**RHEA PHASE ONE - WHAT DO WE WANT TO ACHIEVE:**

1. **Ensure infrastructure and connectivity and software are in place**
2. **Adoption of the system on sustainable session – change management process**
3. **Deal with software bugs and data quality - also address hacks - security**
4. **Problem with usability of system – both system use and physical workflow**
5. **M&E plan – baseline data**

***Problems:***

* At least of 70% of clinic workers had not used a computer before - have had a basic skills training ½ day but this not nearly sufficient
* Triple entry of data
* Have limited resources to do this
* Data managers need more support than initially thought

***Need to:***

Need assisted practice on site – estimate about 5 clinics to get people up to speed

Must address workflow more than just computer skills – ask where their “pain points are”

Bring up local people like nursing students to provide this assistance in short term

Identify 1-2 system champions in each health centre

For long term – need to develop a full term implementation team to do this

Develop short 10 minute video for practice by end users and manual / posters – in Kinyarwanda, and maybe French and English

***Incentives for use:***

Get rid of double entry

Make daily tasks easier i.e print labels for samples etc.

Develop reporting - getting useful information out i.e. daily visual summary, monthly stats

***Stepped Roll Out Approach :***

Groups of 3-4 sites per “block” -

Team 1 – deal with infrastructurere and implement software and connec to HIE

Team 2 – on-site support with practice and improving workflow