



Unit 4

Data collection process: At the facility



By the end of this unit, you will be able to:

- describe the CSPro data collection tasks at the health facility
- explain who is responsible for each task in the process



Process of data collection

No.	Who?	What?	When?
1	Team leader	Assign sections for data collection	Before arrival at facility
2	Team leader	Transfer assignments to data collectors	Before arrival at facility
3	Data collector	Receive assignments	Before arrival at facility
4	Data collector	Collect data	At facility
5	Data collector	View reports	At facility
6	Data collector	Update application and/or receive application updates from team leader	As needed
7	Data collector	Sync data for backup	End of the day
8	Data collector	Send data to team leader	End of the day
9	Team leader	Receive data from data collectors	End of the day
10	Team leader	Create complete record	End of the day
11	Team leader	View reports	End of the day
12	Team leader	Sync data	End of the day
13	Team leader	Update application and/or send application updates to data collector	As needed
14	Team leader	Reset device registration	As needed



Data collector tasks at the facility

No.	Who?	What?	When?
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4. Collect data – facility status



Starting data collection

Select “Collect data”

03001-Interviewer 1

(Data Collector) Version: 2023/06/29 (18:18:36)

A. Receive section assignments

C. Collect data

D. Send data to team leader

E. Sync data for backup

G. View reports

U. Update application

V. Receive application files from team leader

Y. Reset device registration (Interviewer 1)

Z. Logout/Exit

✓

✗

🔍

List of facilities displayed

Select Facility (Survey)

Facility Name

National Referral Hospital #1 (Interview Incomplete)

National Referral Hospital #2 (Interview Incomplete)

National Referral Hospital #3 (Interview Incomplete)

Health Centre #2 (Interview not started)

Back to menu

✓

✗

🔍

Data collector confirms the facility selection

Open facility National Referral Hospital #1 for data collection

Continue

Cancel

Facility status window opens

WHO HHFA Survey

Reg1/Dist1:-National referral hospital

QVRES

What is the result of the current visit?

Facility located and open

Facility located, but not open today

Facility permanently closed

Facility destroyed

Facility not found

Other

4. Collect data – facility status



Starting data collection

WHO HHFA Survey

Reg1/Dist1:-National referral hospital

QVRES

What is the result of the current visit?

Facility located and open	☐
Facility located, but not open today	☐
Facility permanently closed	☐
Facility destroyed	☐
Facility not found	☐
Other	☐

Data collector confirms this selection

Message (32)

You have indicated this facility visit result as: Facility permanently closed. Are you sure?

Change interview result code Correct, proceed

Facility available for data collection

Facility not available for data collection

4. Collect data – facility identification



The data collector who is assigned the Facility identification section must complete that section before entering the flow control form.

WHO HHFA
Facility Assignment Report

REG1/DIST1:-NATIONAL REFERRAL HOSPITAL

Sect #	Section Name	Assigned To
1	Facility Identification	(2001) Team Leader 1
2	Client services	(2001) Team Leader 1
3	Health workforce	(2001) Team Leader 1
4	Facility beds and isolation units	(2001) Team Leader 1
5	Governance and management	(2001)

Combined HHFA Entry Menu:
(Country Name, 2022)
(Publish Date: 9-Dec-2022: 10:37)
Please Enter LOGIN CODE:

2001

Open facility Reg2/Dist1:-District hospital for data collection

Continue Cancel

WHO HHFA Survey

Q103
Address and description of facility location

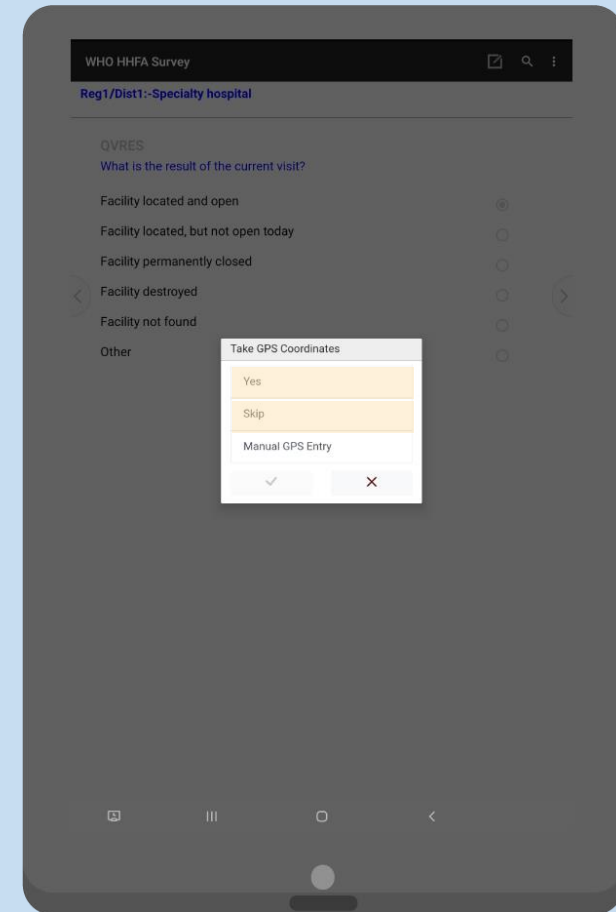
1 2 3 4 5 6 7 8 9 0 Del
q w e r t y u i o p
a s d f g h j k l
z x c v b n m , . ?
Ctrl !#1 English (US)

4. Collect data – GPS coordinates



The data collector assigned the Facility identification section will take the **GPS coordinates**.

- outside the facility
- clear view of the sky



4. Collect data – flow control form



The **flow control form** allows data collectors to:

- navigate into sections
- keep track of the status of assigned sections

WHO HHFA Survey

Reg2/Dist1:-District hospital

FLOW CONTROL FORM

Completed Sections (0)	Pending Sections(5)
	• Facility Identification • Health workforce • Governance and management • Systems to support staff • Systems for monitoring service quality

What would you like to do next?

Enter/edit data for a section ☐

End entry for this facility ☐



4. Collect data – flow control form



Enter/edit data for a section

CHOICE

Completed Sections (1)	Pending Sections(0)
Facility Identification	

What would you like to do next?

< Enter/edit data for a section ☒ >

End entry for this facility ☐

Select Section to enter/edit data			
Sect	Section name	Interview status	Done?
1.00	Facility Identification	Section not started	INC
2.00	Client services	Section not started	INC
3.00	Health workforce	Section not started	INC
4.00	Facility beds and isolation units	Section not started	INC
5.00	Governance and management	Section not started	INC
6.00	Systems to support staff	Section not started	INC
☒ ☐ ☐			



4. Collect data – flow control form



Completed data collection for a facility

CHOICE

Completed Sections (1)	Pending Sections(0)
• Facility Identification	

What would you like to do next?

< Enter/edit data for a section ☐

End entry for this facility ☒

>

Message (29)

Data entry is complete.

Exit,
save
changes

Continue
entry

Message (30)

One or more section(s) is not yet complete.

Continue to
exit? (YES)

Continue to
exit? (NO)



4. Collect data – entering section data



Entering data into a questionnaire section

- questions are displayed sequentially
- on completion of data entry, a message saying that the section is finished appears
- data collector **must** go through all questions before landing on the section completion page

WHO HHFA Survey

SECTION 01 COMPLETE
YOU ARE AT THE END OF SECTION: **Facility Identification**

Continue to flow control form

< >



4. Collect data – editing section data



Partial saving of data during data entry

Pressing the **Back** button on the device **saves** the data entered.

- continue data entry
- save the data entered and exit

You are attempting to exit from this section?

No, continue entry

Save data and exit

✓ ✕



4. Collect data – editing section data



Resuming data entry

To **resume** data collection into a section partially saved, the application will prompt to:

- resume from the **last** saved question
- enter the data from the **beginning**

Message (36)

This section was partially saved. Do you wish to go to the last saved question?

Go to the last saved question

Enter data from beginning



5. View reports

No.	Who?	What?	When?
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14	Team leader	Reset device registration	As needed

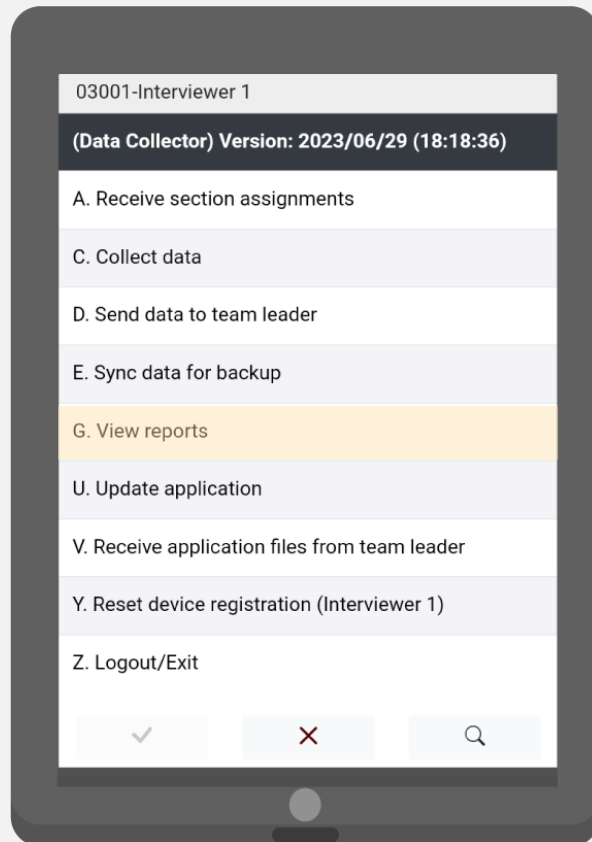


5. View reports

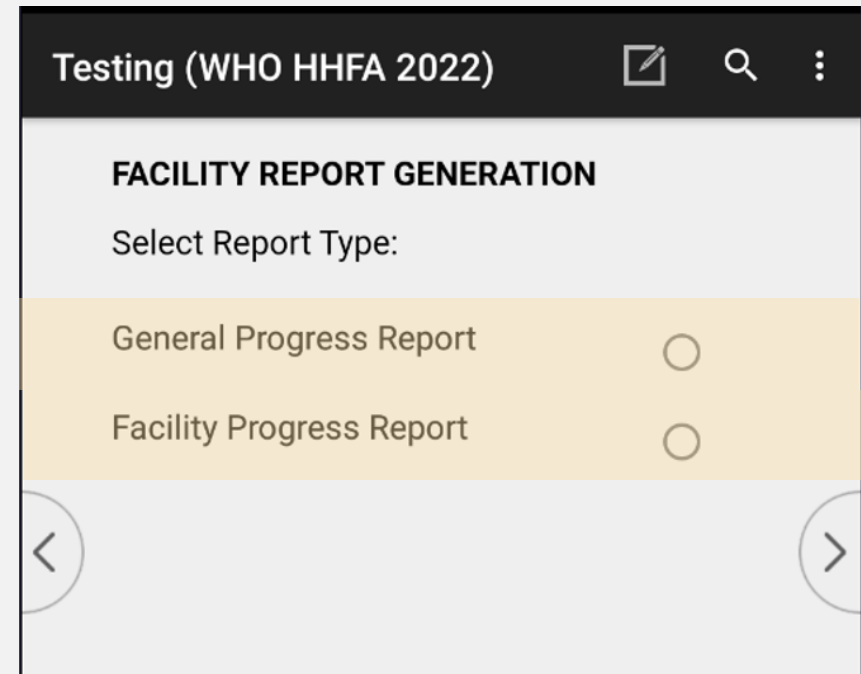


Generating reports

Select “View reports”



Select “Report Type”





5. View reports



General progress report

- number of sections assigned for each facility
- number of completed and pending sections

WHO HHFA			
Interviewer General Report			
General Progress Report			
Facility Name	No. Assigned Sections	No. Completed	No. Pending
Reg2/Dist1:- District hospital	9	0	9
Report generated at 23:44 - 03/14/23			
Harmonized Health Facility Assessment (HHFA) who.int			



5. View reports



Facility progress report

Select Facility (Survey)

Facility Name

Reg1/Dist2:-Specialty hospital (0001020005202001)

Reg2/Dist1:-District hospital (0002010003202001)

Reg3/Dist3:-Health Centre (0003030007202001)

Back to menu 

WHO HHFA			
Interviewer Progress Report			
Reg1/Dist1:-National referral hospital			
Section #	Section Name	Status	Interview Duration
7	Systems for monitoring service quality	Section complete	0.4459
8	Infrastructure and equipment maintenance	Section started, incomplete	0.109667
9	Health financing and accounting	Section not started	0
10	Data sources and systems	Section complete	0.410617
11	Facility data reporting systems	Section started, incomplete	0.165567
12	Basic infrastructure and systems	Section not started	0
13	Outpatient service conditions	Section not started	0
14	Communicable disease services	Section not started	0
15	Non-communicable disease services	Section not started	0
16	Services for mental health and neurological conditions	Section not started	0
17	Services for special needs	Section not started	0
18	Maternal and newborn health services (Outpatient)	Section not started	0



Tasks to be carried out as needed

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DATA COLLECTOR: 6. Update application

TEAM LEADER: 13. Update application

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DATA COLLECTOR: 6. Update application

TEAM LEADER: 13. Update application



The HHFA application can be updated using:

- the internet
- Bluetooth



DATA COLLECTOR: 6. Update application via the internet

TEAM LEADER: 13. Update application via the internet



Updating via the internet:

- requires active internet connection
- pulls the latest version of the questionnaire from the server

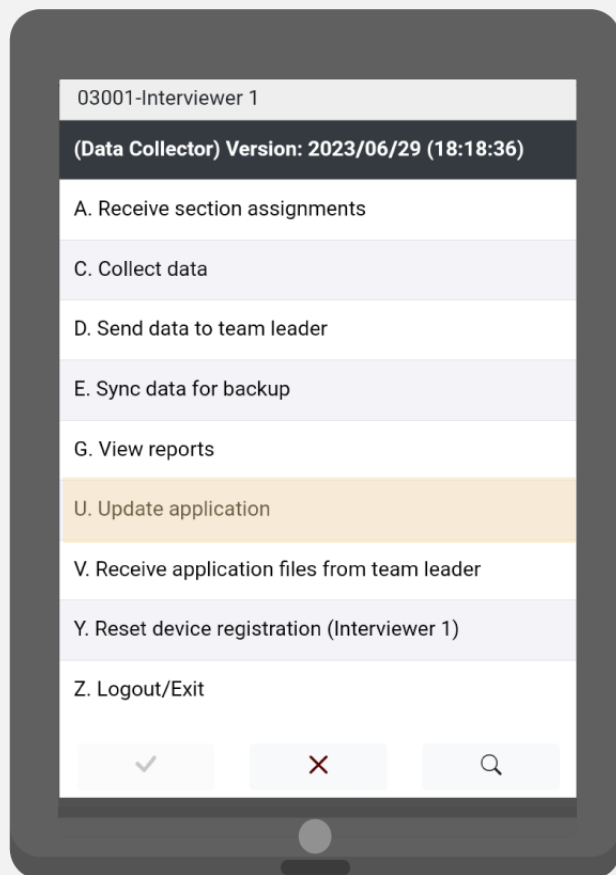


DATA COLLECTOR: 6. Update application via the internet

TEAM LEADER: 13. Update application via the internet



Data collectors and team leaders need to select the “Update application” option from the main menu.



The application has changed and will now restart to ensure that you are using the updated version.

OK

Application updated successfully!

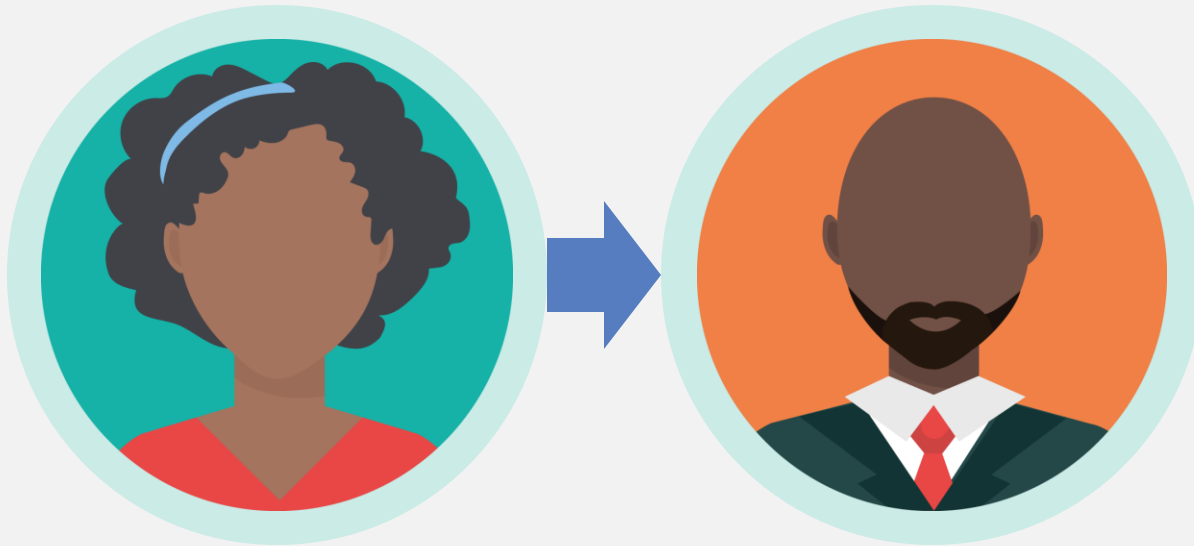
OK



DATA COLLECTOR: 6. Update application via Bluetooth

TEAM LEADER: 13. Update application via Bluetooth

Bluetooth connection



- manual transfer of application files
- should only be used if there is no internet connection



DATA COLLECTOR: 6. Update application via Bluetooth

TEAM LEADER: 13. Update application via Bluetooth

Team leader

V. Transfer application files to data collector

Data collector

V. Receive application files from team leader



Choose data sync method

Bluetooth
Internet
Cancel

✓ ✕



Data collector sends pairing request to team leader

Choose device to sync with

Searching for nearby devices...

Make sure that you have started synchronization on the device you wish to sync with.

CANCEL

Team leader waits for pairing request/accepts

Waiting for connections...

CANCEL





14. Reset device registration

No.	Who?	What?	When?
1	Team leader	Assign sections for data collection	Before arrival at facility
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14. Reset device registration



Device sharing is **not** permitted



Data collectors should **not**:

- use their own device
- use a second device
- share devices



Resetting the device registration:

- enables a registered device to be reset so that another data collector can log in
- can be used in a situation where the device **should** be used by another data collector
- team leaders can reset device registration for data collectors
- must be done in-person

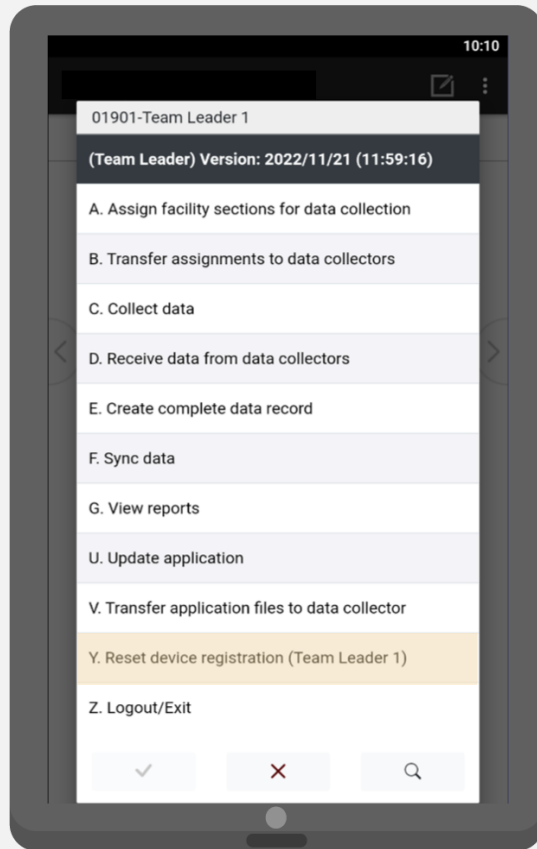


14. Reset device registration



To reset a device's registration:

1. Team leader/
supervisor/data manager
logs into device



2. User enters the device
reset code

Enter device reset code

OK

3. A message will appear
asking for confirmation
of device deregistration

Are you sure you want to reset the device registration from Team Leader 2

Yes No

4. A message will appear
informing that the device
has been deregistered

Device de-registered successfully!

OK

A stylized graphic of a hand with teal-colored fingers and a dark grey/black palm, positioned on the left side of the slide.

You have now completed Unit 4.

In the next unit, we will look at the data collection process at the end of the day.