

## **RHINO Workshop**

### **Issues and Innovations in Routine Health Information Systems in Developing Countries**

#### **Working Group 5**

#### **Promoting Sustainable Outcomes**

**Facilitator:** Steve Sapirie

**Participants:** Mimi Church, Lali Khotenshavili, Edward Wilson

#### **Lessons Learned**

- Value of expanding participation
- Value of customer-driven projects
- Need to identify all stake-holders early
- Need to insure effective coordination among partners
- Possible coordination through “buy-in”
- Need for clinical and managerial task specifications

#### **More Lessons**

- Implementing change through rewards and incentives
- Recognize different perceptions of “success”
- Danger of differing donor strategies
- Risk of large donor domination
- Effectiveness of specialized support system and service program development

#### **Most Needed Principles**

- **Systems development must support clinical and management work**
- Method to facilitate description of functions in clinical care, public health and management, especially reform. What info is needed?
- Project packaging and design. Information system must map to management functions.
- **At care provision (or transaction/administrative) point data recorded determined by technical needs.**
- Determine data to be captured @ interaction.
- Determine data to be transferred upwards.
- Influence groups @ upper levels re “international indicators
- **Cost influences sustainability**
- Comparison of sustainability and costs \*
- Cost of RHIS startup and recurrent costs \*
- Does info make a difference and how much does it cost? \*
- Is info used in making decisions and how? \*
- **Coordination among stakeholders/customers (donors, ministries, private, etc) for technical input and institutional cooperation.**
- Review of stakeholder coordination techniques. Document examples of national leadership of design process in order to build national capacity in sustainability information system. \*
- Critical mass for cultural change in use of information. \*
- Define standards for information quality. \*

- Stakeholder buy-in for information system.
- **Address stewardship responsibilities of the national government that require public/private data collection and monitoring**
- **Establish guiding principles for RHIS development. Need evidence to establish rationale for IS design, e.g., integration vs. focussed.**
- Compare cost-effectiveness, sustainability and usefulness of program specific information system and integrated IS. \*

#### **Increasing Prospects for Sustainability**

- Design and implementation of IS takes time and show allow for several iterations in design and testing. Allow for alternative interim systems.
- Methodologies – RHIS may not include all info: rapid assessment, survey, etc. are also necessary.
- Alternative sources and uses of resources for information need to be clear at design time.
- Strategy review of DHS, burden of disease, national health accounts. What is the value for capacity building? What is the value for data for planning/management? \*
- Rewards build support for system
- Reinforce practice with incentives. These don't have to be financial, but users should get something out of collecting and using data.
- Collaborative efforts in common software development
- Cost-effectiveness and sustainability of national, transnational, and expatriate software. \*