



openIMIS Webinar: openIMIS Focal Point: Capacity building materials – Training of trainers

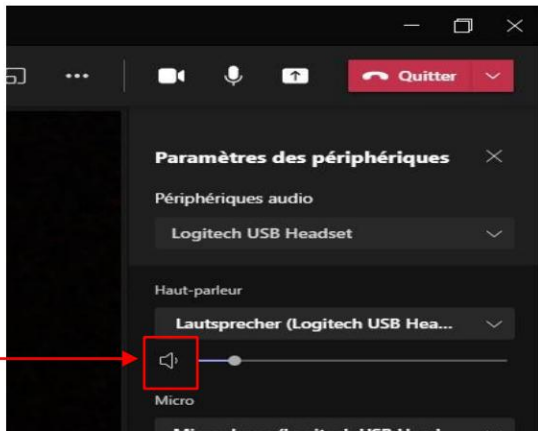
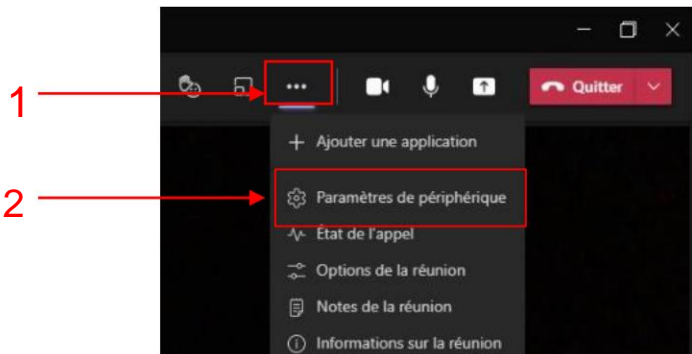
Toumai community

June 21, 2022

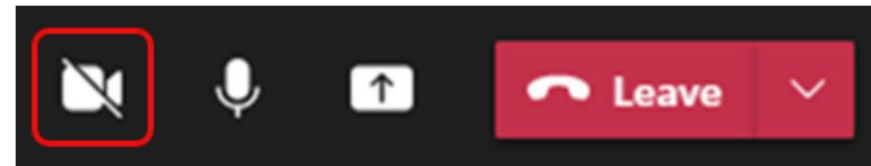


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Webinar objectives

1. Present an “openIMIS focal point” approach in the countries
2. Present documentation and tools for capacity building capabilities of the openIMIS Initiative
3. Present the openIMIS train-the-trainer methodology
4. Share country experience

Speakers



Daniella Majakari, Swiss TPH

Daniella Majakari is a health financing project associate at the Swiss Tropical and Health Institute. She works on several types of health financing projects, including the implementation of the openIMIS insurance management information system, in Mauritania and Cameroon (Health Check & Backup Malaria project). She is also a capacity building specialist and contributed to the development of the new online course „Introduction to openIMIS“ of the openIMIS Initiative.



Claudia KEBEFA, HIV user fee exemption program - Cameroon

Claudia is an openIMIS focal point at the Centre's Regional Health Promotion Fund, where she works as a support manager on the project to eliminate the payment of direct fees by PLHIV. She is also a quality controller and manager.



openIMIS Toumaï

Capacity Building Webinar:

Best practices for openIMIS user training

21.06.2022

Daniella Majakari, Swiss TPH & Claudia Kebefa FRPS Center Cameroon

Diary

Presentation of objectives

openIMIS focal point approach

Introduction to capacity building of the openIMIS Initiative

Review of capacity building materials

User training methodology and best practices

Sharing of experience of the HIV user fee program in Cameroon

Questions answers

Goals

The Toumaï community would like to improve the offer of capacity building tools in French to increase mastery of the openIMIS tool.

The objectives of this webinar are to:

1. Present an “openIMIS focal point” approach in the countries 2.

Present the documentation for the capacity building of the Initiative
openIMIS

3. Present a generic approach to user training 4. Share country
experience

openIMIS Focal Point



openIMIS Focal Point: Why?

- A focal point is a person towards whom the openIMIS knowledge which is made available to the various openIMIS users
- It is a resource person to facilitate the training of end users in the country and assist users
- The focal point serves as a bridge between the global community and the national community
- The focal point facilitates the sharing of experience between communities in the same country or between countries

openIMIS Focal Point: Function Vs Role

A focal point is not considered by the openIMIS initiative as a function, but a role.

The difference being:

- a role is played by someone in a particular situation of test or implementation of openIMIS
- whereas function is someone's duty which very often derives from a formal agreement

Someone who has an openIMIS function can play a point role focal, but that is not a condition.

openIMIS Focal Point: Benefits

The focal point, through regular interaction with software users and the various national and international communities, can propose:

- Changes to openIMIS requirements so that it better reflects
needs
- Opinions on planned software changes
- Improvements to the openIMIS deployment methodology

Activities and documentation of an openIMIS Focal Point

Activities & documentation

Capacity building

“The Toumaï community is responsible for providing information and support to health financing programs – in a number of Francophone countries – that are preparing to implement or exploit the software.

The community also provides a platform for shared learning among insurance plan representatives from various countries. The Toumaï community is supported by the global openIMIS initiative, which provides technical and institutional support. »

Community activities

Regular meetings

- Update on openIMIS projects
- Experience sharing

Specialized webinars

- Deeper learning on specialized topics
- Questions/ answers

Research/papers

- Specialized topics
- Scientific approach to show the effects of digitalization and the use of openIMIS

Documentation/tools

- Provision of documentation to be used by members in their country
- Tools that can be used for different activities of openIMIS implementation



openIMIS Initiative Directory

Capacity Building Materials Directory: <https://openimis.atlassian.net/wiki/spaces/OP/pages/2306801665/Capacity+Building+Directory>

openIMIS / openIMIS Community / Implementations

     [Share](#)

Capacity Building Directory



Created by Daniella Majakari
Last updated: Jul 05, 2021 by Konstanze Lang • 1 min read • 21 people viewed

Here you find a directory of all available capacity building & training material related to openIMIS.

To add a capacity building tool to this list please simply use this form and update the title once published:

[Template for capacity development](#)

Link	Topic	Target group	Mode	Duration	Language	Latest update	No. participants
Introduction to openIMIS e-Learning Course	Introduction to openIMIS		e-Learning course	4 hours	EN	2022-05-05	NA
2022-01-12 Mannheimer Informatik-Kolloquium	Impact mit Informatik: Open-Source-Software im Gesundheitswesen in Afrika und Asien	IT Students	Webinar	60 min	DE	2022-01-12	50
openIMIS "Training of Trainers" in Mauritania	openIMIS general implementation training	Health insurance management staff	In-person	6 days	FR	07-11-2021	8
Toumai Community Meeting Self-Assessment of the feasibility of openIMIS	Feasibility assessment of openIMIS		Webinar	NA	FR	2021-06-16	
Digital Africa Gathering with 3 sessions by openIMIS initiative 2021	Sessions on "Engaging with diverse stakeholders to foster global communities of practice for opensource software", "Digital Global Goods - Killers or enablers?" and "Overcoming Digital Imperialism"			NA	EN		



Examples of documentation

- Descriptions and PDF materials of Toumai meetings
(FR): <https://openimis.atlassian.net/wiki/spaces/OP/pages/2758344752/Session%2B1-%2BUse%2Bd%2BopenIMIS>
- IT Installation Guide (EN): <https://openimis.atlassian.net/wiki/spaces/OP/pages/786104344/Installation+and+Country+Location>
- Feasibility tool (EN/FR): <https://openimis.atlassian.net/wiki/spaces/OP/pages/3313369098/Etapes+de+Faisabilit>
- Costing tool (EN/FR): <https://openimis.atlassian.net/wiki/spaces/OP/pages/3313532937/Outil+de+Calcul+des+Co+ts+openIMIS>
- Implementation steps (EN/FR): <https://openimis.atlassian.net/wiki/spaces/OP/pages/3312844815/Etapes+de+ Mise+en+Place+d+openIMIS>
- Communication Strategy (EN): https://openimis.atlassian.net/wiki/download/attachments/589463708/Communicationstrategy_Draft_2.3.docx?api=v2



New documentation

- Translation of existing documentations/tools into English •
- Toumai webinars on other important topics • Research/articles

Identify what are the missing elements for a focal point

Review of capacity building materials

Focal Point Guide



OpenIMIS Focal Point Guide

1. General introduction to openIMIS

- E-Learning Course “Introduction to openIMIS” (EN)
- Training Resources Videos

2. How to use the software

- Demo server (FR/EN)
- Demo server script
- openIMIS Documentation/User Manual (EN/FR)

3. Implementation of openIMIS

- Implementation steps (EN/FR)
- Feasibility study tool (EN/FR)
- Tool for cost estimation (EN/FR)
- Communication Strategy

4. How to install and maintain the software (IT)

- Installation & Customization Guide
- Developer Starter Kit

5. Know how to train users

- Generic approach to user training (EN/FR)



1. General introduction to openIMIS

E-Learning Course “Introduction to openIMIS” (EN):

Modular online course that gives an overview
overview of the software and the global community
<https://socialprotection.org/introduction-openimis>

Training Resources Videos

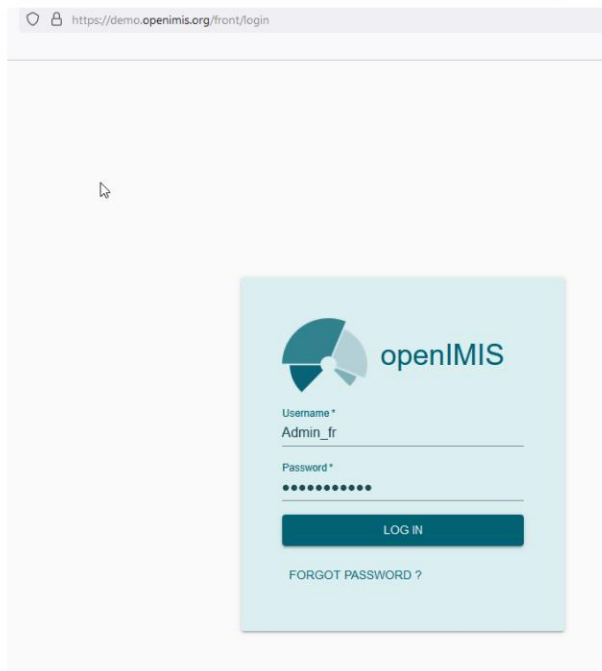
Online video that gives an introduction to the
functionalities of openIMIS (version 1, history)
<https://www.youtube.com/watch?v=i7-msEBdtk4>

The screenshot shows the website interface for the 'Introduction to openIMIS' course. At the top, there is a navigation bar with 'Discover', 'Connect', 'Learn', and 'Share' buttons, and a search bar. Below the navigation, the course title 'Introduction to openIMIS' is displayed with a circular icon. The course details include: Course category: Self-paced course; Course start date: 5 May, 2022 (All day); Language: English; and Organiser: Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), and Swiss Agency for Development and Cooperation, SDC. A 'Course Site' button is also visible.

The screenshot shows a YouTube video player for the 'openIMIS Online Training' video. The video title is 'openIMIS Online Training' and it is scheduled for Wednesday, 9 PM Manila time on April 22. The video URL is bit.ly/aehinhour2020. The video player includes a play button, a progress bar showing 0:01 / 46:29, and various control icons. To the right of the video player, there are social media links for the organization: <http://aehin.org>, <http://facebook.com/weareaehin>, <http://twitter.com/weareaehin>, and <http://bit.ly/joinaehin>.

2. How to use the software

Demo server (FR/EN):
Demo version of openIMIS with open access <http://demo.openimis.org/>



openIMIS / ... / Generic Implementation Starter Kit



Demo Server Script

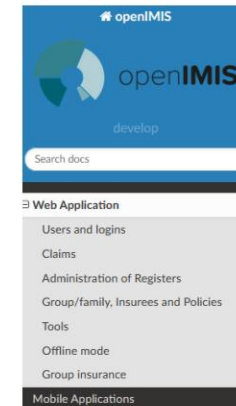
Created by [tabea.boateng](#)
Last updated: Mar 30, 2020 • 4 min read • 16 people viewed

Demo Server 1

- At the start, first log-in by using the "by default" provided log-in data.
- After click on the "log in" button.
- You are navigated to the main page.
- Here you can choose "Insurees and Policies", "Claims", "Administration", "Tools" and "Profile".
- In this demo we start with selecting "Insurees and Policies" and begin with opening "Family/Group".
- It is required to select a "Region", "District" followed by "Municipality" and "Village" from a predefined table for the catchment area of the operator.
- It is possible to choose if a "Poverty status" is applicable.
- The poverty status typically is confirmed by the municipality which is selected in this example of choices and the group type in this demo is a "household".

Demo server script:
Script to follow to train on the demo server

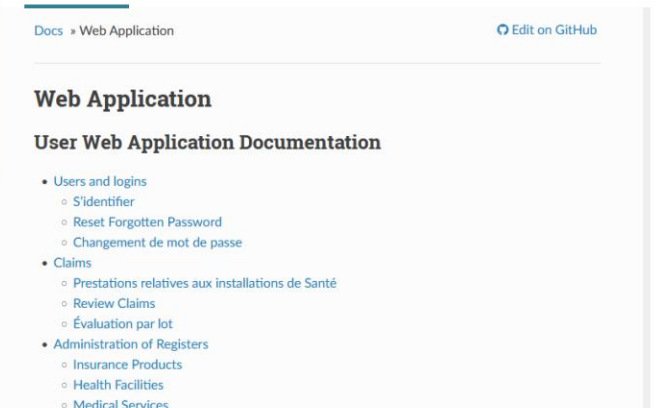
[Demo Server Script](#)



openIMIS
Documentation/User Manual
(IN FR):

Detailed user manual for each feature

<https://docs.openimis.org/fr/la-test/>



3. Implementation of openIMIS

Implementation steps (EN/FR):

Description of how to set up

openIMIS in a country

OpenIMIS Implementation Steps

openIMIS / ... / French Implementation Resources

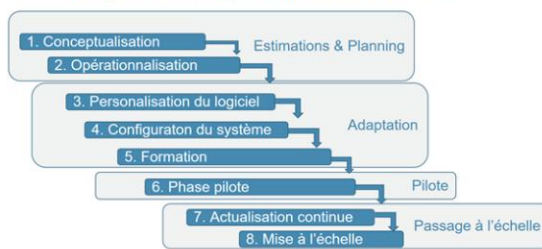


Etapas de Mise en Place d'openIMIS

Created by Daniella Majakari
May 25, 2022 • 11 min read • 2 people viewed

Le diagramme ci-dessous présente les étapes de mise en œuvre recommandées et l'ordre dans lequel elles sont utiles. Les huit étapes sont décrites avec plus de détails ci-dessous.

Etapas de mise en œuvre – Vue d'ensemble



openIMIS / ... / French Implementation Resources

Etapas de Faisabilité

Created by Daniella Majakari
Last updated: May 25, 2022 • 3 min read • 2 people viewed

OBJECTIF GÉNÉRAL

Evaluer la faisabilité de l'utilisation d'un système d'information ne nécessitant pas de licence (« open source » : openIMIS) dans la gestion des systèmes d'assurance afin de renforcer et de systématiser la gestion et le suivi de l'opérateur du régime.

Feasibility study tool (EN/FR):

Description of how to make a feasibility study for the use of openIMIS

Feasibility Steps

Tool for estimating costs (EN/FR):

Tool to estimate the costs incurred by setting up of openIMIS in a country

Calculation Tool openIMIS costs

OpenIMIS		Estimation de l'investissement		Date	
Outil de calcul des coûts		nécessaire pour			
Nom du projet	*Indiquer le nom de projet*				
Responsable du projet	*Indiquer le nom de répondant*				
Remarques	*Si nécessaire,				
	Unité	Coût par unité (en USD)	Coût total (en USD)	Indication de la nécessité	Commentaires
Coûts ponctuels					
1	Analyse du schéma (y compris l'informatique)	Journées personnelles	\$0.00	REQUIRED	
2	Développement du logiciel	Journées personnelles	\$0.00	Needed	Nécessité établie après l'analyse du régime
3	Prototypage et test des logiciels	Jours-personnes	\$0.00	Needed	Nécessité établie après analyse du système
4	Espace de bureau	1 Rénovation	\$0.00	Not Needed	Ajouter un élément de coût lorsque des réparations sont nécessaires
5	Formation (pour les admin)	Veuillez remplir une feuille séparée sur la formation des utilisateurs du déploiement		\$0.00	REQUIRED
6	Matériel informatique	Jeux d'ordinateurs	\$0.00	Needed	Spécifier les unités supplémentaires nécessaires
					Ajouter un élément

4. How to install and maintain the software

Installation & Customization Guide:

Detailed description of how to install and customize the software to the needs of the country

Installation and Country Localisation

openIMIS / ... / Training resources

✎ 💬 ☆ 📄 📄 Share ...

Installation and Country Localisation

Created by Siddharth Srivastava
Last updated: Sep 27, 2021 by Uwe Wahser • 1 min read • 45 people viewed

This section (including the internal sections) is under construction.

As a live document, the Country Localisation will be updated periodically in order to provide you with the latest information based on the latest developments on openIMIS. Please come back here regularly and check for the latest updates.

openIMIS platform is composed of different components that allow the user to chose between Web-based and Mobile-based applications. This Country Localisation tutorial has been developed based on this distinction and is composed of:

Legacy Web Application localisation

- * WA1. Procure Windows-based Server
- › WA2. Set up the default openIMIS instance
- › WA3. Localise openIMIS at Web Application's source code level
- › WA4. Localise openIMIS at the database level
- * WA5. Web Application configuration
- › WA6. Building of registers

Precompiled released versions

Here you will find the finalised version of this tutorial for a given release of openIMIS.

Legacy openIMIS Installation Guide v1.4.1

Combined documentation

If you search for a printable/downloadable version of this tutorial (all pages in one document), please follow the link.

Country Localisation (FullPage)

Video tutorials playlists

Developer Starter Kit:

IT Basics Videos for install and maintain software

Developer Starter Kit

openIMIS / openIMIS Product / Documentation

Developer Starter Kit

Created by Dragos Dobre
Last updated: May 18, 2021 by Antonia • 2 min read • 42 people viewed

Content

- Overview module: Conceptual Software Architecture & used frameworks and standards
- Backend - 1: Setup backend development environment and create a new (basic) module
- Backend - 2: Features in a 'real life' backend module
- Backend - 3: Batch processing and reports
- Frontend-1: Setup frontend development environment and create a new (basic) module
- Frontend-2: Features in a 'real life' frontend module
- Workshop with BlueSquare

5. Know how to train users

Generic approach to user training (EN/FR): Generic

slides that can be used when preparing a training [https://openimis.atlassian.net/wiki/spaces/OP/pages/589463708/Generic+Implementation+Starter+Kit#A.-- Introductory-training-modules-in-online-format](https://openimis.atlassian.net/wiki/spaces/OP/pages/589463708/Generic+Implementation+Starter+Kit#A.--+Introductory-training-modules-in-online-format)

A. Introductory training modules in online format

	Materials	Content	Audience/ key staff	Delivery Design
1	Generic Training Approach	Conduct of schematic analysis for openIMIS	Managers	Powerpoint slides (customisation required)
2	Training modules	Module 1: Introduction to OpenIMIS Module 2: Setting up and localising openIMIS platform	Managers & Users	Webinars (delivered by AeHIN) Powerpoint slides and video recordings of online trainings
3	Demo Server (Access Credentials)	Instruction in how to access the Demo Server to test the system	Users	Self-instructive text

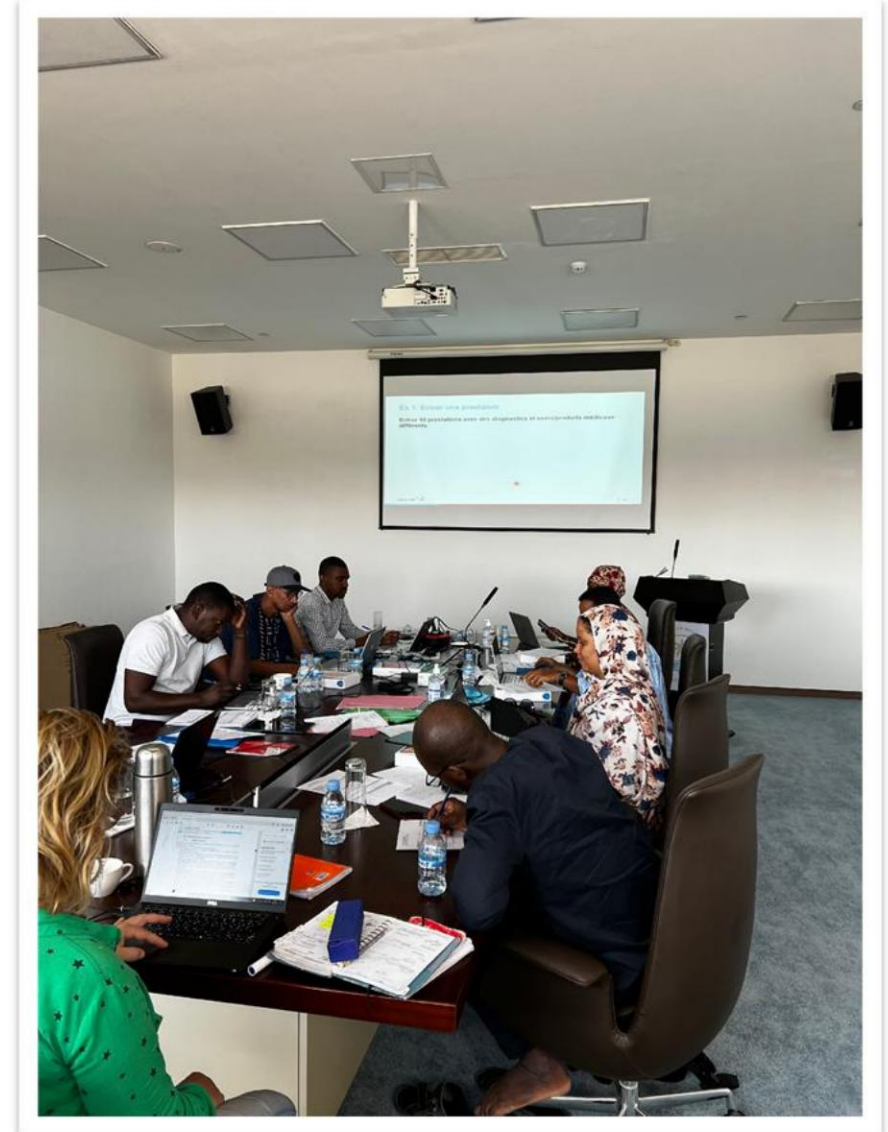
Training Methodology Users

Generic approach & best practices



Introduction

- Trainings – step 5 of the openIMIS implementation steps
- The goal is to train different actors on how to use the software to accomplish their tasks
- Fundamental step for a successful implementation of openIMIS
- Each training must be adapted to the country context



Actors to be trained

1. Server administrator(s)
2. System administrator(s)
3. Plan (insurance) staff
4. Health facility staff



Server administrators

IT training:

- Server management
- Security aspects
- Web service management
- Mobile application management
- Maintenance activities



System Administrators

Configuration training: •

Database management

- Registry management/openIMIS administration module
- Management of offline extracts
- Feature overview (user troubleshooting)



(insurance) scheme staff

Training by actors:

- Affiliate Agents
- Medical advisors/medical controllers
- Regional staff (openIMIS focal point)
- R.A.F.
- Etc...



FOSA staff

Training by FOSA:

- Receptionist/secretary
- Refund manager
- Doctor



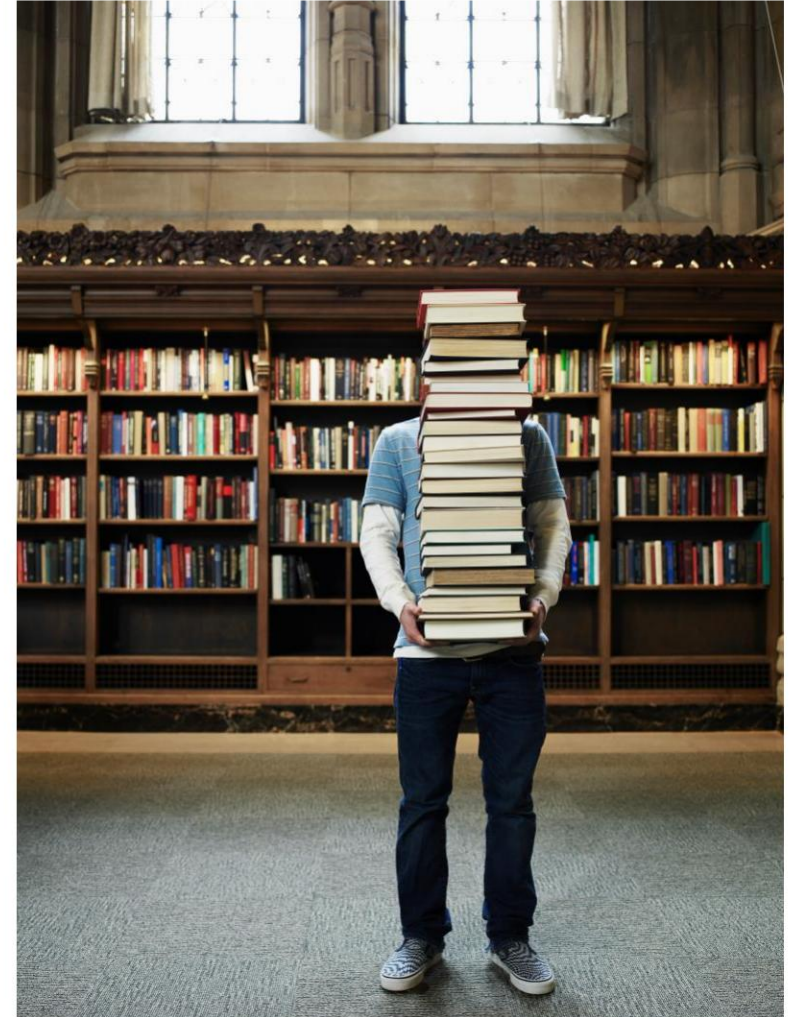
Key questions for the organization

- Which groups should be formed? (affiliation agent, reimbursement managers, consulting physicians, etc.)
- How many health facilities should be formed?
- How many users per group should be trained?
- How many people can be trained per session?
- What materials are needed? •

What is the budget per training/cohort?

standard content

1. Introduction to openIMIS
2. Organizational structure
3. Roles and Responsibilities
4. Data reporting in openIMIS
5. Administration of openIMIS
6. Procedures:
 - Membership
 - Support at the FOSA
 - Benefit/Reimbursement Request and Verification
 - Renewal
 - Reporting/indicators



Standard methodology

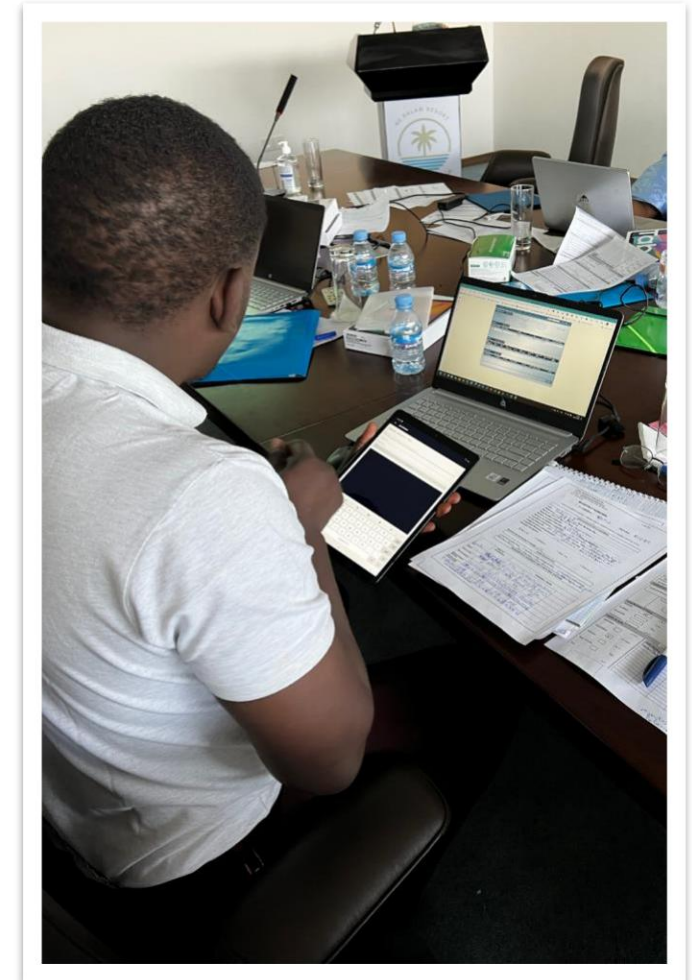
- Procedure:
 1. Theory
 2. Demonstration
 3. Practical exercises
- 15-20 people per cohort max. •

Separate the trainings according to the roles and explain the interaction with other roles

- Focus on the parts that are relevant for each groups
- Use training materials as needed

Importance of practical exercises

- Practical exercises give the opportunity for participants to take ownership of the tools and ask questions
- Practice the processes from start to finish, using all tools (paper and digital)
- Examples: role play/scenario, quiz, etc.



openIMIS Technical Support

Example of a technical support structure:

Level	Contents	Personal	Tools
1	User troubleshooting	Regional Whatsapp team, phone call...	
2	IT Support	Coordination team	Jira, whatsapp, phone call...
3	Expert support	openIMIS experts Zoom chat, Skype chat...	

Experience sharing

Cameroon HIV user fee exemption program



HIV User Fee Exemption Cameroon

Introduction

- Cameroon has made a commitment to improve the response to HIV infection and to significantly reduce this pandemic.
- Since January 1, a project to eliminate the payment of direct fees by people living with HIV SISA (PLHIV).
- A series of services provided free of charge in public establishments and community sites for HIV testing and treatment

HIV User Fee Exemption Cameroon

Introduction

- Ill-defined operational processes and inappropriate tools for the implementation of the project may, however, lead to unintended effects and compromise the expected positive effect of the political decision;
- The MINSANTE identifies openIMIS as a solution that, when configured , can meet operational processes as defined by the standard operating procedures (SOPs) of Cameroon's free HIV services program.

HIV User Fee Exemption Cameroon

Introduction

- Financial and technical support from GIZ for the pilot implementation of the openIMIS software for the project HIV user fees;
- 55 FOSAs from the Center region and 40 FOSAs from the North-West region were selected and trained for the pilot implementation of the openIMIS software.

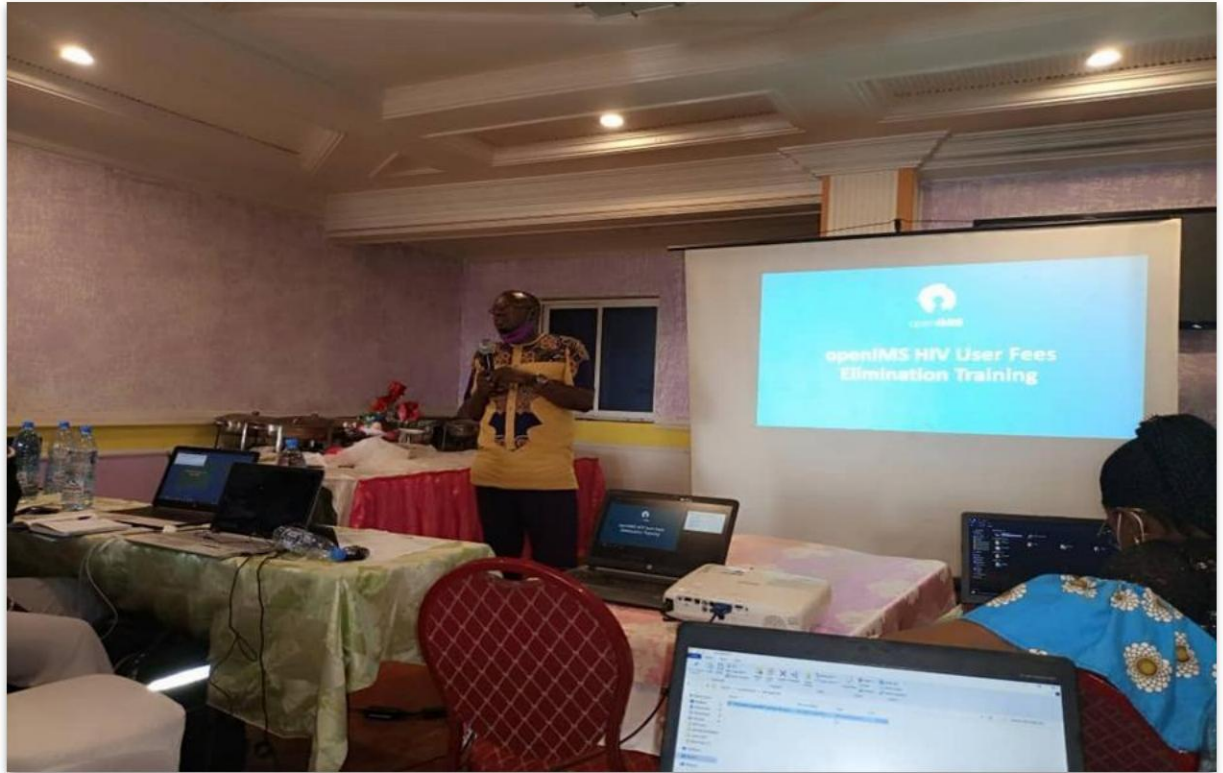


openIMIS Focal Points

- Center region openIMIS focal point (at FRPS):
 - Check reimbursement requests
 - Send service invoices to the FOSA
 - Train users & continue capacity building
- FOSA openIMIS focal points:
 - Register beneficiaries
 - Enter service data
 - Submit recorded service data to FRPSC
 - Extract the invoices received by the FRPSC

Corporate training

- Trainers were trained at central and regional level on the openIMIS software;
- These trainers supported the training of the focal points of 55 pilot FOSAs in the Center region and 40 FOSAs in the North-West region



Mid-term evaluation

The openIMIS platform was used in 27 pilot FOSAs out of the initial 55.

I. CAUSES

- The low level of mastery of the openIMIS platform within the FOSA
- The lack of computers within the FOSAs to inform the services

Mid-term evaluation

I. CAUSES

- The number of people with reduced capacity within health facilities;
- The lack of motivation of the ACRRs to fill in the data in the platform;
- The lack of internet connection at the health facilities to access the platform.

Mid-term evaluation

II. CORRECTIVE MEASURES

1. Coaching (side by side) / supervision of pilot health facilities.
2. Writing an OpenImis procedures manual



Mid-term evaluation

Drafting of an openIMIS procedures manual/Guide for the openIMIS focal point in health facilities

III. METHODOLOGY

- Who: Who is concerned? (The performers, their qualification)
- What: What is it? (Object, operation, nature, etc.)
- Or: Where does it happen? (The place of execution of the operation)
- When: When does this happen? (Duration, frequency...)
- How: How do we proceed? (The method, the material...)
- Why: Why is this happening? (The reasons for such operations are carried out ...)

openIMIS Procedures Manual

01 OPENIMIS PLATFORM CONNECTION PROCEDURE

02 PROCEDURE FOR ADDING A BENEFICIARY

03 SERVICE PACKAGE ASSIGNMENT

04 CONSULT THE LIST OF BENEFICIARIES

05 RECORDING OF CARE BENEFITS

06 PROCEDURE FOR VERIFICATION OF RECORDED SERVICES

07 SUBMISSION OF SERVICES OFFERED

08 REPORTING PROCEDURE



openIMIS Procedures Manual

Example: 01 OPENIMIS PLATFORM LOGIN PROCEDURE:

PROCEDURE
Connexion à la plateforme openIMIS

Ref : Vs. : DMA : Page 1 sur 4

SOMMAIRE

- Objet
- Domaine d'application
- Responsables
- Documents de référence
- Définitions et abréviations
- Instructions supplémentaires
- Description de la procédure
- Documents associés
- Logigramme de la procédure

HISTORIQUE DE REVISION

Pages et Administration concernées	Nature de la révision	Indice de révision	Date	Effectuée par
Toutes		00		
Toutes				

DESTINATAIRES

Services	Motif	N° de diffusion
FRPSC, DRSP, GTR SIDA, CI MINSANTE, CNLS, DLMEP	Pour information	
FOSA, FRPSC, DRSP, GTR SIDA, CI MINSANTE, CNLS	Pour application	

A revalider avant : ___/___/___

Exemplaire n° : _____

	Noms et prénoms	Fonction	Date & visa
Rédacteur			
Vérificateur			
Approbateur			

PROCEDURE
Connexion à la plateforme openIMIS

Ref : Vs. : DMA : Page 2 sur 4

I. Objet

Cette procédure a pour objet de définir les modalités de connexion à la plateforme openIMIS par ses utilisateurs.

Elle décrit :

- Les éléments nécessaires à la connexion ;
- La méthode de connexion.

II. Domaine d'application

Cette procédure s'applique à toute personne ayant un compte d'utilisateur de la plateforme openIMIS dans la Région du Centre.

III. Responsable

Le Point Focal User Fees doit veiller à l'application de cette procédure. Il est de la responsabilité des différents intervenants d'appliquer la présente procédure. Le Point Focal User Fees doit s'assurer de faire connaître la présente procédure, de la faire respecter et veiller à ce que tous les intervenants disposent des moyens nécessaires pour l'appliquer.

IV. Documents de référence

- Décision n°0498/MINSANTE/SG/CNLS/GTC/SP du MINSANTE ;
- Manuel d'utilisation de la plateforme openIMIS.

V. Définitions et abréviations

- MINSANTE** : Ministère de la Santé Publique ;
- FRPSC** : Fonds Régional pour la Promotion de la Santé du Centre ;
- DRSP** : Délégation Régionale de la Santé Publique ;
- CNLS** : Comité National de Lutte contre le SIDA ;
- GTR SIDA** : Groupe Technique Régional SIDA ;
- DLMEP** : Direction de la Lutte contre la Maladie, les Epidémies et les Pandémies ;
- FOSA** : Formation Sanitaire ;

21.06.2022

PROCEDURE
Connexion à la plateforme openIMIS

Ref : Vs. : DMA : Page 3 sur 4

VI. Instructions supplémentaires

- CI : Cellule Informatique.

VII. Description de la procédure

La connexion sur la plateforme openIMIS se fait via un ordinateur, une connexion internet et un compte utilisateur.

Étape 1 : Démarrer l'ordinateur ;

Étape 2 : Se connecter à Internet ;

Étape 3 : Ouvrir un navigateur (Chrome, Explorer, Mozilla etc) ;

Étapes 4 : Saisir l'adresse URL (userfees.minsante.cm) dans la barre d'adresse et valider ;

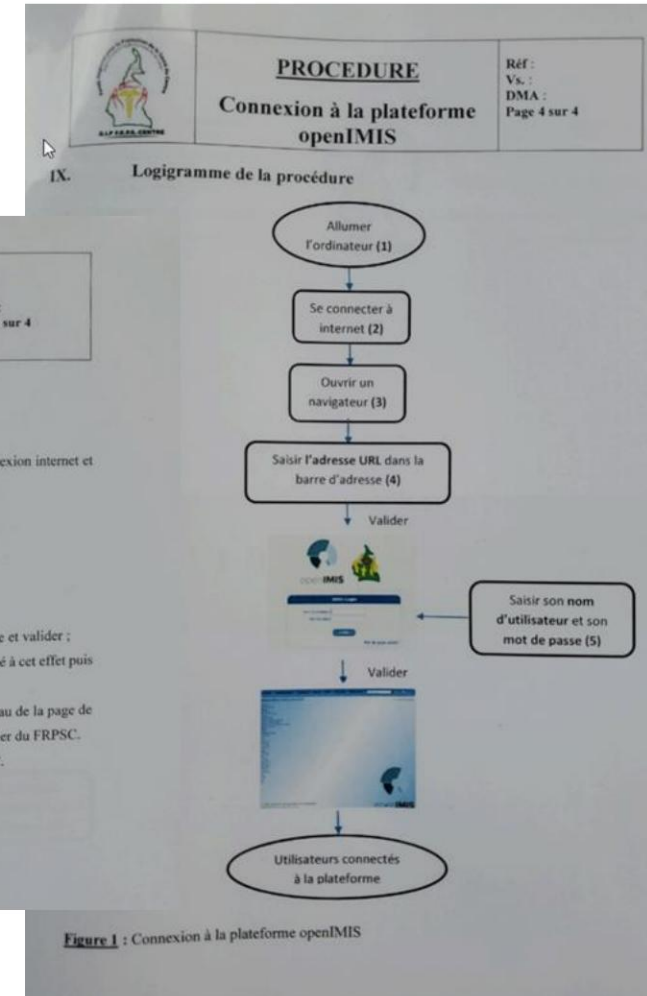
Étape 5 : Saisir son nom d'utilisateur et son mot de passe dans le champ réservé à cet effet puis valider.

Note 1 : Il est à noter qu'il n'y a pas de possibilité de créer un compte au niveau de la page de connexion. Pour toute création d'un nouveau compte, bien vouloir se rapprocher du FRPSC.

Note 2 : En cas de **mot de passe oublié**, bien vouloir se rapprocher du FRPSC.

VIII. Documents associés

Aucun document.



Mid-term evaluation

3. The provision of computers to the parties involved in the implementation of openIMIS in the Center Region.

Conclusion

- The methodology used has enabled us to increase the number of FOSAs using this software effectively,
- The implementation of the openIMIS platform, with the support of technical and financial partners, will ultimately not only provide visibility of the production of health facilities via digital, to have disaggregated data, but also to facilitate the reimbursement of health facilities within the framework of the exemption from payment of direct costs for people living with HIV-AIDS.

Thanks!

