyApps

- 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:



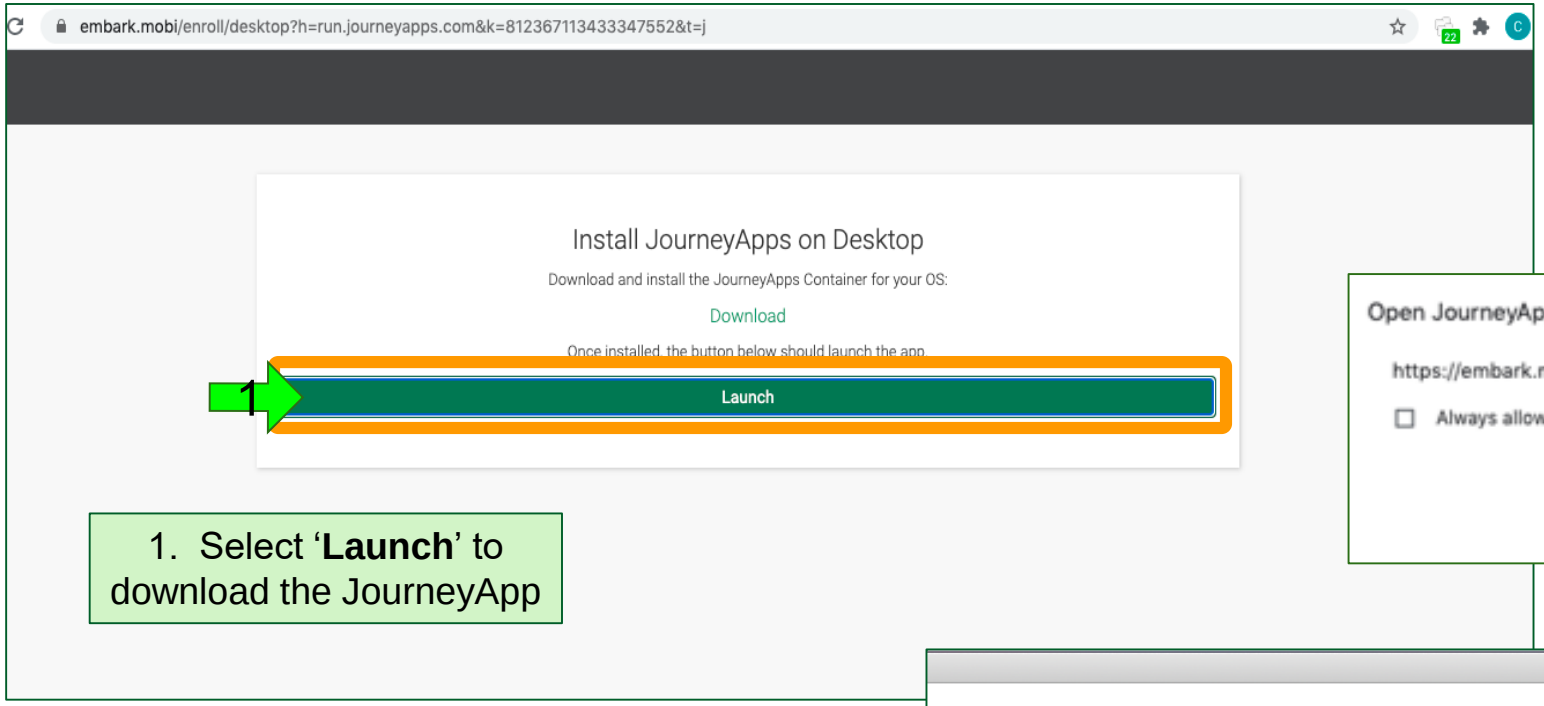
JourneyApps installation wizzard



The installed JourneyApps icon on desktop

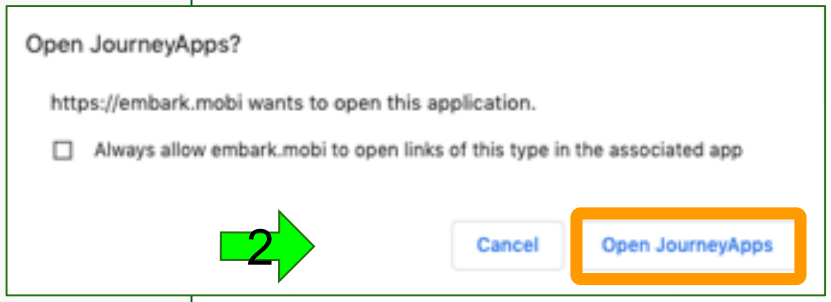
- Once installed, you can click on the '**Launch**' link on the same screen (See next previous slide).

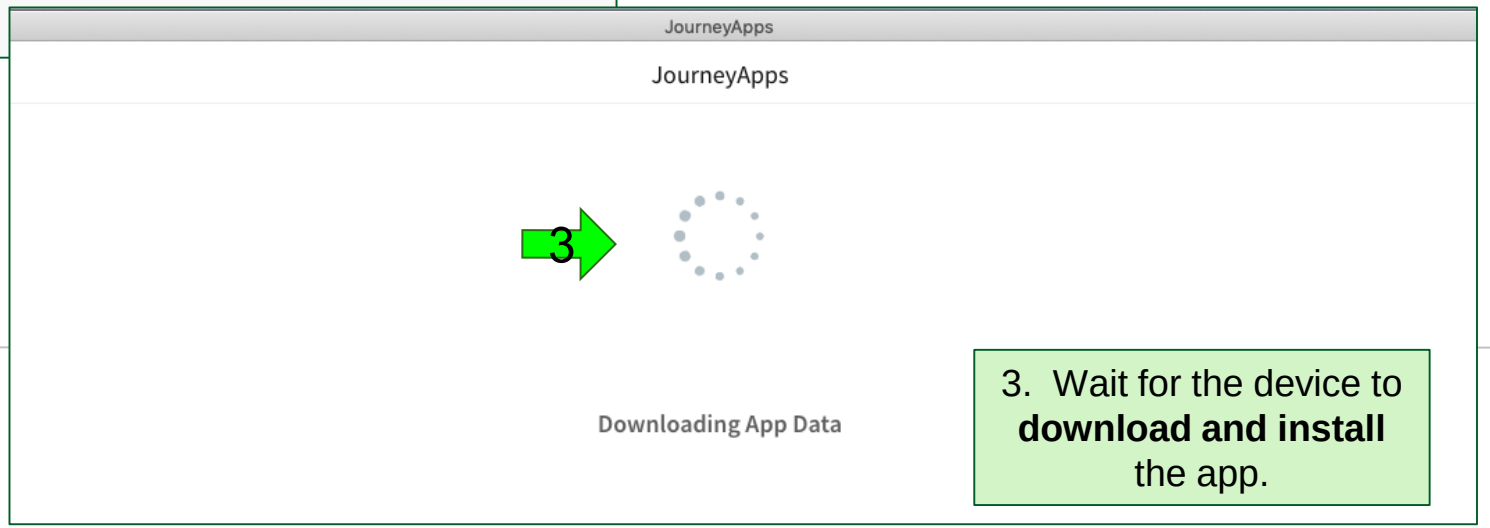
Web App Enrollment: Launching the App



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

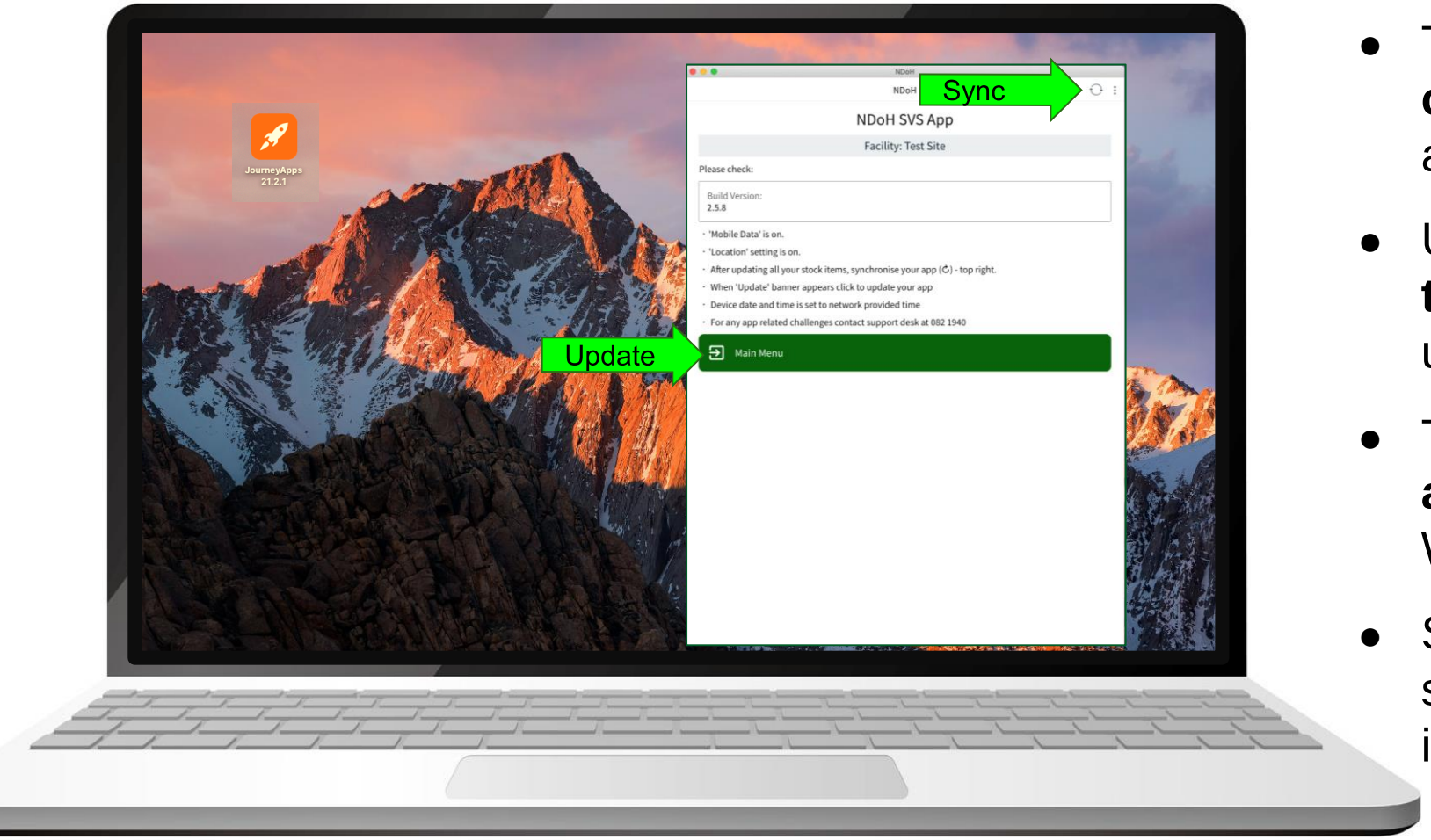
2. Select '**Open JourneyApps**'.





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

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 Requirements: SVS Covid-19 Data Capturing Fields

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.

Reporting Requirements: SVS Covid-19 Reporting Schedule

How to Update Stock Levels

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

Stock updates for both the vaccine and ancillary items must include:

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

Diluent and Ancillary* Items Reporting:

Weekly reporting for diluent and ancillary stock levels along with current medicines and/or PPE reporting cycles.

** Private sector sites are not expected to report on ancillary items.*

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.

Reporting Requirements: How to Update Stock Levels

Updating Vaccine Levels For The First Time

- **Current stock level:** Enter the number of vials remaining in the main storage location (cold room/ fridge) for the first update (at close of business). This will then become the starting balance for the next day;
- **Stock Expiry date:** Enter the earliest occurring expiry date (where there is more than one expiry date) of the batch of vaccines in the main storage location;
- **Stock Received:** Enter the total of all stock received at the site to date for the first update. Thereafter only enter stock received since the last update on SVS;
- **Stock Lost:** Enter the total of all stock lost at the site to date for the first update. Thereafter only enter stock lost since the last update on SVS; and
- **Stock Issued:** Enter the total of all stock issued at the site to date for the first update. Thereafter only enter stock issued since the last update on SVS.
- **Stock Transferred:** Enter the total of all stock transferred at the site to date for the first update. Thereafter only enter stock transferred since the last update on SVS.

***N.B.*: For all updates, the stock issued, lost, transferred and current stock level should balance with the stock received if the data is being uploaded correctly.**

Example:
- Current stock level: 4,900
- Stock received: 5,000
- Stock lost: 0
- Stock issued: 100
- Stock transferred: 0

Reporting Requirements: Overall SVS Reporting Requirements

	Stock Items	Reporting Frequency	Data Fields Captured
SVS Medicines (ndohsvs.app)	- Essential Medicines	- Weekly (Friday close of business)	- Current Stock Level - Expiry date
	- PPE stock items	- Weekly (Friday close of business)	
SVS Covid-19 (covid19vaccinesza.app)	- Covid-19 vaccines	- **Daily (close of business)**	- Current Stock Level - Expiry Date - Stock Received - Stock Lost - Stock Issued - Stock transferred
	- Ancillary items* and Diluent	- Weekly (Friday close of business)	

** Private sector sites are not expected to report on ancillary items.*

Recording Stock Levels

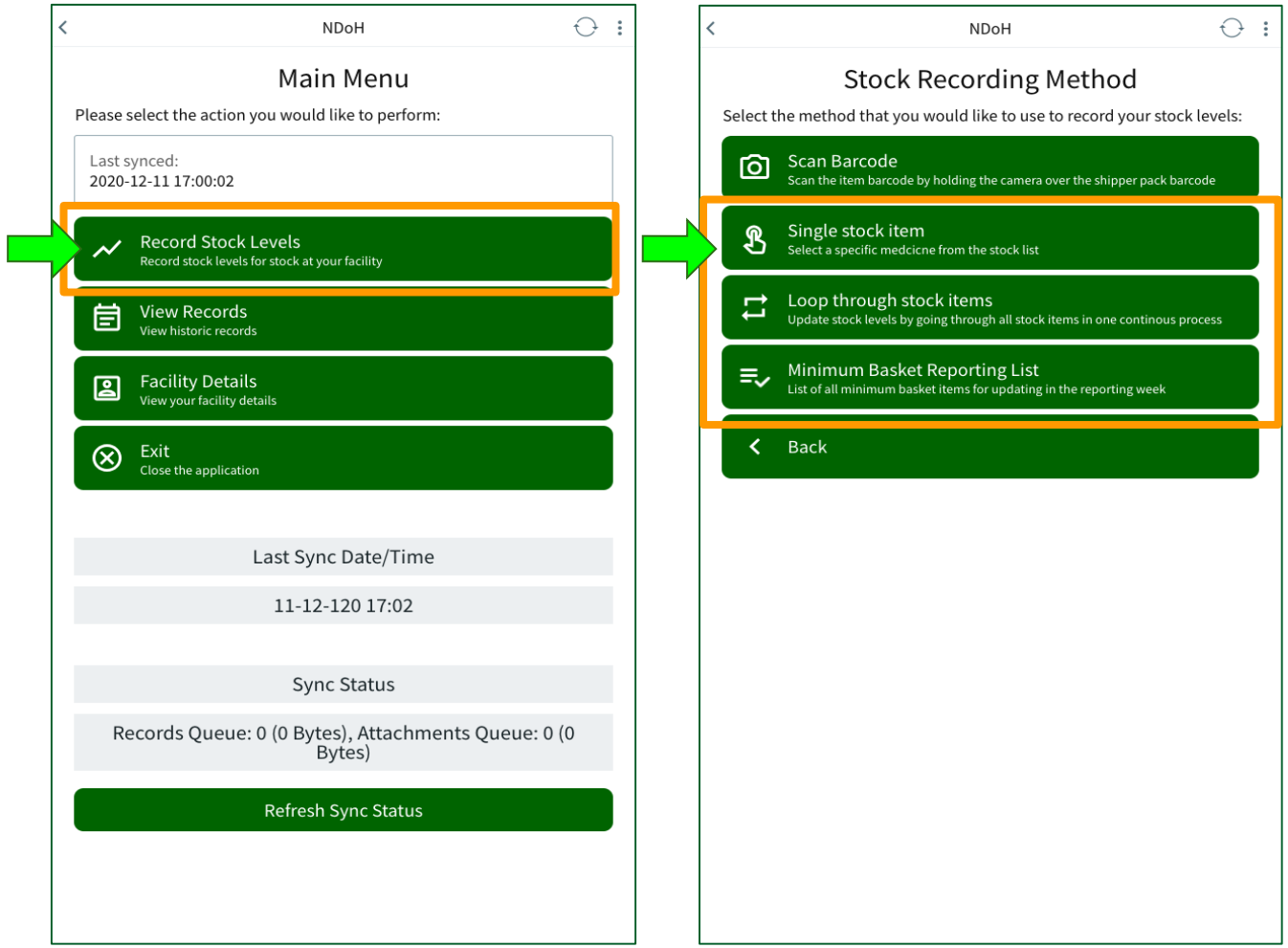
(Mobile and Web App)

Recording Stock Levels

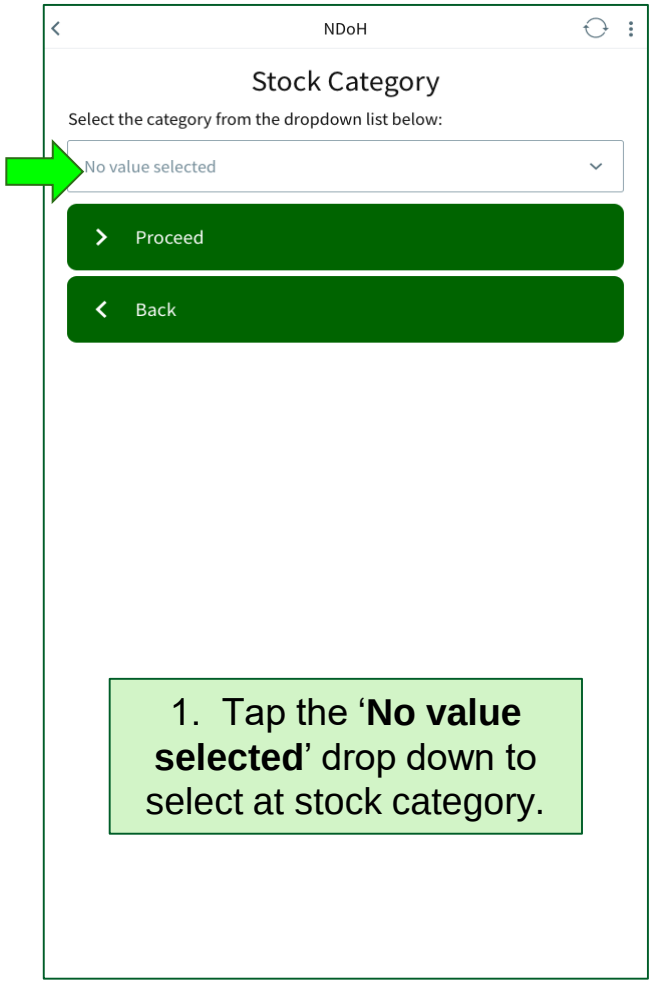
Stock levels can be updated using one of **three** methods:

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

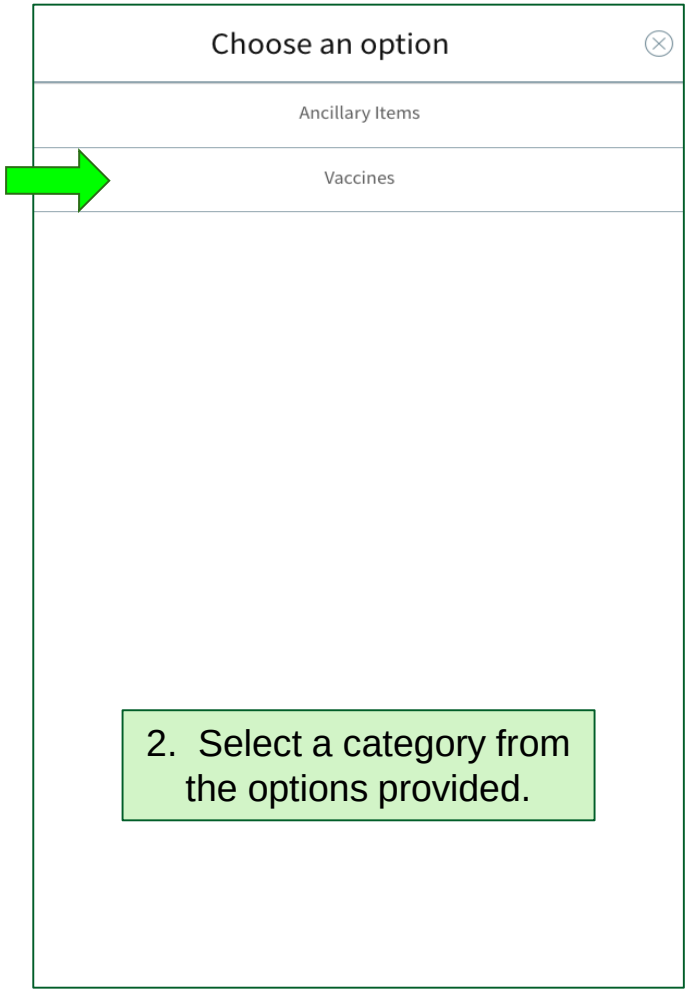
(*The scan barcode option is not available for the vaccines currently*)



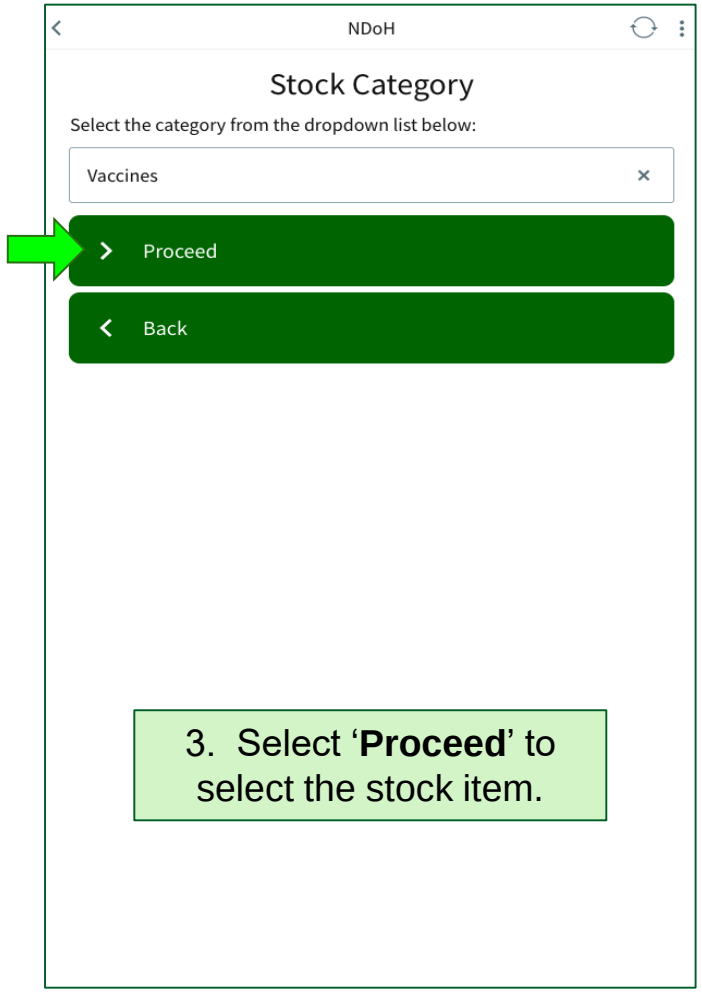
Option 1 of 3: “Single stock item” method



1. Tap the ‘**No value selected**’ drop down to select at stock category.

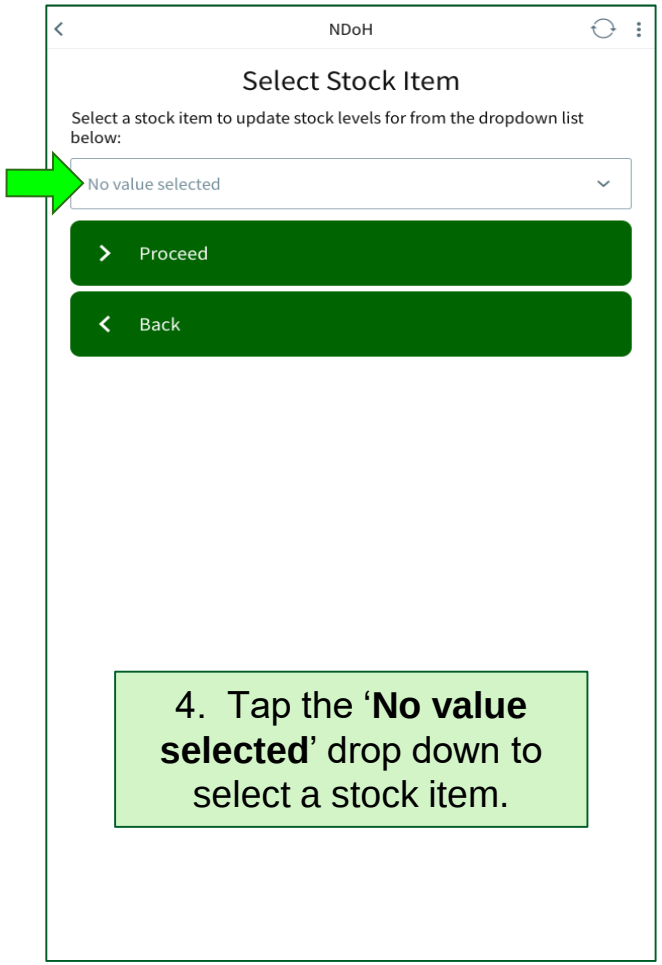


2. Select a category from the options provided.

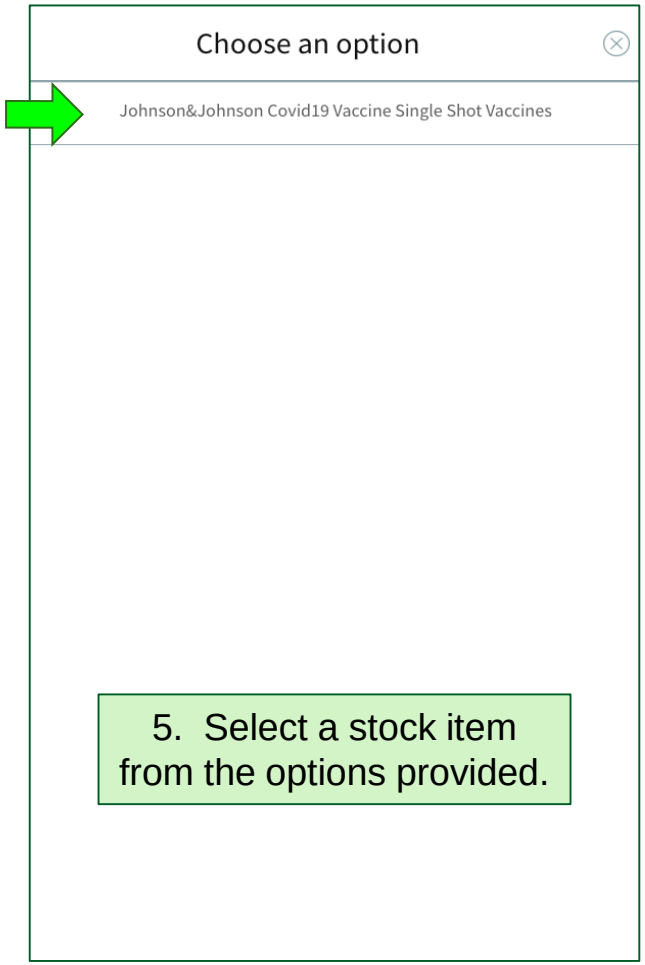


3. Select ‘**Proceed**’ to select the stock item.

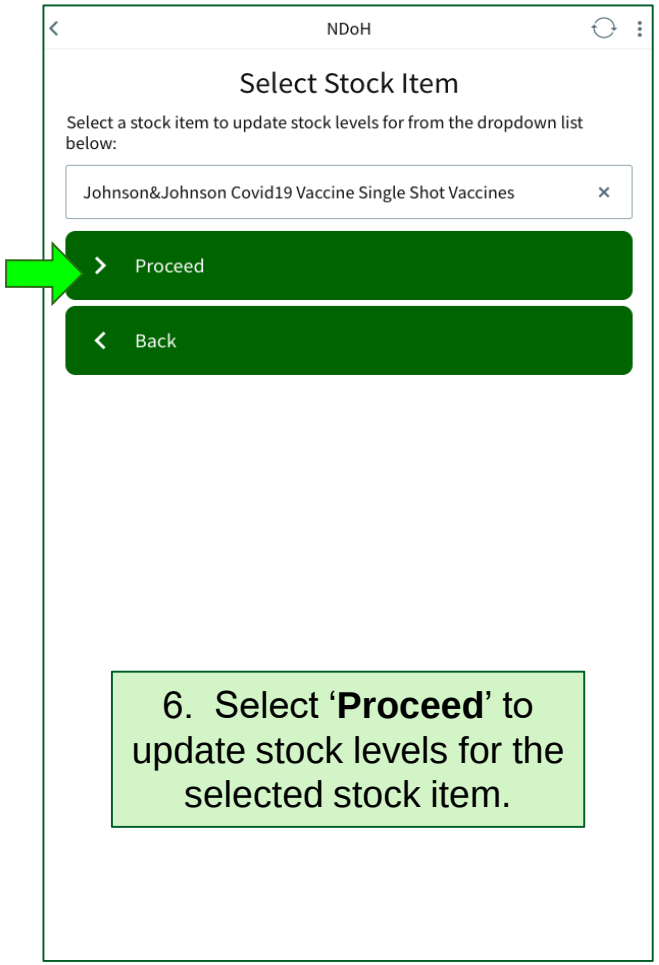
Option 1 of 3: “Single stock item” method (2)



4. Tap the ‘**No value selected**’ drop down to select a stock item.



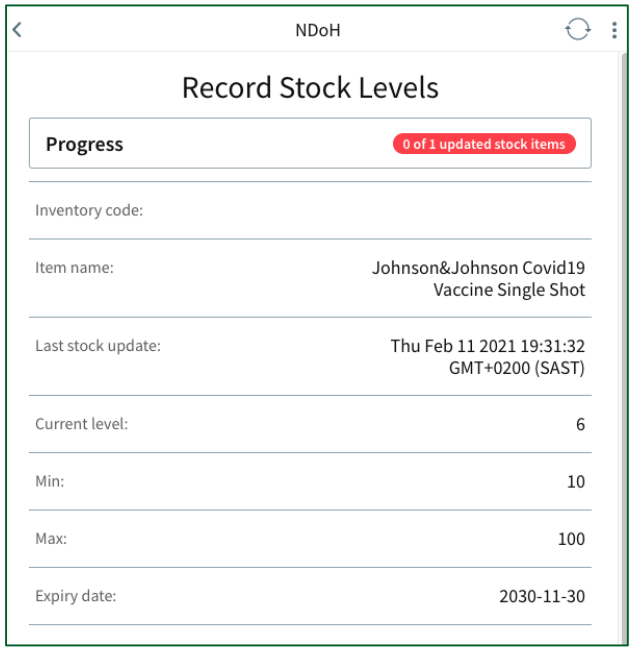
5. Select a stock item from the options provided.



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

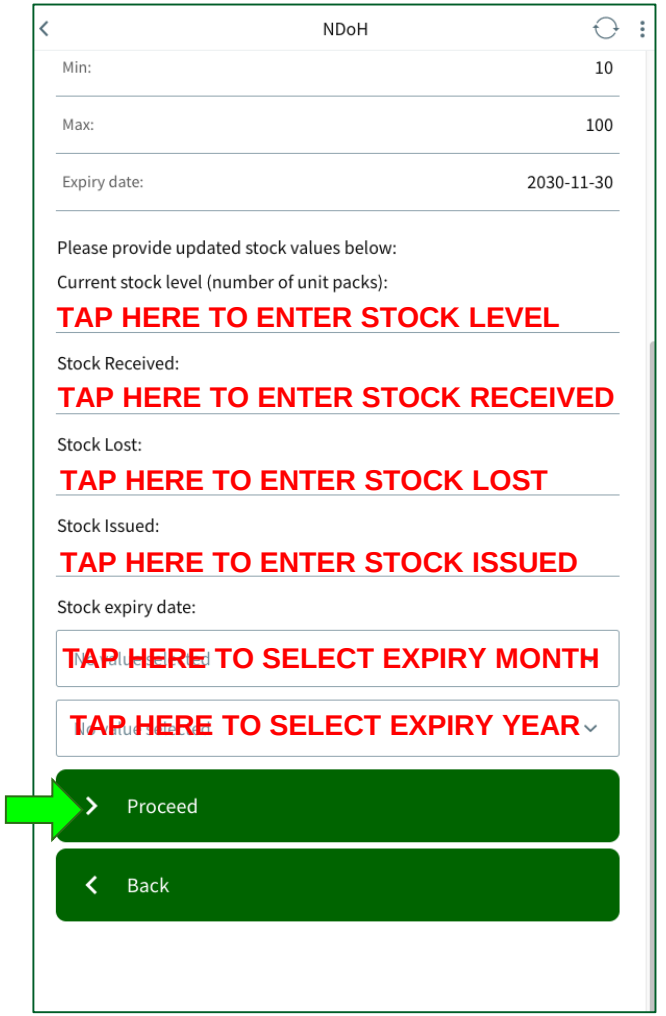
Options 1, 2 and 3: Recording Stock Levels

Update current stock level and expiry date:



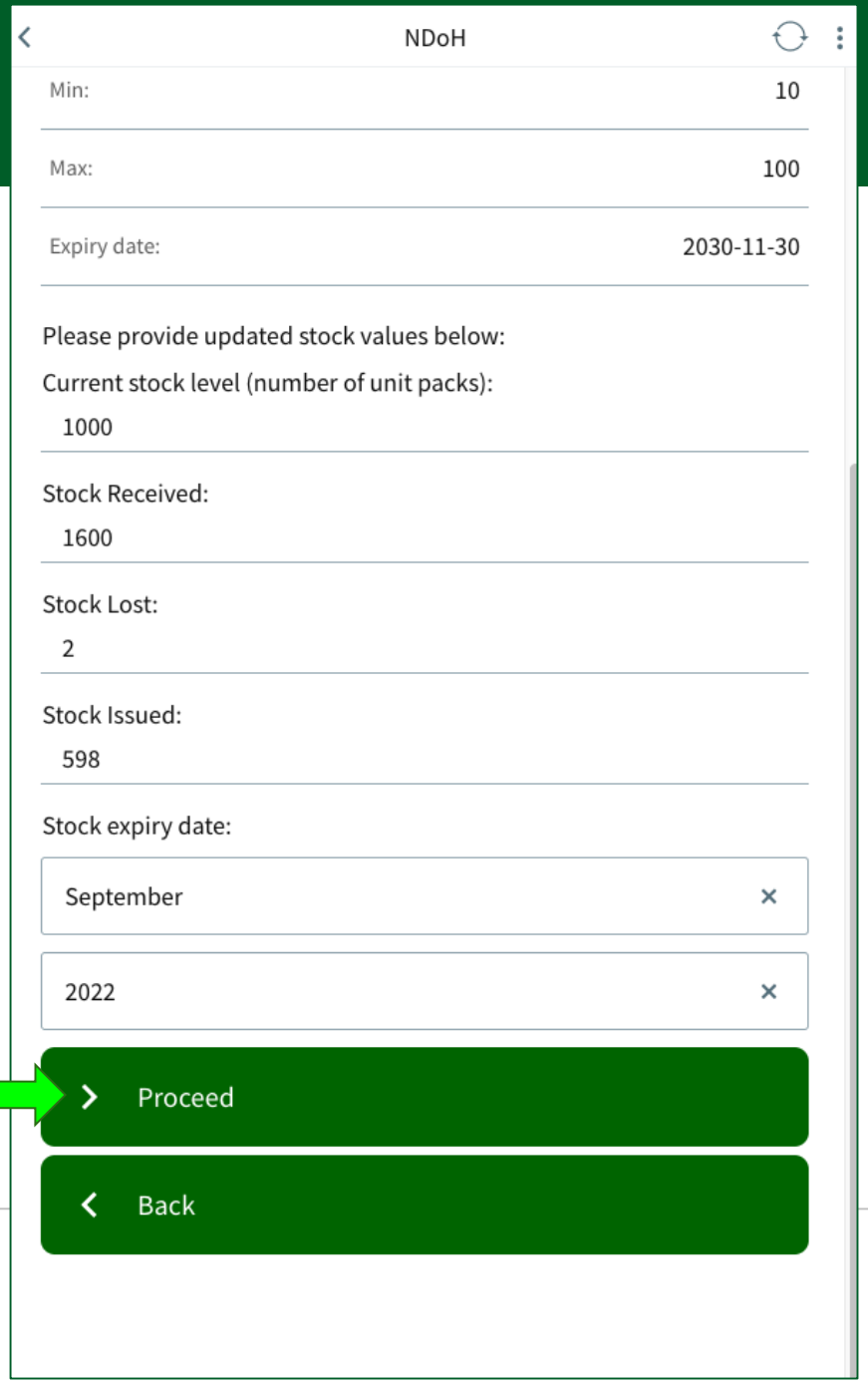
7. At the top of the screen the stock item details and last update history will appear.

Scroll down to reveal more options



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

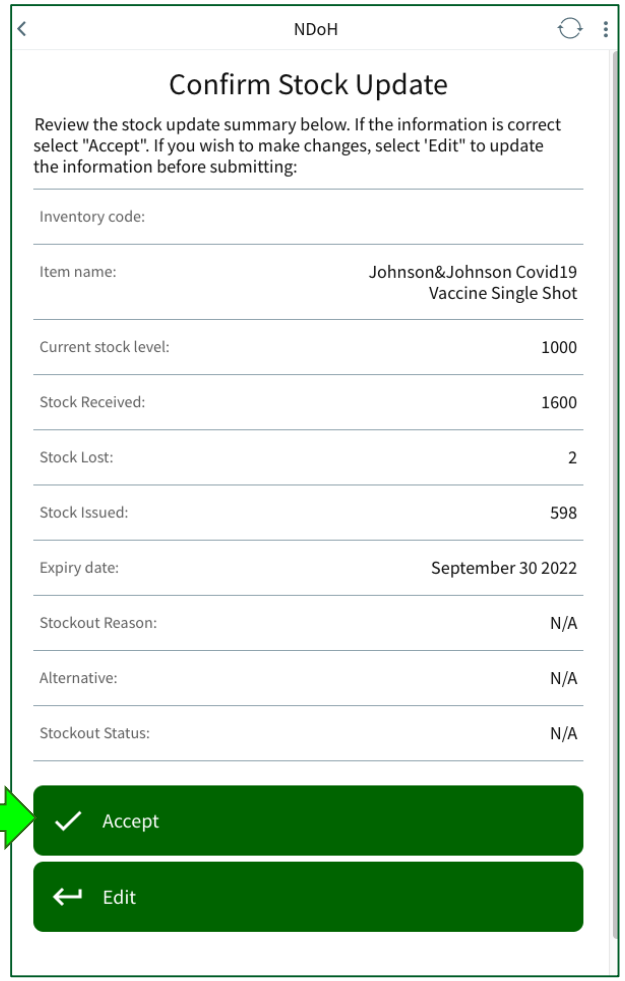
Options 1, 2 and 3: Recording Stock Levels

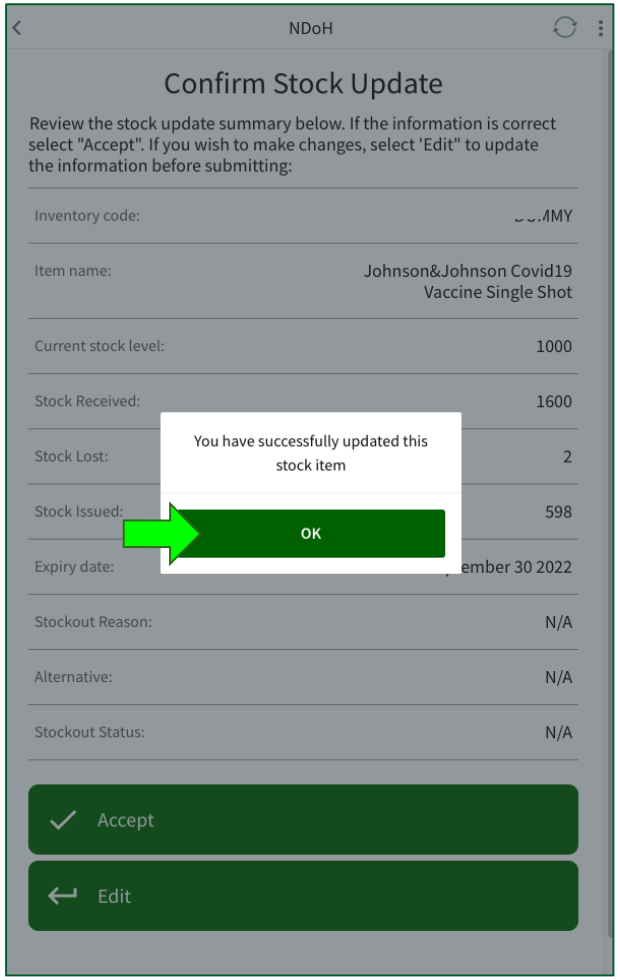


9. Review the details updated on the summary page and select '**Proceed**' to submit the data.

   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.*

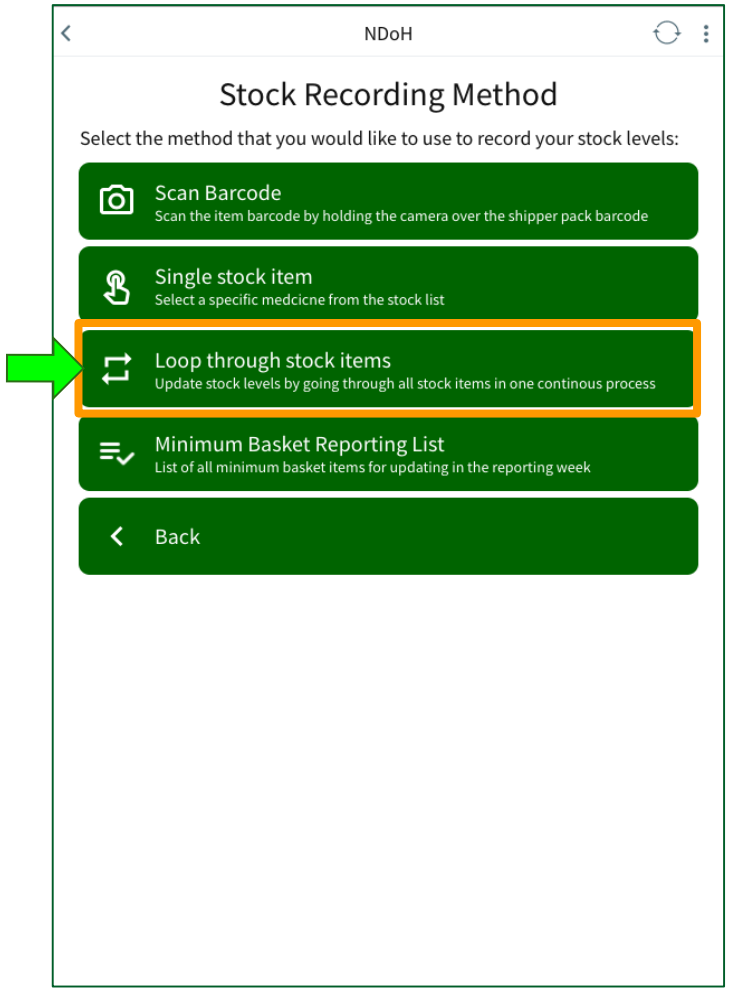
Option 2 of 3: “Loop through stock items” method

Loop through stock items methods:

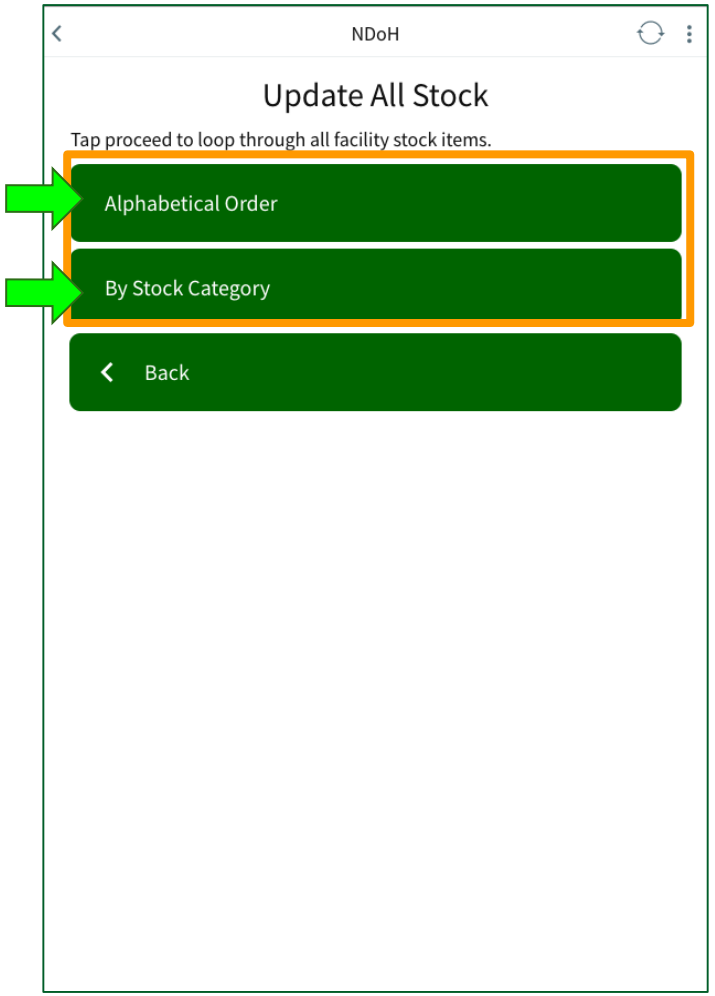
1. Alphabetic order
2. Stock category

NOTE:

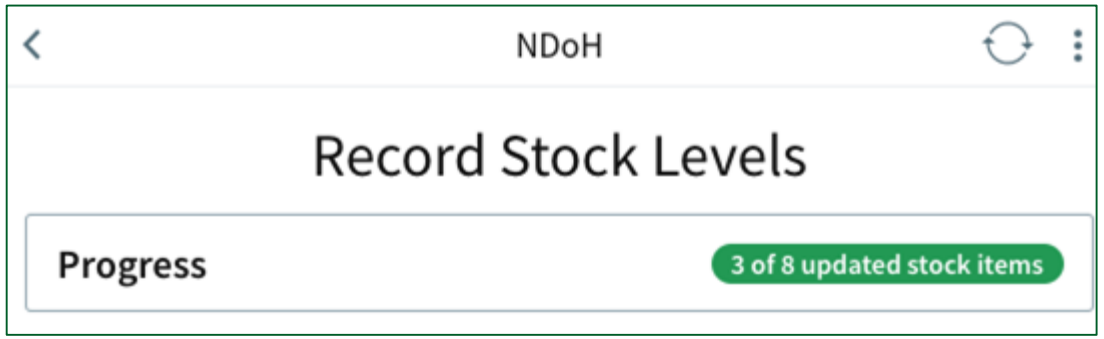
*Both options follow the same steps as the **Single stock items** method to update current stock level (refer to slides 29 – 33).*



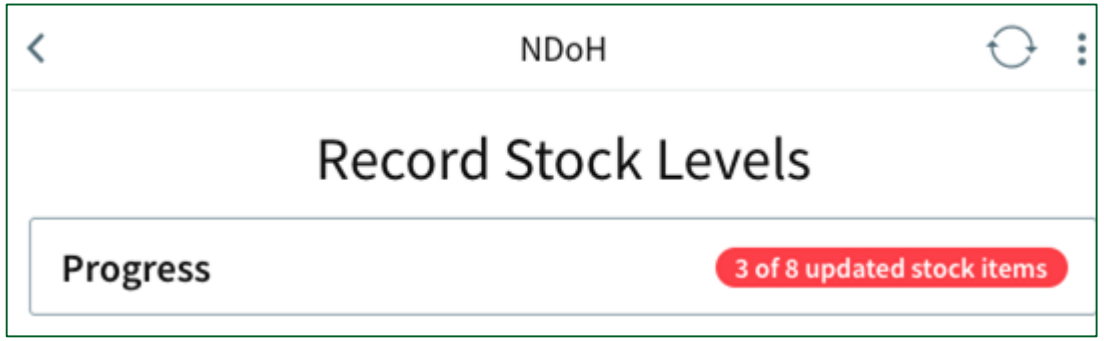
OR



Option 2 of 3: “Loop through stock items” method (2)



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.

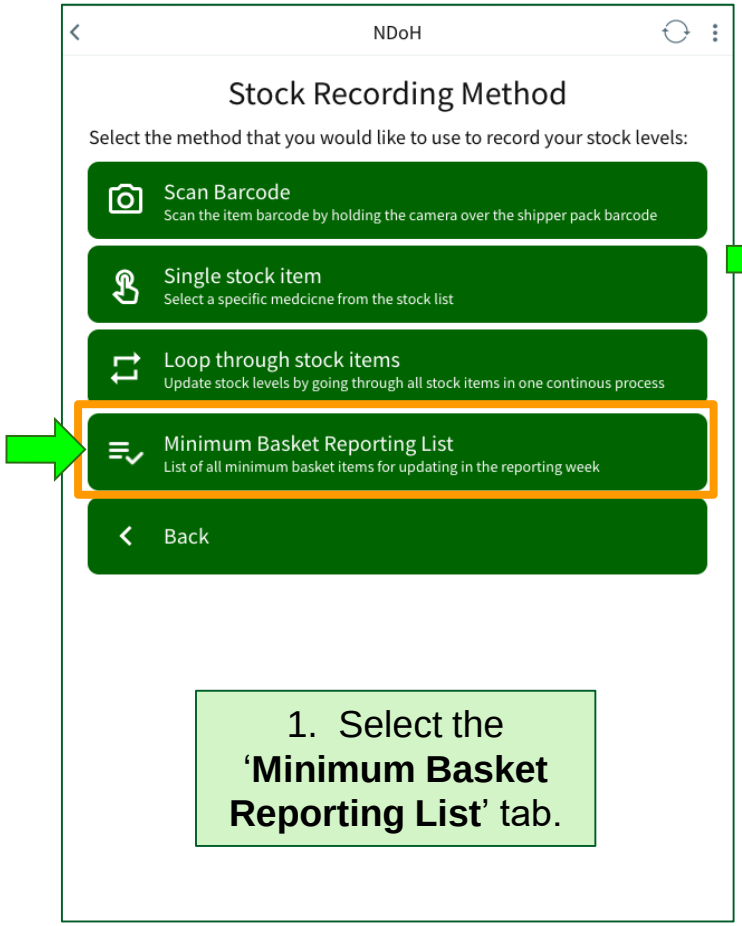


The **red colour** bar means the stock item under review has not yet been updated in the current reporting week.

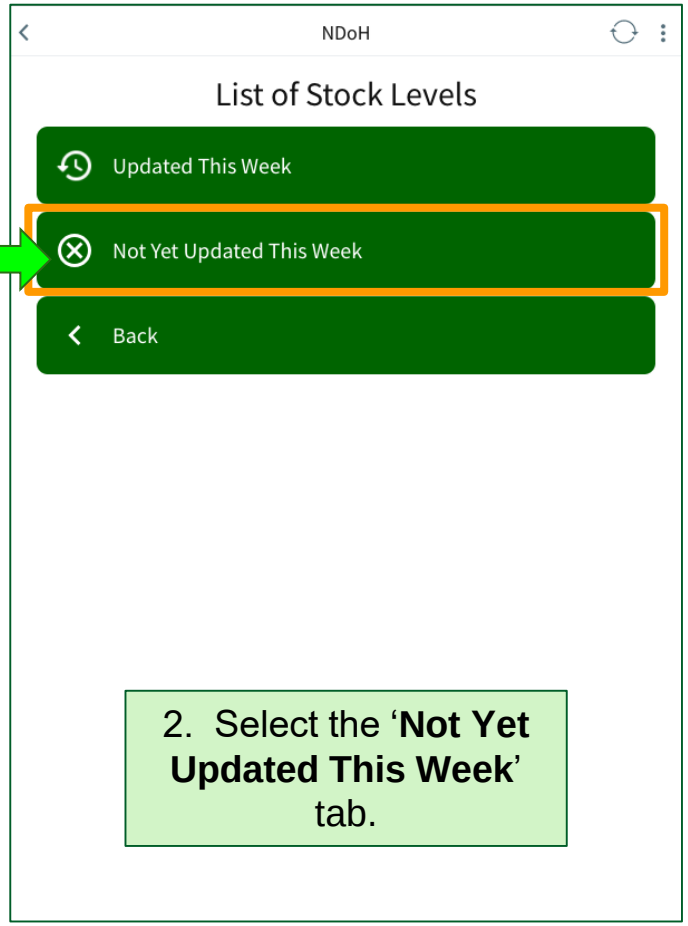
Option 3 of 3: Minimum Basket Reporting List

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



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



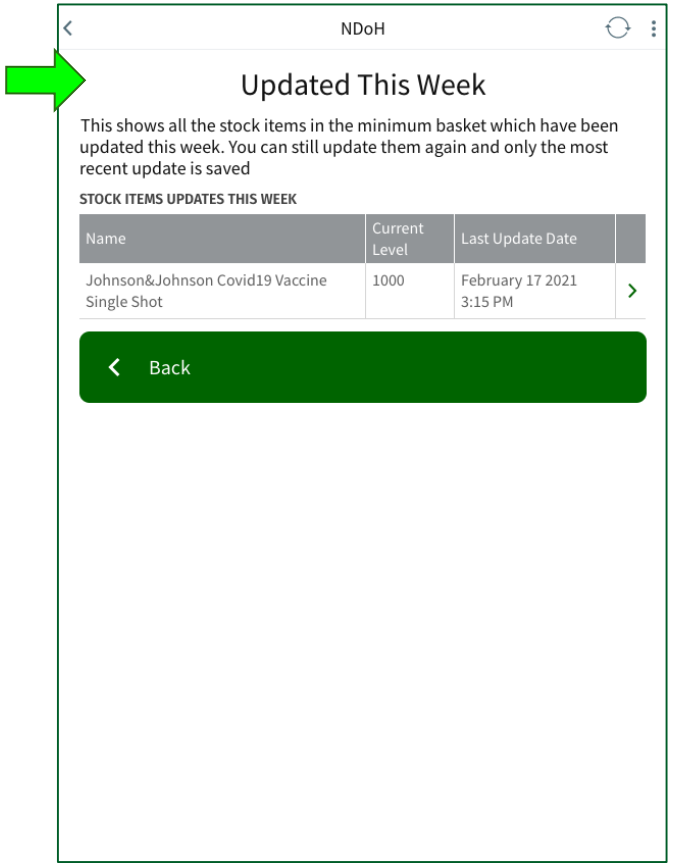
2. Select the '**Not Yet Updated This Week**' tab.

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.

Option 3 of 3: Minimum Basket Reporting List (2)



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.

- **NOTE:** 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.

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**.

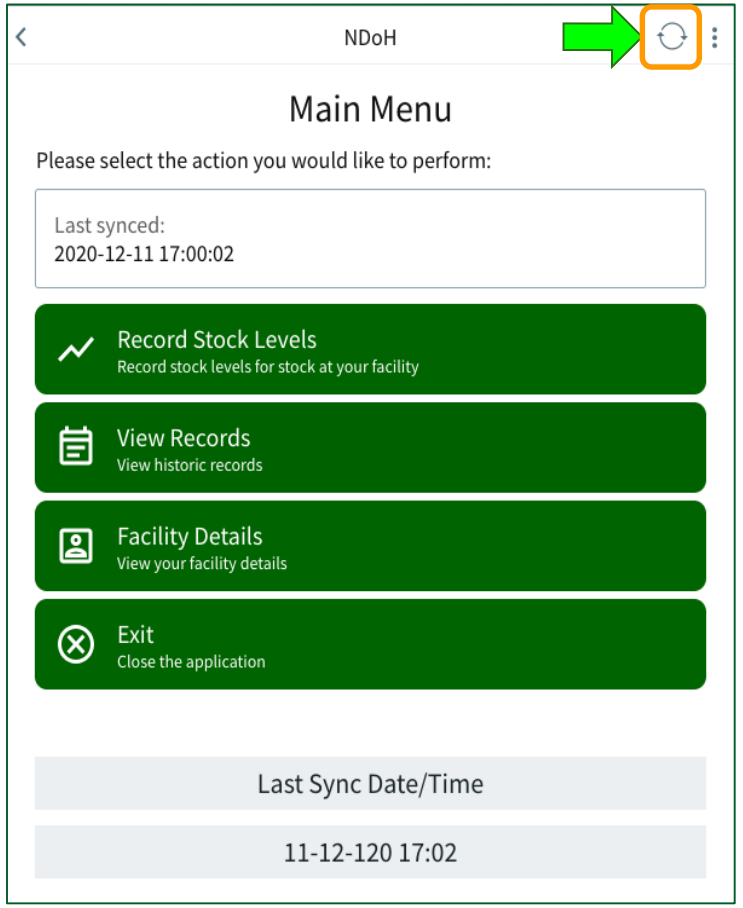
After resubmitting data, **Sync the device** (see next slide for details) before the reporting due date to ensure data is submitted successfully.

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.
- **Note:** For the mobile app, the sync does not require data or airtime if using a Vodacom SIM, 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

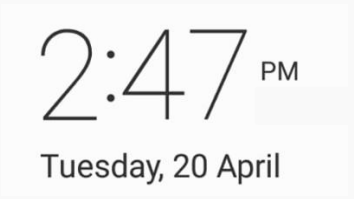
Settings to check:

- **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).*

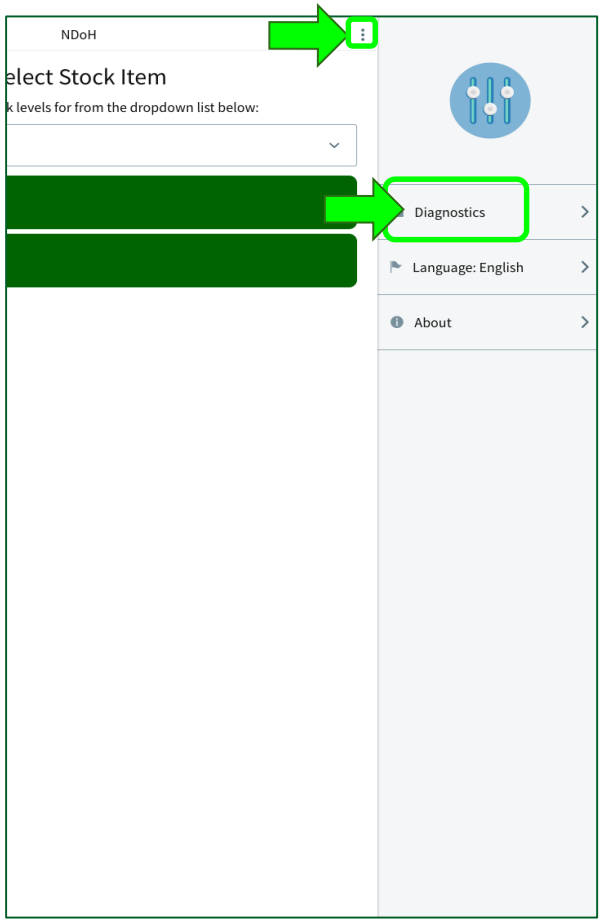


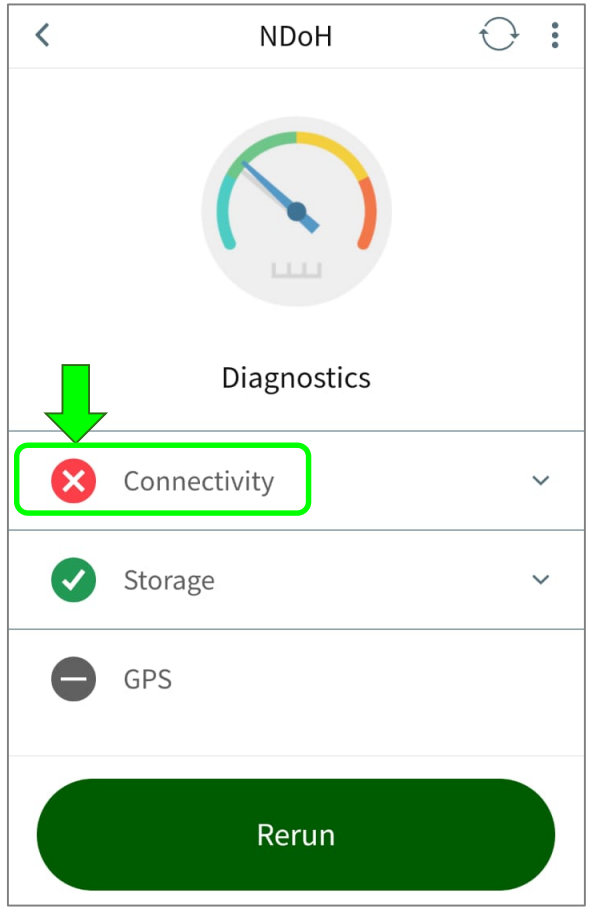
Mobile and Desktop App: SVS App Troubleshooting

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.

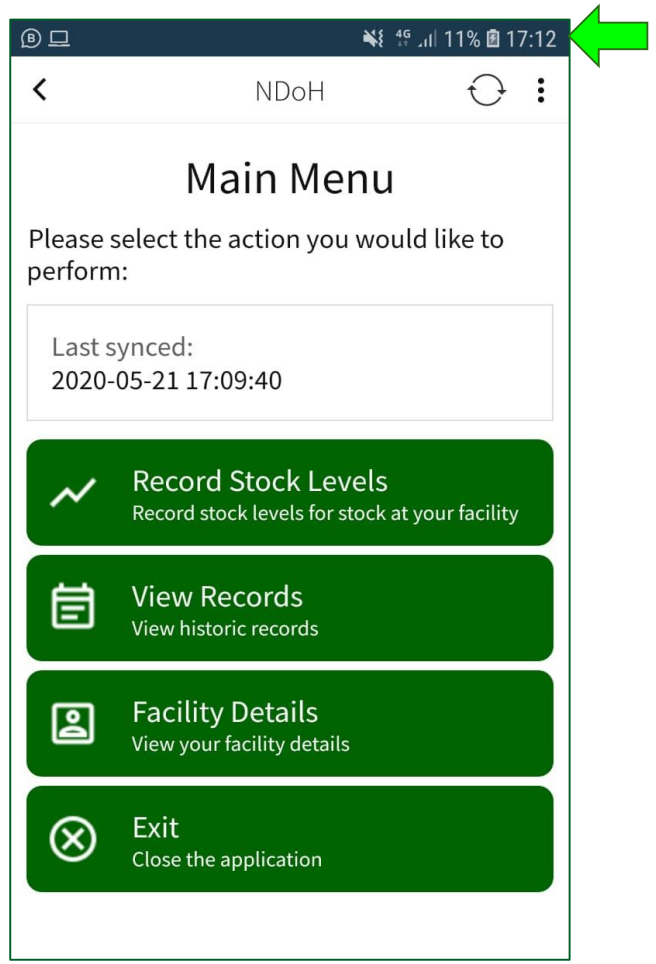




Shows **connectivity issue** - check **mobile data and/or WiFi i**s ON and the relect **'Rerun'** to see if the issue has resolved.

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.



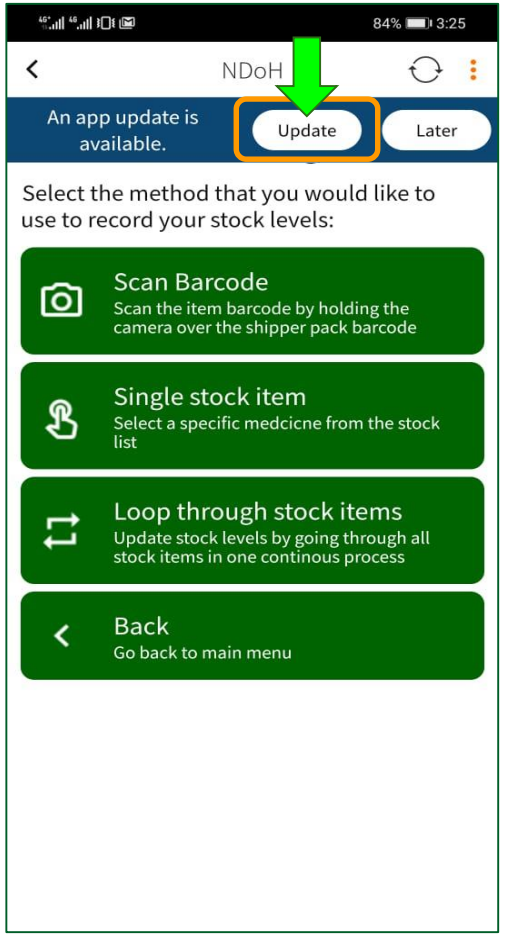
Mobile and Desktop: App Updates

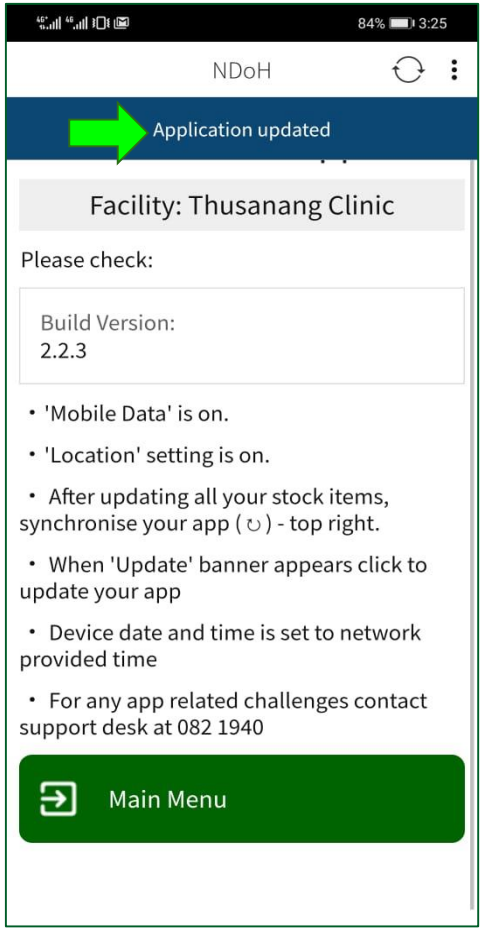
- Every time the '**Update**' banner, appears on the app, ensure it is selected and the app is updated ('**Application updated**' will be displayed at the top).

- 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**.



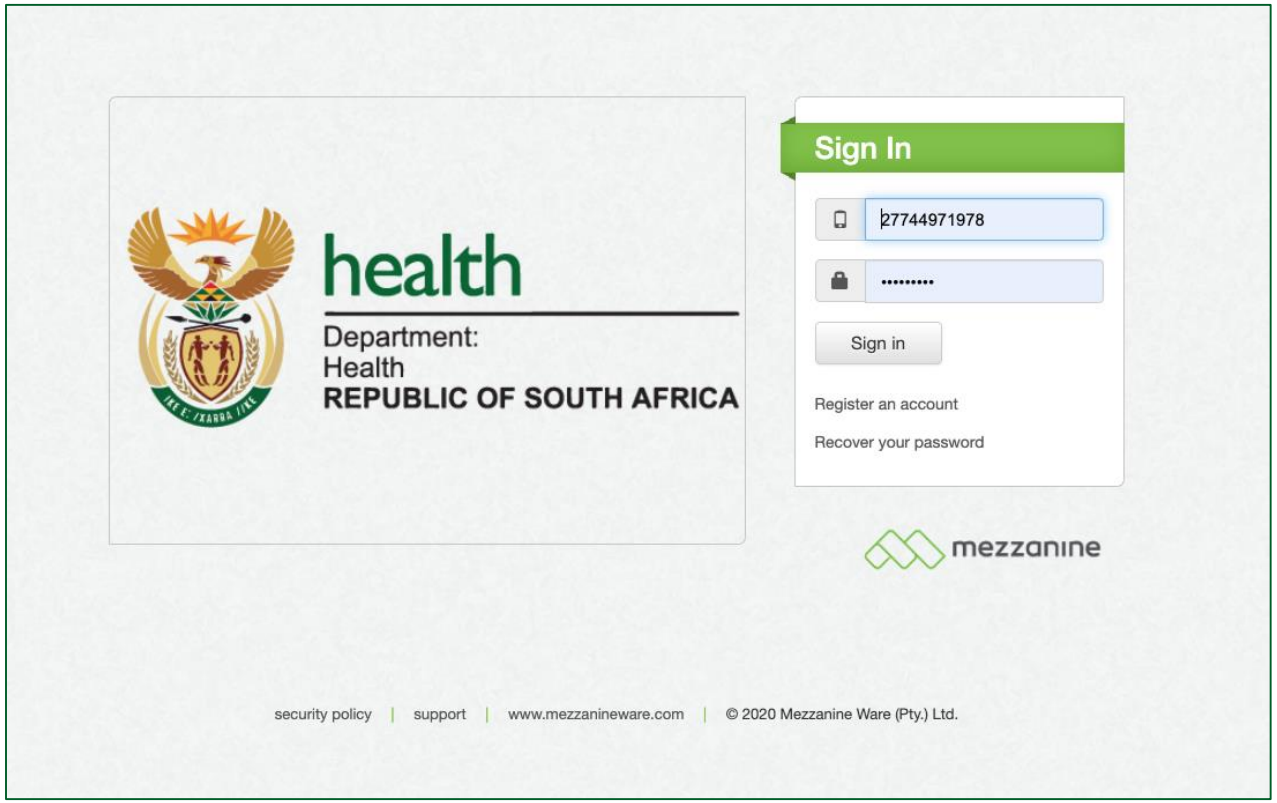


Web Overview

Web-portal: Logging In

Managers in the public sector at **National**, **Provincial** and **District** level can login on the SVS web platform to monitor site performance (reporting compliance) and stock availability (identify stockouts) daily and weekly.

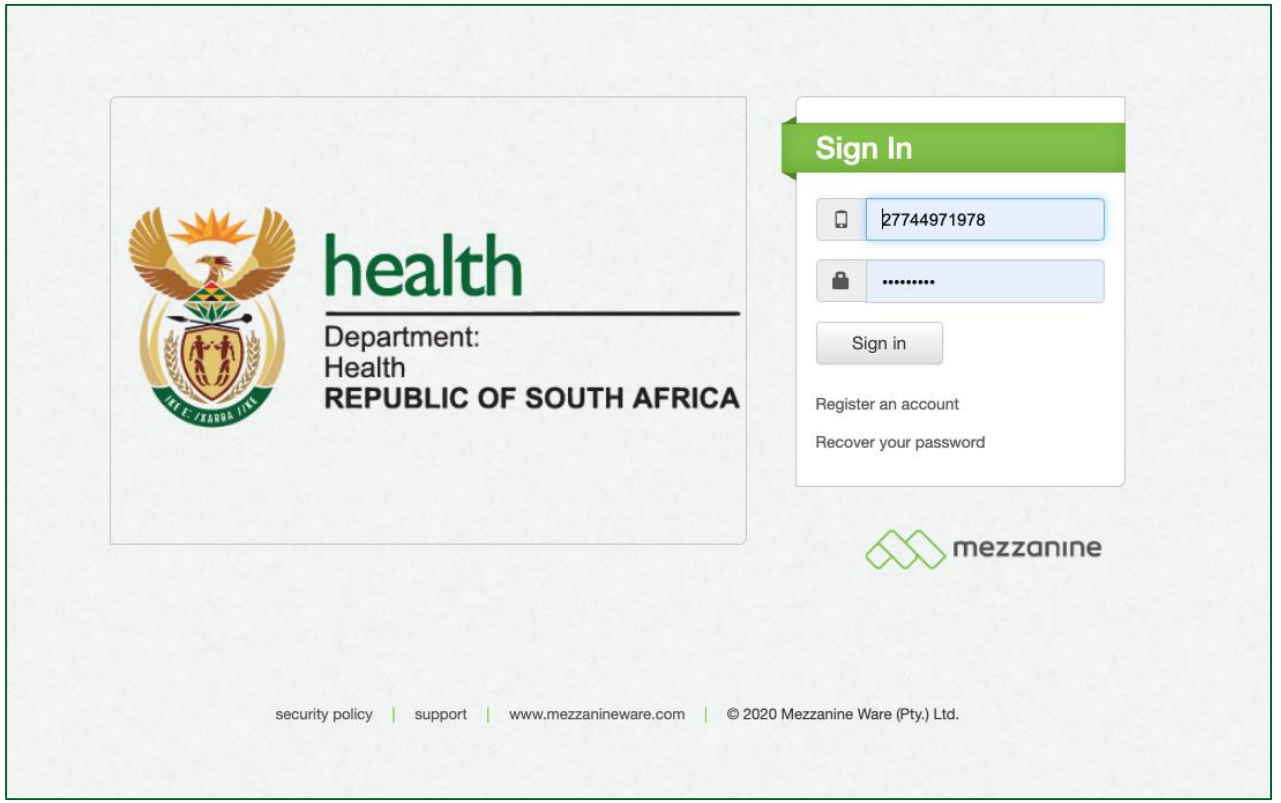
covid19vaccinesza.app



Web-portal: Logging In

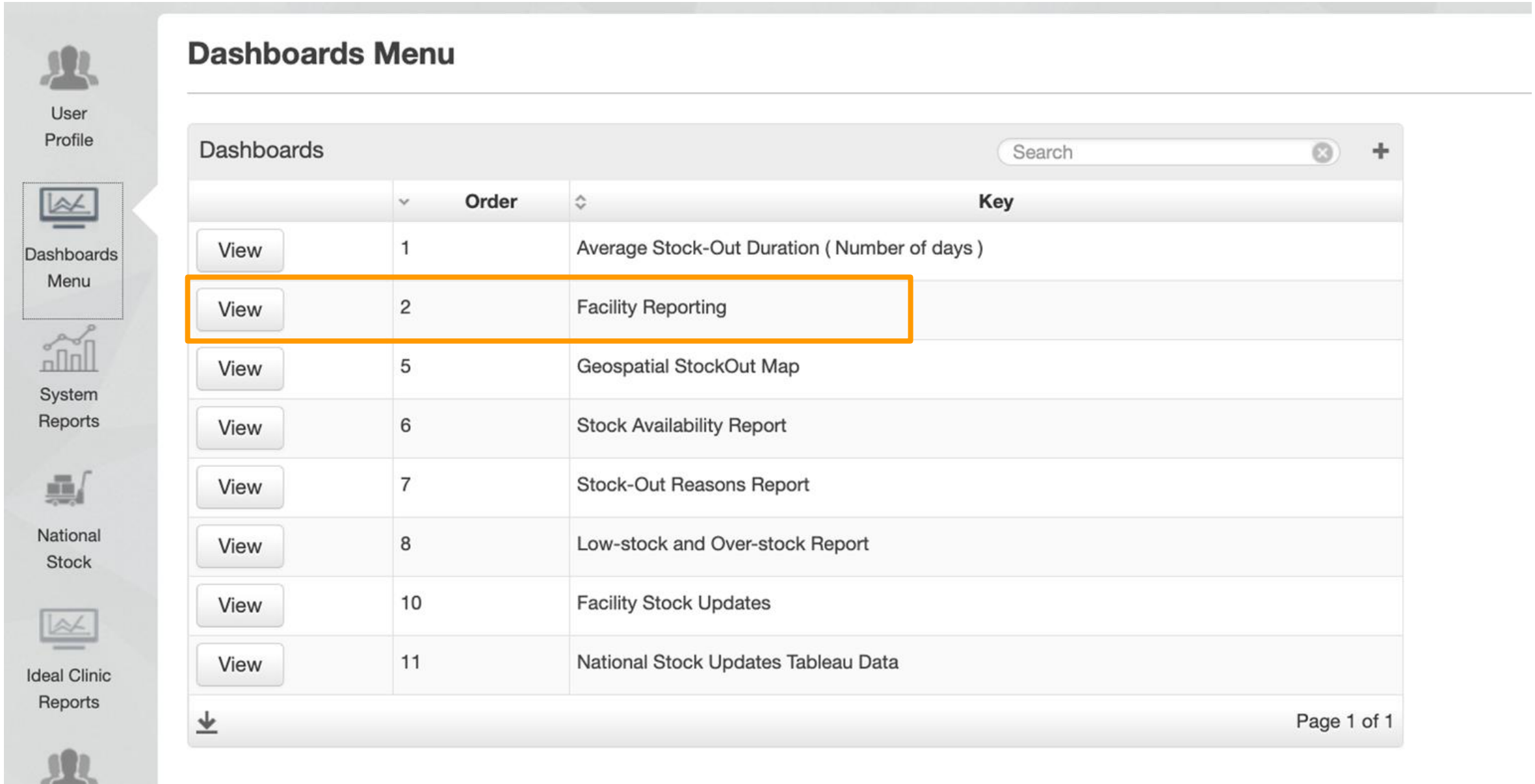
To login and access data:

- Contact the SVS NDoH project manager (PM) **requesting access** through your provincial SVS champion;
- Complete and return a signed **confidentiality agreement** to the NDoH SVS PM;
- The registered users will receive a **SMS with user access credentials** to access the web portal.



covid19vaccinesza.app

Web Overview: Web Dashboards Menu



Web Overview: Web Compliance Reports

Dashboards Menu - Facilities Reporting

Reporting: 100% of the Minimum Basket items assigned must be reported on weekly to qualify as '**Reporting**'*, and will build further reports to show daily compliance.

Non-Reporting: If less than 100% of the Minimum Basket items assigned are reported on weekly, will qualify as '**Non Reporting**'*.

**See next few slides.*

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

User Profile

Dashboards Menu

Stock Status

Facilities Reporting

Stockout Report

Ideal Clinic Reports

Manage Users

User Logs

Facility Reporting

HierarchyLevel	National
Current level	National
Showing	Province
Assigned Location	Undefined
Last Calculated	2021-02-18 12:23:02

Search

		Province	Total Facility	Reporting Facility	Non Reporting Facility	Reporting Facility with a stock-out
View Lower Hierarchy >>	View Facility	Eastern Cape	2	100%	0%	0%
View Lower Hierarchy >>	View Facility	Free State	1	100%	0%	0%
View Lower Hierarchy >>	View Facility	Gauteng	3	100%	0%	0%
View Lower Hierarchy >>	View Facility	KwaZulu-Natal	2	100%	0%	0%
View Lower Hierarchy >>	View Facility	Limpopo	1	100%	0%	0%
View Lower Hierarchy >>	View Facility	Mpumalanga	1	100%	0%	0%
View Lower Hierarchy >>	View Facility	Northern Cape	0	0%	0%	0%
View Lower Hierarchy >>	View Facility	North West	2	100%	0%	0%
View Lower Hierarchy >>	View Facility	Test Province	3	100%	0%	0%
View Lower Hierarchy >>	View Facility	Western Cape	2	100%	0%	0%

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

User Profile

Dashboards Menu

Stock Status

Facilities Reporting

Stockout Report

Ideal Clinic Reports

Manage Users

Facility Reporting

HierarchyLevel	National
Current level	National
Showing	Facilities
Assigned Location	Test Province
Last Calculated	2021-02-18 13:23:03

Reporting Facility

	Name	Mobile	Total Assigned	Total Reported	Percent Total Reported	Min Basket Assigned	Min Basket Reported	Percent Min Basket
Facility Stock Updates	Test Site	27744971978	0	0	100%	0	0	100%
Facility Stock Updates	Test Site Nyari	27790377724	0	0	100%	0	0	100%
Facility Stock Updates	Yolanda Test Clinic	27798690007	0	0	100%	0	0	100%

Non-Reporting Facility

Search

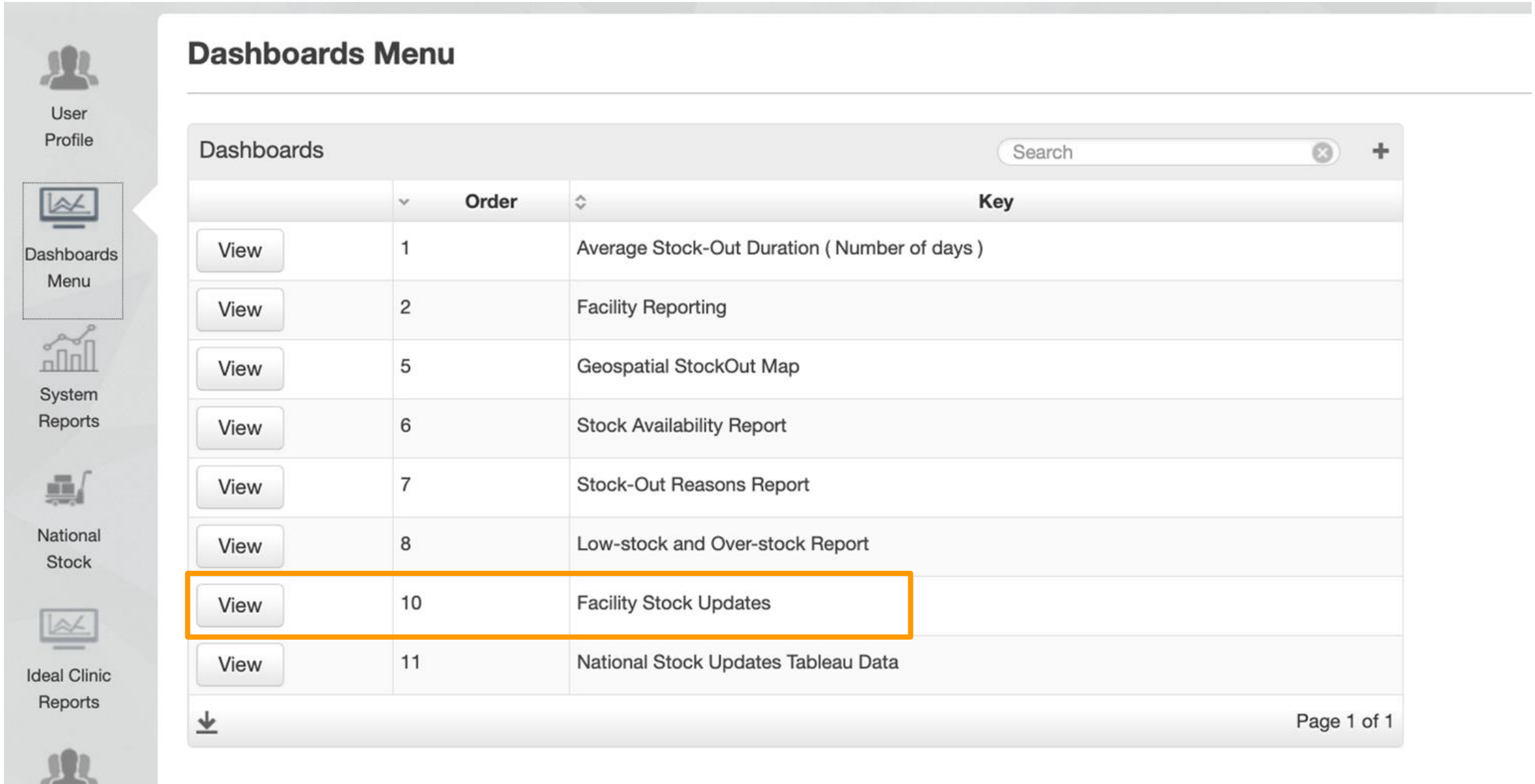
Name	Mobile	Total Assigned	Total Reported	Percent Total Reported	Min Basket Assigned	Min Basket Reported	Percent Min Basket	sub-district name	district name

No entries found

StockOut Facility

Search

Web Overview: Web Dashboards Menu



health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Caeri Dunnel

User Profile

Dashboards Menu

System Reports

National Stock

More

Stock Updates

Back

Filter Sub-Districts On District

Sub-District

Filter Facilties Using District / Sub-District

Facility Name

Start Date Time 2021-01-01

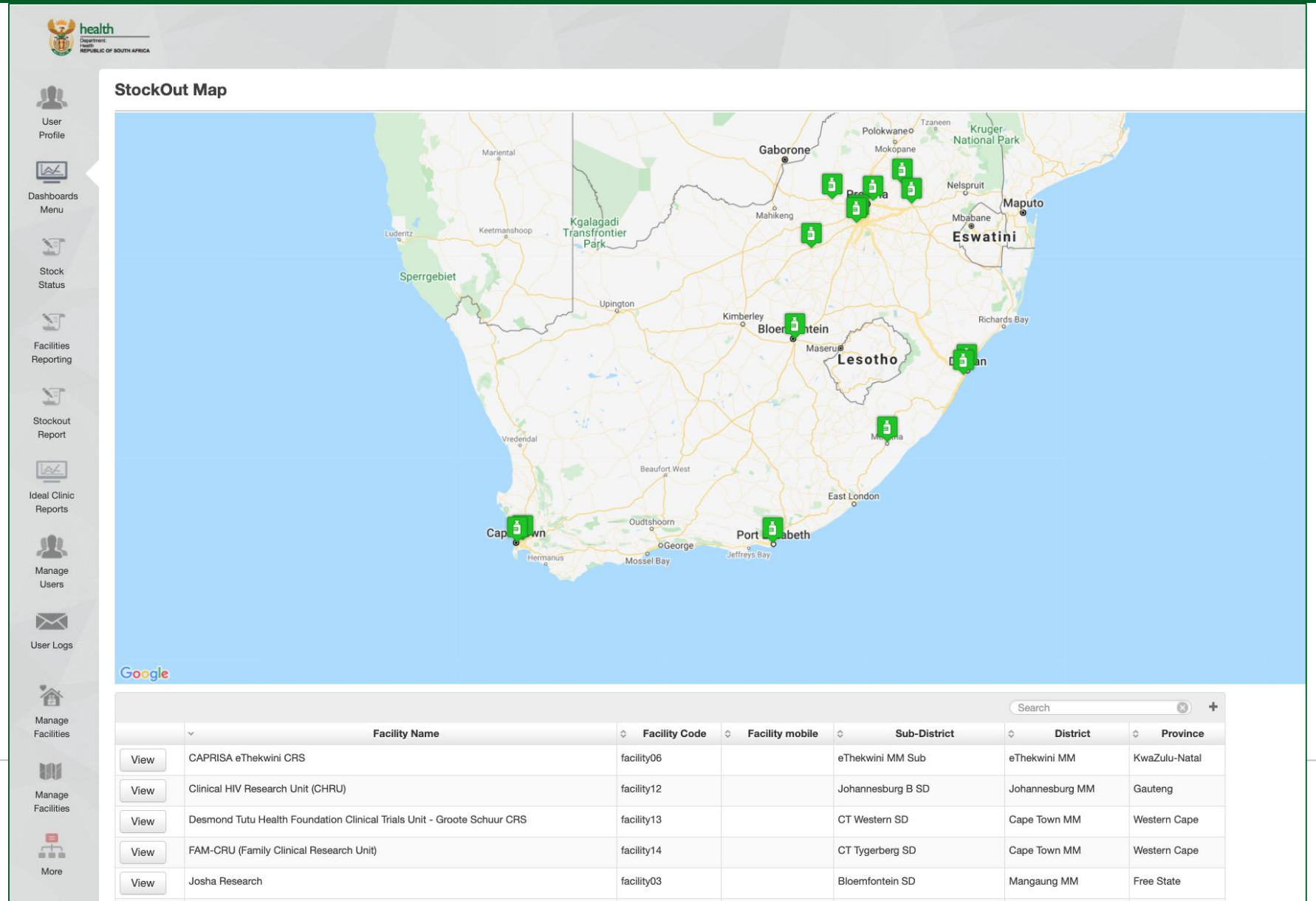
End Date Time 2021-02-17

Filter Facility Stock Using Facility | Cancel | View All Stock Updates

Latest stock update per facility per stock between 2021-01-01 and 2021-02-17

Update Date	Date Synced	Stock Category	Item Name	Inventory Code	VEN Status	Reported Date	Stock Level	Stock Received	Stock Lost	Stock Issued	First Stockout Date	Expiry Date	Stocko Reporte to PDM Date
2021-02-17 15:15:07	2021-02-17 15:15:27	Vaccines	Johnson&Johnson Covid19 Vaccine Single Shot		V		1000	1600	2	598		2022-09-29	

Web Overview: Other Reports - For Monitoring Availability



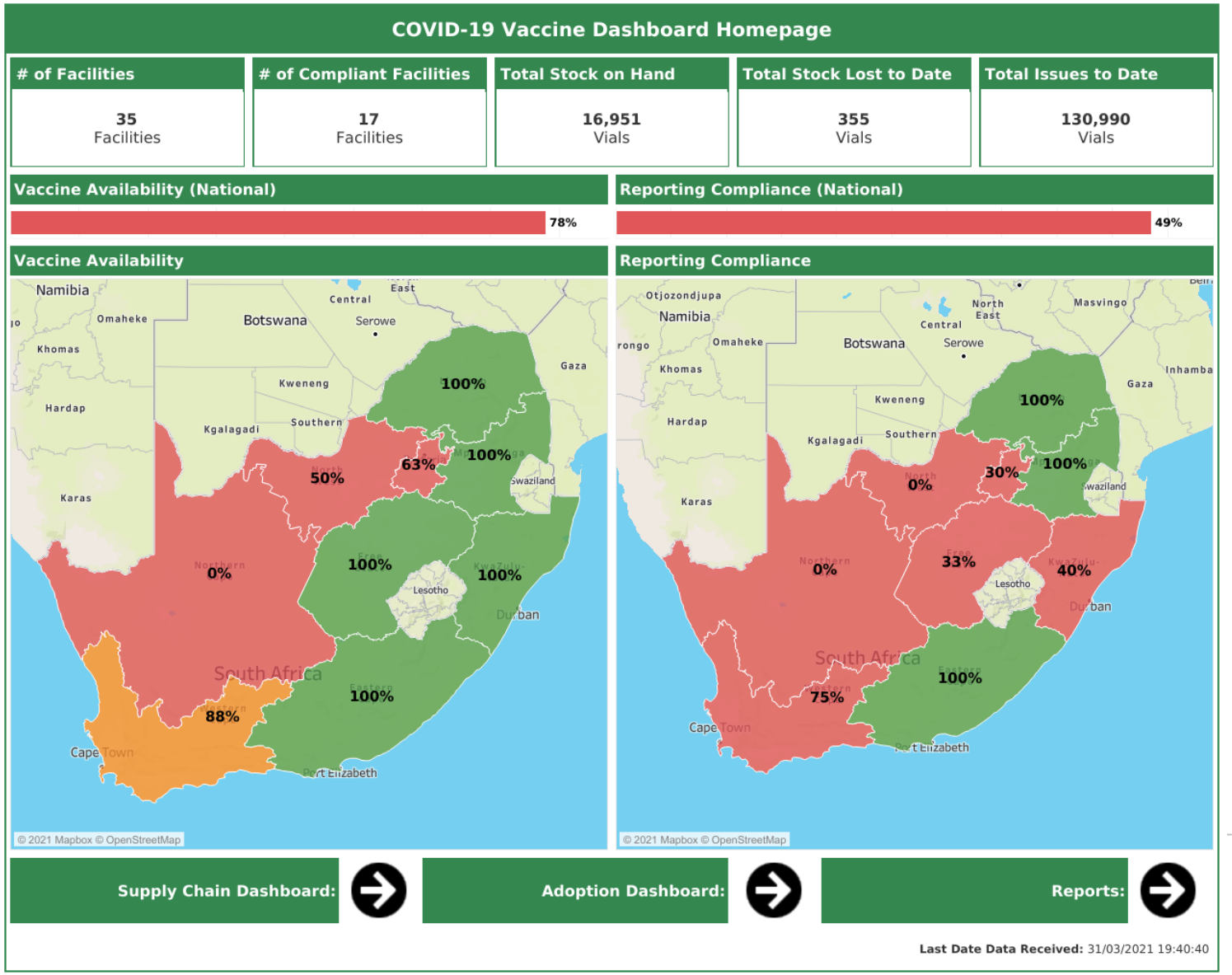
Search

	Facility Name	Facility Code	Facility mobile	Sub-District	District	Province
View	CAPRISA eThekwini CRS	facility06		eThekwini MM Sub	eThekwini MM	KwaZulu-Natal
View	Clinical HIV Research Unit (CHRU)	facility12		Johannesburg B SD	Johannesburg MM	Gauteng
View	Desmond Tutu Health Foundation Clinical Trials Unit - Groote Schuur CRS	facility13		CT Western SD	Cape Town MM	Western Cape
View	FAM-CRU (Family Clinical Research Unit)	facility14		CT Tygerberg SD	Cape Town MM	Western Cape
View	Josha Research	facility03		Bloemfontein SD	Mangaung MM	Free State

Covid-19 Tableau Dashboard

Covid-19 Tableau Dashboard

- Public sector managers will also have access to the **Covid-19 Tableau Dashboard** and Reports on the NSC.
- A confidentiality agreement will need to be signed and submitted to the NDoH SVS PM for all **new users**.
- To obtain access to the Covid-19 Tableau Dashboard and reports consult the **NDoH SVS PM via your provincial champion**.



health
Department:
Health
REPUBLIC OF SOUTH AFRICA

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 **area SVS Champion** or the **NDoH SVS PM** (Mr Sithembele Jara: Sithembele.Jara@health.gov.za).
- If you do not have their details, contact the SVS Support Desk for assistance.

Second Line Support:

If you encounter any technical problems with your SVS issued device and SIM card, application or web portal, please contact the Support desk for more assistance.

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

Thank you!