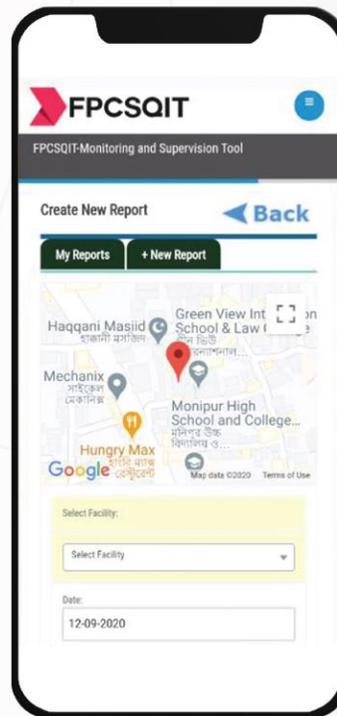




Family Planning Clinical Supervision & Quality Improvement Digital Guidelines



পরিবার পরিকল্পনা অধিদপ্তর

Clinical Contraception Services Delivery Program
Directorate General of Family Planning
Medical Education and Family Welfare Division
Ministry of Health and Family Welfare



বাংলাদেশের স্বাধীনতার
৫০ বৎসর পূর্তিতে
সকল বীর যোদ্ধাদের সশ্রদ্ধ সালাম
যাঁদের ত্যাগের বিনিময়ে পেয়েছি
এই স্বাধীন স্বদেশ

**we
salute
those who
fought for our
victory**



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Abbreviations

CCSDP : Clinical Contraceptive Service Delivery Programme.....	1
DGFP: Directorate General of Family Planning	1
FB: Facebook	35
FP: Family planning.....	1
FPCS-QIT: Family Planning Clinical Services Quality Improvement Team.....	1
GPS: Geographic Positioning System	2
MCH: Maternal and Child Health.....	1
MOHFW: Ministry of Health and Family Welfare	1
MSB: Marie Stopes Bangladesh.....	1
SRH: Sexual Reproductive health.....	1
TAB: One kind of electronic device called tablet.....	29
TL, NSV: Tubal ligation, No Scalpel Vasectomy.....	7
VS: Versus or Against	23

FPCS-QIT: Family Planning Clinical Services-Quality Improvement Team

Executive Summary:

Directorate General of Family Planning (DGFP) is the prime department for FP/SRH interventions through its facilities over the country in 64 districts under Ministry of Health and Family Welfare (MOHFW). There is a quality improvement team named 'Family Planning Clinical Services Quality Improvement Team (FPCS-QIT) placed each of the 64 districts and its roams sub-district and below level for ensuring quality of care for programme monitoring and for supporting staff who provide care. However, the monitoring and reporting system is paper based and the tracking system is not optimally working from different management tiers.

Based on that, Clinical Contraceptive Service Delivery Programme (CCSDP) under DGFP initiated strengthening the FPCS-QIT monitoring system using digital system. Options Consulting Services Ltd. Under WISH2ACTION programme Bangladesh has been supporting CCSDP/DGFP on strengthening the structure/system to IT-enabled and linked with online tracking from HQ and other tiers to capture the quality improvement activities and to provide supports where and if needed. Other consortium partners of WISH2ACTION i) Marie Stopes Bangladesh (MSB) as an implementing partner and ii) Humanity and Inclusion (HI) support technically of these activities along with Options. . An IT specialist from Options is working for strengthening IT enabled system and time to time it has been shared with DGFP senior level staff both online and physically. It is expected the digital monitoring tool able to strengthen the quality improvement system of DGFP. The digital tool is enabled to lead the Quality Improvement Dashboard for DGFP showing the performance of the field activities briefly from all tiers of service delivery. Additionally, the system can capture service statistics extended to people with disability.

Assessment checklist of FPCS-QIT software:

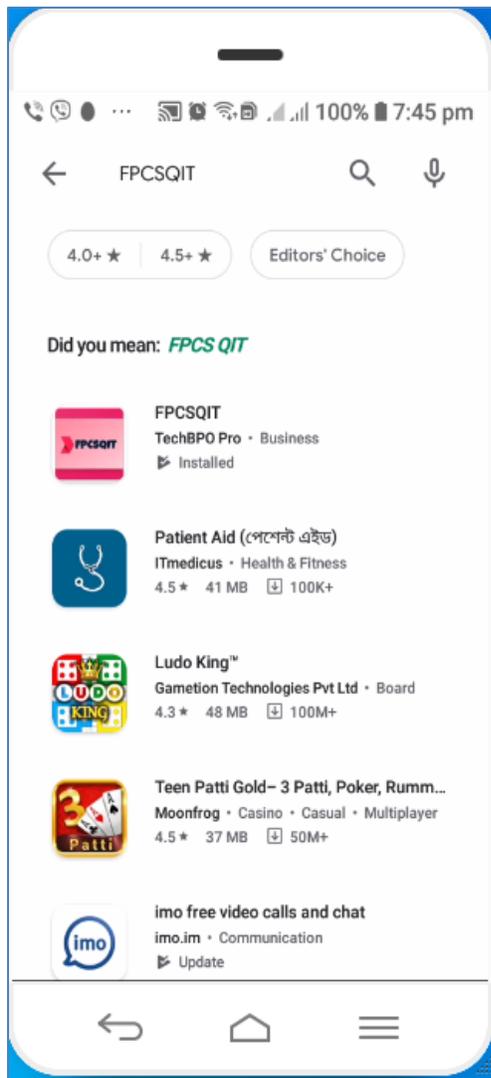
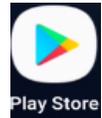
Four types of assessment checklists are developed in FPCS-QIT software for eight facility categories (MCWC, UH&FWC, UHC, District Hospital, Satellite Clinic, NGO Clinic, Model FP Clinic, and Community Clinic):

1. Facility Readiness form is to see quality of a facility related issues.
2. FP Service Clinical Supervision form is to observe quality improvement of family planning services and clinical perspective.
3. MCH Services is to check quality of Maternal and Child health related issues.
4. Client Exit Interview is to assess client satisfaction level of facility.

FPCS-QIT consultants need to fill up these four forms at one facility where the provisions are available during one visit. The visit plan also needs to be completed using this FPCS-QIT digital tool before start visiting at facility level.

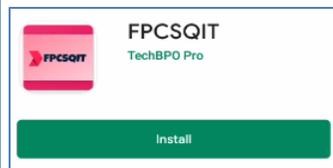
Setting up FPCS-QIT software and FPCS-QIT Android app:

FPCS-QIT app made for android system. It is a web APP. Please check your internet connection before starting installation. Open “Google Play Store” and find “FPCSQIT” app. Click on Play Store on your android smart mobile screen.

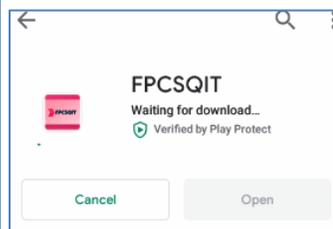


When “FPCSQIT” icon appeared then click on the icon for downloading and installation.  This icon will come in Google Play Store for installation the FPCS-QIT software.

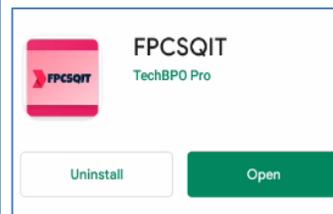
After clicking the icon below window will come:



Click on “Install” button for starting the software. It will appear below window:

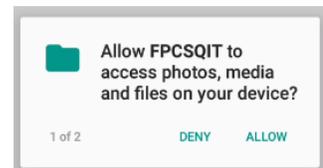


This window takes time for completion of software installation into mobile. After completion of downloading and installation below window will come:



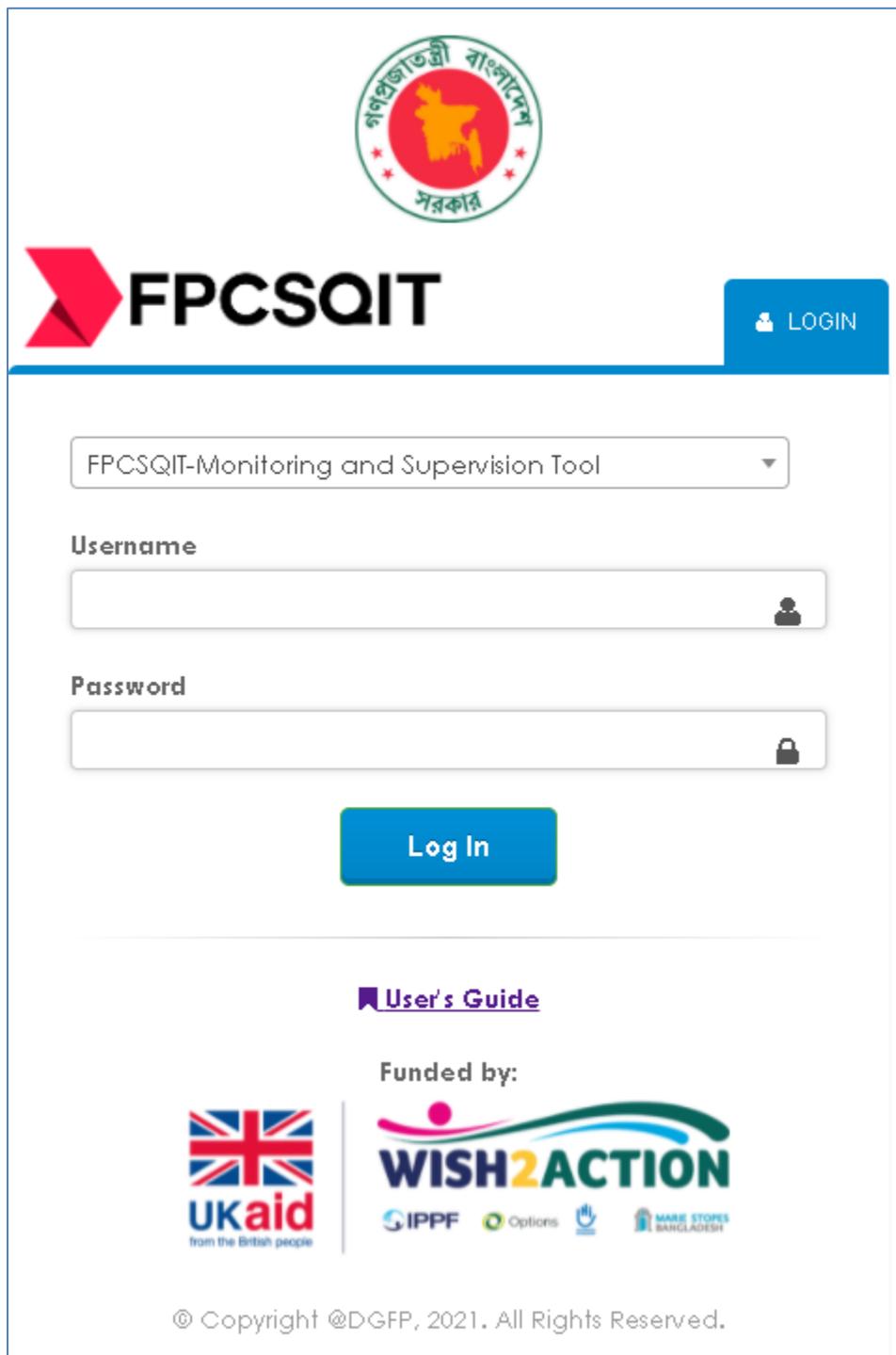
This window shown

installed software FPCS-QIT. After clicking “Open” button mobile will shown a message for GPS location setup. You have to press allow button twice.



Setting up FPCS-QIT software in iPhone and iPad:

FPCS-QIT software can operate in iPhone and iPad. In your iPhone home find google chrome or any browser. Click on that and type on address bar “fpcsqit.dgfp.gov.bd” then below window will come:





 [LOGIN](#)

FPCSQIT-Monitoring and Supervision Tool

Username

Password

[Log In](#)

[User's Guide](#)

Funded by:

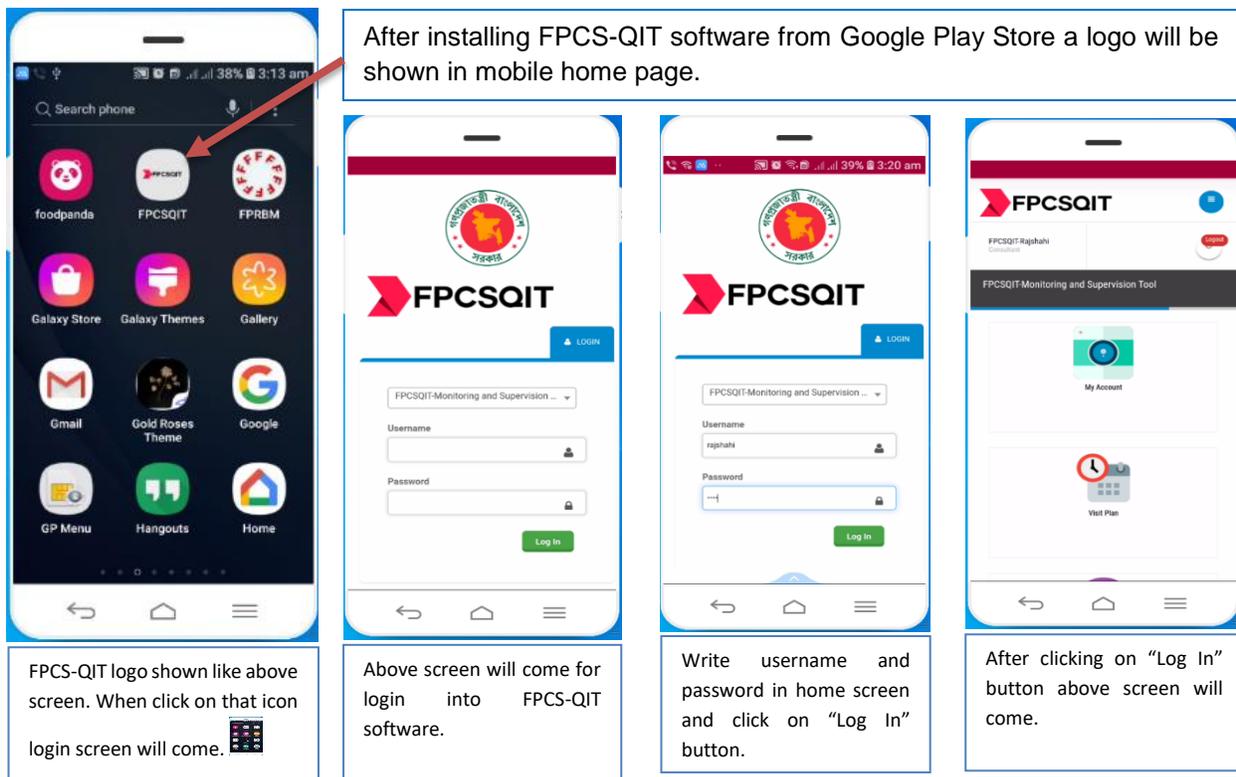
    

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Operations with FPCS-QIT software:

FPCS-QIT software can run in any devices. Laptop, Desktop, Android oriented TAB and Mobile could be used for FPCS-QIT software.

Mobile view:



After installing FPCS-QIT software from Google Play Store a logo will be shown in mobile home page.

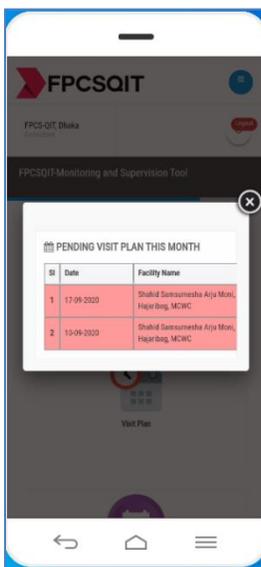
FPCS-QIT logo shown like above screen. When click on that icon login screen will come.

Above screen will come for login into FPCS-QIT software.

Write username and password in home screen and click on "Log In" button.

After clicking on "Log In" button above screen will come.

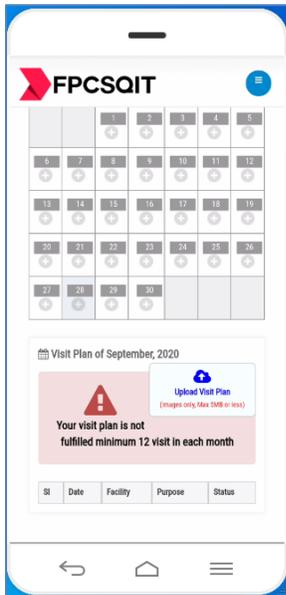
Pending visit plan alert:



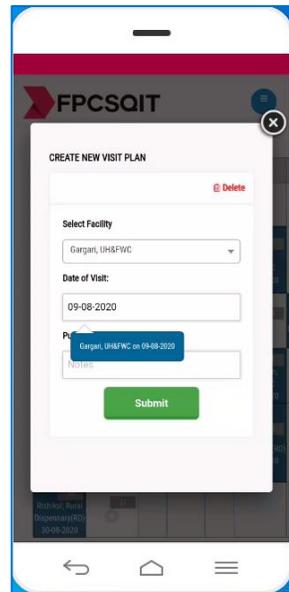
Sl	Date	Facility Name
1	17-09-2020	Shahid Sanshodh Agya Mnl, Hajar Bag, MCWC
2	19-09-2020	Shahid Sanshodh Agya Mnl, Hajar Bag, MCWC

An alert message will be shown during log in of consultant for their gentle reminder of how many planned visit is pending in the system. Pop-up message encourage consultant to complete pending report.

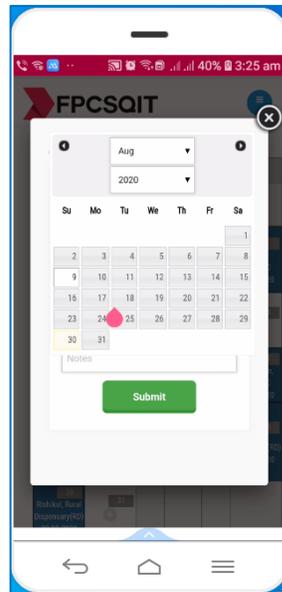
Create visit plan:



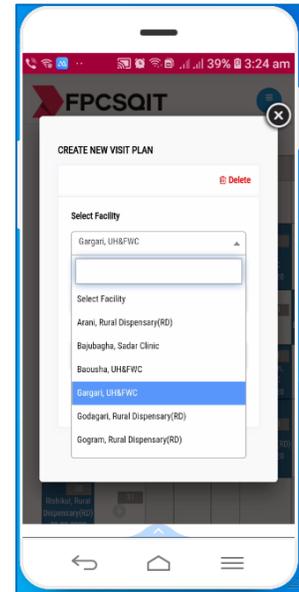
After clicking on "Visit plan" icon above screen will be shown for developing visit plan of FPCS-QIT software.



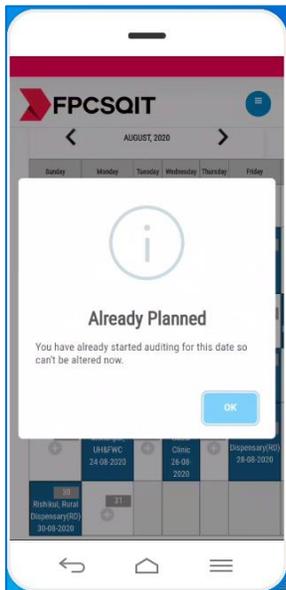
Click on calendar for planning process and above screen will come. Could change date and facility by user.



Calendar will show for selection a date for planning.



Select a facility for next visit plan into FPCS-QIT software.



Audited facility cannot be changed. Above message will be shown when already audited a facility.

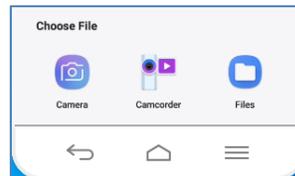


Planned work plan shown as above screen table. It would be easier to understand for FPCS-QIT consultant.

Without creation of visit plan FPCS-QIT consultant cannot create a visit report. After creating a visit report cannot delete any created visit plan.



For uploading visit plan, could be used mobile camera for creation picture. Or could be added from local disk any picture doc. By clicking on above button below different options will come.

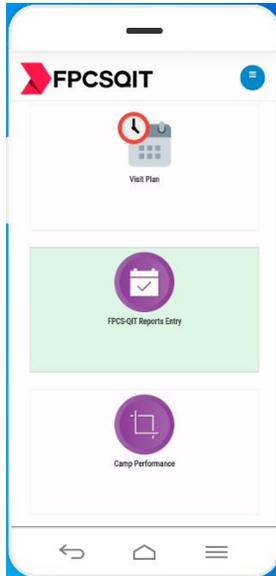


Use phone camera for uploading the visit plan docs.

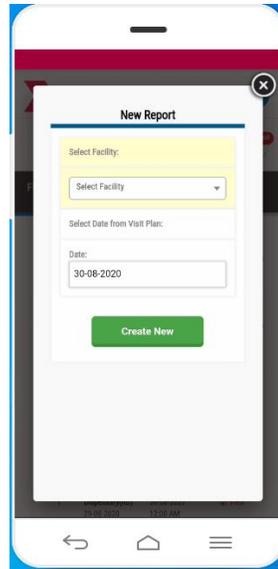
Without visit plan FPCS-QIT consultant cannot create any visit report in the system.

Visit plan should be completed before a month. Approval visit plan have to enter into the software by FPCS-QIT Consultant once in a month.

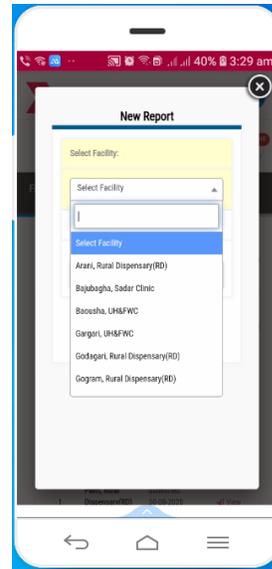
Create FPCS-QIT assessment report:



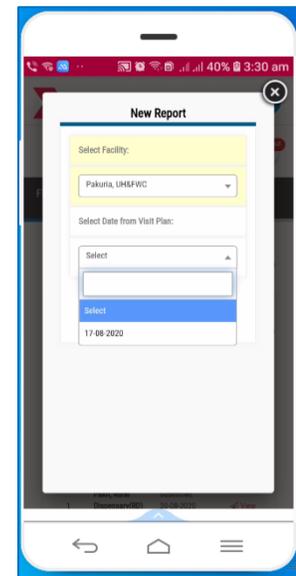
Click on FPCS-QIT Reports Entry icon. Next window will be shown for entering report.



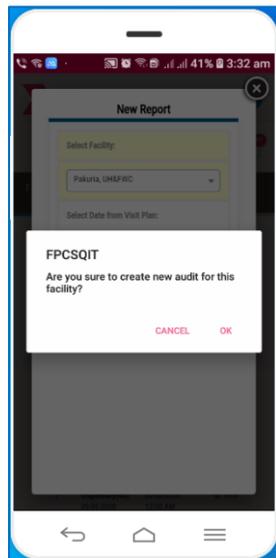
For new report data entry one pop up menu will come.



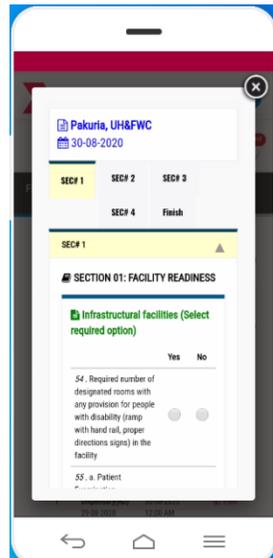
Select facility from facility combo box. Facility will be shown only GPS read the correct facility spot.



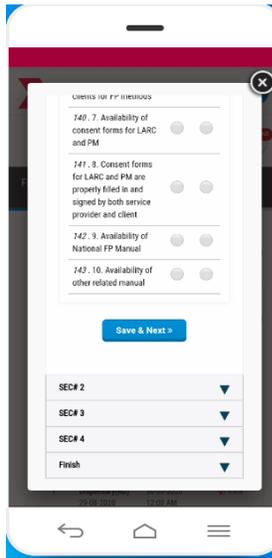
Select date from visit plan date combo box. Only planned date will be shown in combo box.



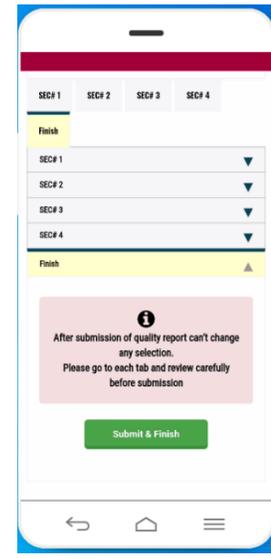
When click on "Create New" button then one message will come like above screen. When click on "OK" option next screen will come with entry form.



Scroll slowly and carefully touch on screen to quality checking data entry. Every option will be saved automatically and instantly.



At first, Facility Readiness form will come. In same way another two forms will come. One for FP Clinic Service Supervision another is MCH Services. In every form clicking on "Save and Next" button for final save of data entry part.

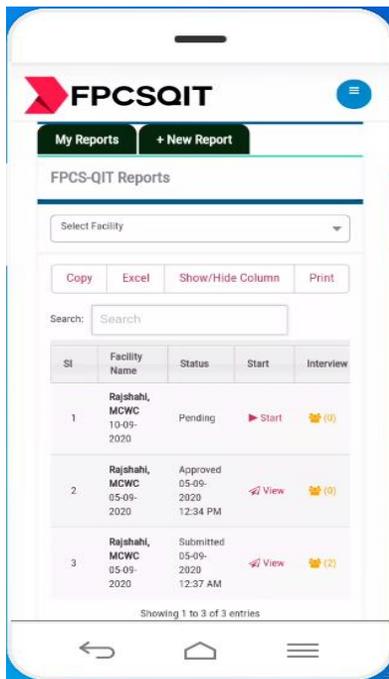


After full filling all data entry click on "Submit & Finish" button for completion of assessment entry part.

Before final submission need to review again question to question. After final submission of form consultant cannot change any option without permission of DGFP head quarter administrator.

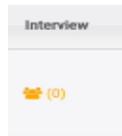
Completion of FPCS-QIT assessment report:

After final submission of audit report below window will come on mobile screen:

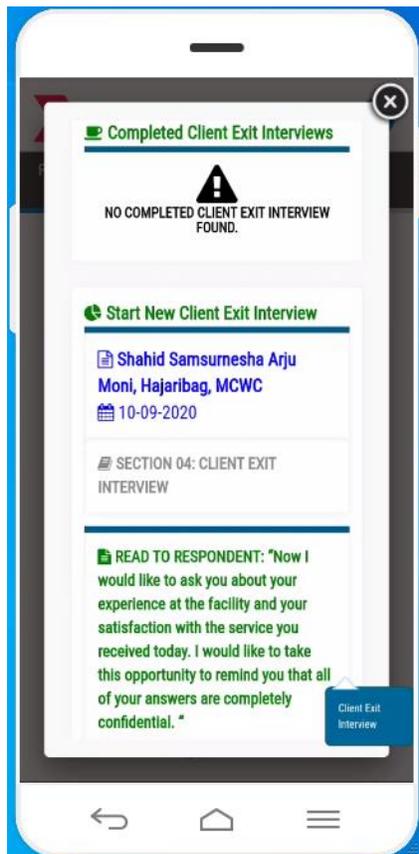


In this screen, shown list of visit reports that done by FPCS-QIT consultant. Any submitted or approved report can view only. Pending report could start entry again for completion rest of the part of data entry module.

Visit report could be sorted by facility and could be exported into your system for reporting purposes.



After completion of auditing consultant will take an exit interview with clients in each facility. On clicking the option "Interview" consultant can start exit interview session with a client. After clicking on the option below screen will be appeared:



Client Exit Interview:

Clients exit interview is an interview with individual patient during visit day at facility. Consultant could take one or more interview from each facility.

After submission of visit data, client exit interview can be taken by consultant at correct facility spot. Without presenting in perfect facility, consultant cannot be accessed for data entry operation.

Interview question though in English but the consultant will talk in Bangla by translating questions for better communication with the client.

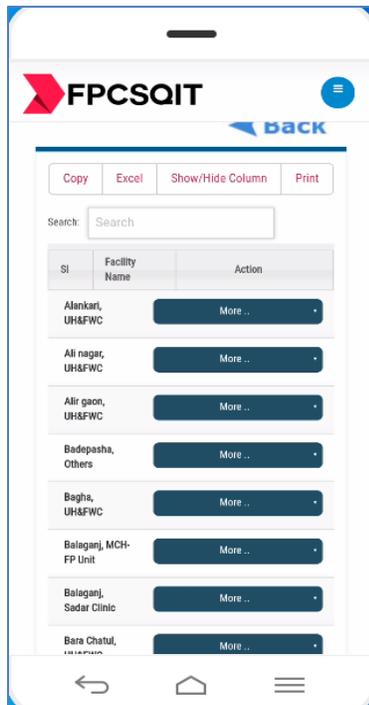
Camp performance data entry:

FPCS-QIT consultant performed a few number of camp. A camp organized by different government and non-government hospital and clinic to achieve few target on family planning long acting method like TL, NSV etc.



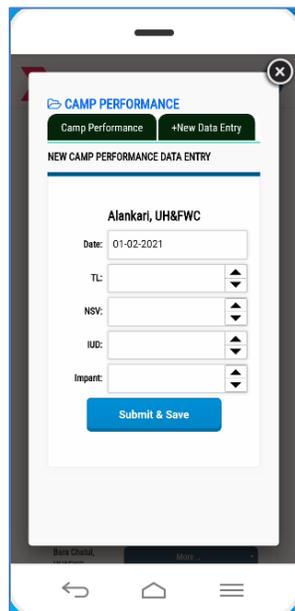
Camp Performance

Clicking on this button below window will come:



In this window shown facility wise action button. Click on “More” button then  “CAMP PERFORMEN ENTRY” option will come. After clicking on that right side window will be shown:

If data are not available then click on “+New Data Entry” button. Below window screen will Come for camp data entry.



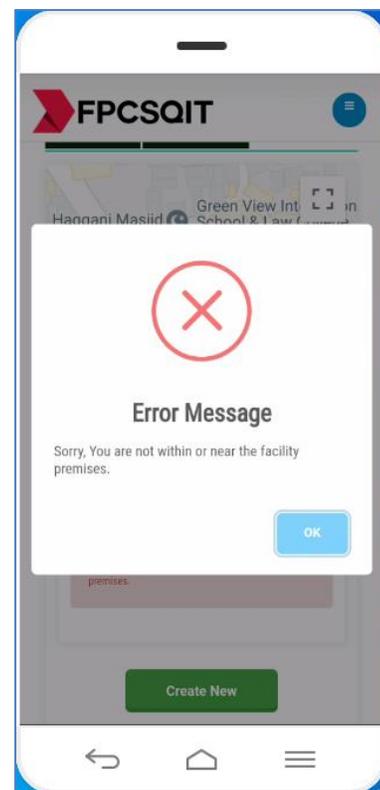
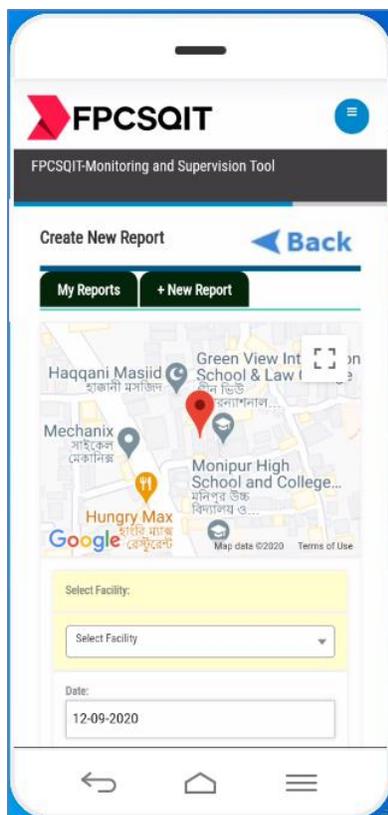
After completion of data input in above screen click on “Submit & Save” button.

How GPS work during visit facility?

Global Positioning System (GPS) oriented FPCS-QIT software need to perfect identification of facility latitude and longitude. GPS working based on GPS device built in mobile or laptop. We used Google map for GPS location identification. Sometime prefix GPS latitude and longitude is not properly work. Computer Operators of districts can help to right GPS location identification and they can update these data, if needed.

When FPCS-QIT consultant visit a facility and logged into system then FPCS-QIT software will be automatically track GPS current location. If current location is matched then consultant can start visit report creation.

Permitted location will be shown in select box. If selected facility and location matched then audit report can start; otherwise an error message will appear as below and visit report creation could not be possible.

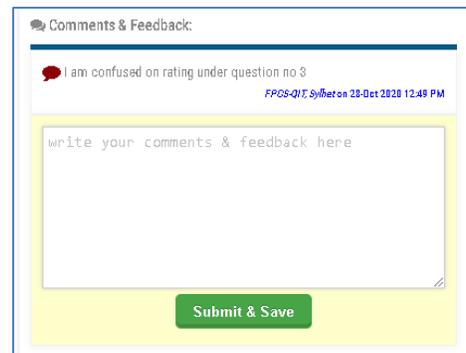


This is first ever digital platform that synchronizing with GPS validation during report entry in every facility level by FPCS-QIT consultant at Directorate General of Family Planning (DGFP) under Ministry of Health and Family Welfare (MOHFW).

Interactive Comments and Feedback system:

FPCS-QIT software can help to interactive comments and feedback mechanism for interaction with each other. In each assessment form additional comments and feedback mechanism system are available.

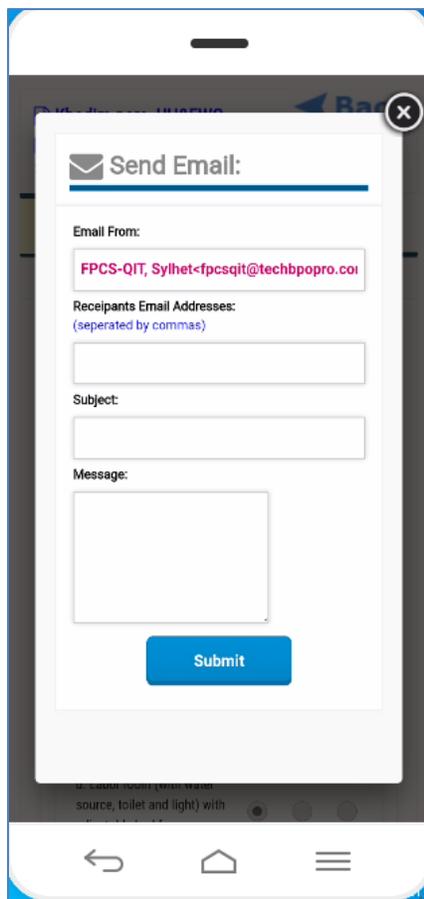
FPCS-QIT consultant and Administrator can inputs their feedback and comments in an interactive way.



Email system:

Send Mail

Other than internal comments sharing Consultant can share any kind of information and issue by clicking on above shown email button that placed in each FPCS-QIT assessment form.

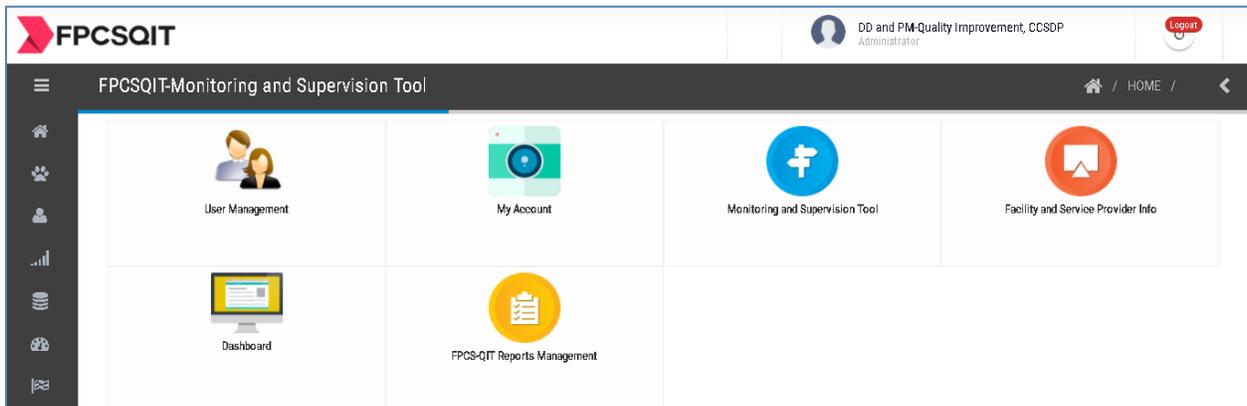


Left screen shown an email format that consultant put respective email address in “Recipients Email Addresses”. Use separated commas for many recipients.

Write email subject in the box of “Subject”. Main details write up would write in “Message” box.

Role of Administrator in FPCS-QIT software:

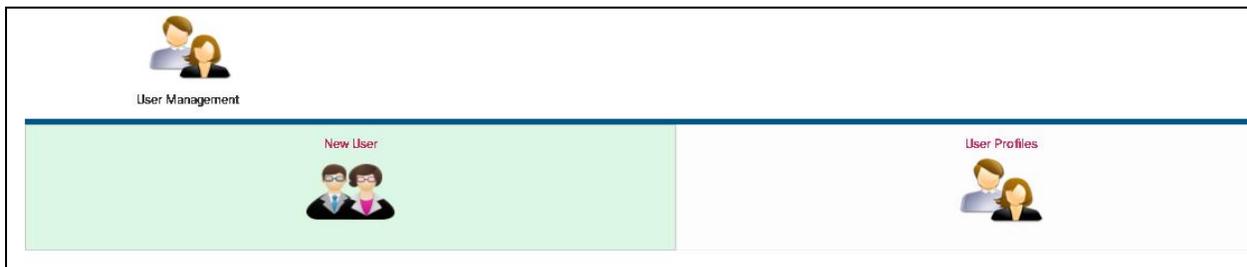
Administrator is an assigned position for acceleration of FPCS-QIT software activities. He/she will play role as a supervisor and monitor. Administrator can manage all user's permission, unlock or approval of submitted report by FPCS-QIT Consultants, and they can keep all consultants in one loop in an interactive feedback mechanism. In addition, administrator can update questionnaire part and facility information if required. Details description of modules that can be accessed by Administrator as below:



User Management:

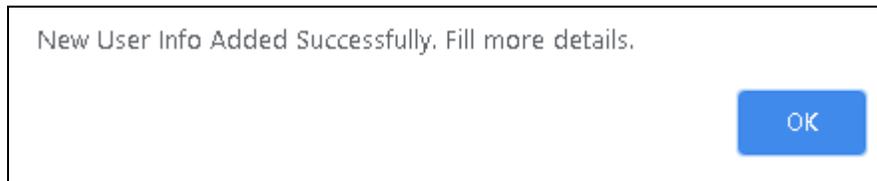
User management is a module that could manage all users in the system. Five types of users are created for FPCS-QIT software management: i) Senior Managers, ii) Super Administrator, iii) Administrator, iv) Consultant, and v) Data Entry Operator.

After clicking the icon “User Management” below window will come:



User Management have two folders; “New User” is for creating of new user for system and “User Profiles” is for management of existing users in system. By clicking on “New User” folder a new window will come for new user creation:

In the form select assigned facility from facility combo box. Write full name of user then choose a photo of user. Write email address and valid mobile number. After that write, a username and password for login purpose. Click “Submit & Save” button. After clicking the button, a confirmation message will come to add user into system:



After clicking the “OK” button next window will come for other option.

The "Update Member Info" form contains the following elements:

- A dropdown menu for "Facility" with "FPCSQIT-Monitoring and Supervision Tool" selected.
- A text field for "Full Name/ Designation" containing "Dr. Md. Sarwar Bari, Director (Finance)".
- A dropdown menu for "Facility" with "DGFP-HQ" selected.
- A dropdown menu for "Access Group" with "Select Permissions" selected.
- A dropdown menu for "Facility Permissions" with "Facility Permissions:" selected.
- A dropdown menu for "Module Access" with "Module Access:" selected.
- A "Choose File" button next to a "No file chosen" message, with a user profile icon above it.
- A text field for "Username" containing "fsd".
- A text field for "Mobile Number" containing "৫৫০১২৬৪৭".
- A text field for "Password" containing "****".
- A blue "Submit & Save" button at the bottom right.
- A "Back" button in the top right corner.

In above window confirm user’s access group that this use can avail into the system. After completion of all access assign in the form click “Submit & Save” button. A confirmation message box will come then click “OK” for finalization of user creation.

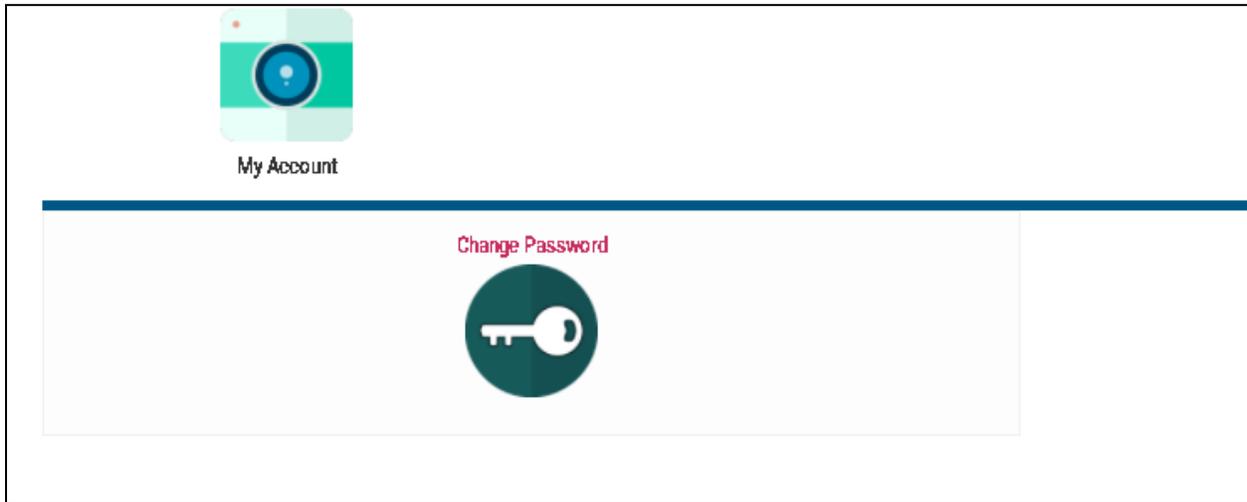
Click on “User Profiles” option for updating any option of existing users. It will appear below window:

USER MANAGEMENT								Back
+ Create New User								
Photo	Facility	Name/ Designation	Login Email/ Username	Mobile	Access Grp	Info	Action	
	DGFP-HQ	Dr. Md. Sarwar Bari, Director (Finance)	fsd	৫৫০১২৬৪৭	Senior Managers	fsd 1234	More ..	
	Dinajpur, MCWC	Md. Firoz Zaman, Office Assistant cum Computer Operator, Dinajpur	firoz	01723857211	Data Entry Operator	firoz 1234	More ..	
	Rangpur, MCWC	Pari Banu, Office Assistant cum Computer Operator, Rangpur	pari	01715405659	Data Entry Operator	pari 1234	More ..	
	Cox's Bazar, MCWC	Md. Shariful Islam, Office Assistant cum Computer Operator, Cox Bazar	sharif	01620109254	Data Entry Operator	sharif 1234	More ..	
	Bakolia, Chittagong, MCWC	Maksuda Khatun, Office Assistant cum Computer Operator, Chittogram	maksuda	01680910073	Data Entry Operator	maksuda 1234	More ..	
	Moulavi Bazar, MCWC	Md. Shaifqi Islam, Office Assistant cum Computer Operator, Moulvi Bazar	shaifqi	01984910811	Data Entry Operator	shaifqi 1234	More ..	
	Sylhet, MCWC	Md. Wasib Ul Haque, Office Assistant cum Computer Operator, Sylhet	wasib	01940740450	Data Entry Operator	wasib 1234	More ..	

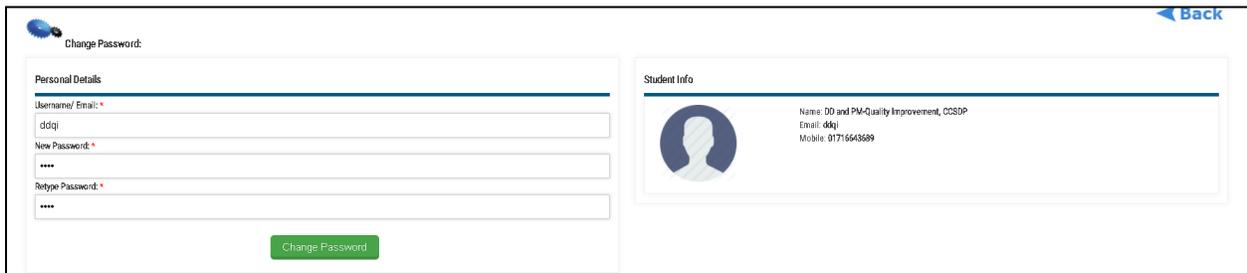
If want to update any user profile, then click on right side button “More...” then click on “Edit Profile” for edit profile particulars. If want to delete any user can delete on “Delete” option.

My Account:

My account module is for updating user’s own password. It is only use for security purpose. Click on “My Account” then a window will appear as below:



In above window shown “Change Password” option that can help to change the user’s password. Click on “Change Password” option then a window will come as below:



In above window write new password in “New Password” box and retype password in “Retype Password” box. Then click on “Change Password” button for finalization of changing password.

Monitoring and Supervision Tool:

This module helps to see the checklist and questionnaire in details. Clicking on “Monitoring and Supervision Tool” a window will come as below:



In above widow shown all existing created tools. If want to see in details then click on tool individual preview as below:

SECTION 01: FACILITY READINESS

Infrastructural facilities (Select required option)

	Yes	No	NA
Required number of designated rooms with any provision for people with disability (ramp with hand rail, proper directions signs) in the facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a. Patient Examination Room/Providers room with water source for hand washing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Labor room (with water source, toilet and light) with adjustable bed for women with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. OT with adjustable bed for person with disabilities for maternal health and LARC & PM services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Post-operative/post labor room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Client/patient waiting space exist, sitting facilities & clean with drinking water and water supply for hand washing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. A separate room with auditory & visual privacy for counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Uninterrupted electricity & water supply available with available toilet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Resource

	Yes	No	NA
1. All sanctioned posts are filled with right personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. All the staff have Job description & they are well informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Are the staff received necessary training (in/pre-service)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Facility and Service Provider Info:

This module helps to supervise the facility and its service provider’s details information. Click on “Facility and Service Provider Info” module then click on “Dynamic Elements” option then below window will be shown as below:



In above window four option available:

Facilities: Click on this option a window will come as below:

The 'FACILITIES MANAGEMENT' window displays a table of facilities. The table has the following columns: SI, District, Facility Name, Address, Contact Person, Email, Mobile, and Action. There are 8 rows of data. Above the table, there are tabs for 'All Facilities' and '+ Add New Facility', a 'Select District' dropdown menu, and a search bar. Action buttons like 'Copy', 'Excel', 'Show/Hide Column', and 'Print' are also present.

SI	District	Facility Name	Address	Contact Person	Email	Mobile	Action
1	DHAKA	DGPP-HQ	6 Kawan Bazar, Dhaka-1215	DG	dg@dgfp.gov.bd	9121790	More...
2	MYMENSINGH	Pora Kandiola, UH&FWC					More...
3	MYMENSINGH	Bunthali, UH&FWC					More...
4	MYMENSINGH	Dhoshgaon, UH&FWC					More...
5	MYMENSINGH	Gamanatala, UH&FWC					More...
6	MYMENSINGH	Debaura, Sadar Clinic					More...
7	MYMENSINGH	Dakshin Maji Para, UH&FWC					More...
8	MYMENSINGH	Baghber, Rural Dispensary(RO)					More...

In above window shown all facilities. Filtering possible as district wise by above select box. If want to add any facility, then click on “+Add New Facility” tab and next window will be shown as blow for add a new facility:

The 'Add New Facility' form contains the following fields and sections:

- Facility Name:** Text input field.
- Select District:** Dropdown menu.
- Select Thana:** Dropdown menu.
- Facility Address:** Text input field.
- Contact Person Name:** Text input field.
- Mobile:** Text input field.
- Email:** Text input field.
- Facility Photo:** File upload section with 'Choose File' button and 'No file chosen' text.
- Latitude:** Text input field.
- Longitude:** Text input field.
- Notes:** Text area for additional information.
- Submit & Save:** Blue button at the bottom right.

Above window self-explanatory for data accommodation and after completion of data fill up then click on “Submit & Save” button.

Service Providers: Click on this option a window will come as below:

ID	Photo	Facility Name	Full Name	Address	Email	Mobile	Actions
1	NO IMAGE AVAILABLE	Rangpur MCWC	Bahety Begum Lect/ Nurse	Rajshahi	na	0	More
2	NO IMAGE AVAILABLE	Rangpur MCWC	Londy Ara Begum Family Welfare Visitor (FWV)	Rajshahi	na	0	More
3	NO IMAGE AVAILABLE	Rangpur MCWC	Shahmina Chelun Family Welfare Visitor (FWV)	Rajshahi	na	0	More
4	NO IMAGE AVAILABLE	Rangpur MCWC	Dr. Zahur Abedeh Medical Officer (Gynec)	Rajshahi	na	01716185331	More
5	NO IMAGE AVAILABLE	Rangpur MCWC	Habila Family Welfare Visitor (FWV)	Rangpur Sadar	na	0	More
6	NO IMAGE AVAILABLE	Rangpur MCWC	Dr. Md. Merina Begum Medical Officer (Gynec)	Rangpur Sadar	na	0	More

In above window all service providers will be shown that entered by facility data entry operators. Administrator can check facility wise service provider.

Service Provider's Training List: Click on this option to update the training list for service providers. Administrator can add any new training and update a training list.

Name	Order ID	Action
Counseling	0	✖
Tubectomy	1	✖
PPBTL	2	✖
NSV	3	✖
Implant	3	✖
PPFP	3	✖

Add New

Enter List(s):
(for multiple name use new line as a separator)

Submit

Facility Service Elements: Click on this option to update the service elements into system. Administrator can add any new service to update accordingly.

SI	Name	Order ID	Action
1	Number of people with disabilities received services	0	✖
2	ANC	0	✖
3	PNC	0	✖
4	Normal Vaginal Delivery	0	✖
5	Cesarean Section	0	✖

Add New

Enter List(s):
(for multiple name use new line as a separator)

Submit

Facility Category: Click on this option to update the facility category elements into system. Administrator can add any new facility category to update accordingly.

Sl	Name
1	MCWC <input type="checkbox"/> MCWC 01: Facility Readiness <input type="checkbox"/> MCWC 02: FP Service Clinical Supervision <input type="checkbox"/> MCWC 03: MCH Services
2	UHFWC <input type="checkbox"/> UHFWC 01: Facility Readiness <input type="checkbox"/> UHFWC 02: FP Service Clinical Supervision <input type="checkbox"/> UHFWC 03: MCH Services
3	Upazila Health Complex <input type="checkbox"/> UHC 01: Facility Readiness <input type="checkbox"/> UHC 02: FP Service Clinical Supervision <input type="checkbox"/> UHC 03: MCH Services
4	District Hospital <input type="checkbox"/> District Hospital 01: Facility Readiness <input type="checkbox"/> District Hospital 02: FP Service Clinical Supervision <input type="checkbox"/> District Hospital 03: MCH Services
5	Satellite Clinic <input type="checkbox"/> Satellite 02: FP Service Clinical Supervision <input type="checkbox"/> Satellite 03: MCH Services
6	NGO Clinic <input type="checkbox"/> NGO Clinic 01: Facility Readiness <input type="checkbox"/> NGO Clinic 02: FP Service Clinical Supervision <input type="checkbox"/> NGO Clinic 03: MCH Services
7	Model Family Planning Clinic <input type="checkbox"/> Model FP Clinic 02: FP Service Clinical Supervision <input type="checkbox"/> Model FP Clinic 03: MCH Services
8	Community Clinic <input type="checkbox"/> Community Clinic 01: Facility Readiness <input type="checkbox"/> Community Clinic 02: FP Service Clinical Supervision <input type="checkbox"/> Community Clinic 03: MCH Services

Above table shows eight facility categories for checklist distribution. These are distributed as below:

SL#	Facility Category	Facility Readiness	FP Service Clinical Supervision	MCH	Client Exit Interview
1	MCWC	Full	Full	Full	Full
2	UH&FWC	Full	Partial	Full	Full
3	UHC	Full	Full	Full	Full
4	District Hospital	Partial	Full	NA	Full
5	Satellite Clinic	NA	Partial	Partial	Full
6	NGO Clinic	Full	Full	Full	Full
7	Model FP Clinic	NA	Partial	Partial	Full
8	Community Clinic	Partial	Partial	Partial	Full

FPCS-QIT Reports Management:

This module is to report management that submitted by FPCS-QIT consultant from different districts. Clicking on this option below window will come:

The screenshot shows the 'FPCS-QIT Reports' interface with three tabs: 'Pending Approval Reports', 'Approved Reports', and 'Pending Reports'. The 'Pending Approval Reports' tab is active. It features a search bar, filters for 'Select District' and 'Select Facility', and action buttons for 'Copy', 'Excel', 'Show/Hide Column', and 'Print'. A table lists two entries:

Sl	District	Facility Name	Status	Action
1	FPCS-QIT, Moulvi Bazar	Moulavi Bazar, MCWC 15-09-2020	Submitted 15-09-2020 11:14 AM	More ..
2	FPCS-QIT, Sylhet	Sylhet, MCWC 14-09-2020	Submitted 14-09-2020 12:06 PM	More ..

Showing 1 to 2 of 2 entries

In above screen three tabs shown. These are “Pending Approval Reports”, “Approved Reports” and “Pending Reports”.

Pending Approval Reports: This reporting system will help to see how many reports are submitted that waiting for approval. Administrator can approve every report sending by FPCS-QIT consultant.

Approved Reports: This reporting system will help to see how many reports are already approved.

The screenshot shows the 'FPCS-QIT Reports' interface with three tabs: 'Pending Approval Reports', 'Approved Reports', and 'Pending Reports'. The 'Approved Reports' tab is active. It features a search bar, filters for 'Select District' and 'Select Facility', and action buttons for 'Copy', 'Excel', 'Show/Hide Column', and 'Print'. A table lists four entries:

Sl	District	Facility Name	Status	Action
1	FPCS-QIT, Dinajpur	Dinajpur, MCWC 29-09-2020	Approved 29-09-2020 01:17 PM	More ..
2	FPCS-QIT, Rangpur	Rangpur, MCWC 28-09-2020	Approved 28-09-2020 12:01 PM	More ..
3	FPCS-QIT, Cox's Bazar	Cox's Bazar, MCWC 21-09-2020	Approved 22-09-2020 10:40 AM	More ..
4	FPCS-QIT, Chittagong	Bakolia, Chittagong, MCWC 26-09-2020	Approved 26-09-2020 01:51 PM	More ..

Showing 1 to 4 of 4 entries

Pending Reports: This reporting system will help to see how many reports are pending and waiting for approval.

The screenshot shows the 'FPCS-QIT Reports' interface with three tabs: 'Pending Approval Reports', 'Approved Reports', and 'Pending Reports'. The 'Pending Reports' tab is active. It features a search bar, filters for 'Select District' and 'Select Facility', and action buttons for 'Copy', 'Excel', 'Show/Hide Column', and 'Print'. A table lists one entry:

Sl	District	Facility Name	Status	Location Checking Enabled
1	FPCS-QIT, Sylhet	Khadim para, UH&FWC 14-09-2020	Pending	No

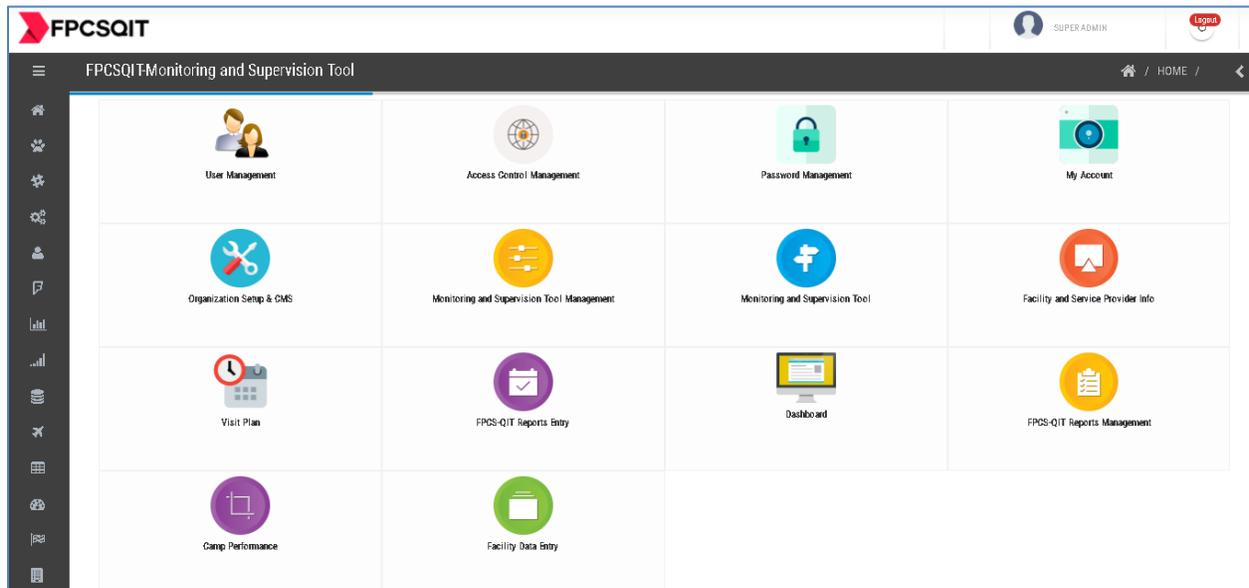
Showing 1 to 1 of 1 entries

In above screen shown pending reports. Administrator can enable or disable location checking system.

Report could filter by districts and facilities. This module is to guide all kinds of reports which are submitted by FPCS-QIT consultant throughout the country.

Role of Super Administrator in FPCS-QIT software:

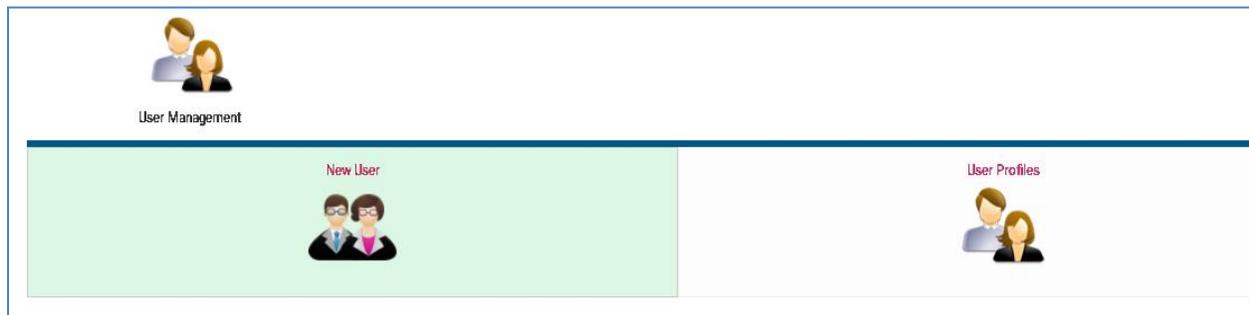
Super Administrator is an assigned position at DGFP-HQ for acceleration of FPCS-QIT software. Only one can play this role as a super administrator. He could play the role as a technical expert. He/she can control the total Content Management System (CMS) into the system. Details description of modules that can be accessed by Super Administrator as below:



User Management:

User management is a module that could manage all users in the system. Five types of users are created for FPCS-QIT software management. These are; Senior Managers, Super Administrator, Administrator, Consultant, and Data Entry Operator.

After clicking the icon “User Management” a window will come:



User Management have two folders; “New User” is for creating of new user for system and “User Profiles” is for management of existing users in system. By clicking on “New User” folder a new window will come for new user creation:

In above form select assigned facility from facility combo box. Write full name of user then choose a photo of user. Write email address and valid mobile number. After that write, a username and password for login purpose. Click “Submit & Save” button. After clicking the button, a confirmation message will come to add user into system:

After clicking the “OK” button next window will come for other option.

In above window confirm user’s access group that this use can avail into the system. After completion of all access assign in the form click “Submit & Save” button. A confirmation message box will come then click “OK” for finalization of user creation.

Click on “User Profiles” option for updating any option of existing users. It will appear below window:

USER MANAGEMENT								+ Create New User	Back
Copy	CSV	Excel	Print	Search: <input type="text"/>					
Photo	Facility	Name/ Designation	Login Email/ Username	Mobile	Access Grp	Info	Action		
	DGFAHQ	Dr. Md. Sarwar Bari, Director (Finance)	fsd	০২০২১৯৪৯	Senior Managers	fsd 1234	More...		
	Dinajpur, MCWC	Md. Firoz Zaman, Office Assistant cum Computer Operator, Dinajpur	firoz	01728857211	Data Entry Operator	firoz 1234	More...		
	Rangpur, MCWC	Pari Banu, Office Assistant cum Computer Operator, Rangpur	pari	01715438883	Data Entry Operator	pari 1234	More...		
	Cox's Bazar, MCWC	Md. Shariful Islam, Office Assistant cum Computer Operator, Cox Bazar	sharif	01620109254	Data Entry Operator	sharif 1234	More...		
	Bakolia, Chittagong, MCWC	Maksuda Khatun, Office Assistant cum Computer Operator, Chittogram	maksuda	01680910078	Data Entry Operator	maksuda 1234	More...		
	Moulavi Bazar, MCWC	Md. Shaqiqul Islam, Office Assistant cum Computer Operator, Moulvi Bazar	shafiq	01684910211	Data Entry Operator	shafiq 1234	More...		
	Sylhet, MCWC	Md. Wasib Ul Haque, Office Assistant cum Computer Operator, Sylhet	wasib	01940740450	Data Entry Operator	wasib 1234	More...		

If want to update any user profile, then click on right side button “More...” then click on “Edit Profile” for edit profile particulars. If want to delete any user can delete on “Delete” option.

Access Control Management:

This module is for create user control group. This group will help to assign different users level into the system. At present five users control group created. These are; super admin, administrator, senior managers, consultant and data entry operator.

GROUP MANAGEMENT				+ Add New Group	Back
Copy	Excel	Column visibility	Print	Search: <input type="text"/>	
Group Name	Info	View/Update	Del		
Administrator	Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Consultant	Consultant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Data Entry Operator	Data entry operator at the facility level	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Senior Managers	Only dashboard and reporting view	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
SUPER ADMIN	ALL ACCESS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Super admin can create additional group as required. Clicking on button “+Add New Group” below window will come.

Create New Group [Back](#)

Group Name:

Group Description:

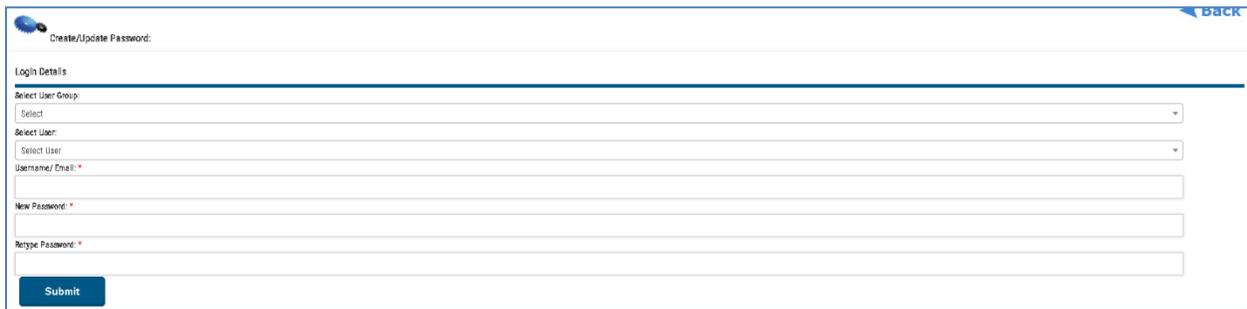
Select Permissions:

<input type="checkbox"/> Access Control <input checked="" type="checkbox"/> Group Management <input checked="" type="checkbox"/> User Access Management	<input type="checkbox"/> Camp Performance	<input type="checkbox"/> Configuration & CMS <input checked="" type="checkbox"/> Dynamic Options <input type="checkbox"/> Blogging Category <input checked="" type="checkbox"/> Departments <input checked="" type="checkbox"/> Database, Server & Theme <input checked="" type="checkbox"/> Education Level <input checked="" type="checkbox"/> Job Experience <input checked="" type="checkbox"/> Manage Language <input checked="" type="checkbox"/> Manage Notification <input checked="" type="checkbox"/> News Update Category <input checked="" type="checkbox"/> Occupation List <input checked="" type="checkbox"/> Organization Type	<input type="checkbox"/> Dashboard
---	---	---	------------------------------------

Write group name and description in particular box and select module for permission to access of users group.

Password Management:

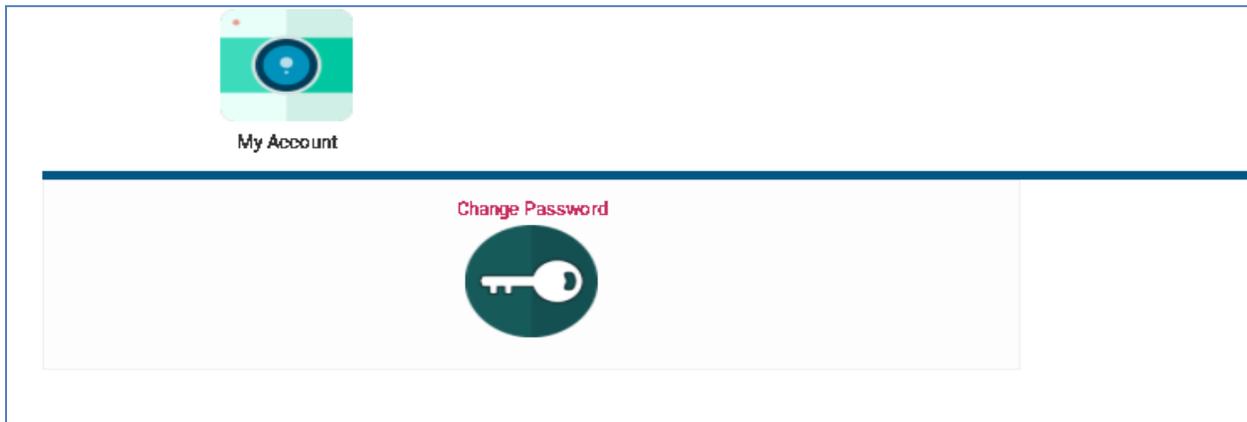
This module help to control all users password. If user forgot password then super administrator can create a new password through this module.



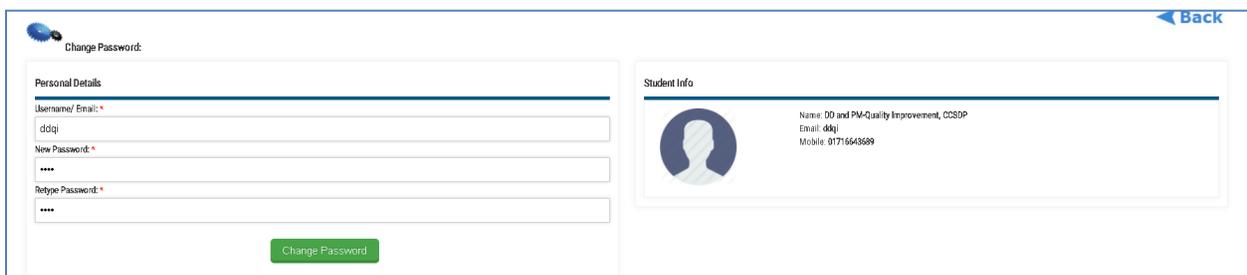
The screenshot shows a web form titled "Create/Update Password:" with a "Back" button in the top right corner. Under the heading "Login Details", there are several input fields: "Select User Group:" with a dropdown menu, "Select User:" with a dropdown menu, "Username/ Email:" with a text input field, "New Password:" with a text input field, and "Retype Password:" with a text input field. A blue "Submit" button is located at the bottom left of the form.

My Account:

My account module is for updating user's own password. It is only use for security purpose. Click on "My Account" then a window will appear as below:



In above window shown "Change Password" option that can help to change the user's password. Click on "Change Password" option then a window will come as below:

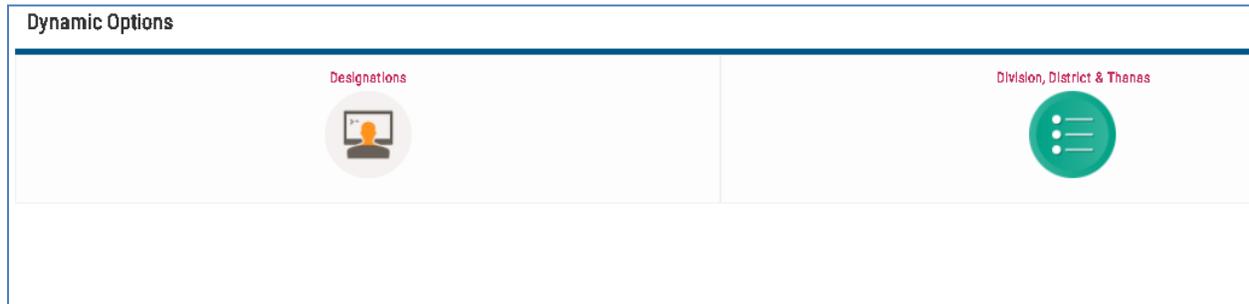


The screenshot shows a web form titled "Change Password:" with a "Back" button in the top right corner. The form is divided into two main sections: "Personal Details" and "Student Info". The "Personal Details" section contains input fields for "Username/ Email:" (with the value "ddqj"), "New Password:" (with four asterisks), and "Retype Password:" (with four asterisks). A green "Change Password" button is located at the bottom of this section. The "Student Info" section features a profile picture icon and the following text: "Name: DO and PM-Quality Improvement, CCSOP", "Email: ddqj", and "Mobile: 01716643889".

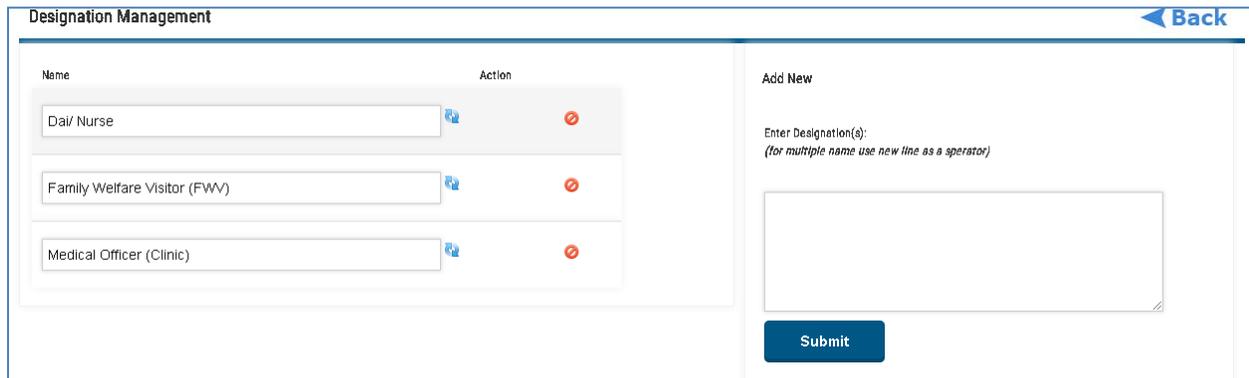
In above window write new password in "New Password" box and retype password in "Retype Password" box. Then click on "Change Password" button for finalization of changing password.

Organization Setup & Content Management System (CMS):

This module includes some dynamic options and organizational information. Dynamic options are as below:

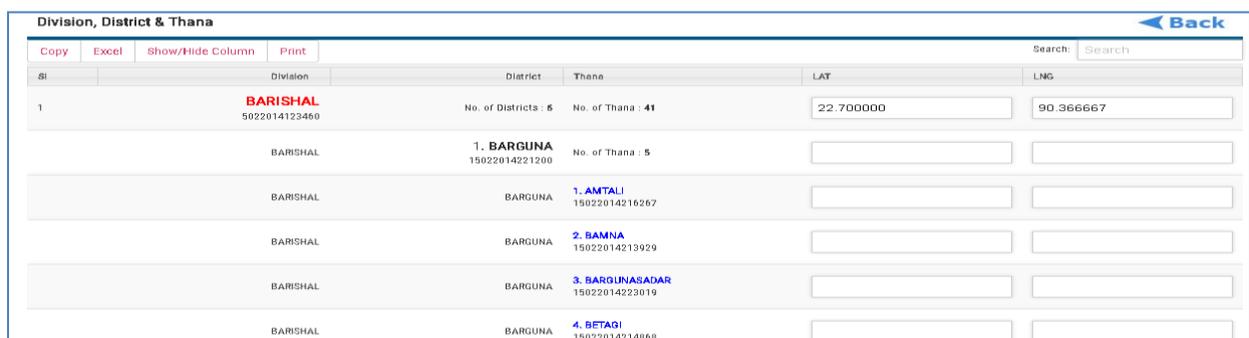


Designations: Designations options is for staff designation set up. It is backend data entry system to enter the designation info for staff designations. By clicking over "Designations" option below window will come:



In above screen shown designation management entered. Right side of list shown adding system of designations.

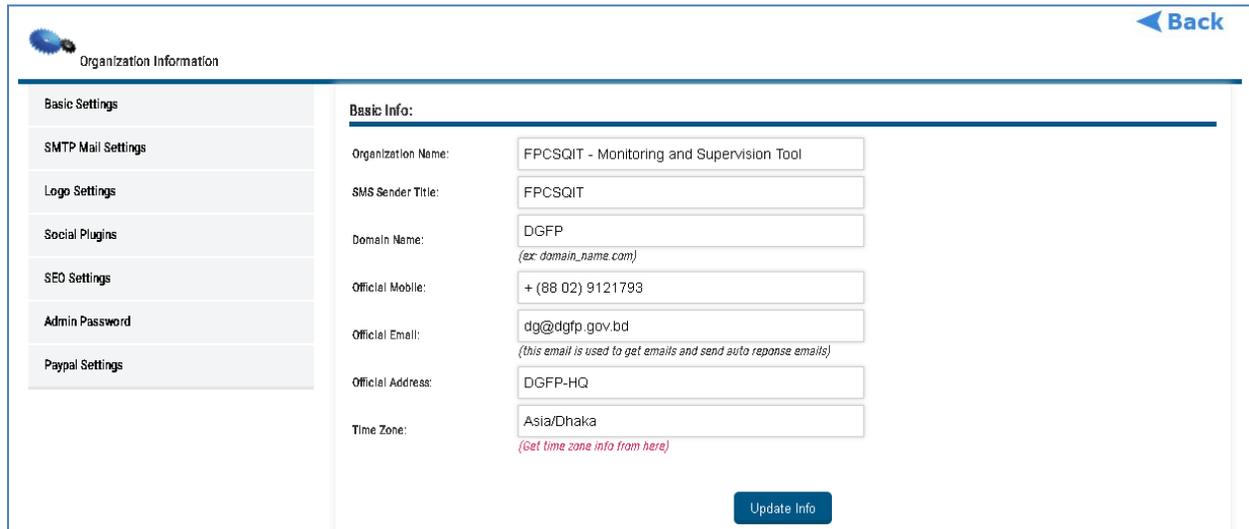
Division, District & Thana: This option will guide to enter latitude and longitude data of division, district and thana in backend side of system. When click on this option below window will come:



In above window shown division, district and thana info with latitude and longitude data.

Organization Information:

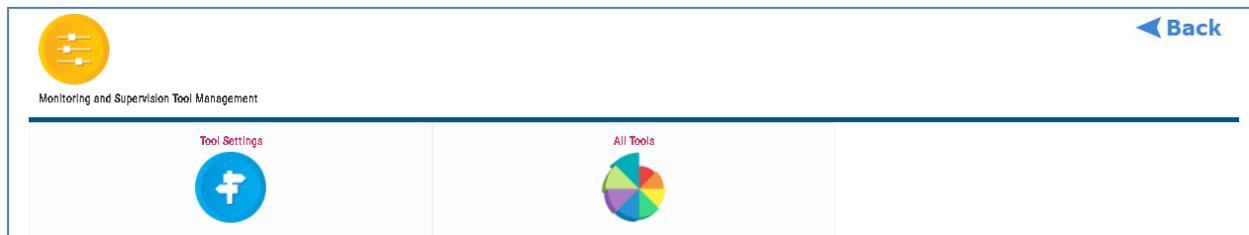
This module includes some organizational related data for organizational information setup into the system. Clicking on “Organization Information” below window will come:



In above screen all information of organizational category in different menus.

Monitoring and Supervision Tool Management:

This module helps to updates the checklist and questionnaire in details. Clicking on this module below window will come as below:



In above screen two options shown. One is “Tool Settings” another is “All Tools”.

Tool Settings: Tool settings is option to pre-set a few option for checklist updating. Clicking on this tool below window will come:



In above screen two options shown for tool settings. One is “Section Management” another is “Consultant VS Sections”.

Section Management: Clicking on “Section Management” for updating of section management.

Manage Sections ← Back

Copy Excel Show/Hide Column Print Search:

SI	Section Name	Code	Action
1	Section 01: Facility Readiness 20200504023758	Section 01	More ...
2	Section 02: FP Service Clinical Supervision 20200504024116	Section 02	More ...
3	Section 03: MCH Services 20200504024255	Section 03	More ...
4	Section 04: Client Exit Interview 20200504024323	Section 04	More ...

Showing 1 to 4 of 4 entries

Previous 1 Next

CREATE NEW SECTION

Section Title:

Section Code:

Description:

Submit

Consultant VS Sections: Clicking on “Consultant VS Sections” for updating FPCS-QIT consultant and sections assign.

Consultant VS Sections: ← Back

Copy Excel Show/Hide Column Print

SI	Course Name	Subjects
1	FPCS-QIT, Coxs Bazar	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
2	FPCS-QIT, Chittagong	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
3	FPCS-QIT, Moulvi Bazar	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
4	FPCS-QIT, Sylhet	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
5	FPCS-QIT, Rangpur	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
6	FPCS-QIT, Dhaka 01716643689	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services
7	FPCS-QIT, Dinajpur 01716643689	Section 01: Facility Readiness Section 02: FP Service Clinical Supervision Section 03: MCH Services

All Tools: In this option super administrator can update any tools and checklist. Clicking on “All Tools” option below window will come:

All Sections ← Back

All Sections

Copy Excel Show/Hide Column Print Search:

SI	Section	Title	Action
1	Section 01: Facility Readiness	Section 01: Facility Readiness	More ...
2	Section 02: FP Service Clinical Supervision	Section 02: FP Service Clinical Supervision	More ...
3	Section 03: MCH Services	Section 03: MCH Services	More ...
4	Section 04: Client Exit Interview	Section 04: Client Exit Interview	More ...

Showing 1 to 4 of 4 entries

Previous 1 Next

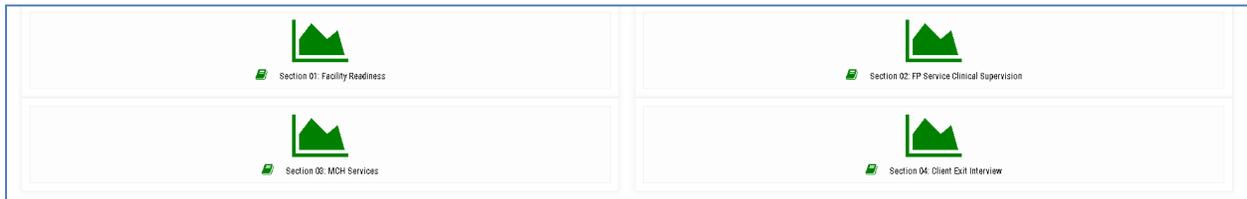
If want to update any section checklist, click on “More...” button in right side of table. Click on” Edit Questions” then come up a below window:

In above widow shown “+Add Question” button to add a new checklist or questionnaire. Click on edit button  will come below window for updating the checklist as below:

In the above window super administrator can add or delete any checklist option as required.

Monitoring and Supervision Tool view:

This module helps to see the checklist and questionnaire in details. Clicking on “Monitoring and Supervision Tool” a window will come as below:



In above window shown all existing created tools. If want to see in details then click on tool individual preview as below:

SECTION 01: FACILITY READINESS

Infrastructural facilities (Select required option)

	Yes	No	NA
Required number of designated rooms with any provision for people with disability (ramp with hand rail, proper directions signs) in the facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a. Patient Examination Room/Providers room with water source for hand washing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Labor room (with water source, toilet and light) with adjustable bed for women with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. OT with adjustable bed for person with disabilities for maternal health and LARC & PM services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Post-operative/post labor room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Client/patient waiting space exist, sitting facilities & clean with drinking water and water supply for hand washing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. A separate room with auditory & visual privacy for counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Uninterrupted electricity & water supply available with available toilet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Resource

	Yes	No	NA
1. All sanctioned posts are filled with right personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. All the staff have Job description & they are well informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Are the staff received necessary training (in/pre-service)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 02: FP SERVICE CLINICAL SUPERVISION

1. Observation Checklist for Family Planning Counseling

Counseling Skills (REDI) Observation Checklist

Rating scale: 0=Not done/incorrect; 1=Needs Improvement (Not meeting minimum standard); 2=Competently performed;

Rapport Building

	0	1	2	NA
1. Provider ensures confidentiality and Privacy throughout counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Irrespective of sex provider listens to client without interrupting him/her	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provider gives correct information, using clear and simple language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

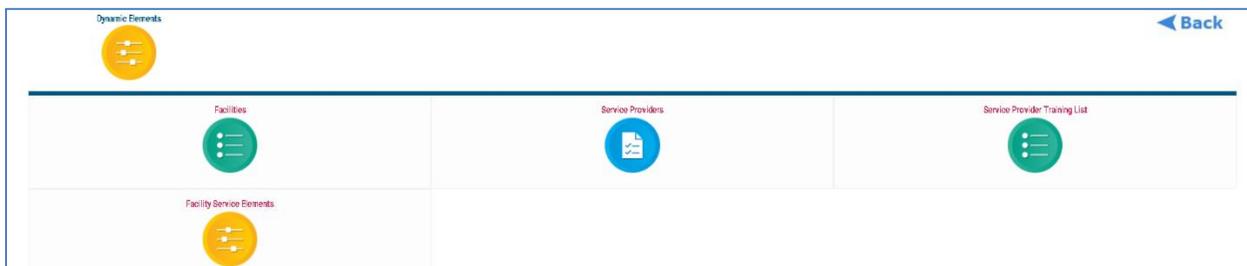
For New Clients Only: If return client, skip to— Q 9

Exploration

	0	1	2	NA
4. Provider explores clients past experience with FP and knowledge about FP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

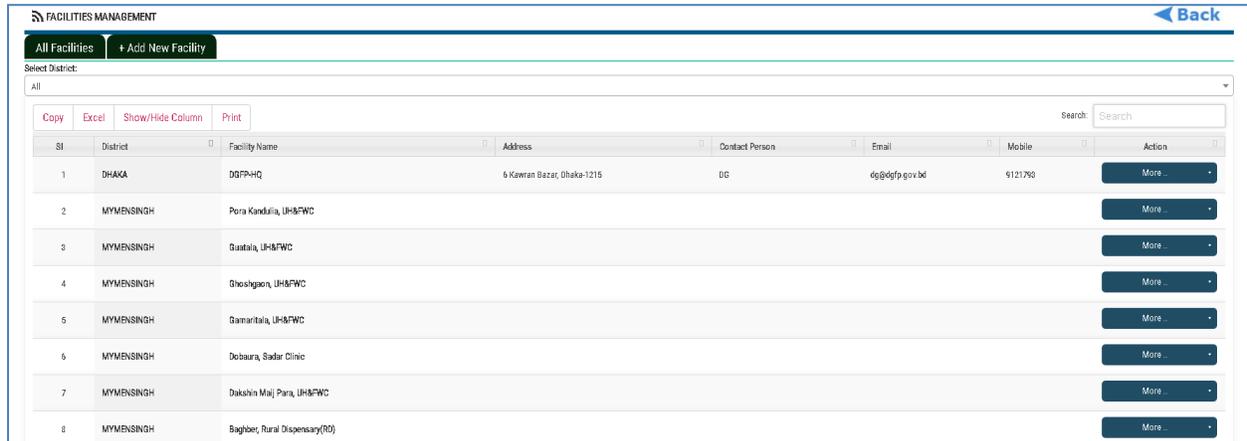
Facility and Service Provider Info:

This module helps to supervise the facility and its service provider’s details information. Click on “Facility and Service Provider Info” module then click on “Dynamic Elements” option then below window will be shown as below:



In above window four option available:

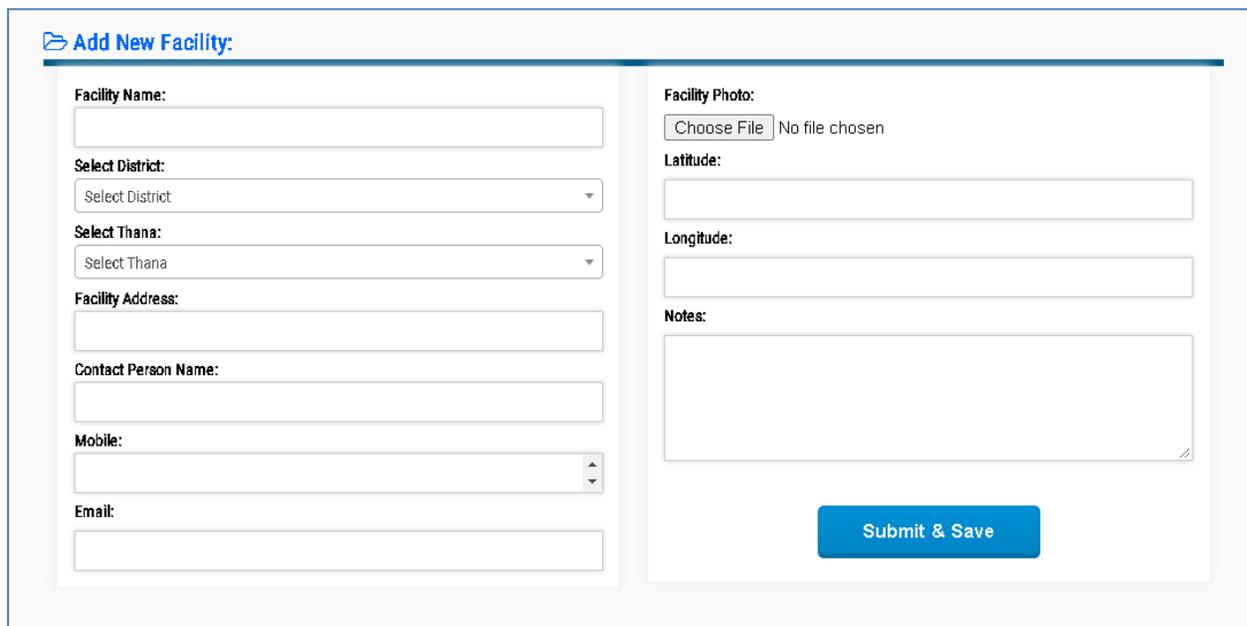
Facilities: Click on this option a window will come as below:



The screenshot shows a web application titled "FACILITIES MANAGEMENT" with a "Back" button. It features a navigation bar with "All Facilities" and "+ Add New Facility" tabs. Below the navigation bar is a "Select District:" dropdown menu set to "All". A toolbar contains "Copy", "Excel", "Show/Hide Column", and "Print" buttons, along with a search box. The main content is a table with columns: Sl, District, Facility Name, Address, Contact Person, Email, Mobile, and Action. The table lists 8 facilities, with the first one in Dhaka and the others in Mymensingh.

Sl	District	Facility Name	Address	Contact Person	Email	Mobile	Action
1	DHAKA	DGFP-HQ	6 Kawan Bazar, Dhaka-1215	DG	dg@dgfp.gov.bd	9121790	More
2	MYMENSINGH	Para Kandulia, UH&FWC					More
3	MYMENSINGH	Bustala, UH&FWC					More
4	MYMENSINGH	Dhoshgaon, UH&FWC					More
5	MYMENSINGH	Gamaritola, UH&FWC					More
6	MYMENSINGH	Debaura, Sadar Clinic					More
7	MYMENSINGH	Dakshin Maj Para, UH&FWC					More
8	MYMENSINGH	Baghber, Rural Dispensary(RO)					More

In above window shown all facilities. Filtering possible as district wise by above select box. If want to add any facility, then click on “+Add New Facility” tab and next window will be shown as blow for add a new facility:



The screenshot shows the "Add New Facility" form. It has two main sections. The left section contains input fields for: Facility Name, Select District (dropdown), Select Thana (dropdown), Facility Address, Contact Person Name, Mobile (dropdown), and Email. The right section contains: Facility Photo (Choose File button, No file chosen), Latitude (input field), Longitude (input field), and Notes (text area). A "Submit & Save" button is located at the bottom right.

Above window self-explanatory for data accommodation and after completion of data fill up then click on “Submit & Save” button.

Service Providers: Click on this option a window will come as below:

SI	Photo	Facility Name	Full Name	Address	Email	Mobile	Action
1		Birajpur, MDWD	Belispy Begum Dai/ Nurse	Balubari	na	0	More
2		Birajpur, MDWD	Lovely Ara Begum Family Welfare Visitor (FWV)	Balubari	na	0	More
3		Birajpur, MDWD	Shahsara Khatun Family Welfare Visitor (FWV)	Balubari	na	0	More
4		Birajpur, MDWD	Dr. Zahid Abedin Medical Officer (DMO)	Balubari	na	01715109101	More
5		Rangpur, MDWD	Habiba Family Welfare Visitor (FWV)	Rangpur Sadar	na	0	More
6		Rangpur, MDWD	Dr. Mohitima Begum Medical Officer (DMO)	Rangpur Sadar	na	0	More

In above window all service providers will be shown that entered by facility data entry operators. Administrator can check facility wise service provider.

Service Provider's Training List: Click on this option to update the training list for service providers. Administrator can add any new training and update a training list.

Name	Order ID	Action
Counseling	0	
Tubectomy	1	
PPBTL	2	
NSV	3	
Implant	3	
PPFP	3	

Add New

Enter List(s):
(for multiple name use new line as a separator)

Submit

Facility Service Elements: Click on this option to update the service elements into system. Administrator can add any new service it update it accordingly.

SI	Name	Order ID	Action
1	Number of people with disabilities received services	0	
2	ANC	0	
3	PNC	0	
4	Normal Vaginal Delivery	0	
5	Cesarean Section	0	

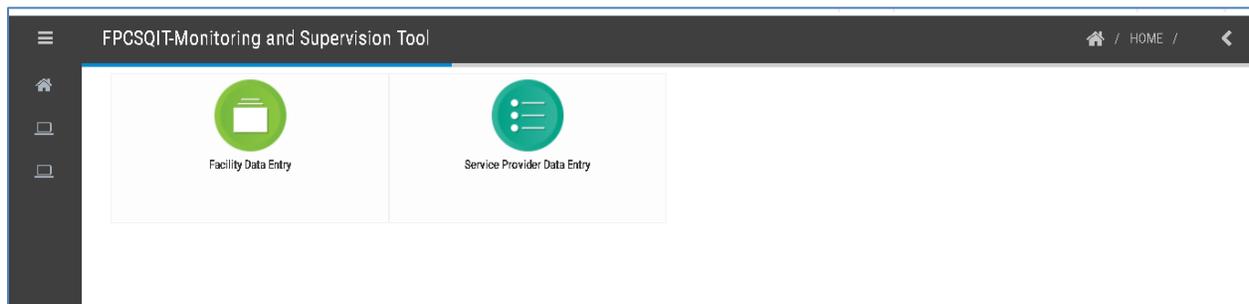
Add New

Enter List(s):
(for multiple name use new line as a separator)

Submit

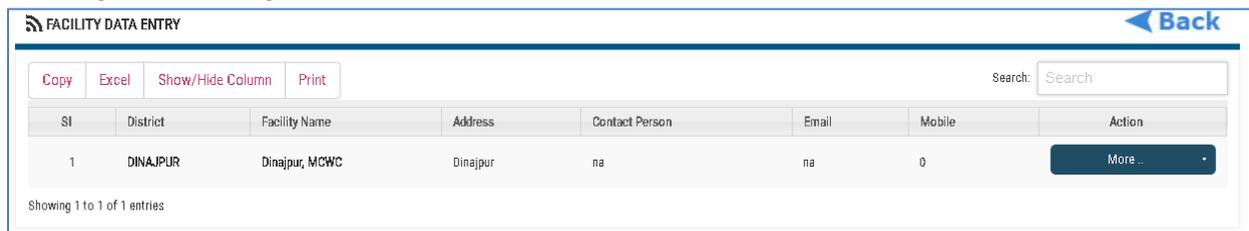
Desktop view for Office Assistant cum Computer Operator:

FPCS-QIT software could be operated in desktop PC (personal computer) and laptop. Find google chrome or any browser and type “**fpcsqit.dgfp.gov.bd**” then press enter. Senior Managers, Administrators and facility data entry operators can access in desktop view into the software. Data entry operators (assigned computer operators) will play vital role as a basic data input manager for updating facility performance data, sanctioned post data, service provider and their training data. In addition, they can update assigned facility information as required.



Data entry operator entered by their user ID and password then above window will be appeared. Here are two types of entry modules are available. One is “Facility Data Entry” another is “Service Provider Data Entry”.

Facility Data Entry:



After clicking on the “Facility Data Entry” module above window will be shown. In the right

Update Facility Info:

Basic Info | Service Info | Sanctioned Posts

Facility Name: Dinajpur, MCWC

Select District: DINAJPUR

Select Thana: DINAJPUR SADAR

Facility Address: Dinajpur

Contact Person Name: na

Mobile: 0

Email: na

Facility Photo: NO IMAGE AVAILABLE

Choose File No file chosen

Latitude: 25.632280

Longitude: 88.642229

Notes:

side of window click on “More...” then click on “DATA ENTRY” option. Below window will be appeared for data entry of facility.

In this window three TAB are available. 1. Basic Info 2. Service Info and 3. Sanctioned Posts.

Operator can enter all basic information of facility through “Basic Info” tab.

Service Data Entry:

Monthly service data will be entered into system through “Service Info” tab. By clicking on service info tab and selection of specific month below window will be appeared for service data entry. Three values will be entered here. If service will be available in this facility, then “Service Available” is yes either no. If logistic and commodity will be available “Commodity Available” is yes otherwise no. Number of particular services will be entered under “Quantity” column.

August, 2020

Sl	Service Name	Service Available	Commodity Available	Quantity
1	12072020205124 Number of people with disabilities received services	No	No	
2	2062020227163 ANC	No	No	
3	2062020226554 PNC	No	No	
4	2062020230901 Normal Vaginal Delivery	No	No	
5	2062020227556 Cesarean Section	No	No	
6	2062020227502 Neonatal Health Care (1-28 days)	No	No	
7	2062020227947 Post Abortion Care (PAC)	No	No	

Sanctioned post Data Entry:

Designation wise facility sanctioned posts will be entered through “Sanctioned Posts” tab. For facility available sanctioned posts will be entered by designation in one time data input because this data will not change frequently.

SANCTIONED POSTS

Sl	Designation	Sanctioned Posts
1	Dai/ Nurse	
2	Family Welfare Visitor (FWV)	
3	Medical Officer (Clinic)	

Submit & Save

Service Provider Data Entry:

The screenshot shows the 'Service Providers' management interface. At the top, there are tabs for 'All Service Providers' and '+ Add New Service Provider'. Below the tabs are action buttons: 'Copy', 'Excel', 'Show/Hide Column', and 'Print'. A search bar is located on the right. The main area contains a table with the following data:

Sl	Photo	Facility Name	Full Name	Address	Email	Mobile	Action
1		Dinajpur, MCWC	Dr. Kuddus Medical Officer (Clinic)	Dinajpur Sadar	ddd	0	More ..

At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

After clicking on the “Service Provider Data Entry” module above window will be shown. In the top side of window click on “Add New Service Provider” then below window will be appeared:

The screenshot shows the 'Add New Service Provider' form. It includes the following fields:

- Service Provider Name:
- Designation:
- Select Facility:
- Address:
- Mobile:
- Email:
- Photo: No file chosen
- Notes:
-

In above screen data entry form of service provider will be appeared. By selecting of designation and facility, available service provider needs to be entered by clicking on “Submit & Save” button. After submission of service provider data below window will come:

This screenshot is identical to the first one, showing the 'Service Providers' management interface with the table containing one entry for Dr. Kuddus.

In the right side of table click on “More...” option then click on “Edit Info”. After clicking on “Edit Info” then click on “Training Info” tab next window will be appeared:

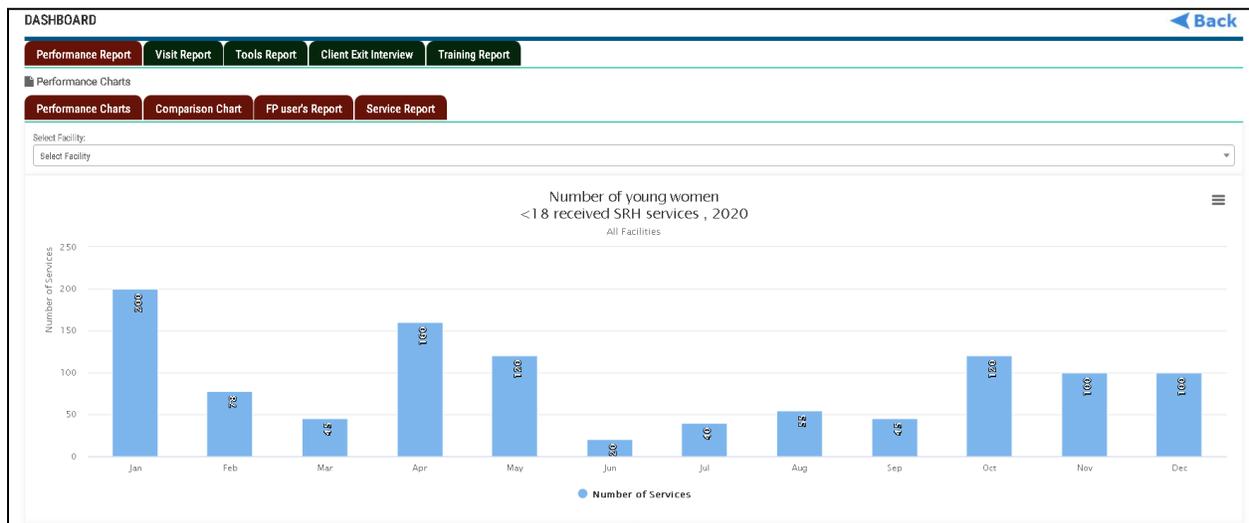
TRAINING INFO			
		Dr. Kuddus 20204187 Medical Officer (Clinic) 0 ddd	
Sl	Training Name	Trained/Skilled	Providing Services
1	Counseling	No	No
2	Tubectomy	No	No
3	PPBTL	No	No
4	NSV	No	No
5	Implant	No	No
6	PPFP	No	No

Here need to be entered training for service provider by selection on “Trained/Skilled” and “Providing Services” columns. Selection should be yes or no.

These inputs are very important because this info will be calculated into quality assessment audit tools that scanned a facility by selected FPCS-QIT consultant.

Dashboard:

Dashboard is a module for observe all performance as assigned indicators. Click on “Dashboard” option then will be shown below window:



Dashboard designed based on six tabs. These are:

- i) Performance Report
- ii) Visit Report
- iii) Tools Report,
- iv) Client Exit Interview,
- v) Training Report and
- vi) FPCS-QIT Ranking.

Performance Report: This report helps to see all kinds of service data analysis and graph of individual facility. This report again divided in four tabs. “Performance Charts” tab will show a few graph and chart of indicators. “Comparison Chart” tab will show normal and caesarean delivery performance comparison. “FP user’s Report” tab will show a table for family planning user divided in FP and PFP users’. Finally, “Service Report” tab will show all service number in table.

Visit Report: This report helps to see visits report done by FPCS-QIT Consultant. This report again divided in four tabs. “Facilities visited by FPCS-QIT” tab will show submitted visit report by FPCS-QIT Consultant. “Actual VS Planned Visit” tab will show facility wise number of planned and actual visit by FPCS-QIT Consultant. “Report Approval” tab will show number of submitted report and number of approval report along with pending report

by FPCS-QIT Consultant. “Visit Plan Monitoring” tab will show a table consultant and facility wise visit plan and its status.

Tools Report: This report helps to see tools/checklist report done by FPCS-QIT Consultant. This report again divided in the tabs. “Facility Readiness” tab will show individual questionnaire marking (Yes, No and NA) reported by FPCS-QIT Consultant on facility readiness form. “FP Service Clinical Supervision” tab will show family planning score in checklist reported by FPCS-QIT Consultant in facility and date wise. “MCH Services” tab will show maternal and child health marking (Yes, No and NA) by FPCS-QIT Consultant.

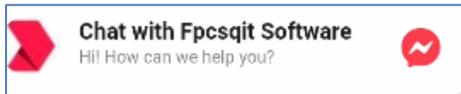
Client Exit Interview: This report helps to see client satisfaction level interviewed by FPCS-QIT Consultant. This report again divided in six tabs. “Client Exit Interview” tab will show for which service client come to facility. “Exit Interview 2” tab will show the expectation level of clients’ facility wise. “Exit Interview 3” tab will show client future expectation to come to this facility again. “Average Waiting Time” will show average time of client waiting at facility during visit day. “Client Satisfaction” tab will show client satisfaction level of facility. “Satisfaction%” tab will show percentage of client satisfaction.

Training Report: This report helps to see various training level. Training categories will be shown by training recipients.

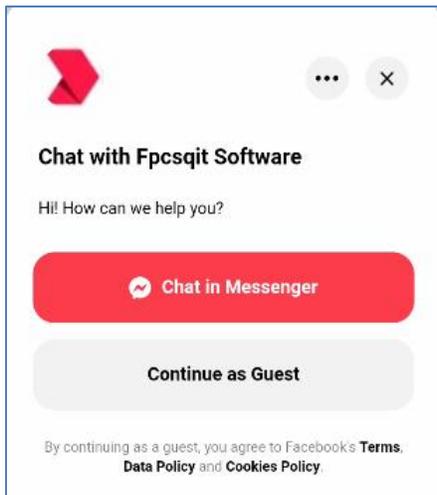
FPCS-QIT Ranking: This report will help to senior managers for taking decision on best FPCS-QIT consultant in aspect of their performance. This ranking table automatically will show based on approved visit report, assessment status of facilities, number of camp and aggregated performance data of camp.

Instant Communication with FPCS-QIT administrator:

Consultant or any user level can communicate with FPCS-QIT Super Administrator to ask their any kind of technical problem. For example forgetting password or user ID. Any type of user end problem user can directly communicate through FB chat box.



Clicking on above option below window will be shown.



FPCS-QIT software synchronized with Facebook. If you logged in your Facebook then click on “Chat in Messenger”. If you are not interested with your chatting option then you can go for “Continue as Guest”.

It is an instant messaging system. Administrator can prompt reaction on any issues with user’s problems.