

Webinar Series: Strengthening immunization supply chains with the Effective Vaccine Management (EVM) assessment tool

Planning and delivering an EVM assessment - Who, When and How?

Dan Brigden (WHO HQ)

Welcome to the second webinar in this four-part series



- 1. What is Effective Vaccine Management (EVM) and why is it so important? 02/06/22 15h CET
- 2. Planning and delivering an EVM assessment who, when and how? NOW!
- Developing, implementing and validating a successful continuous improvement plan (cIP) Thursday 16/06/22 15h CET
- What does EVM tell us about the evolution of immunization supply chains from 2010 to 2022? Friday 24/06/22 15h CET

Agenda for today

- 1. What is EVM?
- 2. Who? When? How?
- 3. Preparation
- 4. Creating an assessment
- 5. Collecting data
- 6. Finalizing the assessment
- 7. Q&A



What is EVM?



- 1. A set of **standards** that together define the optimal immunization supply chain
- 2. A **questionnaire** that can assess if a health facility meets those standards
- 3. A **secure website** to create and manage EVM assessments, and to analyze which standards have been met at national or subnational levels
- 4. A **mobile app** that is used to administer the questionnaire
- 5. An **improvement planning tool** that can be used to develop a continuous improvement plan (cIP) based on the assessment findings



How do we get from here...



Who? When? How?



Who?

- Everyone! (Anyone with a phone and a data-connection)
- For a "Full National" assessment, MOH & EPI staff, health facility managers, cold chain technicians, implementing partners such as UNICEF, WHO, etc.

When?

- For Full National, every 3–5 years.
- Other types of assessment (targetted, supervisory) can be conducted at any time and with any frequency.

Who? Everyone

Insights from EVM are not restricted to a national EVM assessment.

Anyone can create an EVM account, download the app, and assess a health facility at any level, wherever and whenever they want.

For example, a district store manager can assess his/her facility, analyze the results, implement an improvement plan, and then validate the improvement activities by re-assessing the facility.



How to conduct an EVM assessment (in 10 steps)

- 1. Prepare: Get buy-in from all cIP stakeholders and agree timeline
- 2. Prepare : Secure funding and HR resources to conduct EVM assessment
- 3. Prepare : Conduct EVM Manager training (2 days)
- 4. Prepare : Complete EVM country set-up
- 5. Assess: Create assessment
- 6. Assess: Conduct EVM Assessor training (5 days)
- 7. Assess: Collect data
- 8. Assess: Validate data and finalise EVM assessment
- 9. Plan: Conduct cIP workshop and finalise cIP
- 10. Plan: Implement and monitor cIP



Scroll for details





- ✓ Secure necessary funding and HR resources
- ✓ Finalize timeline for all EVM activities
- ✓ Formalize cIP governance ("buy-in")
- ✓ Conduct EVM Manager training
- Complete EVM country set-up X days
- ✓ Conduct EVM Assessor training



Each country has a private EVM web portal hosted by WHO.

All EVM country set-up activities can be completed on the web portal.

Once the set-up has been completed, EVM assessments can be created and delivered.

Data collection is conducted using the EVM Assessor mobile app – a questionnaire for a health facility is downloaded onto the device and once the assessor has collected the data at the facility, the questionnaire can then be uploaded to the WHO database and analyzed.





Software & database

EVM2 website https://extranet.who.int/evm2/web EVM Assessor app



Each country has a private EVM web portal

Before a country can conduct an EVM assessment for the first time, three steps must be taken:

- 1. Get started create your account
- 2. Configure country accounts
- 3. Complete setup

Subsequent assessments conducted by a country will be simpler, since these steps only need to be completed once.



EVM data-security policies

The EVM tool has been designed to ensure that national policies of data-confidentiality are always respected. This is accomplished in three ways:

- 1. By restricting access to the EVM tool only to approved and authenticated users
- 2. By enforcing strict role-based administration that ensures only designated access to country data; in other words, only designated national managers can assign additional role-based access to other users, for example by assigning a user an assessor role
- 3. By following organization-wide data-storage policies and practices

Help for EVM managers

The following resources, available on TechNet-21, provide national, subnational, and independent EVM managers with comprehensive guidance on how to use set up, create and deliver EVM assessments.

https://www.technet-21.org/en/topics/evm#managers

Title	Author	Year	Туре	Language
EVM Manager Guide (v1.01)	UNICEF, World Health Organization	2021	User guide	English
EVM Manager Quick Start Guide (v1.01)	UNICEF, World Health Organization	2021	User guide	English
Guide de démarrage rapide pour le Gestionnaire GEV (v1.01)	UNICEF, World Health Organization	2022	User guide	French
Guide du Gestionnaire GEV (v0.24)	UNICEF, World Health Organization	2020	User guide	French
The EVM site selection process and The EVM Site Selection Tool User Guide	UNICEF, World Health Organization	2014	Document	English
The EVM2 Process	UNICEF, World Health Organization	2020	Video	English



1. Get started – create your account

The first step is to designate at least one national EVM manager.

The manager will be the EVM focal point for that country and will be responsible for managing all other roles in EVM for that country.

Once the manager has an EVM account, they can sign in to the EVM website and assign roles to other users.

https://extranet.who.int/evm2/web

Creating an EVM account



Request EVM access

Send an email to: <u>evmadmin@who.int</u>

You will receive an email like this...

BRIGDEN, Daniel invited you to access applications within their organization - Dan Brigden - Outlook - Google Chrome about:blank

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BRIGDEN, Daniel invited you to access applications within their organization

M Microsoft Invitations on behalf of World Health Organization <invites@microsoft.com> To: You

Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Sender: BRIGDEN, Daniel (brigdend@who.int) Organization: World Health Organization Domain: worldhealthorg.onmicrosoft.com

This message was provided by the sender and is not from Microsoft Corporation.



Message from BRIGDEN, Daniel:

6 (Version française ci-dessous.)

This is an automatic email regarding your registration for the Effective Vaccine Management (EVM) website.

"

To access the EVM website, click the link "Accept invitation" This link is associated with your email address and valid only for this registration process.

Once you have accepted the invitation, sign in to the EVM2 website to create your EVM account: https://extranet.who.int/evm2/web

If you have a Gmail or Outlook account, you will be able to use your standard credentials, otherwise the system will ask you to create a new account and password with your email address.

For more information on EVM, including guidance on how EVM assessors and managers can use the tool, please refer to the EVM page on the TechNet-21 website: https://www.technet-21.org/en/topics/evm

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Accept the invitation

At the bottom of the email, click "Accept invitation".

You will be taken to the EVM website and can then sign in.





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Click here to access the menu

A global initiative to improve immunization systems and save lives

WATCH THE VIDEO

Mongolia, 2012

Incognito

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× ABOUT EVM

Sign in →]

About EVM

Get Involved

The App

Global Insights

EVM Stories

Resources

Click here to sign in

A global initiative to improve immunization systems and save lives

WATCH THE VIDEO

Mongolia, 2012

https://extranet.who.int/evm2/web/Login/Authentication

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Effective Vaccine Management HOME

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What is "My Facilities"?



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2. Configure country accounts

By default, an EVM user only has access to My Facilities. They have no role for any country.

The country manager can assign the following roles to an EVM user. A user can have different roles for different counties. For example, the same user can be an assessor for Angola, a country manager for Bangladesh, a subnational manager for California (USA) and an observer for Tajikistan.

Role per country	The	user can
Assessor	•	Be assigned questionnaires as part of an EVM assessment Download and upload location questionnaires
Manager (national)	•	Manage every aspect of the country's EVM setup and assessments
Manager (subnational)	•	Manage locations and create assessments for specified AUs in a country
Observer	•	View every aspect of the country's EVM setup and performance. Only view, he cannot edit.

Subnational management

A country has one or more national EVM managers. The national manager can assign subnational manager responsibility to other users.

Subnational managers control facilities in their area, and can create full subnational and targetted assessments for their facilities. They cannot assess facilities outside their area or create national assessments.

National



(Sub)national



Want to become a manager for a country?

If you have not yet been made a country manager, you can **request access**.

The country manager can then **approve** or **reject** your request.

If there is no manager for that country, contact your WHO or UNICEF immunization focal point.

If you do not want to be a country manager, you can still be an independent manager and create assessments using My Facilities.

3. Complete setup

Before an assessment can be created, the country manager must perform the following setup tasks.

Task	Purpose
Add administrative units (AU)	To organise the country into at least two subnational levels for reporting purposes, and to assign subnational access (if required)
Add locations	To add health facilities to the EVM database so they can be included in assessments
Add vaccines	To add every vaccine used in the country's immunization schedule, both at national and subnational levels, so that the required storage capacity requirements can be calculated

3.a Adding administrative units

An administrative unit (AU) is a portion of a country or other region delineated for administrative purposes.

For example, in the United States of America the primary first-level AU is the 'state' – California, Texas, Florida, etc. These states are subdivided into 'counties', for example there are 67 counties (second-level AU) in the state of Florida.

There may be two, three, four or even more levels of AU in a country. Every country in the world is subdivided into a unique set of AUs.







3.b Adding locations

A *location* is a health facility that stores vaccines or provides immunization services.

When an EVM assessment is created, a representative sample of health facilities is selected using a random sampling methodology. Before you can conduct an EVM assessment, therefore, all locations in the country must be added. You can do this in two ways:

- Add locations manually (one-by-one)
- Add all locations using the EVM import-export tool

If a country has an up-to-date inventory of all health facilities, this step is straightforward.

Locations must be associated with the AU in which they are located.

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			SP	R3-L017-011	Katuiyo Dispensary	-	Yes		` <			

3.c Adding vaccines

To enter the vaccines used in your national immunization schedule:

- 1. In the Setup menu, select Vaccines.
- 2. The list of vaccines for your country is displayed.
 - Click Add PQS to add a WHO PQS-prequalified vaccine
 - Click Add Generic to add a vaccine that is not WHO PQS-prequalified
- 3. Enter the following six vaccine type attributes

Attribute	Description	Example
Vaccine*	The type of vaccine	DTaP
Manufacturer*	Name of the vaccine manufacturer	GlaxoSmithKline Biologicals SA
Commercial name*	The vaccine's commercial name	Boostrix
Formulation*	The vaccine's pharmaceutical form	Liquid: ready to use
Presentation*	The vaccine presentation	Vial
Doses per primary container*	The number of vaccine doses contained in the primary container	1

* Indicates mandatory value

4. If you are adding a PQS vaccine, the remaining fields will be automatically populated from WHO PQS Vaccine database⁴ records. If you are adding a generic vaccine, you will need to fill them in manually.



EVM2 assessments come in different flavours

Type – use random site selection or pick locations

Range – choose locations from the entire country or from specific areas

Sample – make a single random site selection for the entire country or individual ones for each province/ state

Scope – assess all EVM requirements or only a subset





Example assessments

Assessment	Туре	Range	Sample	Scope
An assessment covering the whole country, assessing everything	Full	National	Single	All
An assessment of two states only, assessing everything	TypeRangeSampleScopeFullNationalSingleAllFullSubnational (California and Oregon only)SingleAllTargettedN/AN/AAllTargettedN/AN/AAllFullSubnational (E2 Tempera managementPartial (E2 Tempera managementFullSubnational (California only)SinglePartial (E9 Wast management Equipment of	All		
An assessment of all private-sector health clinics at SP level, assessing everything	Targetted	N/A	N/A	All
An assessment of temperature management at facilities in one state where poor temperature management is suspected	Targetted	TypeRangeSampleScopeFullNationalSingleAllFullSubnational (California and Oregon only)SingleAllFargettedN/AN/AAllFargettedN/AN/AAllFargettedN/AN/APartial (E2 Temperature management onlFullSubnational (California only)SinglePartial (E9 Waste 	Partial (E2 Temperature management only)	
An assessment of waste management equipment in one state	Full		Partial (E9 Waste management & C2 Equipment only)	

Conducting an EVM assessment



Using the EVM Assessor app - live demo



EVM Assessor

For each assigned location:

- 1. Download questionnaire
- 2. Collect data at health facility
- 3. Upload completed questionnaire

Help for EVM assessors

The following resources available on TechNet-21, provide EVM assessors with guidance on how to use the EVM app to conduct health facility assessments.

Title	Author	Year	Туре	Language
EVM Assessor - Field Guide	UNICEF, World Health Organization	2020	Presentation	English
EVM Assessor - Introduction	UNICEF, World Health Organization	2020	Presentation	English
EVM Assessor Guide (v1.01)	UNICEF, World Health Organization	2021	User guide	English
EVM Assessor Quick Start Guide (v1.01)	UNICEF, World Health Organization	2021	User guide	English
Guide de démarrage rapide pour l'évaluateur GEV (v1.01)	UNICEF, World Health Organization	2022	User guide	French
Guide de l'évaluateur GEV (v0.32)	UNICEF, World Health Organization	2020	User guide	French



Effective Vaccine Management (EVM) Assessor Quick Start Guide



1. Request an EVM account 2. Sign into your EVM account

3. Request assessor access Conduct assessments

1. Request an EVM account

Contact the EVM Global Administrator at evmadmin@who.int_with the following details:

- Name
- Email address
- Organisation
- Job title
- Telephone number
- Address

The EVM Global Administrator will review your request and notify you once it is approved.

2. Sign into your EVM account

1. Open the EVM website:

https://extranet.who.int/evm2/web/Public

Select the menu in the top left of the screen, then select Sign in:



- Select the email address that you used to request EVM access or select Use another account to enter the email address.
- Enter and confirm your authentication details. The EVM home screen is displayed.

Your currently selected assessment country and language are shown in the top right of the screen. Your username and role are shown in the menu.

After any period of inactivity, you will be automatically logged out and will need to sign in again to continue using the EVM website.

3. Request assessor access

4. Install

the EVM app

- 1. Sign into your EVM account (see page 1).
- Select the menu in the top left of the screen, then select <your name> > Profile.
- The User details tab is displayed by default. Select the Permissions tab to display it:



 Select Request permission. The Request permission screen is displayed:



- 5. In the Role* field, select Assessor (locations).
- In the Country* field, select the country you want to assess.
- In the Please explain why you require access field, enter an explanation of why you require access.
- Select Save. The National Manager for the country will review and approve your request.

Once approved, you can sign into the EVM website to download and upload the country questionnaires you are assigned from your EVM mobile app.



Effective Vaccine Management (EVM) Assessor Guide

Date 13 October 2021 Version v1.01 Status PUBLISHED Contact evmadmin@who.int

Alignment with improvement planning activities

Online dashboards enable comprehensive interrogation of ISC performance in real-time.

Includes AOE (Availability, Quality, Efficiency) reporting.

EVM Report template in MS Word can be automatically generated.

Improvement planning activities can be monitored and validated with follow-up assessments.



Download an EVM Report template

Once an assessment has been completed, an EVM Report template can be downloaded.

The template contains all the necessary heat-maps and criteria/category/requirement scores.

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Effective Vaccine Management (EVM) Sri Lanka 2021

Assessment Report

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Country	Sri Lanka
Assessment name	Sri Lanka Nov 2021/10
/ear	2021
Description	Full, National, Single, 85, 10, OSP Nov2021

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📙 Webinar #2

Page 1 of 95 11692 words 🛛 🙀 English (United Kingdom)

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Download the cIP Development Tool

Once an assessment has been completed, the EVM manager can download an Excel tool to help prepare for the cIP workshop.

The tool includes a list of *every requirement score* from the assessment. EVM managers can use this generate a list of improvement activities that address the weaknesses identified in an EVM assessment.

4	А	В	С		1	Category code 💌	Code 💌	Parent 💌	Requirement
1	Category code 🔻	Code 🔻	Parent 💌	Requirement	43	C2.1.1	R0042	R0039	The facility has sufficient negative cold storage capacity to accommodate the expected maximu
2	C1.1	R0001		The facility has functional means of communication.	44	C2.1.1	R0043		The facility's vaccine cold storage equipment is appropriate for the expected maximum vaccine s
3	C1.1	R0002	R0001	The facility has a functional landline telephone.	45	C2.1.1	R0044	R0043	The facility has one or more vaccine cold rooms.
4	C1.1	R0003	R0001	The facility has reliable mobile phone reception.	46	C2.1.1	R0045	R0043	The facility has one or more vaccine freezer rooms.
5	C1.1	R0004	R0001	The facility has a reliable internet connection.	47	C2.1.1	R0046		Vaccine cold/freezer rooms meet minimum requirements.
6	C1.1	R0005		The facility receives at least eight hours of grid electricity each day.	48	C2.1.1	R0047	R0046	Cold/freezer rooms have dual cooling units.
7	C1.1	R0006		There is a reliable supply of fuel for vehicles for supervision visits.	49	C2.1.1	R0048	R0046	Cold/freezer room cooling units have duty sharing.
8	C1.1	R0007		The facility has access to water, sanitaion and hygiene service (WASH).	50	C2.1.1	R0049	R0046	Cold/freezer rooms have voltage regulators.
9	C1.1	R0008	R0007	The facility has an adequate water supply.	51	C2.1.1	R0050	R0046	Cold rooms have automatic defrosting.
10	C1.2	R0009	R0007	The facility has a functional toilet.	52	C2.1.1	R0051	R0046	Cold/freezer rooms have ceiling mounted tungsten filament lights or LEDs with external switches
11	C1.2	R0010	R0007	The facility has hand washing or hand sanitizing facilities.	53	C2.1.1	R0052	R0046	Cold/freezer rooms can be locked.
12	C1.2	R0011		The store manager's office meets minimum requirements.	54	C2.1.1	R0053	R0046	Cold/freezer rooms can be opened from inside when locked from outside.
13	C1.2	R0012	R0011	The store manager's office is spacious.	55	C2.1.1	R0054	R0046	Cold/freezer room doors have plastic strip curtains.
14	C1.2	R0013	R0011	The store manager's office can be locked.	56	C2.1.1	R0055	R0046	Cold/freezer rooms have door open alarms.
15	C1.2	R0014		The facility is secure.	57	C2.1.1	R0056	R0046	Cold/freezer rooms have power loss alarms.
16	C1.2	R0015	R0014	There is a secure perimeter fence or wall around the compound.	58	C2.1.1	R0057	R0046	Cold/freezer room doors are air-tight.
17	C1.2	R0016	R0014	The facility has 24 hour guard/surveillance.	59	C2.1.1	R0058	R0046	Cold/freezer rooms have shelves or pallet racks.
18	C1.2	P0017	P0014	External doors have locks					

900+ requirements set the standard for the vaccine supply chain

19 C1.2

20 C1.2 21 C1.2

22 C1.2 23 C1.2 24 C1.2

25	C1.2									
26	C1 2	R0025	R0022	Dry stores have adequate air conditioning	67	C2.1.1	R0066		The facility has a suitable standby generator.	
27	C1 2	R0026	R0022	Dry stores are protected from direct sunlight	68	C2.1.1	R0067	R0066	The generator can run all of the facility's refrigeration equipment.	
28	C1.2	P0027	P0022	Dry stores have shelves, pallets or pallet racks	69	C2.1.1	R0068	R0066	There is adequate fuel reserve for the generator.	
20	C1.2	R0027	NUU22	The facility has sufficient dry goods storage experits to accommodate t	70	C2.1.1	R0069	R0066	The generator can auto-start.	
29	C1.2	KUU28		The facility has sufficient dry goods storage capacity to accommodate t	71	C2 1 1	B0070	R0066	The generator housing is secure	
30	C1.2	R0029		Packing and loading area(s) areas meet minimum requirements.			110070	110000		
31	C1.2	R0030	R0029	The vaccine packing area has sufficient space.	72	C2.1.1	R0071	R0066	The generator housing is well ventilated.	
32	C1.2	R0031	R0029	The vaccine packing area is close to the vaccine storage areas.	73	C2.1.1	R0072		Long term passive vaccine storage devices comply with WHO/national specifications.	
33	C1.2	R0032	R0029	The vaccine packing area is close to the vehicle loading area.	74	C2.1.1	R0073		The facility has sufficient coolant pack storage capacity to accommodate the expected max	dimum
34	C1.2	R0033	R0029	The vehicle loading dock is raised.	75	C2.1.2	R0074		A warm coat is available for working in cold/freezer rooms.	
35	C1.2	R0034		Storage buildings have fire alarm systems.	76	C2.1.2	R0075		The facility has suitable mechanical handling equipment.	
36	C1.2	R0035	R0034	Storage buildings have manual fire alarms.	77	C2.2.1	R0076		Transport is always available for scheduled supervision visits.	
37	C1.2	R0036	R0034	Storage buildings have smoke alarms.	78	C2.2.1	R0077		Transport is available for scheduled vaccine distribution, collection or outreach.	
38	C1.2	R0037		Storage buildings have functional certified fire extinguishers.	79	C2.2.1	R0078		The facility's vaccine transportation vehicles have sufficient capacity to accommodate the e	expec
39	C1.2	R0038		Buildings have guttering and drainage for rain water.	80	C2.2.1	R0079		Vaccine transportation vehicles meet minimum Road Safety Requirements.	
40	C2.1.1	R0039		The facility has sufficient cold storage capacity to accommodate the ex	81	C2.2.1	R0080	R0079	The storage compartment can be locked.	
41	C2.1.1	R0040	R0039	The facility has a sufficient toltal cold storage capacity to accommod	82	C2.2.1	R0081	R0079	The vehicle has a tail-lift.	
42	C2.1.1	R0041	R0039	The facility has sufficient positive cold storage capacity to accommo	83	C2.2.1	R0082	R0079	The vehicle has a spare wheel and tyre.	
40	00.4.4						1			-







More information on EVM2

www.technet-21.org/topics/evm

This page provides a list of EVM2 resources that can help:

- <u>Assessors</u> to download, install and use the EVM app to assess health facilities
- <u>Managers</u> to set up their EVM projects to create and deliver EVM assessments
- <u>Decision-makers</u> to develop a continuous improvement plan (cIP)
- <u>Trainers</u> to deliver customizable EVM training to assessors and managers

User guides, SOPs, videos, tutorials, training... everything you need.

Take EVM for a test-drive

Create an EVM account – send email to <u>evmadmin@who.int</u>

Download the app on the Android Play Store, Apple Store, or Microsoft Store – search for "EVM Assessor"

Create your own assessments on the EVM website:

https://extranet.who.int/evm2/web





THANK YOU

