



# Capacity Development

Community Connect

06+07 Feb 2024

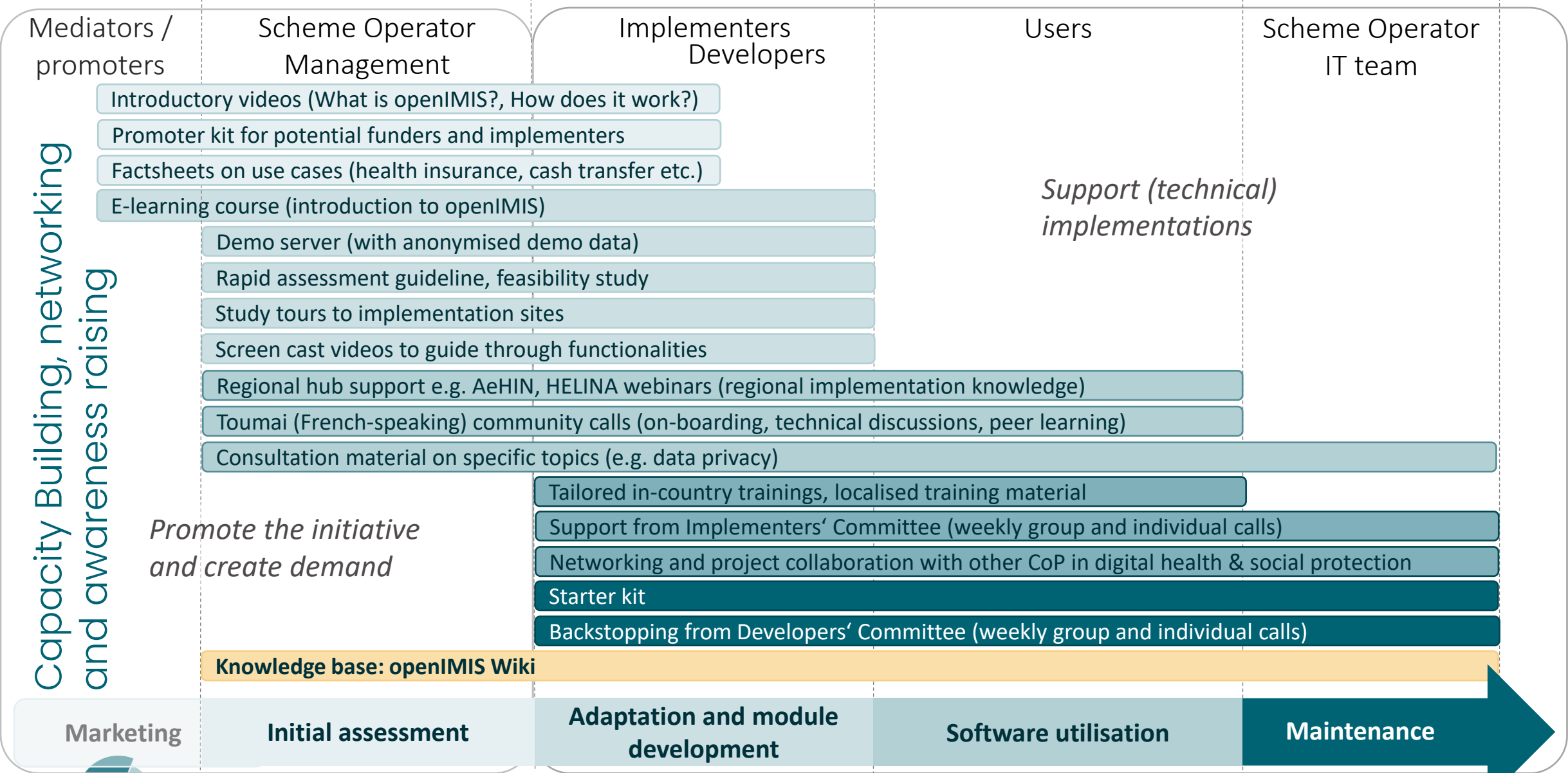
# 3 steps to brainstorming on Cap Dev

- What Cap Dev offers do we currently have?
- What needs had been expressed on Cap Dev by the community (survey 06/2023)?
- What can we do to address these needs?
  - Updates
  - Additional offers
  - Cooperation with partners on Cap Dev

# Two streams of Capacity Building

- to support (technical) implementations
  - Individual demos
  - Weekly Implementers' and Developers' Calls – facilitated exchange on thematic inputs
  - In-country trainings in Mauritania, Niger, Bangladesh, ...
  - Knowledge resources: Help desk & issue queue via JIRA, Technical documentation in the wiki, User manuals on readthedocs
- to promote the initiative and create demand
  - 2023 Jan: ISSA webinar: AI applications in Health
  - 2023 Mar: WB Human Development week, session on Leveraging Digital Public Goods to Enhance Integrated Service Delivery in Human Development
  - 2023 May: Digital Square - Global Goods Innovators Summit, Dar es Salaam / Tanzania
  - 2023 Jun: Global Forum on Adaptive Social Protection, Berlin / Germany

# openIMIS Capacity Development mapping



# Marketing material

- Flyer, factsheet, banner

- Articles, podcasts, videos

**openIMIS - a digital public good in health and social protection**

openIMIS is an open source software that supports the management of social protection schemes, such as health financing, 10.6 million people in Tanzania, Cameroon, The Gambia, Congo, Chad, Bangladesh, and Nepal are already benefiting from the improved management of social protection schemes through the software; the introduction is being prepared or further countries. The global provision of openIMIS is supported by Germany (Federal Economic Cooperation and Development, BMZ) together with Switzerland (Swiss Development and Cooperation, SDC). openIMIS is anchored as an exemplary digitalisation strategy of both the German Federal Government and the BMZ. In 2020, openIMIS has been listed in Digital Square's catalogue of Global Goods since it is part of the eHealth Governance Course of the World Health Organization International Telecommunication Union (ITU). The Digital Public Good Alliance (DPGA) has listed openIMIS as a digital public good and has listed it on the [DIGI register](#), since September 2020. openIMIS has also been entered into the UNDP Digital X list of solutions for Certification from and alignment to these global standards has provided to openIMIS as a tool as well as providing more exposure and confidence in practice.

openIMIS is a digital solution developed in 2012 in the context of health financing in the Tanzanian President's Office for a community-based health insurance scheme adapted for a community-based health insurance scheme in Cameroon and the national health insurance scheme in Nepal.

For Development and Cooperation (SDC) and the German Federal Economic Cooperation and Development (BMZ) established their partnership to support and to build a global Community of Practice (CoP). Since then, the CoP has provided with additional functionalities - also AI-supported - to support the Labour Organization (ILO) has been an important implementation partner in various countries worldwide. To support preparatory feasibility studies in partner countries, the International Fund (CIF) was set up by BMZ and SDC in 2020. The first new implementations: in Burkina Faso (with CIF support),

underlined the importance of robust health and social protection systems becoming the backbone of these systems. With openIMIS, BMZ and SDC are contributing to this purpose, which is now being transferred to wider countries.

[Twitter](#) [LinkedIn](#)

**Implementation scenarios in digital management of ...**

Health financing schemes: (other) Social protection schemes:

Health insurance Cash-transfer in emergency response  
 Voucher scheme Employment Injury Insurance

Overview on country implementations and number of beneficiaries (November 2023)

Country	Health financing / social protection scheme, scheme operator	% women	# Beneficiaries
Tanzania	Community Health Fund (CHF), President's Office Regional Administration and Local Government (RO-RLG)	54%	3,095,112
(Zanzibar)	Scheme for Universal Health Coverage (SUHC), Ministry of Health		600,000
Nepal	Social Health Insurance (informal health insurance), Health Insurance Board (HIB) Nepal	51%	5,960,051
	Social Security Scheme for formal sector (incl. Employment Injury Insurance, pension scheme), Social Security Fund (SSF)		200,000
Cameroon	Benima Ecological Province Health Insurance, Benima Ecological Province Health Association (BEHPS)	53%	66,873
	HIV free elimination scheme, Regional Fund		148,000
Chad	Community-based health insurance scheme		9,516
DR Congo	Community-based health insurance, Réseau des Mutuelles de Santé Communaires (REMANUCOM)		21,000
The Gambia	Cash Transfer 'Njala' (incl. National Nutrition Agency (NNA))		500,000
Bangladesh	Employment Injury Insurance in textile sector Bangladesh Garment Manufacturers and Exporters Association (BGMEA), "enrollment started"		
	Voluntary health insurance scheme, National Health Security Fund (NHSSF), "pilot implementations in 2 regions (Rouakchost and Brakina) with 190,000 people targeted"		
Mauritania			
Niger	Health insurance scheme, pilot implementation in 2 districts (Gaya and Gohdye)		
Overall number of people who benefit from better access to health (SDG 3.6) and other social protection schemes (SDG1):			10,605,063

## Providing Solutions for Social Protection through modular openIMIS

Insurance Social Cash Transfers Employment Injury Insurance Voucher Schemes

**KEY FACTS**

**The openIMIS product**

- Is a global good, which is free to download, customize and use by anybody.
- It is supported and constantly improved by a global community.
- Ensures all data remains with the institution using openIMIS.
- Is suitable for use in areas of poor internet connectivity.
- Follows the international HL7 FHIR standard for data exchange, ensuring better interoperability with other IT systems.

**The openIMIS Initiative**

- Ensures open access to the openIMIS software, its documentation, capacity development materials, and demos
- Facilitates opportunities to exchange with and learn from the various implementations of openIMIS worldwide
- Engages with other digital public goods, interested users of openIMIS, development partners, software developers, and academia to build a global openIMIS community

**openIMIS supports the administration of various social health protection schemes that cater to both the formal and informal sectors in low- and lowermiddle income countries. Current openIMIS is used to manage various contributory and non-contributory social protection schemes such as health insurance, employment injury insurance, unconditional cash transfers, and voucher schemes.**

ENROLL: Beneficiary management, Employer registration, Contribution management

PROVIDE: Service delivery, Claims generation, Claims verification, Claims provision

MANAGE: Claims Management, Payments, Monitoring & reporting, Dashboards

Claims submission, Payment approval, Contribution collection, Service provider reimbursement, Dashboards, Monitoring & reporting

Beneficiary registration, Employer registration, Contribution management

Service delivery, Claims Management, Payments, Monitoring

Efficiency, Claims verification, Claims provision, Claims generation

Partners, Contribution collection, Service provider reimbursement, Dashboards, Monitoring & reporting

# Marketing

## Fast, flexible tools to deliver social protection are needed now, more than ever.

There has never been a greater need for strong social protection systems to help people meet their basic needs when their livelihoods come under threat.

In the face of the COVID pandemic and mounting climate emergencies, governments around the world have been moving to establish or expand social protection. The question is no longer whether to invest in social protection, but how to deliver it efficiently.

To meet today's interconnected challenges, the world needs social protection systems that are quick, flexible and integrated. Digital information systems can make the delivery of social protection more efficient, but not all digital solutions are created equal. Many governments, social protection providers, and scheme operators continue to invest in stand-alone digital solutions that are designed to meet specific needs.

Often, these turn out to be difficult to sustain: licensing fees are expensive, users become reliant upon a single vendor, and information cannot be shared across systems, leading to 'data silos.'

Interoperable digital systems offer a better way forward. They allow the many different actors in the social protection delivery chain to exchange data with one another in real time, despite being housed in separate systems. This results in smoother experiences for beneficiaries – simpler procedures, fewer touch points, and quicker assistance – and better managed and monitored programs.



Photos: © OZ



## openIMIS is a digital tool that can meet today's needs – and tomorrow's, too.

openIMIS is an open source software designed to manage the complex, high-volume data flows which are required to operate social protection schemes. More than 6.3 million people in six countries already benefit from health insurance, employment injury insurance and cash transfer schemes managed using openIMIS.



### What sets openIMIS apart?

**1** | **A recognised digital public good**  
Certified by the Digital Public Goods Alliance, openIMIS can be downloaded, adapted and freely used by people anywhere in the world. Like other open source software, it offers a scalable, replicable solution that can be applied to local requirements. Customising openIMIS is less time- and resource-intensive than developing something from scratch. What's more, the software is continuously improved and updated based on user feedback. This means that users not only benefit from a top-quality product, but can help to shape it for future users as well.

**2** | **Co-created by a vibrant community**  
openIMIS has been developed – and continues to evolve – through an open and collaborative process. Users, developers and implementers spread across the world are all part of the openIMIS community. They provide suggestions for new features, report and address technical glitches, and provide expert support to other users. In the openIMIS community, knowledge and expertise are diversified, rather than concentrated in a few hands. Anyone can contribute – and everyone benefits in return.

# Use case factsheets

- Health Financing
  - Health insurance
  - Voucher scheme in health
  - Client Registry
- Social Protection
  - Employment Injury Insurance
  - Cash Transfer
  - Social Registry / Integrated Beneficiary Registry

**openIMIS for Health Insurance**

The challenge: Efficiently managing beneficiary, provider and financing data for health insurance schemes.

Many countries are working to extend social health protection as part of the drive to achieve Sustainable Development Goal 3. As health financing schemes are expanded, openIMIS offers a standardized but adaptable way to manage information flows related to health insurance products by bringing together beneficiaries, providers and finance data into a single platform.

Paper-based systems make the exchange of data between patients, health service providers and scheme operators slow, inefficient, and susceptible to errors and fraud. Ultimately, this can lead to health insurance schemes becoming financially unsustainable. Digitalization results in more efficient data management, helps to streamline business processes and provide the information needed to monitor a scheme's performance.

Many scheme operators continue to invest significant time and resources in the establishment of digital information systems designed to meet their specific needs.

Stand-alone digital solutions introduce problems of their own, however: expensive licensing fees, the cost of vendor lock-in, and a inability to exchange data with other information systems. Data silos, and a significant barrier to the open exchange of information that is needed to make health insurance schemes work, stand in the way of progress towards Sustainable Development Goal targets.

openIMIS is an open source software which helps insurance scheme operators address these challenges. Engineered in accordance with industry standards for interoperability, openIMIS offers a standardized but adaptable way to manage information flows related to health insurance products by bringing together beneficiaries, providers and finance data into a single platform.

openIMIS was originally developed to facilitate the administration of social health insurance schemes for people in the informal sector in low- and lower middle-income countries. It is also being used in a number of other countries for health insurance schemes based on the formal sector as well.

openIMIS supports the following core insurance processes:

1. **Beneficiary management:** openIMIS supports the initial enrolment of individual and/or family into schemes, the renewal of coverage at designated intervals, and the updating of beneficiary records. Family members can be grouped together; beneficiaries can also be linked to other insurance schemes. Enrollment and renewal data, including photos of beneficiaries, can be collected and transmitted using a mobile app.
2. **Health service claims generation and submission:** By entering codes for diagnosis and services rendered, health facilities can generate claims and electronically submit them to scheme operators for review and reimbursement.
3. **Health service claims generation and submission:** By entering codes for diagnosis and services rendered, health facilities can generate claims and electronically submit them to scheme operators for review and reimbursement.
4. **Medical review of selected claims:** Claims can be automatically opened based on pre-defined criteria (e.g. injury service claims for motor accidents) or manually opened based on an insurance operator for review and reimbursement.
5. **Processing and payment of claims:** Including calculation of reimbursement and disbursement of funds to health service providers.

**Example Workflow:**

Register enrolment | Renewal of coverage | Health service claim generation and submission | Medical review of selected claims | Processing and payment of claims

openIMIS automatically generates a report with the list of beneficiaries and the amounts to be disbursed in the given payment cycle.

**openIMIS for Employment Injury Insurance**

The challenge: Ensuring prompt and smooth access to benefits for injured workers.

Many countries are striving to introduce social insurance schemes to protect workers and their dependents in the case of occupational injuries and illnesses. Such schemes ensure that injured workers have access to the health and rehabilitation services they need, and that they or their survivors promptly receive cash benefits to compensate for loss of income. As such, they form an element of the basic social protection guarantees envisioned under the Sustainable Development Goals (Target 8.1 national social protection systems for all) and are essential for reducing poverty.

As contributory social insurance schemes for employment injury gain in favor, there is a growing need for digital solutions which can help to manage the complex information flows involved. An effective accident reporting system and simple, efficient claims procedures are needed to ensure that workers or their survivors receive benefits promptly. Paper-based systems make the exchange of data between employees, employers, healthcare providers, and insurance scheme operators slow, cumbersome and susceptible to errors and fraud. Digitalization allows for more efficient data management, helps to streamline business processes, and provides the information needed to monitor a scheme's performance.

openIMIS supports the following core processes:

1. **Enrolment:** openIMIS facilitates the enrolment of both employers and employees into schemes. It allows employees to be linked to employers, and family members to be linked to employees, where applicable. It supports the updating of beneficiary records and the issuing of ID cards. Enrollment information can be captured directly in openIMIS, or imported into openIMIS from existing beneficiary management systems using standard interoperability standards (e.g. HL7 FHIR).
2. **Accident reporting:** Employees can use openIMIS to report accidents to the scheme operator, including details of the employee and the type of accident. The accident report forms the basis for enrolment of rehabilitation costs and claim compensation, if required.
3. **Health service utilization:** When beneficiaries present their ID cards at health facilities, healthcare workers can check their eligibility for services via openIMIS. Beneficiaries are examined and treated, and providers can also use openIMIS to receive accident reports.
4. **Health service claims generation and submission:** By entering codes for diagnosis and services rendered, health facilities can generate claims and electronically submit them to scheme operators for review and reimbursement. Information about the type and degree of disability (e.g. permanent, partial) is included in the claim.
5. **Claims review process:** Claims for compensation (on the basis of accident report forms) are automatically checked in openIMIS against pre-defined criteria. openIMIS allows for medical review of selected claims from hospitals which send their submitted checks. Employees can also use openIMIS to receive accident reports.

**Example Workflow:**

Enrolment | Accident reporting | Health service utilization | Health service claims generation and submission | Claims review process

**openIMIS for Cash Transfer Schemes**

The challenge: Ensuring prompt and smooth distribution of cash to digital beneficiaries for the administration of cash transfer schemes.

Cash transfers are a form of social assistance designed to provide people with quick, flexible help, particularly in emergency situations. During the COVID-19 pandemic, some 3 billion people worldwide have benefited from such transfers, which aim to protect their lives and livelihoods. Cash transfers have also become increasingly favored by humanitarian aid agencies as a way to channel assistance to people and households in other types of crises, such as natural disasters. As such, they are an increasingly important instrument for reducing poverty and achieving Sustainable Development Goal 1.

As the use of cash transfers becomes more widespread, there is a need for simple, flexible digital solutions which can streamline the administration of such schemes. Beneficiaries require more on-bills, without having to navigate complicated administrative procedures. Payment service providers and payment scheme operators need to be able to distribute funds efficiently to the right people and to use data to track the operation of the scheme, for example by allowing inclusion criteria to reach more beneficiaries. Paper-based systems are too slow and cumbersome to manage the complex flows of information required to determine beneficiaries' eligibility, enroll them in the scheme, calculate payments and manage the scheme's operations. Digitalization can help to streamline these and other processes.

openIMIS is an open source software which supports the administration of social protection schemes. Designed to accordance with industry standards for interoperability, openIMIS offers a standardized but adaptable way to manage information flows related to cash transfer schemes by bringing together beneficiary, payment service provider and payment scheme operator data into a single platform.

openIMIS supports the following core processes:

1. **Registration of beneficiaries:** openIMIS facilitates the enrollment of beneficiaries into schemes. Information about the type and degree of disability (e.g. permanent, partial) is included in the claim.
2. **Registration of payment service providers:** Information about the payment service providers that provide the cash or mobile money payments to beneficiaries are captured in openIMIS. Disbursements are only made from the registered service providers.
3. **Definition of payment criteria and generation of payment:** The payment scheme operator can define the criteria for cash transfers (e.g. inclusion criteria, payment amount, frequency).
4. **Data analysis:** The payment scheme operator can use openIMIS to generate reports from the collected data and to analyze the reach and effectiveness of the cash transfer scheme.

**Example Workflow:**

Register beneficiaries | Register payment service providers | Define payment criteria and generate payment | Data analysis

# AeHIN hour / webinars

The image shows a webinar registration slide with the following content:

- Header:** Includes logos for 'AeHIN hour', 'openIMIS', and 'AeHIN Asia eHealth Information Network'. A title bar at the top reads 'openIMIS Webinar - openIMIS Catalytic Implementation Fund'.
- Main Title:** 'openIMIS Catalytic Implementation Fund' in large blue font.
- Date and Time:** 'MARCH 9, 8PM MANILA TIME' in yellow text on a blue background.
- SPEAKERS:**
  - Saurav Bhattarai**, Advisor, openIMIS Coordination Desk (GIZ)
  - Konstanze Lang**, Advisor, openIMIS Coordination Desk (GIZ)
- DESCRIPTION:**
  - Introduction to the openIMIS Catalytic Implementation Fund
  - Various use cases where it can be applied
  - Procedures related to getting access to the fund
- Registration Information:** 'JOIN US, REGISTER NOW!' with a registration link: [bit.ly/openimiswebinars2021](http://bit.ly/openimiswebinars2021) and Meeting ID: 988 2085 2282.
- Social Media Links:**
  - Website: <http://aehin.org>
  - Facebook: <http://facebook.com/weareaehin>
  - Twitter: <http://twitter.com/weareaehin>
  - AeHIN: <http://bit.ly/joinaehin>
- Footer:** Includes 'WeAreAeHIN' logo, a video player interface with '0:00 / 39:02 • Introduction >', and a small '10' anniversary logo.



# E-learning course

## Learning objectives by module

### *Module 1: The basics*

- Understand key health systems and financing terms
- Explain the functionalities of openIMIS, including the enrollment and claims processes
- Outline the boundaries of openIMIS (what it can and cannot do)

### *Module 2: openIMIS and national eHealth landscape*

- Relate the position of openIMIS within a national eHealth landscape
- Summarize the interoperability of openIMIS with other systems
- Compare with other software such as DHIS2 & OpenMRS

### *Module 3: openIMIS use cases*

- Explain the achievements of openIMIS in selected countries/regions
- Show diverse use cases (implementation scenarios) that openIMIS can serve: health insurance, employment injury insurance, cash transfer, in-kind transfer etc.
- Compare the processes of implementation in the shown cases

### *Module 4: Sustainability & the role of the openIMIS Community*

- Discover how the openIMIS Community can support new implementation teams and how learning from local implementations benefit the global product and community
- Appraise the value of being part of the openIMIS community



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[Learn](#) > [e-Learning](#) > [Self-paced courses](#) > Introduction to openIMIS

## Introduction to openIMIS



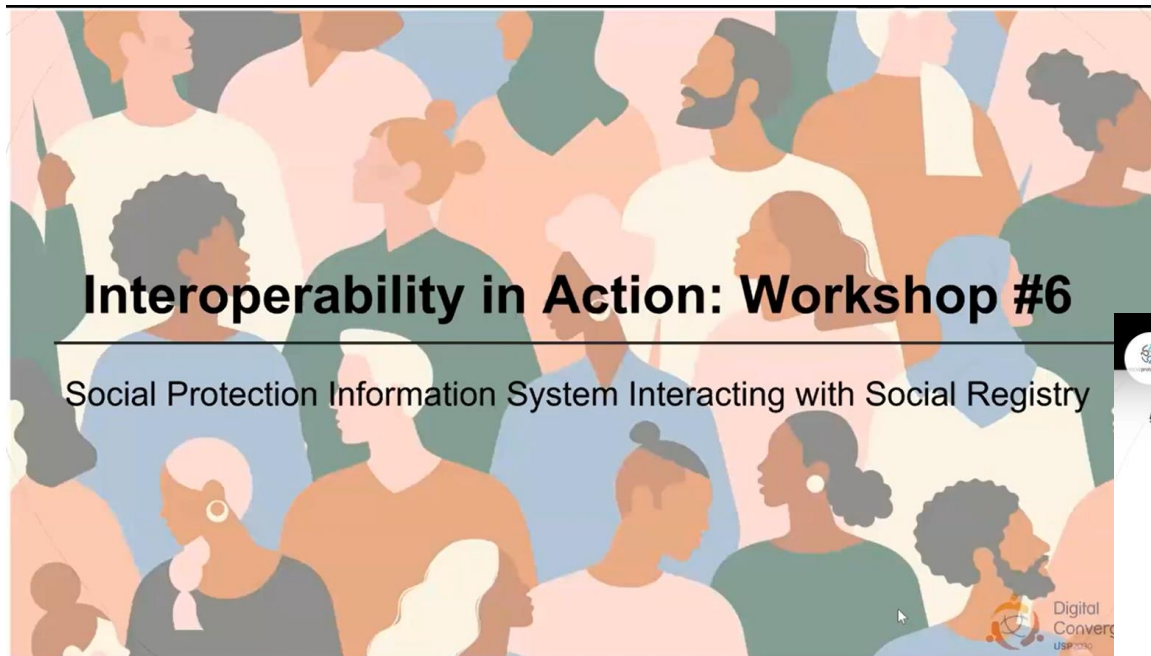
**Course category:**  
- Self-paced course

**Course start date:**  
5 May, 2022 (All day)

**Language:**  
- English

**Organiser:**  
- Germany - Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ),  
- Switzerland - Swiss Agency for Development and Cooperation, SDC

# Webinars (by partners)



Social Protection Management Information System interacting with Social Registry

Link kopieren

Andrea Martin

### About Social Registry

- In 2023 WB, BMZ/GIZ, and SDC announced the merger of the openIMIS with the CORE-MIS
- New merged software will be a **digital public good** that can manage a variety of schemes ranging from cash transfers and economic inclusion programs to health insurance, employment injury insurance, and voucher schemes.
- Beneficiary and household modules are being expanded to support a comprehensive view, including applicants ("**individuals**").
- A dedicated "**programs**" functionality is being added to map individuals to different programs, **including historical data**.
- Integration with existing platform** allows importing of data from multiple sources to achieve a **national view** of the interventions and the potential caseload.
- New software solution can be expanded and customized to cover specific needs.**
- Users can pick and choose the relevant modules depending on the program needs.

The diagram illustrates the SP standard delivery chain flow, divided into four main stages: ASSESS, ENROLL, PROVIDE, and MANAGE. Each stage has associated modules: ASSESS (TARGETING, Community Case, Data Integration, VISH Support); ENROLL (EMERGENCY REGISTER, HOUSEHOLD REGISTER); PROVIDE (PAYMENT & RECONCILIATION, FPM Android Application, TRANSFERS, TRAINING, SAVINGS GROUPS); and MANAGE (CRM, DATA UPDATES, BULK SMS, USER MANAGEMENT, TOOL MANAGEMENT). A flow arrow connects the stages from left to right.

WEITERE VIDEOS

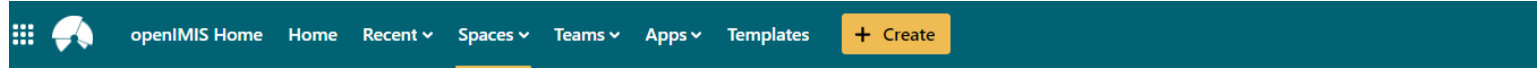
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YouTube

# Implementer Starter Kit

The screenshot shows the openIMIS web application interface. At the top, there is a dark teal navigation bar with the openIMIS logo, navigation links (Home, Recent, Spaces, Teams, Apps, Templates), and a '+ Create' button. A search bar on the right contains the text 'implem'. Below the navigation bar, a breadcrumb trail reads 'openIMIS / ... / Implementations / Generic Implementation Starter Kit'. To the right of the breadcrumb are icons for editing, commenting, starring, and summarizing, along with a 'Share' button. The main content area features the title 'Generic Implementation Starter Kit' and a metadata line: 'Owned by Siddharth Srivastava', 'Last updated: Aug 02, 2022 by Uwe Wahser', '8 min read', and '58 people viewed'. The introductory text states: 'Welcome to the Implementation Starter Kit page, which provides useful information, training resources, and tools to get you started with installing and deploying openIMIS in your system. We have compiled these resources with the aim of providing an overview of the requirements of the system and walk you through learning tools we have at hand as your organization takes the openIMIS path to digitalizing your business processes.' A light blue information box contains the text: 'openIMIS is an application to process health financing scheme information. It connects beneficiary, provider and payer data to manage core data from patient's registration to transmission of services data and verification of financial claims for services.' The page is divided into three sections: 'Getting Started', 'Support of the openIMIS Global Initiative', and 'Key Resources'. The 'Getting Started' section explains the importance of a holistic view in implementation. The 'Support of the openIMIS Global Initiative' section states that the initiative focuses on developing and maintaining the software. The 'Key Resources' section lists 'The openIMIS Catalytic Implementation Fund'.

# Developer Starter Kit



openIMIS / ... / Documentation / Developer Starter Kit

## Developer Starter Kit



Owned by Dragos Dobre ...  
Last updated: Jul 13, 2022 by Marco Kalin • 2 min read • 64 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

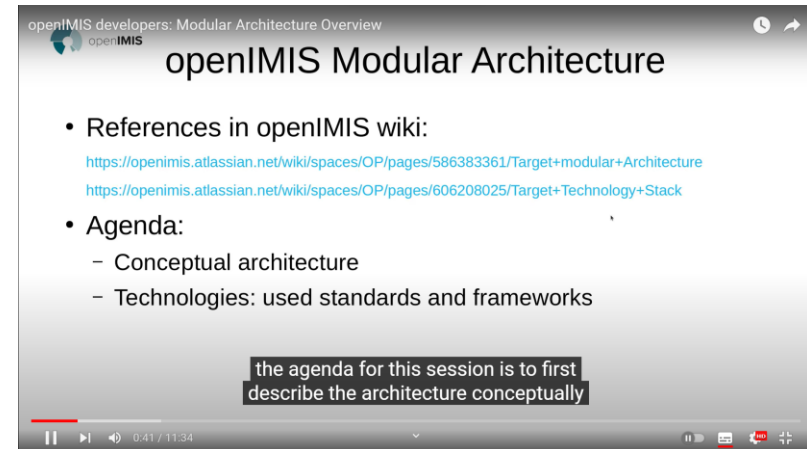
### Overview module: Conceptual Software Architecture & used frameworks and standards

#### Objectives

- provide a general understanding on how the (new) modular architecture works, distinction between frontend and backend, what are 'modules'
- brief recap of used standards (GraphQL, ...) and frameworks (django, graphene, React,...) and pointers to existing resources on the web to use as reference

#### Tutorial

source: <https://www.youtube.com/watch?v=JdmsB7CFEhY>



# Capacity Building Directory

## Capacity Building Directory



Owned by Daniella Majakari  
Last updated: Jan 19, 2024 by Uwe Wahser • 1 min read • 31 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
<a href="#">Open-source tools as a foundation of global health infrastructure</a>	Open-source tools as a foundation of global health infrastructure: The implementation of openIMIS in managing the national social health insurance scheme in Nepal	Global Digital Health Forum audience, 2023	recorded presentation	10 min	EN	2023-12-06	(virtual audience)
<a href="#">AI in Health Insurance</a>	AI in health insurance	Health insurance officers, clinical specialists, IT specialists (pre-conference session AeHIN GM 2023)	in-person session + recording available	2h	EN	2023-11-06	approx. 20 + recording viewers
<a href="#">2023-02-15 - Medizininformatik-Kolloquium Uni Frankfurt</a>	Nutzung von Digital Public Goods (DPG) beim Aufbau von Informationssystemen in strukturschwachen Gesundheitssystemen	Academia	Webinar	60 min	DE	2023-03-15	

# Refresher: Needs survey 06/2023

- **Recommendations**

- Recurring community sessions
  - Monthly discussion sessions (synthesis from developers, etc)
  - Annual and bi-annual sharing
- On general awareness and guidance about the community
  - Challenge: Need for updated onboarding materials
  - Action: Welcome packet for onboarding
    - Getting to know community members
    - Getting to know the software
    - Guidance on how to join the openIMIS community
    - Guidance on how to get technical support through the openIMIS community

# Refresher: Needs Survey 06/2023

- **Recommendations**

- On knowledge sharing/communications

- Challenge: Need for clearer communications, clarity on branding vis-a-vis merger, wiki can be too technical
    - Action:
      - Materials: Success stories, comparative studies, updated training and onboarding materials
      - Channels: Taking advantage of available communication channels, popularize wiki (e.g. consider newsletters and release call for topics, etc), different formats for meetings, showcase apt and precise topics based on the meeting/fora, linking of health informatics association in countries to regional networks
      - Messaging: Avoid duplication of work/reinventing the wheel, highlight not just benefits but also opportunity costs
      - Others: Community for health insurance (dialogue)

- On governance

- Challenge: Long internal processes for approval of implementation, getting buy in
    - Action: Feasibility studies on change management (manual to digital), costed business cases/templates, pilot models (ensure successful pilots), formative evaluation (before and after), data transformation (from hospitals to national level; inform effective data management and analysis for policy formulation/regulation), highlight not just benefits but also opportunity costs – **building/taking ownership**

# Refresher: Needs Survey 06/2023

- **Recommendations**

- On capacity building/resources

- Challenge: need for global expertise (human resources), Toumai\* (challenge on translating resources to french), need for updated training materials
    - Action:
      - Mechanism: strengthen the capacity of local people (flexible and scalable), publish vendors that can support implementation (access to developers across the world), opportunities for work available in the wiki, updated training materials
      - Resources: Roadmap for development (based on market assessment), translating business requirements into implementation

- On software customization, maintenance, utilization

- Challenge: Bugs that slow down the system, configurations in calculations, report generation, complex UI, interoperability-related (API management, etc), duplication of claims, addressing fraud, consolidating user requirements
    - Action: More support on customization (context-based), increased technical support capacity, more agile, clarity on infra and architecture, efficient claim and user management including design and implementation of BI and AI in claims processing



# Refresher: Needs Survey 06/2023

- **Topics of Interest**

- **openIMIS community experience, innovations, and future expectations** (both implementers and developers), including implementation experience (what went well, what went wrong)

- **openIMIS software**

- customization;
- systems integrations;
- systems scalability;
- fraud reduction;
- following up on the payment of bills (e.g. payment alerts);
- features;
- set up requirements;
- various reports and indicators;
- management of various health financing approaches like capitation;
- data analytics, BI and AI;
- further improvements (e.g. telemedicine feature);
- implementation of modules relevant to the social protection delivery chain with openIMIS

# Refresher: Needs Survey 06/2023

- **Topics of Interest**
  - **Resource mobilization:** Community members identified the need to learn how to mobilize for resources needed to implement openIMIS outside of the catalytic implementation fund
  - **Capacity-building**
    - Onboarding new implementers
    - Strengthening existing implementation
    - Training materials (ex: Basic implementation schemes information)
    - Identification of gaps and how to address the gaps
    - Expanding engagement with academic institutions
    - Shared knowledge framework
    - Experience sharing amongst community members
  - **Universal Health Coverage**

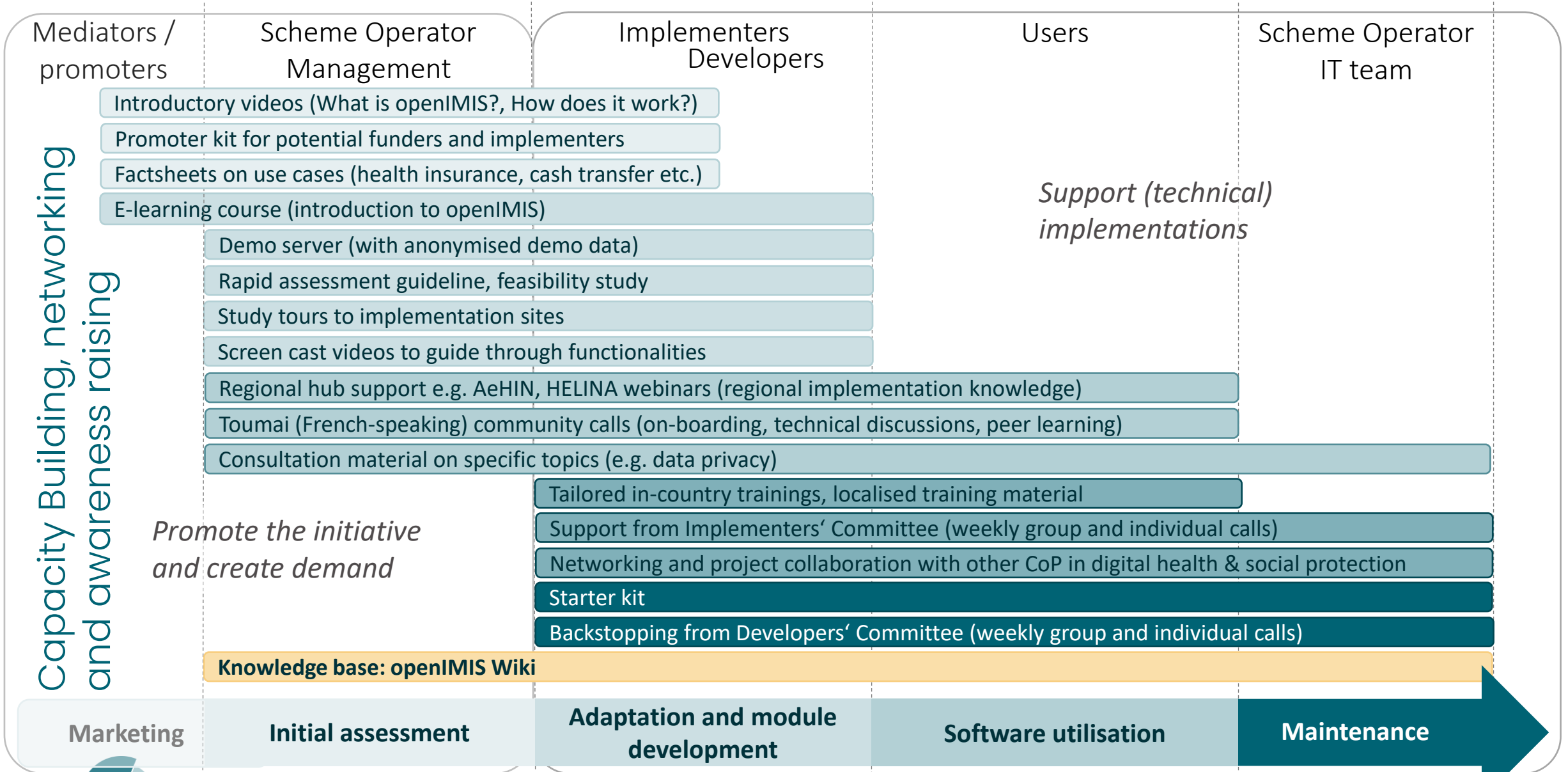


# Refresher: Needs Survey 06/2023

- Preferred Communication Channel
  - Email
  - Messaging Chat Group
  - Community Channel
    - Expand community engagement within these channels
- Preferred Frequency of Meetings
  - Monthly
- Regular collaboration between the knowledge hubs
  - Co-hosting sessions based on the identified topics of interest

# Joint brainstorming (white board)

# openIMIS Capacity Development mapping



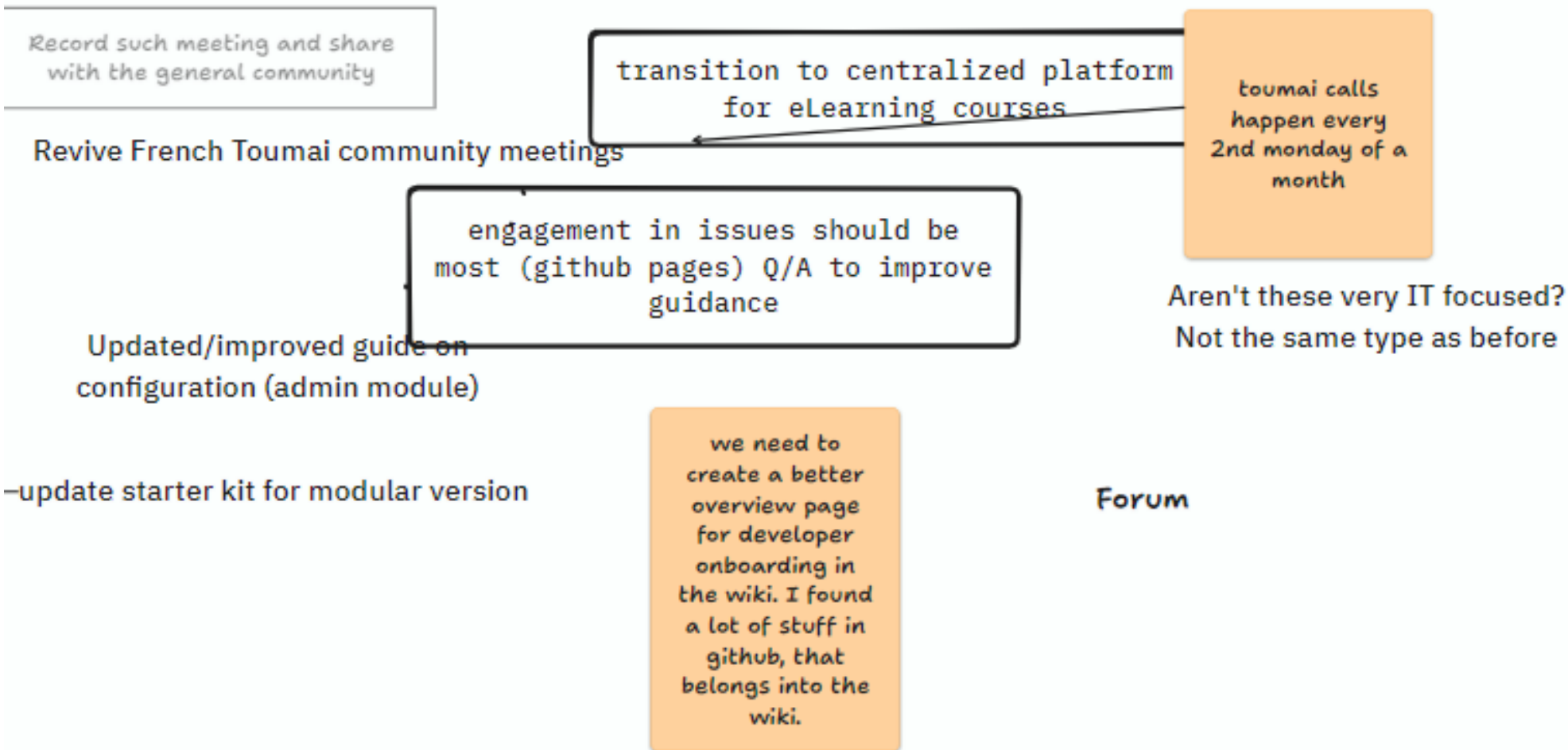
# Joint brainstorming

## Tasks:

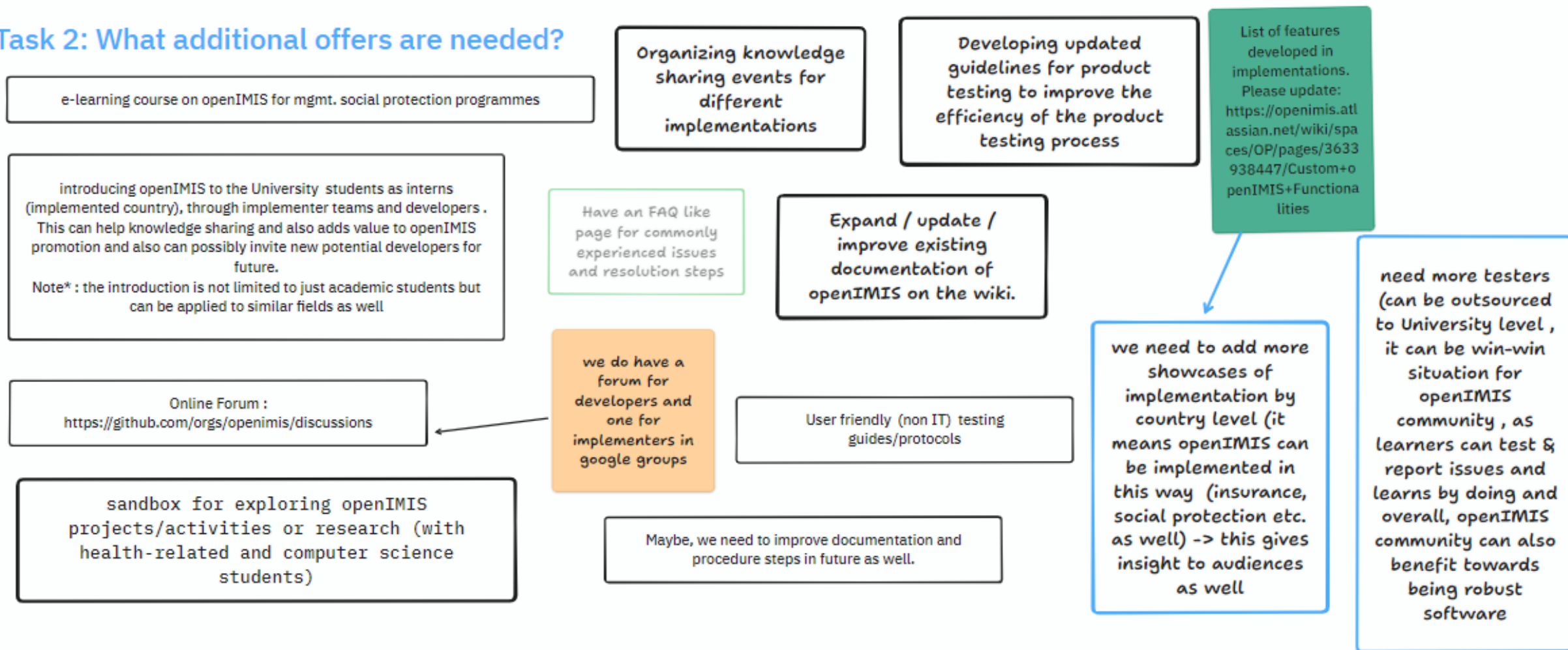
- Which of the existing Cap Dev offers need updates?
  - E.g. update developer starter kit for modular version
- What additional offers are needed?
  - E.g. onboarding for a tester pool
- Which Cap Dev offers by partners can we contribute to?
  - ISSA webinars for members: openIMIS input on AI module

## Task 1: Which of the existing Cap Dev offers need updates (or can be removed)?

– factsheet on social registry



## Task 2: What additional offers are needed?





### Task 3: Which Cap Dev offers by partners can we contribute to?

openIMIS input to webinars of International Social Security Association (ISSA)

focus organizing workshops, meeting agenda grow networking

Review existing Partnership : Identify - goals and objectives and check if can be worked jointly if business goals aligned with it.

Hosting peer learning sessions among existing implementations

Seek or explore for funding initiatives that maybe available for capability development projects , mostly jointly in most cases.

organizing joint events or sessions with other parters on relevant topics



open**IMIS**

**Thank you!**