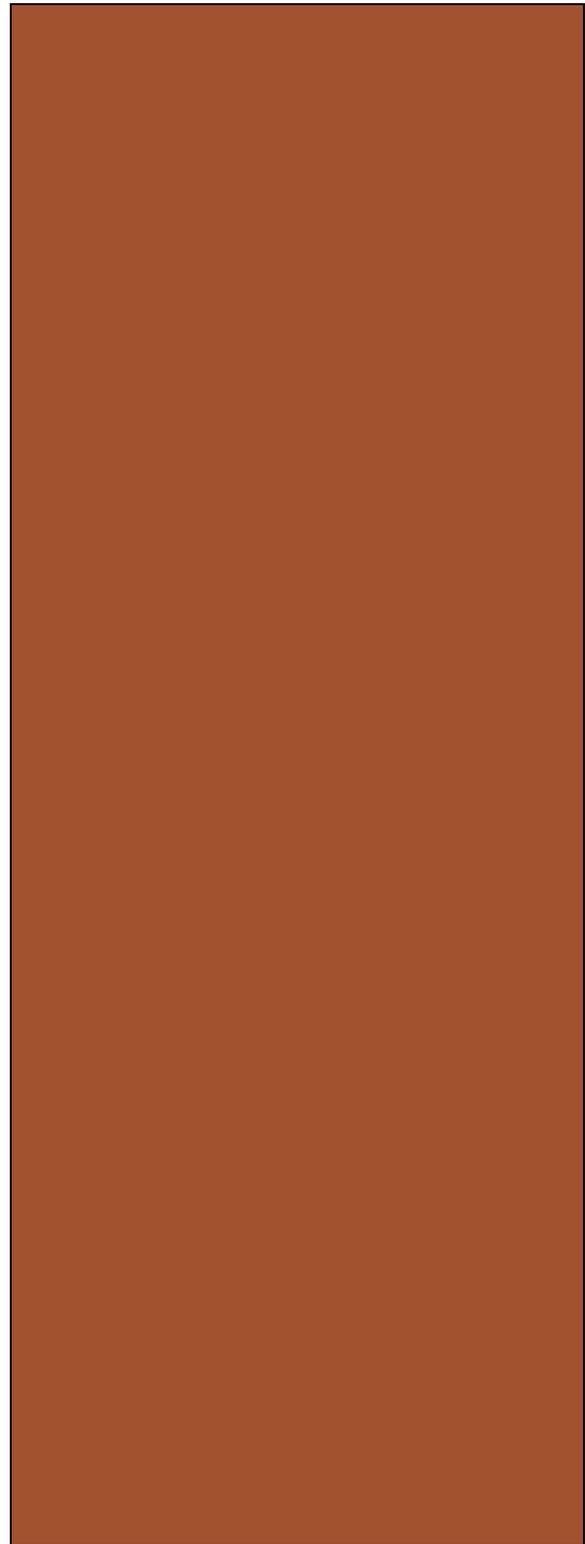


EIR Requirements Report

EIR -MOZ

October 2019



User Personas

A persona is a fictitious representation of a possible user that would use the product under development, while a scenario is a fictitious statement that identifies the user's goals, frustrations, motivations, and/or needs that they may encounter/express when using the product (Usability.Gov, 2019). While these personas are generalizations of possible users, they are developed based on real observation and interview data and used to remain human-centered during the defining of requirements. The following personas and scenarios were established for future EIR users in Mozambique, which represent users in different roles at different levels of the facility hierarchy.

Nasma - EPI Lead with an EPI Team at a Large, Urban HF	
<p>Persona name: Nasma Americo Persona role: Preventive Medicine and Environmental Sanitation Technician - Lead Team size: Three members Location: C.S. de Julho in Chimoio Facility description: Large, urban health facility, busy with patients</p>	
Biography	
<p>As the lead for EPI at C.S. 8 de Julho, Nasma leads all tasks related to EPI, from requesting monthly vaccines to planning mobile brigades. During vaccine days at C.S. 8 de Julho, Nasma ensures vaccines and their materials are prepared, mothers are given a health promotion lecture, childrens' metrics are collected and recorded, and children receive their vaccines. Nasma holds many responsibilities in her role and the ability to have easily accessible, reliable and visible vaccine data is critical to the success of her daily routines. Without it, Nasma and her colleagues will need to spend time searching for or editing patient records manually, which may take away from other tasks.</p>	
Goals	Tasks
<ul style="list-style-type: none"> Improve data entry processes Reduce data duplication Increase data entry attentiveness 	<p>Coordinate with EPI team to divide tasks:</p> <ul style="list-style-type: none"> Prepare/clean health facility Refrigerator maintenance Greeting and preparing patients Vaccine administration, registry, and tracking Vaccine stock management
Challenges	
<ul style="list-style-type: none"> Data duplication Search for patient records Manual paperwork burden Water-damaged paperwork Monthly reporting 	

Bryn - EPI Lead and Single Member at a Small, Rural HF	
<p>Persona name: Bryn Simones Persona role: Preventive Medicine and Environmental Sanitation Technician - Lead Team size: Single member Location: Gondola Facility description: Small, rural health facility with many patient visits</p>	
Biography	

<p>As the single EPI member at her health facility, Bryn must complete all of her tasks in a timely and efficient manner. Specifically, she must ensure all of the vaccines and their associated paperwork are completed in a timely and up-to-date manner. Since she may rotate shifts with another EPI staff member, it is important that the paperwork be accessible and understood by all staff. Further, she must ensure that if she facilitates a mobile brigade, then the staff who replaces her absence is able to complete the vaccine session-related tasks.</p>	
Goals	Daily Tasks
<ul style="list-style-type: none"> • Improve data entry processes • Reduce data duplication • Increase data entry attentiveness 	<ul style="list-style-type: none"> • Prepare/clean health facility • Refrigerator maintenance • Greeting patients • Health lecture • Collecting child metrics • Vaccine administration, registry, and tracking • Vaccine stock management
Challenges	Monthly Tasks
<ul style="list-style-type: none"> • Data duplication • Manual paperwork burden • Team size limitations • Searching for patient records 	<ul style="list-style-type: none"> • Monthly reports • Vaccine requisitions • Mobile brigade planning

Faiza - PMEST Back-up Support - Secondary User	
<p>Persona name: Faiza Tininho Persona role: Nutrition Program Lead or Maternal & Child Health Nurse Team size: Single member Location: C.S. 21 de Agosto Facility description: Large, Urban HF</p>	
Biography	
<p>Faiza leads the Nutrition program at C.S. 21 de Agosto. In this role, Faiza ensures mothers are educated about how to provide healthy and nutritious options to their children. Faiza also collects the necessary metrics from EPI staff (i.e., height, weight, cranial perimeter, etc.) to understand the growth rate of the children at the clinic. When the EPI staff is sick and/or out on a mobile brigade, Faiza steps in to lead vaccine sessions that occur simultaneously at the facility. In this role, she completes all tasks that are required by EPI personnel, including her Nutrition program tasks, as well.</p>	
Goals	Daily Tasks
<ul style="list-style-type: none"> • Receive data entry validation • Easily register and record vaccine-related data 	<ul style="list-style-type: none"> • Non-EPI program support (i.e., Nutrition, MCH) • Collecting and recording child metrics from EPI
Challenges	Vaccine Tasks (when EPI team is absent)
<ul style="list-style-type: none"> • Data entry • Manual paperwork burden • Team size limitations • Time management 	<ul style="list-style-type: none"> • Administering and registering vaccines

Nelton - SDSMAS EPI District Supervisor

<p>Persona name: Nelton Jone Persona role: SDSMAS EPI District Supervisor Location: SDSMAS - Vanduzi District</p>	
<p>Biography</p>	
<p>Nelton works as the EPI District Supervisor at the SDSMAS in Vanduzi District / Manica Province. In this role, Nelton ensures health facilities within his District have adequate vaccine stock and that they are submitting their complete monthly reports on-time. When Nelton is inserting data into SISMA, it is sometimes difficult to read the data forms due to handwriting and/or other forms of damage. With this in mind, data is sometimes incorrectly uploaded to SISMA and a mismatch between the paper-copy and digital version is identified.</p>	
<p>Goals</p>	<p>Tasks</p>
<ul style="list-style-type: none"> • Reduce data discrepancies between paper and digital 	<ul style="list-style-type: none"> • Review monthly vaccine summary reports • Insert monthly summary data into SISMA • Notify DPS that data is available for review in SISMA
<p>Challenges</p>	
<ul style="list-style-type: none"> • Reading illegible data on summary forms • Identifying data discrepancies in SISMA 	

<p>Julia - Provincial/Central-Level EPI Data Supervisor</p>	
<p>Persona name: Julia Macia Persona role: EPI Provincial or Central Data Supervisor Location: Manica DPS or MISAU</p>	
<p>Biography</p>	
<p>Julia oversees the EPI data that is received from SDSMAS at the Provincial and/or Central-level. When Julia receives the data, she reviews it in SISMA. If she believes the data is incorrect, then she will request the appropriate report “sendee” to review the data and make appropriate corrections.</p>	
<p>Goals</p>	<p>Tasks</p>
<ul style="list-style-type: none"> • Understand how vaccines are being used in their supervised jurisdictions 	<ul style="list-style-type: none"> • Review monthly vaccine summary reports • Notifies DPS and/or SDSMAS to update data
<p>Challenges</p>	
<ul style="list-style-type: none"> • Receiving blank reports and/or non-updated SISMA data 	

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| <ul style="list-style-type: none">• Untimely reports from DPS and/or SDSMAS | |
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User Journey Map

The contextual inquiry data was also applied to create a user journey map, which further assisted in identifying user requirements and business processes. A journey map is a timeline version of a user's goals and actions they may face when completing a certain task/interaction (Gibbons, 2018). The journey map below outlines the tasks a PMEST staff member would most likely complete during a vaccine session at their health facility. A larger and more accessible version of the journey map is available [here](#).

PMEST/EPI Staff Journey Map

