Web-based Integrated Dashboard: Health Information Systems Monitoring & Evaluation, Department of Health Government of Sindh

With the technical assistance of Health Systems Strengthening Component of USAID's MCH Program, the Department of Health, Sindh has developed an integrated on-line interactive health information dashboard, through linkages all the vertical program MIS. This Integrated dashboard is to serve as the provincial dashboard including DHIS and M&E in Sindh. Additionally, besides the linking of routine health information system, the integrated dashboard, is understood to act as a management console for health managers and policy makers through linkage with recent national, provincial and district levels health and social sector surveys (i.e. PSLM, PDHS, MICS, NNS), and Information Systems of vertical preventive health programs .i.e. EPI, AIDS, TB, LHWs, MNCH & hepatitis program. The DHIS, MNCH-MIS and LHW-MIS are web-based data entry and reporting systems into which health facility manager input data, which is then accessible at District and Provincial levels for analysis and compilation. These online systems open the opportunity for desk-based, real-time data monitoring, and is a data source for data dashboards and visual displays. Currently, online data of all public health facilities and individual LHW data in all districts across Sindh province is in place. Health managers can now review the performance of each and every health facility and LHW for providing feedback to improve the quality of data for achieving the desired targets.

Last year M&E Cell in the DGHS office was strengthened for monitoring, supportive supervision and accountability system for the Department of Health. Similarly, in districts, DHIS Cells have been renamed as District M&E Cells where district level managerial and financial data will be reviewed and forwarded to the Provincial M&E Cell. Monitoring by the health managers will be in the form of supportive supervision and its role is essential for identification and resolution of problems. Technical assistance is provided to the health managers in implementing supportive supervisory system in the province through hands-on support and updating existing tools, guides, and checklists.

With the technical assistance of Health Systems Strengthening Component of USAID's MCH Program, the focus has remained on improving the quality of data that is being generated through the routine health information system and its use for evidence-based decision-making. The approach adopted by the HSS Component is hand holding of the staff working at the data generation and on-line entry points so that accurate and complete information is recorded.

The dashboard consolidates data from the existing DHIS, LHW-MIS, MNCH-MIS and other vertical programs databases, all of which are supervised by the district M&E Cells. The cut of date for the data entry of facility reports is 15 day of the succeeding month. Health managers at all levels have access to this Dashboard through the following websites: (http://www.dhissindh.pk/; http://mne.dhissindh.pk/;

Key Performance Indicators (KPIs):

Following three domains have been identified for the KPI dashboard. All the required data points are gathered through routine information systems.

1. Planning and Management
2. Monitoring and Supervision
3. Service Delivery

KPI dashboard:

The KPI dashboard is an online interactive user interface that allows managers to analyze performance through user-friendly, automated data visualization templates: a color coded progress dial, and a bar chart that plots performance for a specific time period against cumulative progress. This interface is widely accessible through the web. (http://mne.dhissindh.pk/)

Sustainability of Integrated M&E Dashboard

- ✓ Structural reforms in the form of M&E cells at district and provincial level

- ✓ Integrating with DHPMT and DGHS Quarterly Review with DHOs

- ✓ Transparency and accountability through sharing and ranking district performance

Actions required by DOH Sindh

- ✓ DOH has to use Integrated Dashboard to compare the performance of individual districts and ranking the districts by KPIs
- ✓ Since use of information is essential for strengthening the health system, maintenance of Dashboard should be the priority of DOH
- ✓ Ongoing capacity building of M&E staff required
- ✓ Required resources for monitoring and supervision should be allocated for each district and for provincial managers so that proper supervision and feedback should be provided to improve the quality of services at all levels.
- ✓ Overall it will definitely improve accountability and transparency.
- ✓ Technical assistance required to improve the online integrated system, HSS Component of USAID's MCH program will entertained