



World Health  
Organization



# **NCD HARD TALKS**

## **DELIVERING ON THE PROMISES**

WEBINAR

**09 JUNE 2022 | 13-14:30 CEST**

**Harnessing the power of  
facility data to achieve  
global NCD targets**

**A FOCUS ON FACILITY-BASED PATIENT  
AND PROGRAMME MONITORING**



# NCD HARD TALKS



# Thank you for joining



- This webinar will be recorded.
- Links to the recording and all slides will be shared.
- Please participate in the discussion by sharing your questions in the Q&A box. Experts are invited to type their answers throughout the session.
- General comments can be shared in the chat box.
- Please be respectful - we are here to learn and exchange ideas.

# Agenda

**Introductory remarks**

**Global NCD targets measurement challenges and solutions**

## ***Hard Talk Panel***

- **Systematic approach toward standardized** NCD facility-based patient and programme monitoring
- **Information policy standards** for effective patient and programme monitoring
- **Comprehensive primary health care NCD solution:** building local health workforce capacities for facility-based patient and programme monitoring
- **Integration of NCD service package in the Iranian PHC,** based on electronic health records
- **Simple:** requirements of a pragmatic digital system for driving improvements in large-scale NCD programs

**Moderated discussion / Q&A**

**Closing remarks**



Department for  
Noncommunicable Diseases

# Introductory remarks



**Dr Ren Minghui**

Assistant Director General, Universal Health Coverage /  
Communicable and Noncommunicable Diseases, WHO



Department for  
Noncommunicable Diseases

# Welcome



## Dr Temo Waqanivalu

Unit Head, WHO NCD Integrated Service  
Delivery



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# Global NCD targets measurement challenges and solutions



**Leanne Riley**

Unit Head, Surveillance, Reporting and Monitoring,  
Department for NCDs



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# Harnessing the power of facility data to achieve global NCD targets

## Global NCD Targets Measurement Challenges and Solutions



**Dr. Bente  
Mikkelsen**

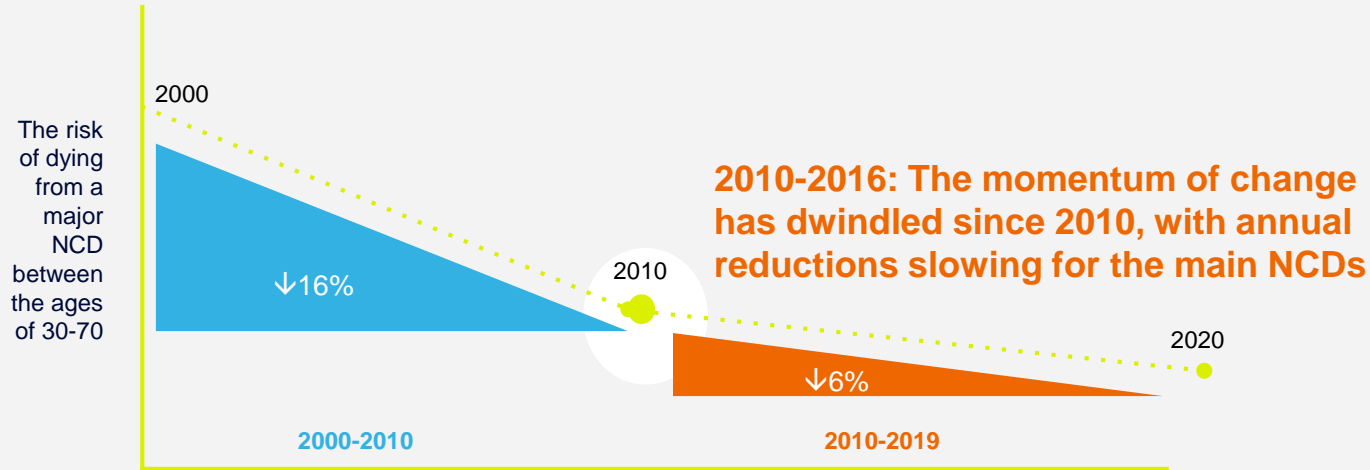


So far, the global response to NCDs is a test we have failed



# SDG 3.4: 14 countries on track

**2000-2010: Rapid decline mainly due to reductions in cardiovascular and chronic respiratory disease mortality, and tobacco use**



6% of MS

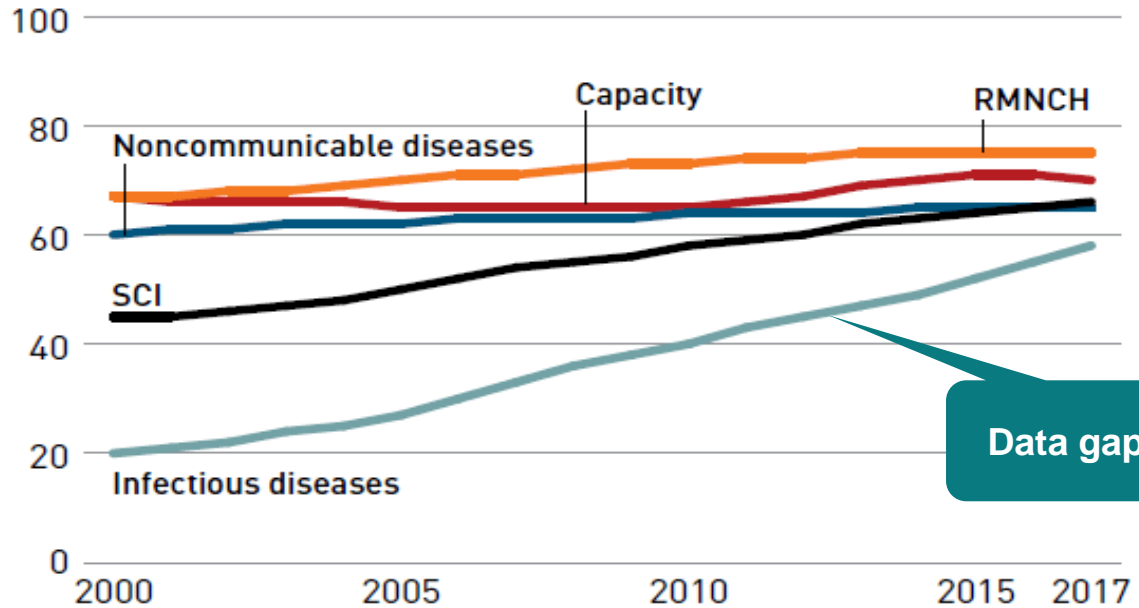
**Only 14 countries are on track today to meet SDG target 3.4 on NCDs**

## No change in service coverage in last two decades

### NCD Services: Lagging behind

Rapid improvements in coverage of infectious disease in UHC packages since 2000, vs relatively little change on NCDs

Value of index

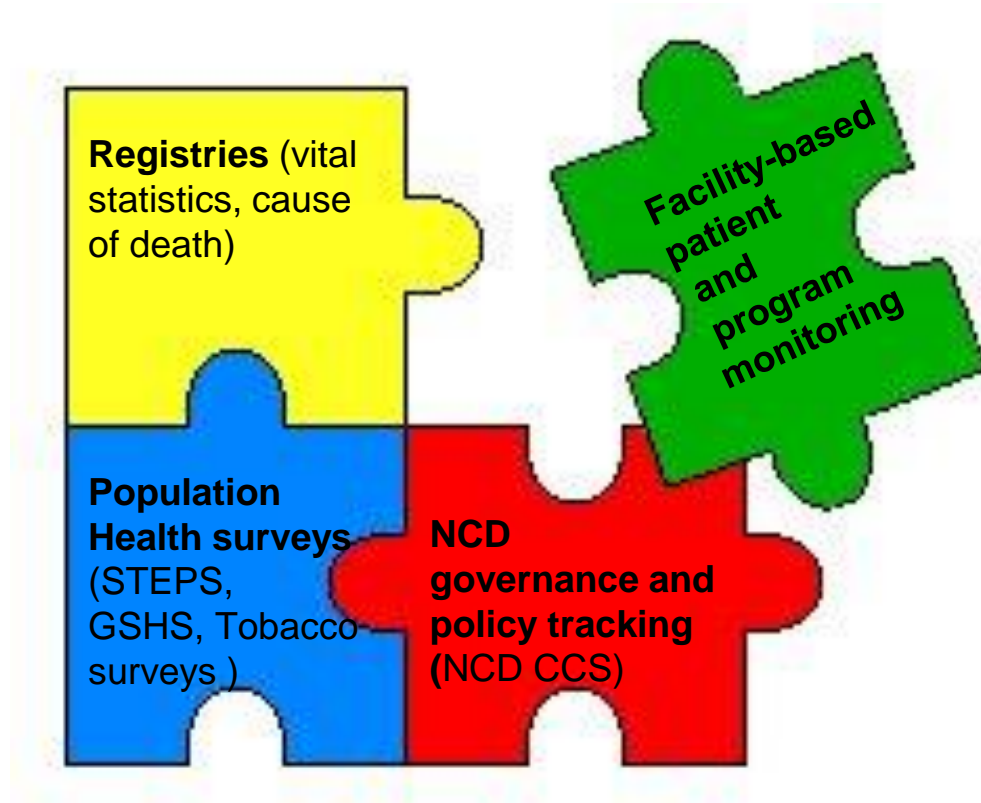


Primary Healthcare on the road to UHC, 2019 Monitoring Report



1. Accelerate national response based on the understanding of NCDs epidemiology and risk factors and the identified barriers and enablers in countries
2. Prioritize and invest in scale-up the implementation of most impactful and feasible interventions in the national context
3. Ensure timely, reliable and sustained national data on NCD risk factors, diseases and mortality for data driven actions and to strengthen accountability

## What we do need to complete the picture



# Thanks!



@MikkelsenBente\_

Do you have any questions?

[mikkelsenb@who.int](mailto:mikkelsenb@who.int)





# Systematic approach toward standardized NCD facility-based patient and programme monitoring



**Farshad Farzadfar**

Scientist, Surveillance, Reporting and Monitoring,  
Department for NCDs



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Noncommunicable Diseases

# Harnessing the power of facility data to achieve global NCD targets

## Systematic approach towards standardized NCD facility-based patient and program monitoring

**Dr. Farshad Farzadfar**

**Scientist,  
SMR Unit, NCD Department, HQ**



## 1. Design Phase:

- Standardization of the framework, indicators, and their metadata through a systematic and scientific process
- Development of standardized digital platform for data collection and data visualization
- Capacity building, consultancy, and supporting of the Member States for the implementation

## 2. Implementation Phase

- Policies and governance
- Implementation
- Capacities
- Data quality
- Data utilization for action



## Scope of the first phase of NCD facility-based patient and program monitoring

- Disease: Hypertension, Diabetes, CRD, Cancers, and (Oral Health)
- Used WHO technical packages
- Level of services: Limited to Primary Health Care delivery
- Type of facility: Limited the scope to the public sector
- Type of indicator: No finance indicator
- Type of data: Only the data that can be retrieved from the same healthcare facility



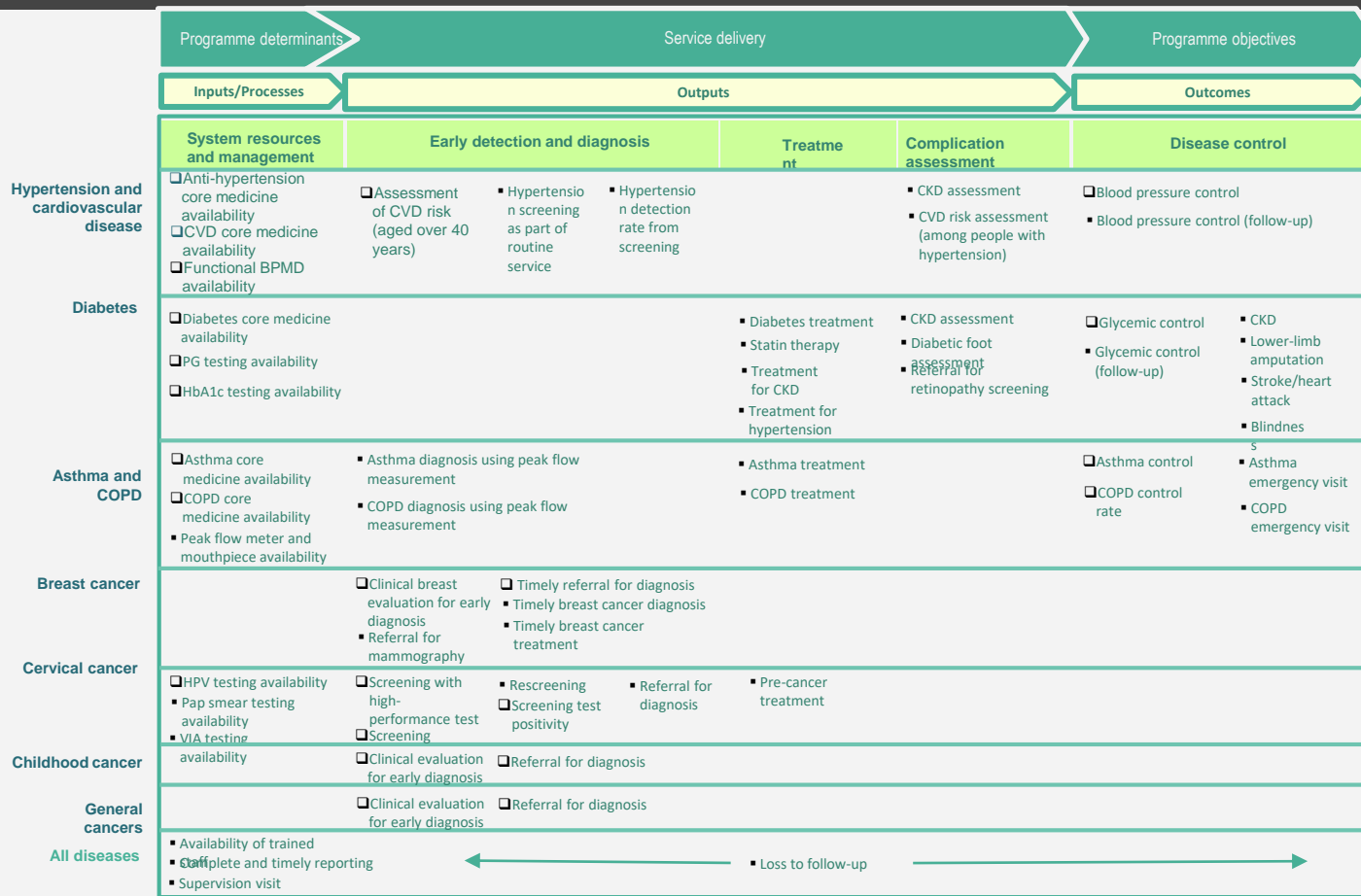
# Taken steps

- Internal experts' collaboration to develop the list of the indicators and their metadata
  - Hypertension
  - Diabetes
  - Chronic Respiratory Diseases
  - Cancers
- Design the Delphi method for receiving consensus on the list of the indicators and their metadata
  - Quantitative approach
  - Qualitative approach
  - Systematic review

# Taken steps

- Technical expert meetings
  1. Meeting on Feb 9<sup>th</sup>, 2022:
    - Inputs: framework, indicators, their metadata, and Delphi questionnaire
    - Outputs: indicators' scores and comments
  2. Follow up meetings on March 1<sup>st</sup> to 4<sup>th</sup>, 2022
    - Inputs: Indicators' scores and comments
    - Outputs: Required Modifications
- Modifying the list of the indicators and their metadata





# Core indicators

## 1. Hypertension:

- [C1-Availability of anti-hypertensive core medicines](#)
- [C2-Availability of cardiovascular disease core medicines](#)
- [C3-Availability of a functional blood pressure measuring device](#)
- [C4-Assessment of cardiovascular disease risk among people aged over 40 years](#)
- [C5-Blood pressure control among people with hypertension](#)

## 2. Diabetes:

- [C1-Availability of diabetes core medicines](#)
- [C2-Availability of plasma glucose testing](#)
- [C3-Availability of HbA1c testing](#)
- [C4-Glycaemic control among people with diabetes](#)

- NCD facility-based patient and program monitoring framework
- Health facility data analysis module: for NCD managers
- NCD facility-based patient and program monitoring Implementation package
- Facility level complementary questionnaire/package of STEPS survey
- Digital platform

- Coordination with countries for implementation
- Virtual training workshop
- Evaluation package
- Expansion to hospital and tertiary services

## Lesson learned from the adventure

- Indicators related availability of medicines, device, test, and staff and people in control are crucial in diseases such as HTN, diabetes, CRD
- Indicators that concern timeliness and referral pathway are crucial for cancer group
- List of medications could vary from one country to another one since it includes minimum set of medications introduced by WHO technical packages
- For the sake of consistency across countries, no major modification is possible at country level, which includes title, definition, purpose, numerator and denominator, as well as method of calculation
- Minor modifications including report frequency, data users, and disaggregation could vary from a country to another country
- Cross sectional indicators due to being easier to understand, and easier to obtain needed data are

## Next steps

- Evaluate feasibility
- Assess FBPPM impact and outcome on the Global NCDs Targets
- Data quality concerns
  - Facility level survey
  - Linkage with other data source
- Statistical models to compare the results with available most recent population estimates
- Expansion the model to private sector



# Information policy standards for effective patient and programme monitoring



**Roberta Caixeta**

Advisor, NCD Surveillance, Prevention and control, NCD and Mental health department,  
WHO Regional Office for the Americas



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# ***Harnessing the power of facility data to achieve global NCD targets: a focus on facility-based care and programme monitoring***

## **Efforts to improve the availability and quality of healthcare facility data in the Region of the Americas**

Roberta Caixeta

Advisor on NCD Surveillance, Prevention and Control  
Noncommunicable Diseases and Mental Health Department  
Pan American Health Organization

# **PAHO/WHO interprogrammatic technical working group:**

## **Digital Health and NCDs**

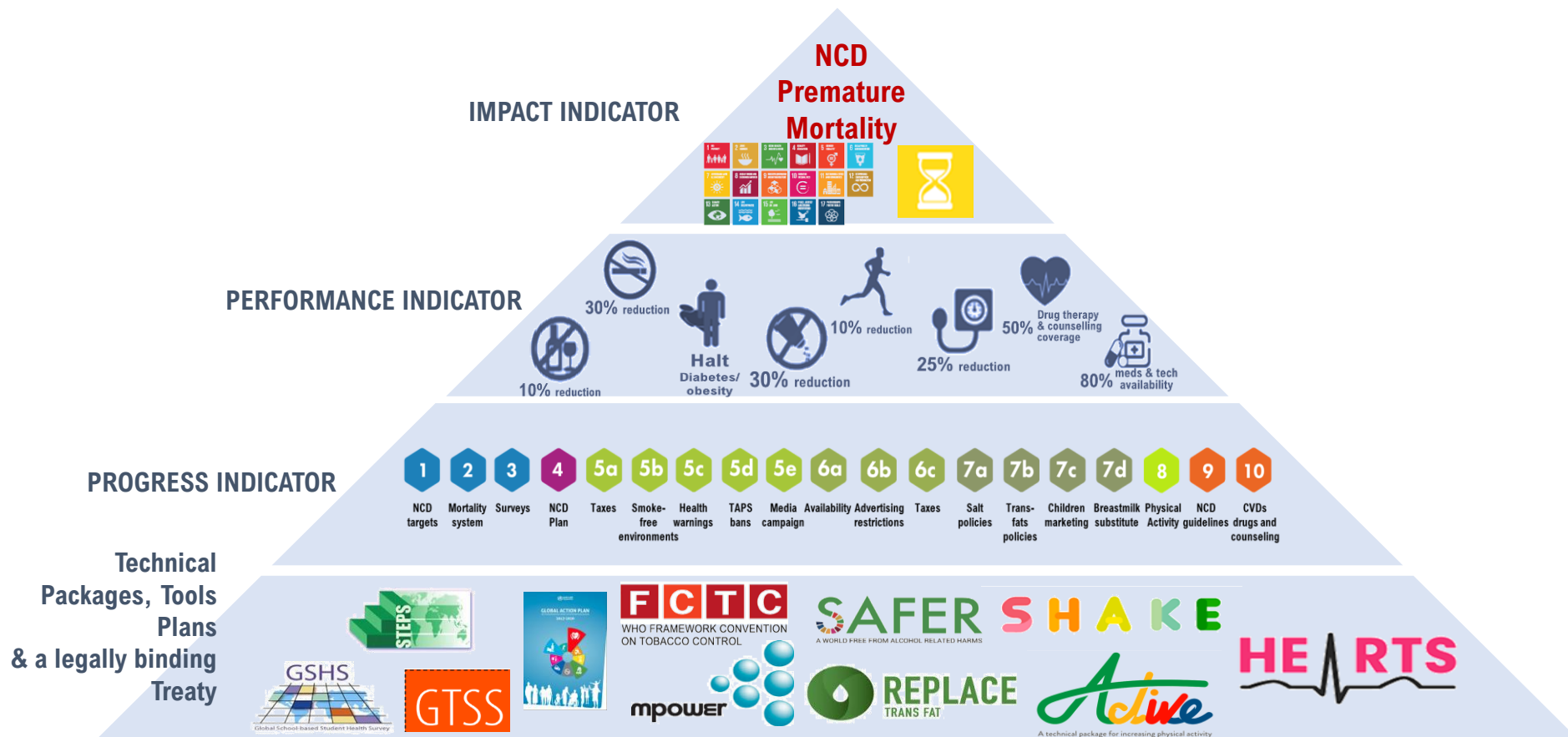
### **Department of Noncommunicable Disease and Mental Health – NMH:**

Anselm Hennis  
Silvana Luciani  
Pedro Orduñez  
Roberta Caixeta  
Daniel Oztzy

### **Department of Evidence and Intelligence for Health - EIH**

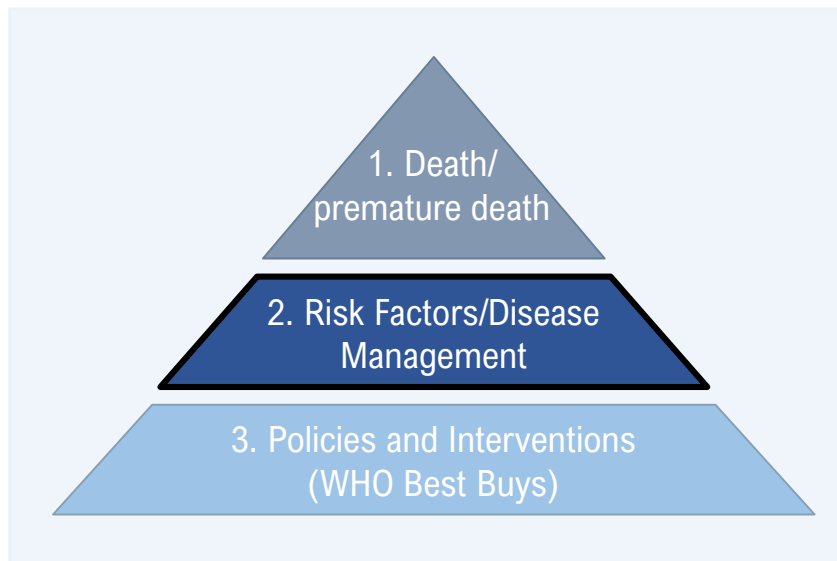
Sebastian García-Saisó  
Marcelo D'Agostino  
Myrna Marti  
Daniel Doane

# The logical structure: Global Monitoring Framework & Policies and Interventions



# The power of healthcare facility data to achieve global NCD targets

Save and improve quality of life



How can healthcare facility data help  
countries to achieve the global NCD  
targets?

- Monitor the **continuity** and **quality** of care
- Improve **diagnosis** and **adherence** to treatment
- Improve **quality of care** of those people living with **more than 1 condition (multimorbidity)**

**People-centered healthcare**

Requires an information system with a **people-centered approach** instead focusing the data collection on individual disease/condition - *interoperability*

# The power of health facility data to achieve global NCD targets

Key features to consider when implementing healthcare facility and program monitoring tools:

## Data policy/governance constraints:

- **National authority** with responsibility for decision-making on data and standards.
- **Policies** related to data **collection, use** and **dissemination**:
  - Protection of personal health information.
  - Mandatory use of data standards and reporting.
- **Policies and SOPs** related to **information management**:
  - Establish the responsibilities for collection, processing, and data analysis.
  - Data quality framework and processes.
- **Capacity building** and personnel training plans.

## Key data standards:

- Leveraging current standards for **interoperability** (e.g. HL7/FHIR).
- Establishment of **data dictionaries** (definitions of individual data elements).
- **Indicator definitions** aligned with both national and international standards.



# Regional Efforts: Digital Health Transformation

Opportunity to improve the facility-based care and programme monitoring



## Global strategy on digital health 2020-2025



## 168th SESSION OF THE EXECUTIVE COMMITTEE

Virtual Session, 21-25 June 2021

Provisional Agenda Item 4.3

CE168/10  
5 May 2021  
Original: English

### ROADMAP FOR DIGITAL TRANSFORMATION OF THE HEALTH SECTOR IN THE REGION OF THE AMERICAS

#### Introduction

1. Frequently, those who need most from the health system are those who have least access to it. Digital technologies have the potential to increase access, but populations with the greatest health vulnerability typically have the lowest levels of digital health connectivity and literacy. In the Region of the Americas, hundreds of millions of people continue to experience structural discrimination, exclusion, and inequality due to lack of access to digital technologies and to the potential health benefits associated with their use. There is an urgent need for digital transformation of the health sector, but it must specifically aim to ensure equitable access to all populations, especially those living in situations of vulnerability. A non-equitable approach to digital transformation could end up being counterproductive, disadvantaging vulnerable populations even more.

2. The COVID-19 pandemic has accelerated the need for a rapid adoption of digital solutions in public health. Information systems and digital health solutions that are accessible and ready to use have proved crucial to the delivery of care at all levels of the system: the patient, the community, the care team, the health care organization, and the political and economic environment. Digital solutions will also be key to post-pandemic recovery and rebuilding. The response to the pandemic has shown that for digital solutions to be effective, systemic changes are required. Such changes can result in new and innovative ways to fulfill the mandate of the health sector.

3. This policy aims to support ministries of health to participate in a safe, ethical, equitable, inclusive, and cost-effective way in the digital transformation processes of governments, with a view to accelerating the adoption and implementation of interoperable digital health solutions across all sectors through a multi-stakeholder approach. As digital health tools vary in scope and purpose, this requires an understanding of the specific value and requirements of each technology, but should also consider access to mobile phone, electricity and internet. Also needed are guidelines that will help countries co-create and adopt joint solutions and develop public policies, taking into account the perspectives and

#### 8 Guiding Principles for Digital Transformation of the Health Sector

1	Universal connectivity		Ensure universal connectivity in the health sector by 2030
2	Digital public goods		Co-create digital public health goods for a more equitable world
3	Inclusive digital health		Accelerate towards inclusive digital health with an emphasis on the most vulnerable
4	Interoperability		Implement interoperable, open, and sustainable digital health and information systems
5	Human rights		Mainstream human rights in all areas of digital transformation in health
6	Artificial intelligence		Participate in global cooperation on artificial intelligence and any emerging technology
7	Information security		Establish mechanisms for trust and information security in the digital environment of public health
8	Public health architecture		Design public healthcare architecture in the era of digital interdependence

## From the evolution of Information Systems for Health to the Digital Transformation of the Health Sector

IS4H CONFERENCE REPORT



COLLABORATE | COCREATE | MONITOR

PAHO  

# Health care facility data and monitoring programs

PAHO/WHO Initiative – Regional repository on Digital Public Goods



Digital public goods

Co-create digital public health goods for a more equitable world

**Digital public goods** must include open-source software, standards, algorithms, data, applications, and content designed with the appropriate architecture and licensing. These attributes should allow to be scaled to diverse populations and contexts, and to be implemented with the appropriated local adaptations.

- Map the needs and **maturity level** of the health information system (IS4H) – scale up approaches (from paper-based to electronic tools).
- **Assessment** of the regulatory frameworks available in countries **and development of tool to guide the preparation of regulatory acts/legislation** on Digital Health (including Electronic Health Records/Monitoring health care tools).
- Inventory/**identify certified tools** available to be used **to monitor NCDs at the primary health care level**.
- Dissemination/adaptation of the WHO **set of standard indicators** developed for health care facility.
- **Self-management tools** available to improve disease management by PLWNCD.
- **RACSEL** – *Red Americana de Cooperación sobre Salud Electrónica*.



Thank you!

[caixetro@paho.org](mailto:caixetro@paho.org)

**PAHO**



Pan American  
Health  
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REGIONAL OFFICE FOR THE  
Americas

# Comprehensive primary health care NCD solution: building local health workforce capacities for facility-based patient and programme monitoring



**M.A. Balasubramanya**

Advisor, Community Processes and  
Comprehensive Primary Health Care in National  
Health System Resource Centre, Ministry of  
Health and Family Welfare, India



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# Using a Digital Platform to Enhance Community-based Primary Health Services In India

## Govt. of India's CPHC NCD IT System – Designing and Implementing an Effective NCD patient and Programme monitoring

**Dr.M.A.Balasubramanya**

Advisor, Community Processes and Comprehensive Primary Health Care  
Ministry of Health and Family Welfare, Govt of India

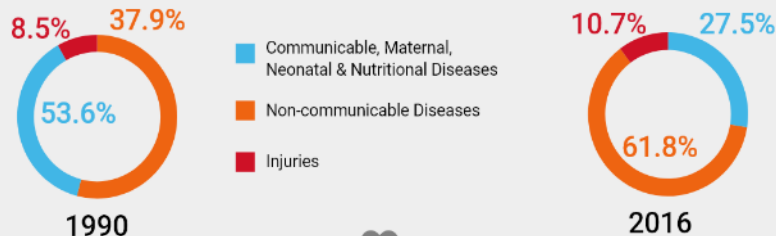
**June 2022**

# Indian Context

## Rising burden of NCDs

### Epidemiological Transition

Contribution of major disease groups to total deaths in India, 1990 and 2016



**63%** Of deaths caused by NCDs



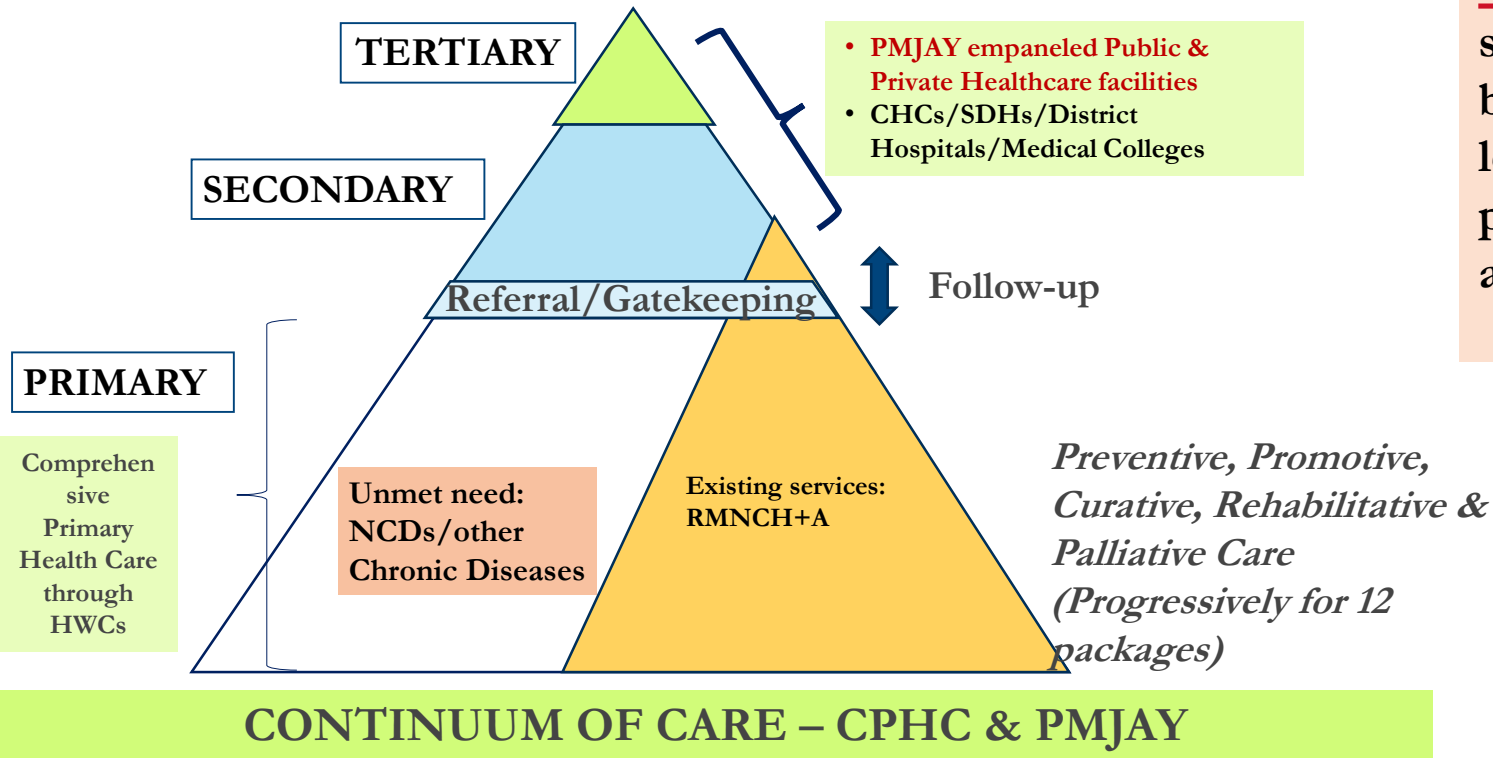
**24%** Of men and **21% women** suffer from hypertension\*

\*Elevated blood pressure (Systolic  $\geq 140$  mm of Hg and/or Diastolic  $\geq 90$  mm of Hg) or taking medicine to control blood pressure -National Family Health Survey 2019-

## National Health Policy – 2017

- ✓ Change from very **selective** to **comprehensive primary health care package**
- ✓ **Up to two-thirds or more** of financial resources to be **spent on primary care**
- ✓ **Extensive deployment of digital tools** for improving the efficiency and outcome of the healthcare system.
- ✓ **Inclusive partnerships –**
- ✓ **Integrated health information system - Ayushman Bharat Digital Mission (ABDM) - Enabling Digital Healthcare for all**

Leveraging digital health for two-way systemic linkages between various levels of care viz., primary, secondary and tertiary



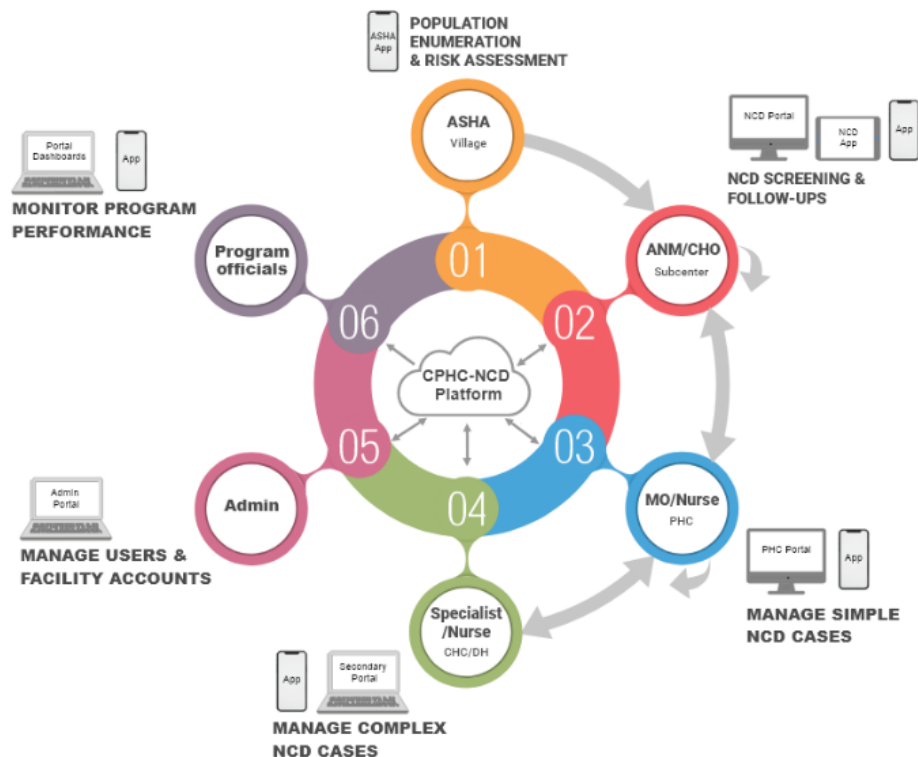
A **Robust IT system** is one of the key reforms for transformation of primary health facilities (SHC, PHC) to AB-HWCs.



# CPHC NCD IT System - Ministry of Health & Family Welfare, Govt of India

## CPHC NCD Objectives

- **Individual:** Continuum of Care
  - Every individual is counted and followed up from enrolment to treatment and management over time
- **Care Providers:** Productivity & Quality
  - Standardizing care quality, task-shifting
- **Health Officials-** Executing at Scale
  - Providing timely, quality data down to village level for program managers and decision makers
  - Dashboards, analytics. Interoperability



*Suite of 6 apps powered by a Platform  
designed to enable smooth delivery of services*

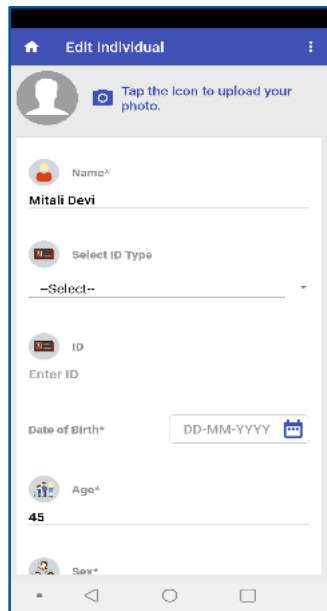
**231 mn** people digitally enrolled

**58 mn** over age of 30 screened

**1,00,000+** Individuals trained (Data as 30 May'22)

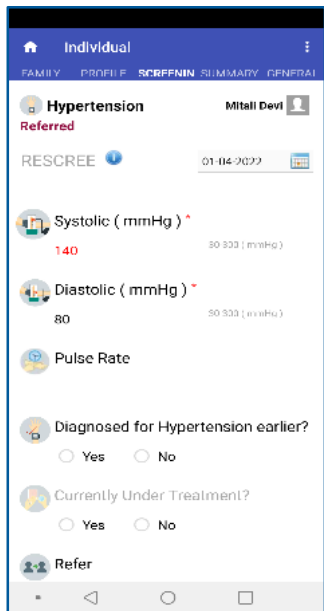


# Application screenshots for each stage



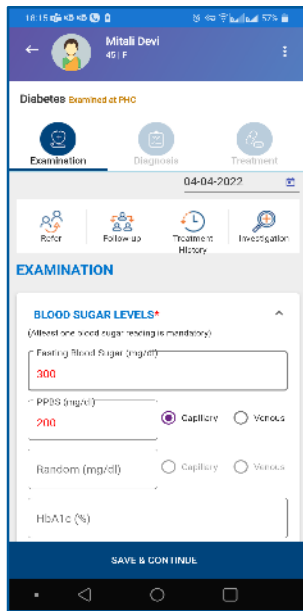
The Enrolment screen is titled 'Edit Individual'. It features a profile icon with a camera icon and the text 'Tap the icon to upload your photo.' Below this, there are fields for 'Name\*' (filled with 'Mitali Devi'), 'Select ID Type' (a dropdown menu), 'ID' (a text field with 'Enter ID'), 'Date of Birth\*' (a date picker set to 'DD-MM-YYYY'), 'Age\*' (a text field with '45'), and 'Sex\*' (a dropdown menu). Green arrows on the right side of the screen indicate the flow to the next stage.

**Enrolment**



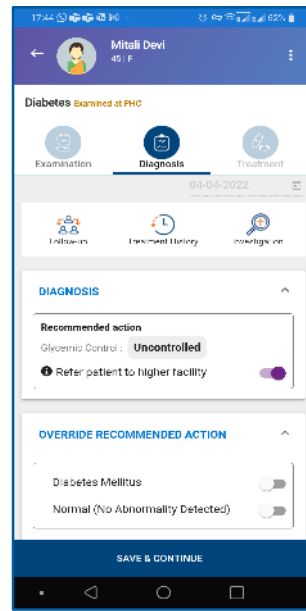
The Screening screen is titled 'Individual' and shows a 'Hypertension Referred' status. It includes a 'RESCEE' button and a date '01-04-2022'. Below this, there are fields for 'Systolic (mmHg)' (140), 'Diastolic (mmHg)' (80), and 'Pulse Rate'. There are also checkboxes for 'Diagnosed for Hypertension earlier?' and 'Currently Under Treatment?'. A 'Refer' button is at the bottom. Green arrows on the right side of the screen indicate the flow to the next stage.

**Screening**



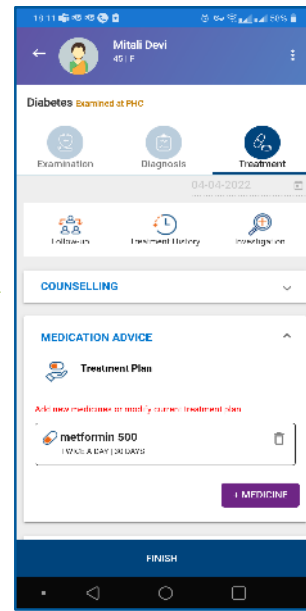
The Examination screen is titled 'Mitali Devi 45 F' and shows 'Diabetes Examined at PHC'. It has tabs for 'Examination', 'Diagnosis', and 'Treatment'. The 'Examination' tab is active, showing 'BLOOD SUGAR LEVELS\*' with fields for 'Fasting Blood Sugar (mg/dl)' (300), 'PPBS (mg/dl)' (200), and 'Random (mg/dl)'. There are also checkboxes for 'Capillary' and 'Venous'. A 'SAVE & CONTINUE' button is at the bottom. Green arrows on the right side of the screen indicate the flow to the next stage.

**Examination**



The Diagnosis screen is titled 'Mitali Devi 45 F' and shows 'Diabetes Examined at PHC'. It has tabs for 'Examination', 'Diagnosis', and 'Treatment'. The 'Diagnosis' tab is active, showing 'Recommended action' with 'Glycaemic Control: Uncontrolled' and a checkbox for 'Refer patient to higher facility'. There is also an 'OVERRIDE RECOMMENDED ACTION' section with checkboxes for 'Diabetes Mellitus' and 'Normal (No Abnormality Detected)'. A 'SAVE & CONTINUE' button is at the bottom. Green arrows on the right side of the screen indicate the flow to the next stage.

**Diagnosis**



The Treatment screen is titled 'Mitali Devi 45 F' and shows 'Diabetes Examined at PHC'. It has tabs for 'Examination', 'Diagnosis', and 'Treatment'. The 'Treatment' tab is active, showing 'COUNSELLING' and 'MEDICATION ADVICE' sections. The 'MEDICATION ADVICE' section shows 'metformin 500' and a 'FINISH' button. A '1 MEDICATION' button is at the bottom right. Green arrows on the right side of the screen indicate the flow to the next stage.

**Treatment**

- Health record portability enabled by unique Health ID
- Beneficiary can walk into any facility; health provider can search & access health record with latest patient status visibility
- SMS sent to beneficiaries - Reminder for preventive screening, Annual Re- screening

# SMS to mobilize beneficiaries



Reminder for  
**preventive  
screening**



Reminder for  
**Annual  
Re- screening**



Reminder to  
complete **referral  
visit**



**Proactive**  
communication with  
beneficiaries



**Improved  
follow  
adherence** and  
continuum of care



**Improved  
awareness** of  
NCD and HWC  
services

प्रिय Anita  
पहचान संख्या  
12-3456-7891-6543

आपकी पिछली जांच 8-12-2020  
को हुई थी।

कृपया अपने निकटतम आयुष्मान  
भारत हेल्थ एंड वेलनेस सेंटर पर पुनः  
स्वास्थ्य जांच अवश्य कराएं।

धन्यवाद - National NCD  
Program

Dear Anita  
ID no. 12-3456-7891-6543

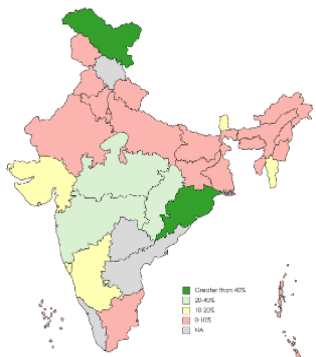
Your annual free screening  
for Diabetes is due on  
15-12-2021.

Please visit your nearest  
Ayushman Bharat Health  
and Wellness center or any  
government health center  
to complete your screening.  
Kindly ignore if already done.

Thank you - National NCD  
Program

# Dashboards for data driven Program Monitoring

## Screening Coverage vs Target Population



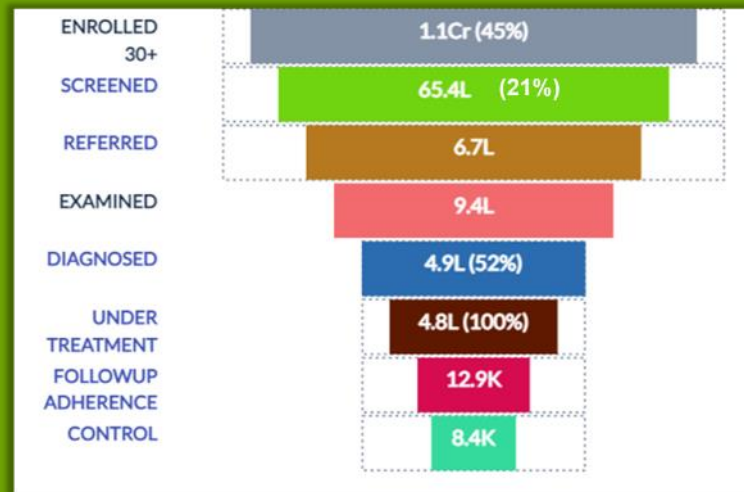
Data insights through **dashboards** enable health officials to **plan and track performance** against targets

**User-friendly interface** with multiple filter options for data analysis, Drill Down till lowest monitoring catchment level

VIEW AS: Count ☒ Count & percentage

States	Enrolled 30+	Screened First TL...	Referred To PHC	Examined	Diagnosed	Under Treatment	FollowUp Adher...
Delhi	3,004	505	554	1,386	1,007	858	51
North West	3,004	505	554	1,386	1,007	858	51
+ A WARD	7	5	3	3	2	2	1
+ AA Ward	2	0	0	2	2	1	0
• Abcd	52	32	5	10	9	9	3
• Abc1	51	32	5	8	7	7	2
• Mohan Longda	51	32	5	8	7	7	2
Other	46	29	2	6	6	6	2
Qqq	5	3	3	2	1	1	0
Www	0	0	0	0	0	0	0

CPHC NCD Dashboard helps to analyze trends of **Continuum of Care** and identify the unreached population through treatment and follow up.



# Challenges and Solutions-Human Resources

## Challenges

### 1. Human Resource issues

- a. **Perceived increased work- load**
- b. **Front line workers**
  - i. Inadequate digital literacy amongst Field Level Functionaries (ASHAs, ANMs);
  - ii. Language preferences
  - iii. Terrain of work with poor internet connectivity
- c. **Medical professionals**
  - i. Poor adherence to technology

## Solutions

### App-based

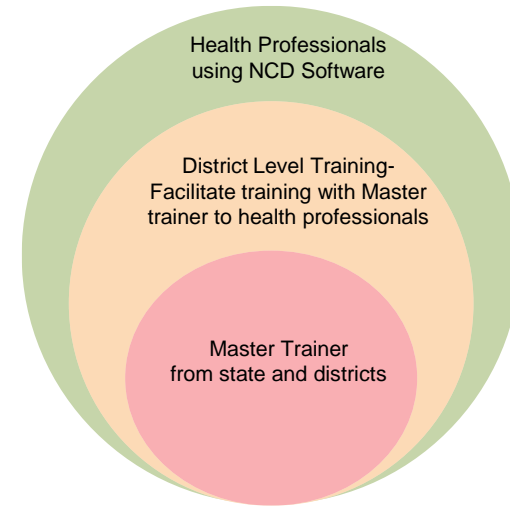
- ✓ **User-friendly Design-** Participative design, Intuitive layouts, minimal data entry, simple language
- ✓ **Easy tracking of clients - Creation of ABHA\* number with. QR code**
- ✓ **SMS reminders** to beneficiaries ease the work of field level functionaries to make in-person home-visits.
- ✓ Apps for **Community health workers** operate in offline mode
- ✓ CPHC –NCD system supported in **11+ languages** Training support in vernacular languages
- ✓ Suggestive treatment protocols for faster decision
- ✓ User level Dashboard for better planning and self monitoring
- ✓ Peer support

### Training and support

- ✓ Cascade training and tiered support
- ✓ Innovative learning mechanisms

# Cascade Field Training & Tiered Support Models

- A robust training process tailored for low digital literacy and technology acceptance by users.
- Cascade model of training - sustainable pool of trainers.
- 1,00,000 + health workers & doctors trained.
- Support mechanism is a well-structured SOP driven, 3-tiered system with an escalation matrix.



**Cascade Training Model**



**Support & Escalation structure**

# Challenges and Solutions-Human Resources

Challenges	Solutions
<b><u>1. Infrastructure</u></b> <ul style="list-style-type: none"><li>• Inadequate IT hardware</li><li>• Poor internet penetration in remote, interior, hilly areas</li></ul>	<b><u>App-based</u></b> <ul style="list-style-type: none"><li>✓ Dedicated NHM funds for IT infrastructure (smartphone, laptop) and internet at AB-HWCs.</li><li>✓ Offline data syncing reported in CPHC-NCD system</li></ul>



# Inclusive partnerships for the design and implementation

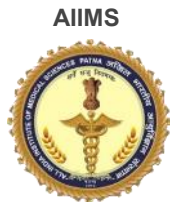
## Government



NCD, DGHS, NHM & eGov Divisions of Ministry



## Academic Partners



## Development Partners





# End of Presentation





# Integration of NCD service package in the Iranian PHC, based on electronic health records



**Ardeshir Khosravi**

Head of Health Information and Statistical  
Group, Deputy for Public Health at the Ministry  
of Health and Medical Education, Iran (Islamic  
Republic of Iran)



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Noncommunicable Diseases

# Integration of NCD Service Package in the Iranian PHC Based on Electronic Health Record

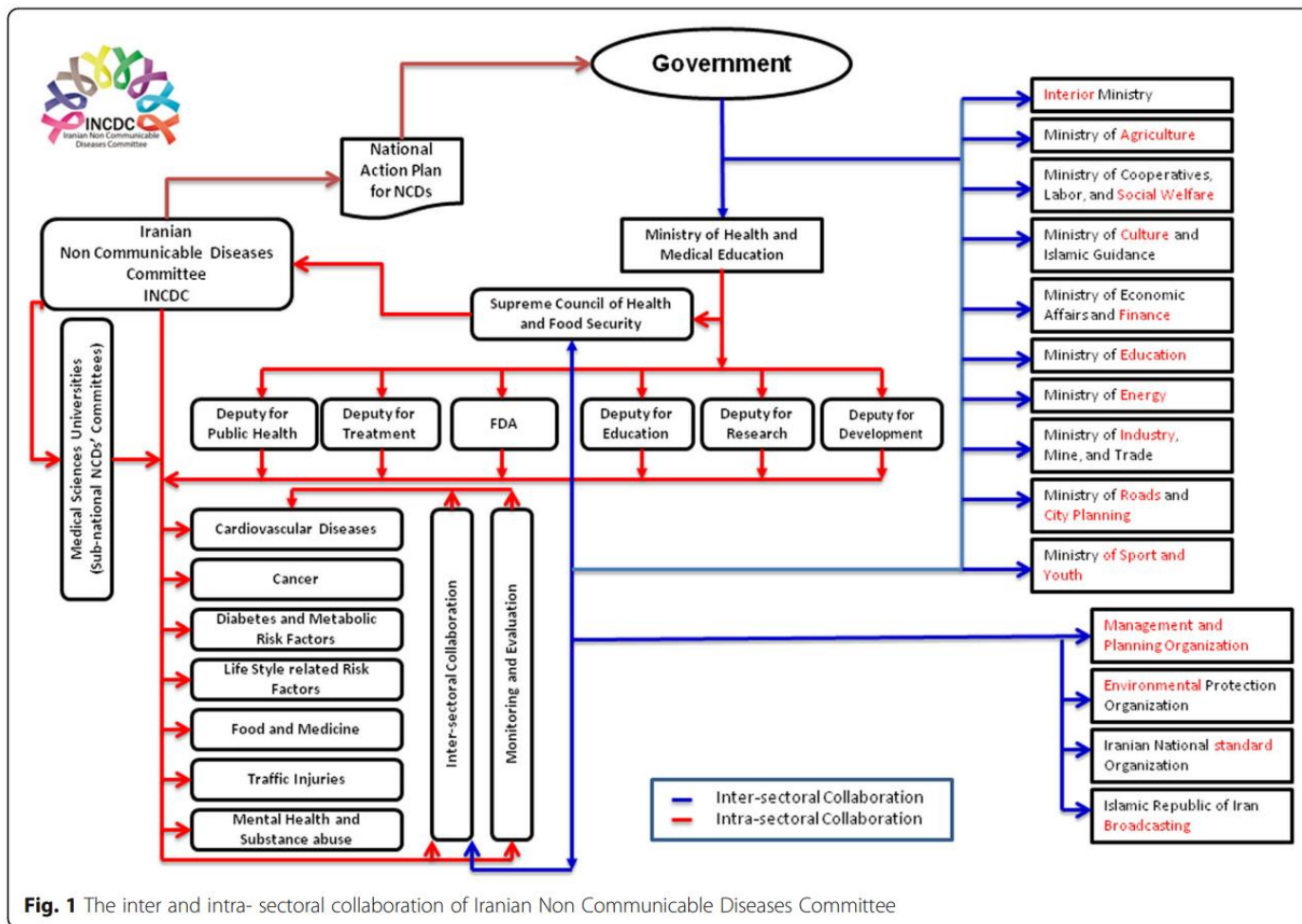
Presented by: Ardeshir Khosravi  
Technical Deputy of Center for PHC Network Management  
Iranian Ministry of Health and Medical Education

# Introduction

- In Iran, Health service delivery is based on PHC that was designed and implemented in 1983
- During the last 4 decades, the Iranian health system has made acceptable achievements that the role of PHC in these achievements is undeniable.
- By changing the epidemiological pattern of diseases and increasing non-communicable diseases in Iran, as in other countries, by implementing the Health Transformation Plan in Iran, non-communicable diseases were considered as one of the priorities in the designing new PHC

# Iran HTP and integration of NCD in the New PHC

- Revising service packages based on population needs NCD, Nutrition and mental health (with new workforces)
- Integration NCD based on **Package of Essential Non communicable Disease:**
- Prevention of **heart attacks and strokes** through integrated care for **diabetes, hypertension, hyperlipidemia** and **obesity**
- Prevention, early detection and screening of **colon cancer, breast cancer, cervical cancer**
- Developing Electronic Health Record based



**BTC:** Behvarz Training Centre

**HP:** Health Post

**HH:** Health House

**UHC:** Urban Comprehensive Health Centre

**RCHC:** Rural Comprehensive Health Centre

**SP:** Specialized Polyclinic

**WHV:** Woman Health Volunteers

Chancellor of University of Medical  
Sciences & Health Services

# District Health Networks in IRAN (PHC)

Directorate of District  
Health Network

BTC

District  
Health  
Center

District  
Hospital

SP

UHC

No=2815

HP

HP

HP

No=5370

No=2821

RCHC

No=180000

HH

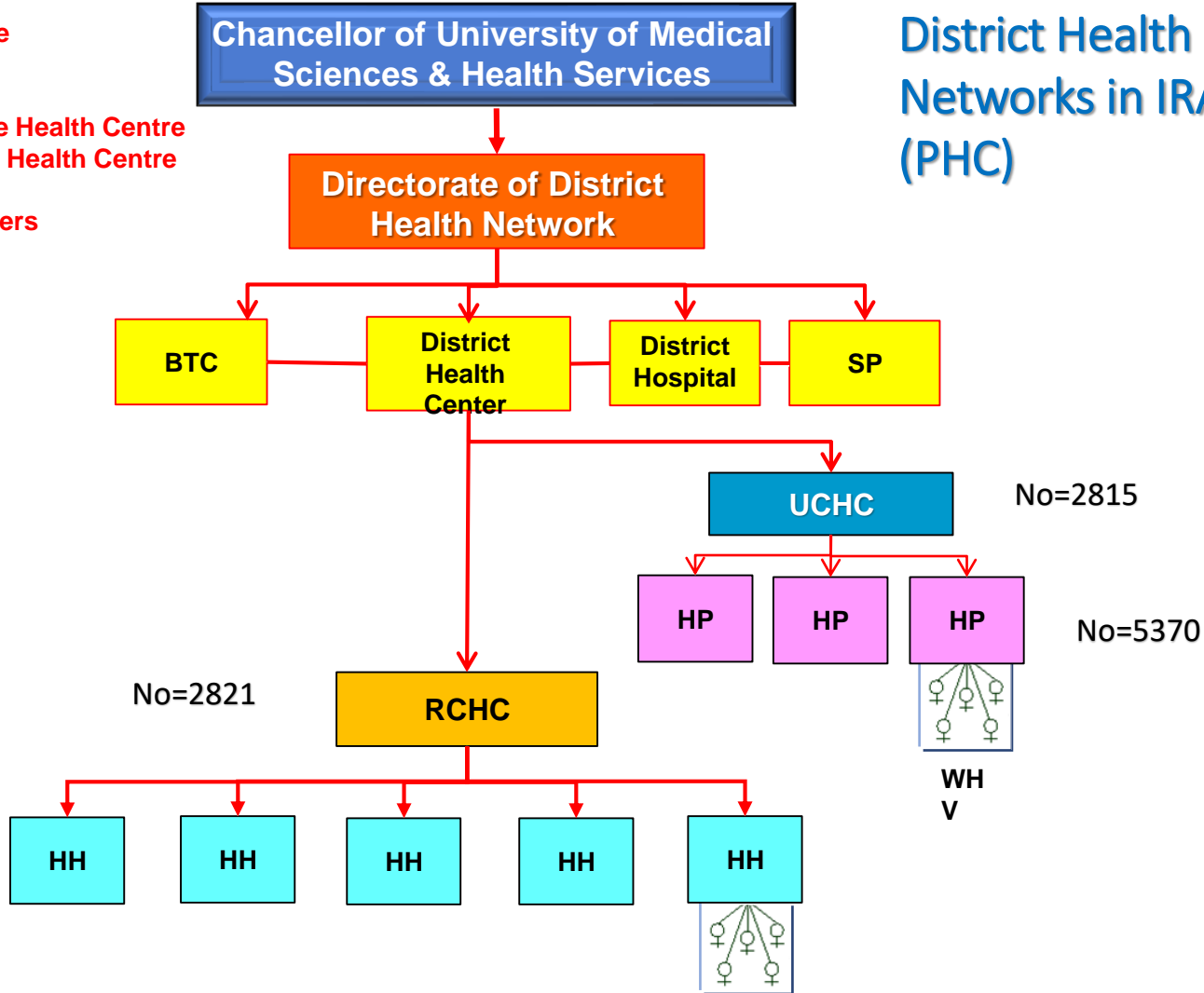
HH

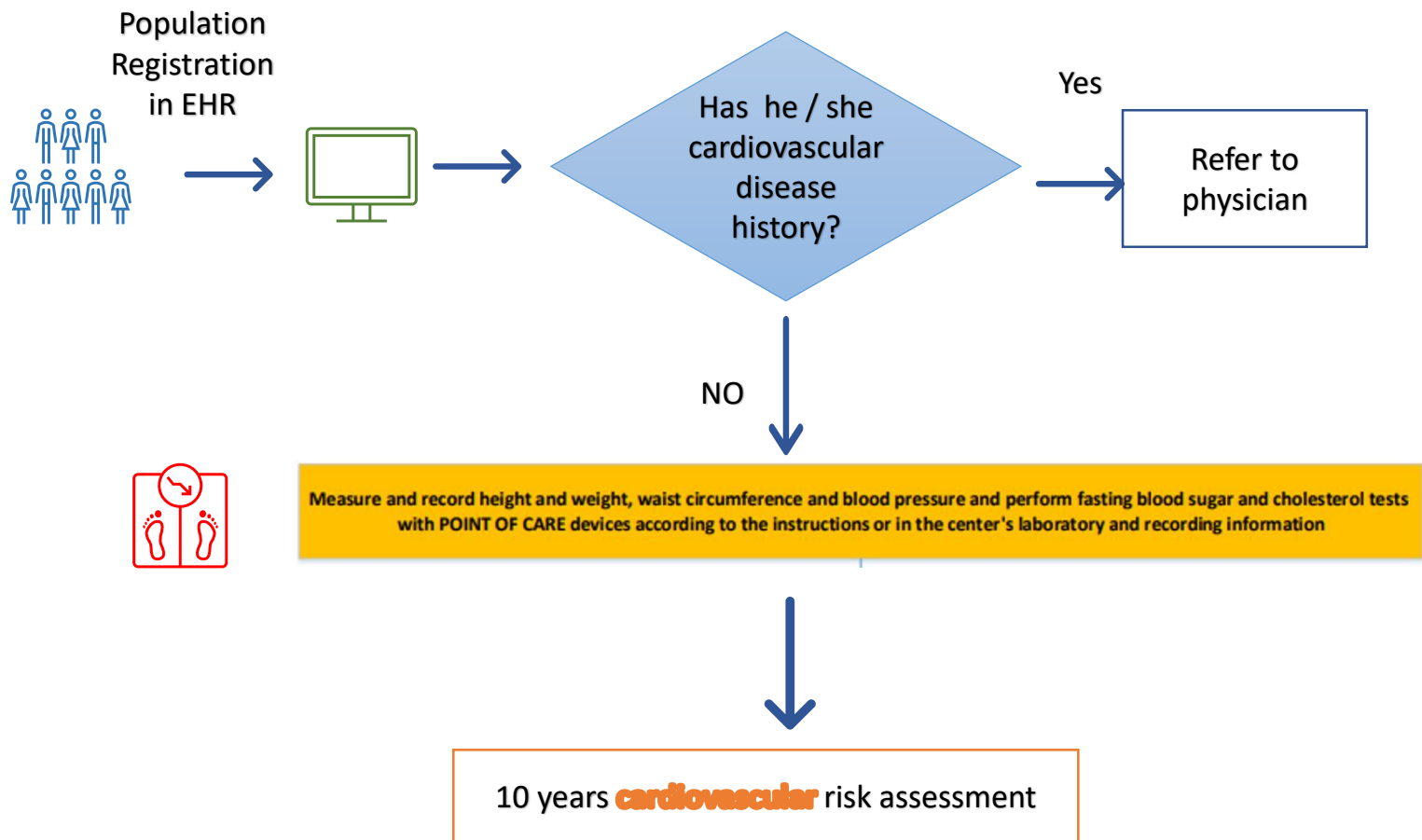
HH

HH

HH

WH  
V





ارتباط با  
سرویس قطع می  
باشد

وزارت بهداشت، درمان و آموزش  
معاونت بهداشت

سامانه  
یکپارچه  
بهداشت

مدیریت سامانه  
ثبت نام و سرشماری  
ارائه خدمت  
ثبت وقایع  
آزمایش ها  
گزارش ها  
پیام ها  
گزارشهای دوره ای

پایگاه سلامت روستایی همت  
انتخاب خدمت گیرنده

شماره ملی خدمت گیرنده  
اردشیر خسروی [مراقب سلامت]

خروج

نقش های شما در سامانه لطفا یک نقش را انتخاب کنید

### Electronic Health Record at the facility level

پزشک در مرکز خدمات جامع سلامت روستایی نیکان

مراقب سلامت در پایگاه سلامت روستایی همت

مراقب سلامت - ماما در پایگاه سلامت منمیمه چانف

ورود به سامانه

امروز: 1401/3/18

نسخه 8.23 - تمام حقوق محفوظ است - وزارت بهداشت، درمان و آموزش پزشکی



مدیریت سامانه ▾ ثبت نام و سرشماری ▾ ارائه خدمت ▾ ثبت وقایع ▾ آزمایش ها ▾ گزارش ها ▾ پیام ها ▾ گزارشهای دوره ای ▾ خروج

پایگاه سلامت روستایی همت ▾ خدمت گیرنده یوسف وهابی ▾ فهرست خانوار یوسف وهابی ▾ 100003765 اردشیر خسروی [مراقب سلامت]

فهرست مراقبتها

یوسف وهابی  
34 سال و 25 روز  
مشاهده سوابق

جستجو

مراقبت های انجام نشده ▾ مراقبت های انجام شده ▾ مراجعه با شکایت

پیشگیری از سکتة های قلبی و مغزی از طریق خطر سنجی و مراقبت ادغام یافته دیابت، فشار خون بالا و اختلالات چربی های خون - غیر پزشک (حضورى) ▾ مراقبت انجام نشده است

1397/03/05

تن سنجی و ارزیابی الگوی تغذیه غیر پزشک

مراقبت غربالگری خانوار (مبتنی بر درخواست)

غربالگری COVID19- غیر پزشک (مرحله سوم)

عوارض واکسیناسیون کرونا

فرم ثبت اطلاعات بهداشت محیط خانوار

واکسیناسیون آنفلوانزا

تست شنوایی کودک

ارزیابی بیماری هپاتیت ب مراجعه حضوری

ارزیابی سلامت روان - میانسالان - غیر پزشک (غیر حضوری)

غربالگری اولیه درگیری با مصرف دخانیات ، مواد و الکل (30 تا 60 سال) غیر پزشک

ارزیابی بیماری سل - غیر پزشک (مبتنی بر درخواست)

ارزیابی و شناسایی افراد مشکوک به آسم - غیر پزشک (مبتنی بر درخواست)

پیشگیری و مراقبت بیماران آسم - غیر پزشک (غیر حضوری)

10 years **cardiovascular** risk assessment service can be selected from the list of care

پیشگیری از سکتة های قلبی و مغزی از طریق خطر سنجی و مراقبت ادغام یافته دیابت، فشار خون بالا و اختلالات چربی های خون - غیر پزشکی

فرد دارای کدامیک از سوابق زیر می باشد :

The person has any of the following History:

- ☐ History of myocardial infarction
- ☐ History of invasive treatment intervention (ballooning or cardiac stent)
- ☐ History of Open-Heart Surgery (CABG)
- ☐ History of stroke History of lower extremity artery occlusion
- ☐ None

☐ سابقه سکتة قلبی

☐ سابقه انجام مداخله درمانی تهاجمی (بالون گذاری یا استنت قلبی)

☐ سابقه عمل جراحی باز قلب (CABG)

☐ سابقه سکتة مغزی

☐ سابقه علایم گرفتگی شریان های اندام تحتانی

☒ هیچکدام

بعدي

مدیریت سامانه - ثبت نام و سرشماری - ارائه خدمت - ثبت وقایع - آزمایش ها - گزارش ها - پیام ها - گزارشهای دوره ای - پایگاه سلامت روستایی همت - خدمت گیرنده یوسف وهابی - فهرست خانوار یوسف وهابی - گزارشهای دوره ای

آزمایش خون - آزمایش - 100003785 - آزمایش خون - آزمایش سلامت

پیشگیری از سکته های قلبی و مغزی از طریق خطرسنجی و مراقبت اذغام یافته دیابت، فشارخون بالا و اختلالات چربی های خون - غیر پزشکی

بازگشت

قد	Height	180	سانتیمتر
وزن	Weight	90	کیلوگرم
دور کمر	Waist	95	سانتیمتر
فشار خون سیستولیک (بار اول)	centimeter Systolic blood pressure (first time)	130	میلیمتر جیوه
فشار خون دیاستولیک (بار اول)	Diastolic blood pressure (first time)	70	میلیمتر جیوه

فرد دارای کدامیک از عوامل خطر زیر می باشد:

Which of the following risk factors does a person have:

Smoking ☐ مصرف مواد دخانی

alcohol consumption ☐ مصرف الکل

History of diabetes in first-degree family members ☐ سابقه دیابت در افراد درجه یک خانواده

History of premature cardiovascular events in first-degree family members (including myocardial infarction under 65 years in women and under 55 years in men) ☐ سابقه حوادث قلبی عروقی زودرس در افراد درجه یک خانواده

History of kidney failure in first-degree family members ☒ بیمار شناخته شده مبتلا به فشارخون بالا

☒ بیمار شناخته شده مبتلا به دیابت

☐ هیچکدام

آیا فرد مبتلا به فشارخون بالا، دارای گاهنده فشارخون مصرف می کند؟

Patient known to have high blood pressure ☐ خیر

Known patient with diabetes ☐ خیر

None ☐ خیر

Is a person with high blood pressure taking antihypertensive medicine? Yes ☐ خیر

No ☐ خیر

Fasting blood sugar mg / dL Total Cholesterol ☐ خیر

130 mg/dL

200 mg/dL

بهدی

● **طریقه پختی :**

- **نتیجه بررسی فشارخون :**
- **مستطاب به فشارخون بالا**
- **فشارخون کنترل شده**
- **نتیجه بررسی قندخون :**
- **مستطاب به دیابت**
- **بیماری دیابت با کنترل مطلوب قند ناشتا**
- **نتیجه بررسی اِپای کولون :**
- **احتمال ابتلا به اختلال ایبید**
- **نتیجه بررسی نهای توده بدنی :**
- **نهای توده بدنی 27.78**
- **اضافه وزن**
- **چاقی شکمی دارد**
- **نتیجه بررسی سطح شکر :**
- **سطح شکر کمتر از 10 :**

## Actions

پیروی و مراقبت توسط یک کارکن بهداشتی یک ماه بعد

later and by a doctor three months

Next follow-up date

Refer to a nutritionist for nutrition advice

Referral to Community Health Center (Physician / Nutritionist)

Follow up 12 months

later Next follow-up date

referral to a physician

### Description

☒ تأیید نهایی

● ارجاع

### میز کار رئیس گروه آمار و اقتصاد بهداشت اردشیر خسروی

بسیج ملی مبارزه با کووید 19 ▾ مرحله اول ▾ مرحله دوم ▾ مرحله سوم ▾ مرحله چهارم ▾ خدمت ▾ ویزیت ▾ ارزیابی ▾ ساختار شبکه ▾ عملکرد ▾ مادران ▾ غیر واگیر

بهداشت محیط و کار

Number of Cancer

112,411

مجموع

Number of Diabetes

2,045,523

مجموع

تعداد فشار خون

3,699,536

مجموع

Number of High  
pretension



درصد ارزشیابی  
فشار خون تکمیل  
شده



درصد افراد با  
فشار خون بالا



درصد افراد  
مشکوک به فشار  
خون بالا که پیگیری  
شده اند



درصد افراد با پیش  
فشار خون بالا که  
پیگیری شده اند



گزارش سرطان  
غیرالگوری کم کاری  
تیروئید



گزارش برنامه  
غیرالگوری کم کاری  
تیروئید



گزارش ژنتیک  
غیرالگوری کم کاری  
تیروئید



گزارش خطر سنجی،  
دیابت و فشار خون



تعداد سرطان



تعداد دیابت



تعداد فشار خون



## خطر سنجی، دیابت، فشار خون

به تفکیک دانشگاه	به تفکیک شبکه	جمعیت گروه هدف	110001
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افرادی که خدمت خطر سنجی را دریافت	110029
به تفکیک دانشگاه		تعداد افراد 30 تا 40 ساله که خدمت پیشگیری از سکته های قلبی را دریافت کرده اند و هیچ عامل خطری نداشته اند	111952
	به تفکیک دانشگاه	تعداد افراد با سابقه سکته قلبی (خطر سنجی)	112330
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه سکته مغزی (خطر سنجی)	112351
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه دیابت (خطر سنجی)	110049
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه فشار خون بالا (خطر سنجی)	110062
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه فشار خون بالا که داروی کاهنده فشار خون مصرف میکنند (خطر سنجی)	112359
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه بیماری های فشار خون و دیابت (خطر سنجی)	110064
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه خانوادگی مثبت دیابت (خطر سنجی)	112370
به تفکیک دانشگاه	به تفکیک شبکه	تعداد افراد با سابقه خانوادگی بیماری کلیوی (خطر سنجی)	112382

Number of people how received risk  
assessment of  
CVD

نحوه محاسبه

Number of people how received risk  
assessment of  
CVD

تعداد افرادی که خدمت خطر سنجی را دریافت کرده اند

Reference date of report

تاریخ

واحد

4 مورد

Selection of  
Age group

گزارش

Search

جستجو

از تاریخ 1397/01/01 تا 1397/06/31 ▾

▾

انتخاب واحد

Level of report (National / subnational  
...

تعداد افراد 30 تا 39 سال که خدمت خطر سنجی را دریافت کرده اند	<input checked="" type="checkbox"/>
تعداد افراد 40 تا 49 که خدمت خطر سنجی را دریافت کرده اند	<input checked="" type="checkbox"/>
تعداد افراد 50 تا 59 که خدمت خطر سنجی را دریافت کرده اند	<input checked="" type="checkbox"/>
تعداد افراد 60 تا 69 سال که خدمت خطر سنجی را دریافت کرده اند	<input checked="" type="checkbox"/>

نحوه محاسبه

Number of people how received risk  
assessment of  
CVD

تعداد افرادی که خدمت خطر سنجی را دریافت کرده اند

گزارش

واحد

4 مورد ×

تاریخ

جستجو

از تاریخ 1400/01/01 تا 1400/12/29 ▾

▾

انتخاب واحد

تعداد افراد 60 تا 69 سال که خدمت خطر سنجی را دریافت کرد × 110033 ▾

Total

City over 20000 population

Name of University

Total	Female	Male	مجموع	زن	مرد	Name of University
36773	20398	16375	11518	6893	4625	دانشکده مراغه
48397	26822	21575	9456	5177	4279	دانشکده نیشابور
117308	66164	51144	31504	18544	12960	دانشگاه اراک
114758	65766	48992	22185	13517	8668	دانشگاه اردبیل
282725	150029	132696	80213	43346	36867	دانشگاه ارومیه
307532	224345	163187	182384	109997	72387	دانشگاه اصفهان
6105407	3390380	2715027	2258893	1274104	984789	مجموع



# Conclusion

- Near to all PHC facilities are using EHR (about 30000 units)
- NCD service packages have been integrated in the PHC based on the EHR
- Many NCD information and indicators can be produced based on the EHR
- Limitations:
  - ❖ no data from private sector are included in the EHR
  - ❖ We need to devolve a **Comprehensive technical formwork** for the EHR data quality

**Thanks for your attention**



# Simple: requirements of a pragmatic digital system for driving improvements in large-scale NCD programs



**Andrew Moran**

Director, Global Hypertension Control  
Resolve to Save Lives and Associate Professor of  
Medicine, Columbia University



World Health  
Organization

Department for  
Noncommunicable Diseases



Requirements of a pragmatic digital system for driving improvement in large-scale NCD programs.

Lessons learned from creating an NCD management system used in over 10,000 clinics in India, Bangladesh, Ethiopia, and Sri Lanka.

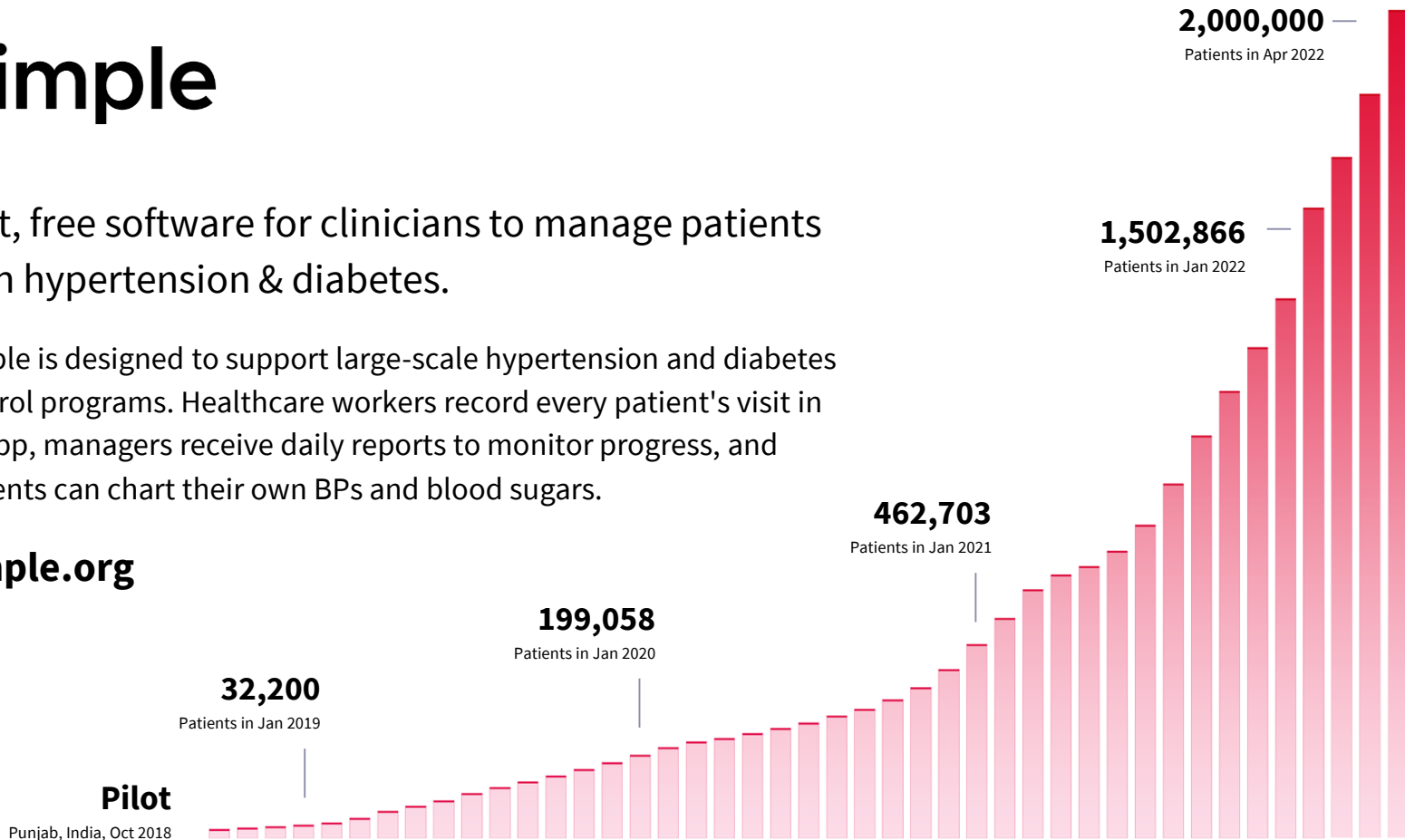
**[simple.org](https://simple.org)**



Fast, free software for clinicians to manage patients with hypertension & diabetes.

Simple is designed to support large-scale hypertension and diabetes control programs. Healthcare workers record every patient's visit in an app, managers receive daily reports to monitor progress, and patients can chart their own BPs and blood sugars.

**simple.org**



Managers monitor where the hypertension or diabetes program is succeeding and where interventions are required.



Track BP control



Track registrations



Track retention in care



Retain patients with auto-SMS and call lists

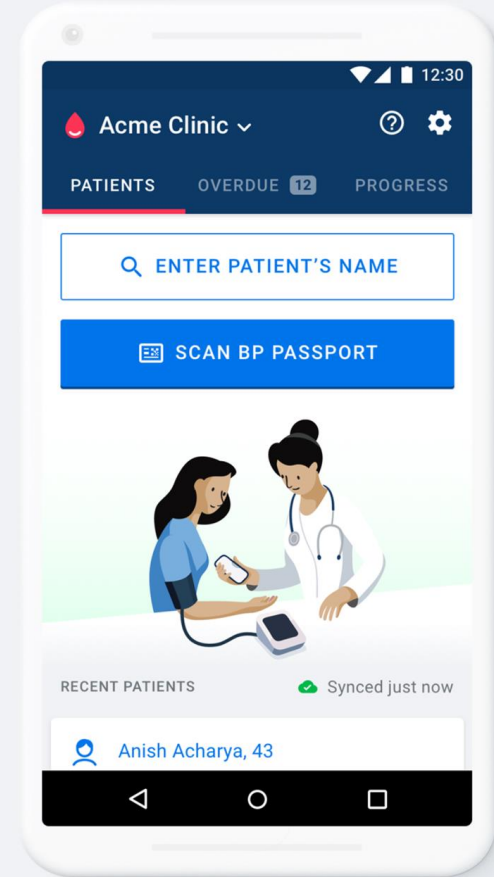


Track treatment trends



Monthly feedback loops

**NOTE:** Because Simple is fast and easy-to-use, a high % of follow-up visits are recorded. Last month over **850,000 patients had a follow-up** recorded.



# Why does Simple work?

- ❑ Easy to train and learn
- ❑ Fast to use during clinical care
- ❑ Feedback loops for clinicians *and* public health officials
- ❑ Offline-first



NCD care is **very high volume**. A typical clinical visit in Bangladesh is under 4 minutes.



**High volume** makes everything more difficult for recording patient info on NCDs.

**Aim for recording follow-up visits in**  
**Less than 20 sec**



# Measure only what matters

## Correct patient

Name

National ID

Sex

Age

Mobile number\*

Home address

## Light history



Heart attack



Stroke



Kidney disease



Diabetes

## Visit data (each visit)

BP measure

SBP

DBP

Blood sugar measure

mg/dL

FBS

Current HTN+DM meds/ dosages

Pick list of common medications...

Next expected visit date

Choose date...

# Key measures for a hypertension control program



## Health system managers

How many patients are enrolled?

How many patients visit regularly?

How many patients have their BP under control?



## Healthcare workers

Is patient's BP lowering?

What was patient's previous treatment?

Which patients are overdue?



## Patients

Am I getting healthier?

When should I return?

# Simple Dashboard:

## 3 Key Indicators

### 1. BP controlled

% of patients that visited in last 3 months with BP <140/90 at their most recent visit

### 2. Patients with no recent visit

% of patients with no BP measure recorded or did not receive medications in the last 3 months

### 3. Registered patients

Cumulative and monthly enrolled patients



# Using data to drive quality improvement

## Implement

The hypertension package has 5 components to be implemented.



## Review data

The Simple Dashboard and data analysis used to identify gaps and areas for improvement.



## Interventions

QI cycles generate feedback loops, to identify what is effective.



## Improved Outcomes

Improve BP control %



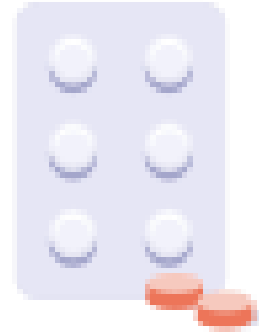
# 3 drivers of low BP control



**Poor retention in care**



**Therapeutic Inertia**



**Lack of  
consistent drug  
supply**

# Retention in Care

## Calls made to overdue patients

Monthly

We count a patient as being "called" if any reason was added to a patient in the Overdue list for "Result of call"

Facilities	Aug-2020				Sep-2020			
	Overdue patients	Overdue patients called by staff	% overdue patients that later visited		Overdue patients	Overdue patients called by staff	% overdue patients that later visited	
All	10,456	1,490	0%	0%	10,456	1,490	0%	0%
HWC Strawberry	567	56	3%	3%	567	56	3%	3%
PHC Blueberry	423	45	4%	4%	423	45	4%	4%
PHC Peach	123	12	4%	4%	123	12	4%	4%
SDH Pomegranate	8	-	5%	5%	8	-	5%	5%
PHC Grape	9	-	5%	5%	9	-	5%	5%

## Overdue Calls Report

Monitor facility performance contacting overdue patients

# Therapeutic Inertia

## Medication titration

Follow-up visits with high BP where medications were titrated (increased dose or addition of new HTN medication)

Facility	Jul-2020		Aug-2020	
	Follow-up visits with BP $\geq 140/90$	Visits with medication titrated	Follow-up visits with BP $\geq 140/90$	Visits with medication titrated
All	823	201 24%	785	310 39%
PHC Jersey City	174	104 60%	160	123 77%
HWC Queens	199	94 47%	192	76 40%
DH Manhattan	216	78 36%	218	88 40%
HWC Brooklyn	234	25 11%	215	23 11%

**Numerator:** Follow-up patients with BP  $\geq 140/90$  where medications were titrated (increased dose or addition of new HTN medication)

**Denominator:** Follow-up patients who visited that month with BP  $\geq 140/90$

## Medication

### Titration Report

Identify facilities with low titration to implement quality improvement interventions



# Facility Drug Stock

## Drug stock on hand: End of Nov-2021

Patient days is calculated by comparing assigned patients against current stock on hand, normalized by estimated patients at each step of the hypertension

	CCB TABLETS			ARB TABLETS			
Facilities	Amlodipine 5 mg	Amlodipine 10 mg	Patient days	Losartan 50 mg	Telmisartan 40 mg	Telmisartan 80 mg	Patient days
All	63,979	56,799	89	74,565	56,701	39,323	105
Facility 2 +	2,412	4,234	73	4,123	5,132	6,012	142
Facility 3 +	4,452	6,134	54	11,241	10,412	4,123	97
Facility 4 +	1,000	43	8	441	871	19	10
Facility 5 +	17	20	0	129	412	199	6
Facility 6 +	7,671	4,124	102	7,718	5,124	124	83

## Drug Stock Report

Monitor and address supply chain in facilities with low days supply before a stockout happens

# Keep. It. Simple.

- ❑ Design with healthcare workers: Give them value
- ❑ Fast to Use: Measure only what matters
- ❑ Focus on few key indicators:  
BP control, missed visits, registrations
- ❑ Provide actionable real-time data that program managers can use to drive performance improvement

# Thank you!

Many thanks to our partners and the health workers and patients who make this work possible

# Moderator



## Leanne Riley

Unit Head, Surveillance, Reporting and Monitoring,  
Department for NCDs



World Health  
Organization

Department for  
Noncommunicable Diseases



# Moderated discussion and Q&A



World Health  
Organization

Department for  
Noncommunicable Diseases

# Thank you for joining

## See you next time

