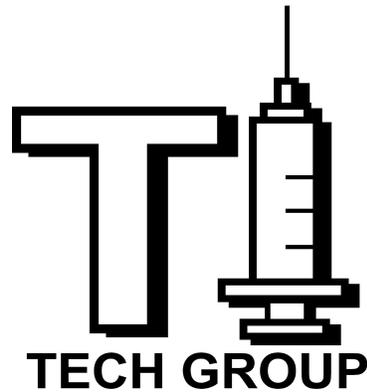




School of  
Public Health



# User Guide for Data Collectors

## **Content:**

1. Brief Introduction of the Program
2. Part 1: Getting Started
  - a. Downloading the app
  - b. Signing in
3. Part 2: Using the Application
  - a. Recruitment Form
  - b. Visit Registration Form
  - c. New Respondent Information
  - d. Insulin availability and price Form
  - e. Availability of syringes form
  - f. Availability of glucometer test strips form
  - g. Exiting the Application
4. Part 3: Options

## Brief Introduction to the Program

Diabetes is one of the most prevalent and costly chronic diseases worldwide. As a result, insulin is one of the most in-demand drugs worldwide. Insulin has been a treatment drug for diabetes since 1922. However, access to insulin today remains limited, especially in low to middle income (LMIC) countries. While different organizations have launched initiatives to increase access to insulin, data on its prices and availability remains inconsistent. Health Action International (HAI) is an organization that is dedicated to improving access to insulin for those in need around the world through its Addressing the Challenge and Constraints of Insulin Source and Supply (ACCISS) study. Phase 1 of the ACCISS study focused on identifying the barriers to access to insulin and creating interventions based on the evidence. Phase II of the ACCISS study, which started in 2018, focuses on piloting the tools and interventions at a country level. HAI has partnered with Type 1 Tech Group, a team of mHealth consultants, to develop a generic CommCare application to monitor insulin prices and availability in on the country level, supporting the efforts of Phase II of the study.

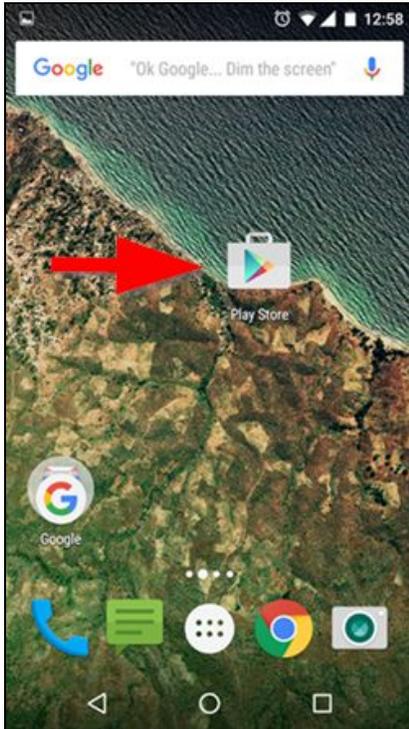
## Part 1: Getting Started

To Install CommCare you will need:

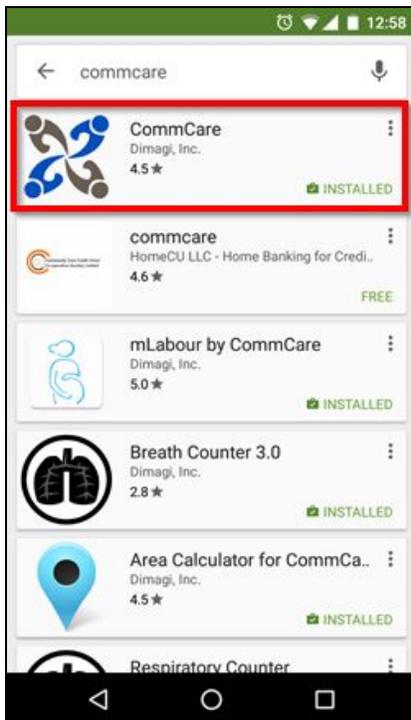
- A strong mobile data network connection (preferably WiFi)
- An Android device with Android operating system 2.3 or higher
- A file manager application like the [Amaze File Explorer](#) (if you have multimedia)
- If you would like your users to type in a language not supported by the phone, you need to download the software for it if available. For example, for applications deployed in Hindi, you should download '**Google Indic Keyboard**' from the Google Play Store so your users are able to type in Hindi.
- For more information on setting up your Android device please visit [Android Phone Setup](#).

## A. Downloading the application:

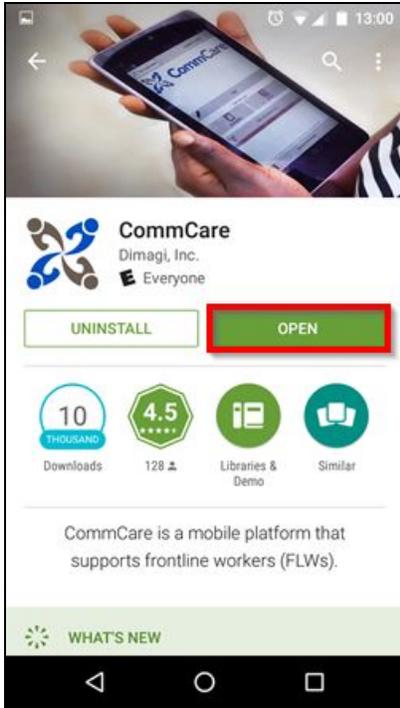
Step 1: Open the Google Play Store (Android App Store)



Step 2: Search for CommCare



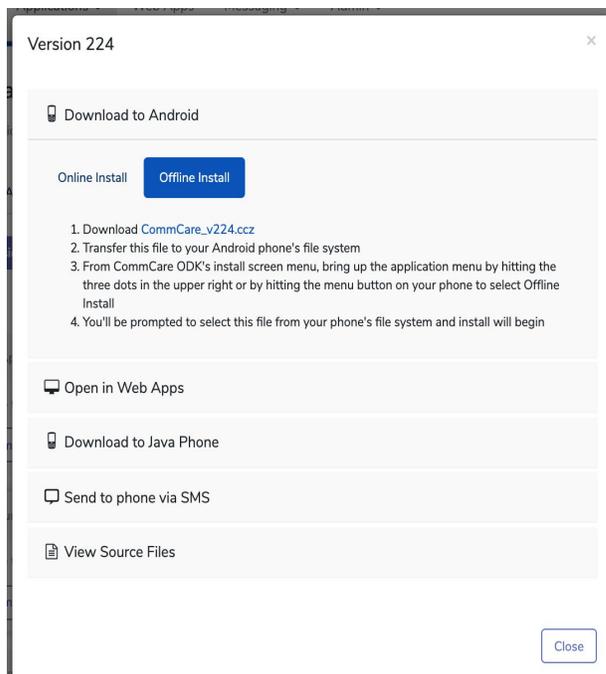
### Step 3: Select and install CommCare



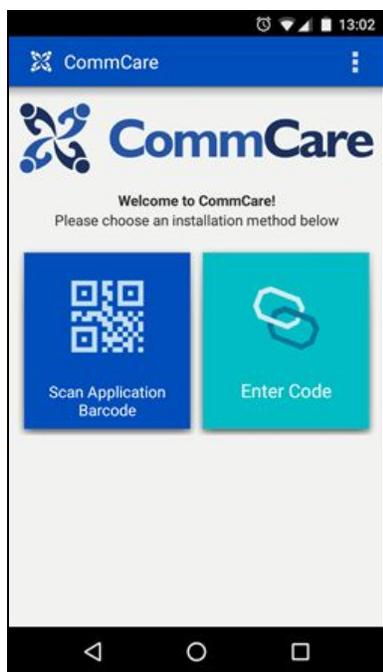
### B. Signing in

For online web installation, log in using the QR Code or app code: 2LdPZQy (Version 934)

For offline web installation, follow the directions below:



For mobile installation, open CommCare on your phone and click on Scan Application Barcode or Enter Code.



### Application Barcode:



### Code:

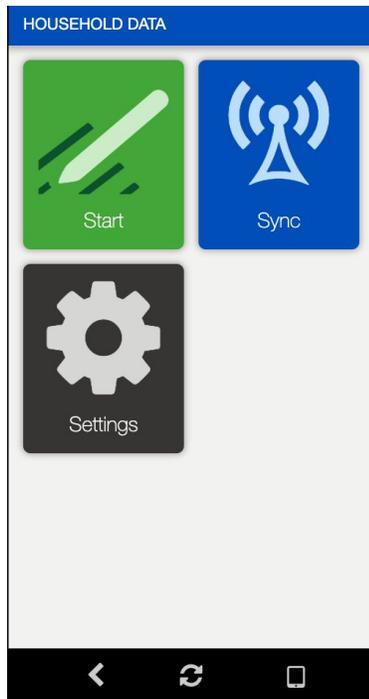
2VWbFoo

**Add: Username:** GH804Test

**Password:** Type1TechGroup

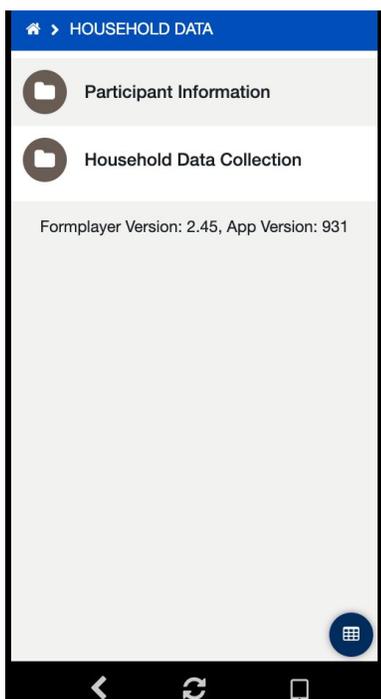
## Part 2: Using the Application

Upon opening the application, you should see the following page and select start.



### A. Recruitment Form:

Click on the **Participant Information folder** to access the recruitment form



Complete the recruitment form:

- Enter both User and Participant IDs
- Read the prompt that follows to participants
- Gather required information
- Click Complete once all the information is gathered

RECRUITMENT FORM

From a hard copy already filled out

From a soft copy already filled out

User ID  
*Distinct numeric value given to data collector*

Number

Participant Number  
*Consecutive number of form's filled out from the data collector (For instance, if this is the third participant surveyed, the number '3' should be entered)*

Number

Study Information: [Name of local organization] is seeking people living with diabetes and using insulin to participate in a phone-based system to regularly monitor the availability and price paid for the insulin. The monitoring is part of a larger study entitled Addressing the Challenge and Constraints of Insulin Sources and Supply (ACCISS) Study, which is led by Health Action International and Boston University School of Public Health. The ACCISS Study is addressing inequities and inefficiencies in the insulin market in order to improve access to insulin. The primary objectives of the insulin availability and price monitoring system are to:

1. Provide regular information

Age  
*(In years)*

Number

Gender

Male

Female

I prefer not to disclose

Region

Choose...

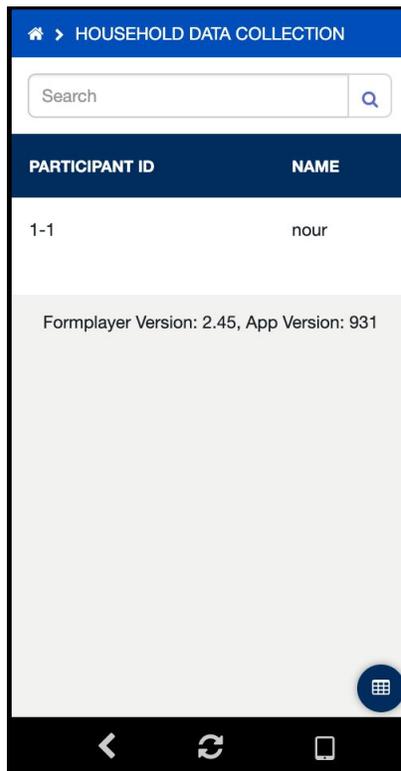
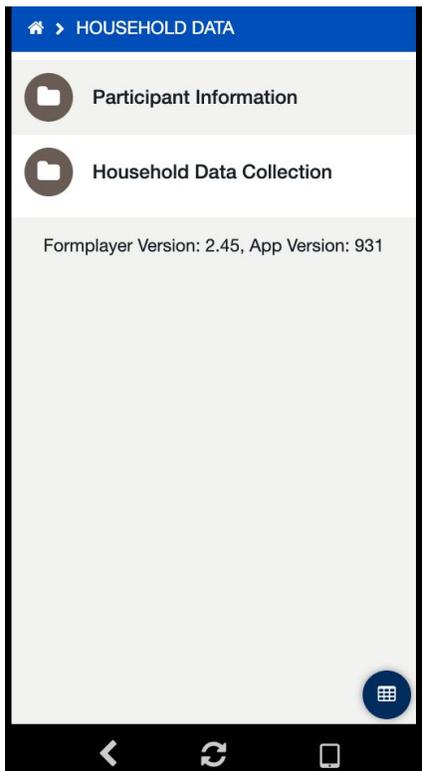
- Be mindful of unknown answers to questions and enter the identified alternate answer as shown below

How far (in kilometers) do you live from where you usually buy your insulin?

*If unknown, please enter -999*

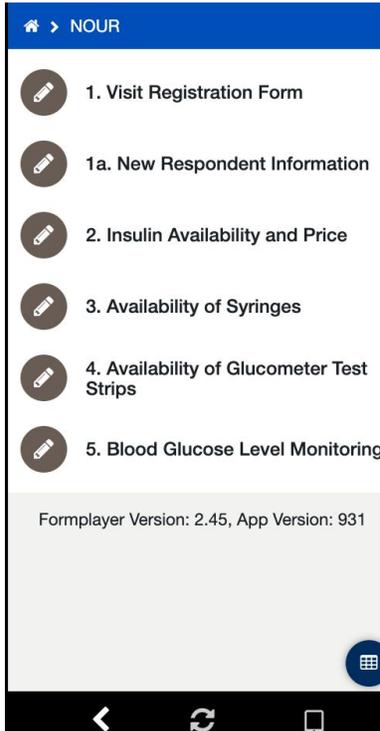
 Number

- Exit the Recruitment form. CommCare will return you to the participant ID page where you can access the remaining forms.
- Next, Click on the **Household Data Collection folder**
  - Click on the participant ID, which will open a Case Detail page with the participant’s information that was collected in the recruitment form



- After clicking 'Continue,' a page with all the forms to be filled for the participant will appear:

- Select Visit Registration Form



## B. Visit Registration Form

This form is to be filled out by data collectors when they collect new participant and continuing participant information via telephone or in-person. The questions within the form are required and hence the form will not proceed if appropriate answers are not submitted.

- Select and complete the Visit Registration form:
  - Select the type of participant carefully because questions asked within the form differ based on your selection.
  - New Participant (Phone): Select when you are collecting information for the first time over telephone which may either be in the first cycle if data collection phase or first month.
  - Continuing Participant (phone): Select when it is a returning participant giving information on telephone.
  - Continuing Participant (in person): Select when data an in-person visit is made to verify the information collected via telephone.
  - GPS locator will capture the data collection location during validation visits.

1. VISIT REGISTRATION FORM

Participant ID: 1-1

Date of Visit

What type of visit is this?

New Participant - Phone

Continuing Participant - Phone

Continuing Participant - In Person (Validation Visit)

Region

Choose...

1. VISIT REGISTRATION FORM

GPS Locator - For Validation Visit

??.????? ??.????? Clear map

Map Satellite

NORTH AMERICA SOUTH AMERICA EUROPE AFRICA Atlantic Ocean

Google

Search

- Select type of data collection for the respondent; data collection i.e. Monthly or Quarterly.
  - By selecting 'Quarterly' option the form will automatically ask you to select the quarter of data collection: Quarter 1, Quarter 2, Quarter 3, or Quarter 4.
  - By selecting 'Monthly' option the form will automatically ask you to choose the cycle of data collection and month of data collection.

## Quarterly:

Home > 1. VISIT REGISTRATION FORM

< >

Type of Data Collection

Quarterly ✓

Monthly

Quarter of Data Collection

Quarter 1

Quarter 2

Quarter 3

Quarter 4

Calendar icon

Navigation bar: < ↻ 📱

## Monthly:

Home > 1. VISIT REGISTRATION FORM

Monthly

Cycle of Data Collection

Cycle 1

Cycle 2

Cycle 3

Month of Data Collection

Month 1

Month 2

Month 3

Calendar icon

Navigation bar: < ↻ 📱

- Next, read the prompt on the screen to the participant and determine whether they are available for an interview

Home > 1. VISIT REGISTRATION FORM

< >

Begin Prompt to Participant:  
My name is [First name, Last name].  
I am from [name of local organization]. Can I speak with Nour?

We are following up to ask you a few questions on the insulin you have at home. This survey will take about 15 minutes. The data collected will be de-identified before it is shared, so your name will not be associated with this data. Are you available to give us this information now?

- Yes (proceed with interview)
- No (not interested in participating)
- Not now, but later

- Based on the participant's availability for an interview, proceed with completing the remaining forms or exit the visit registration form.

Yes (proceed with interview):

Thank you so much for giving us this opportunity to speak with you. We would be grateful if you could respond as honestly as possible. After this data collection, someone may visit you in person to confirm the data collected on phone. Is this OK with you?

- Yes
- No

No (not interested in participating): Exit

Not now, but later: determine an appropriate time to get back in touch with the participant

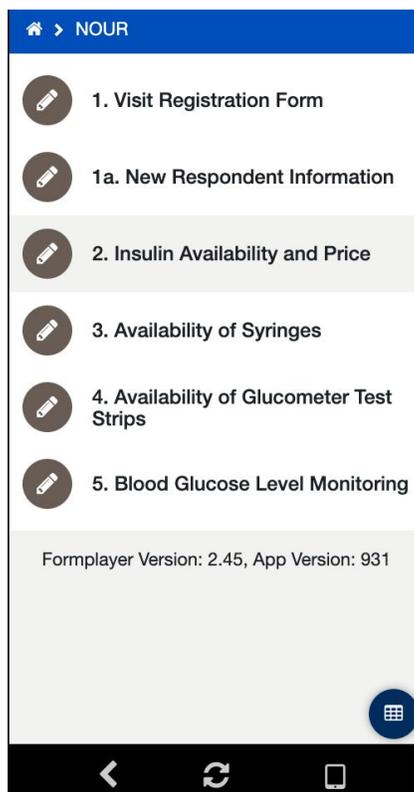
- Not now, but later

Is there an additional time we may speak to you?

Free response



- Exit the Visit Registration form. CommCare will return you to the participant ID page where you can access the remaining forms.



### C. New Respondent Information Form

Complete for new participants only

- Select and complete the New Respondent Information form
- Exit the New Respondent Information form. CommCare will return you to the participant ID page where you can access the remaining forms.

### D. Insulin Availability and Price Form

This form is to be filled for participants after initial registration and recruitment forms are complete. The forms are to be filled via telephone and the information is later verified during in person visits. This form records the detailed information regarding insulin used and available to the participant in question and reasons if unavailable.

- Select and complete the Insulin Availability and Price Form
- Read the prompt to the participant
- Use the drop down menu to input answers to questions about insulin names
  - The app will then provide you with information on the insulin's proprietary name, type, and manufacturer

🏠 > 2. INSULIN AVAILABILITY AND PRICE

< >

Insulin Availability and Price: Now I would like to ask you more specific questions about the insulins you have been prescribed to manage your diabetes.

🏠 > 2. INSULIN AVAILABILITY AND PRICE

< >

What is the name of the insulin you have available?

Type to filter answers

- Abasaglar
- Actraphane
- Actrapid
- Apidra
- Basagine
- Basaglar
- Basalin

Showing 80 of 80

What is the name of the insulin you have available?

Abasaglar ✓

Combobox

International Proprietary Name:  
glargine  
Insulin Type: long-acting analogue,  
biosimilar (b)  
Manufacturer: Eli Lilly

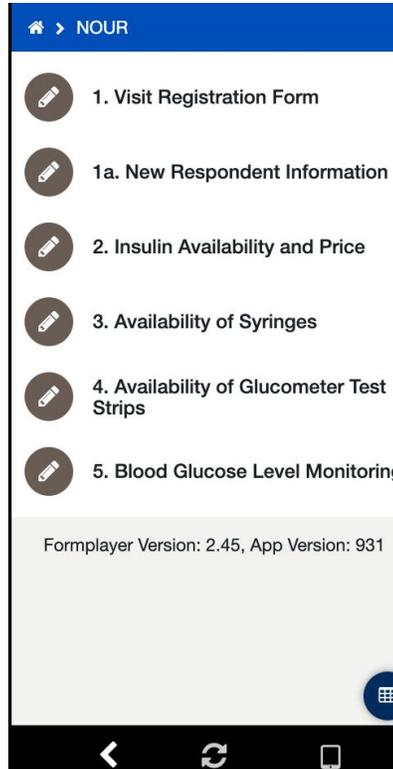
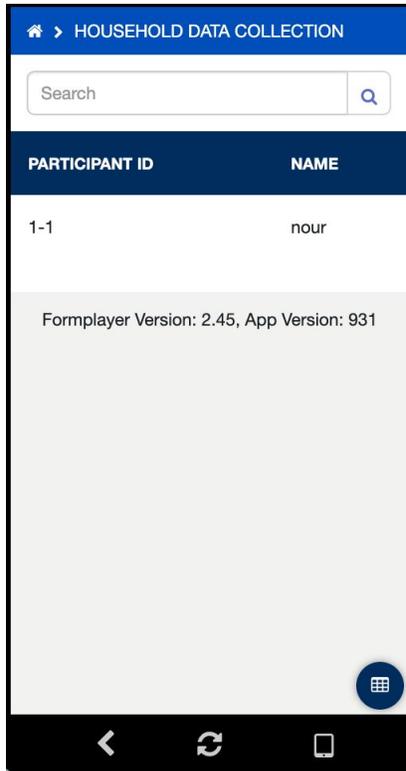
- Use the drop down menu to choose places of purchase of insulin and enter correct prompts for unknown answers

A screenshot of a mobile application form. At the top, there is a navigation bar with a left arrow and a right arrow. Below the navigation bar, the title "Place of purchase of insulin" is displayed. Underneath the title is a dropdown menu with the text "Choose..." and a small downward-pointing arrow icon. Below the dropdown menu is a text input field with the label "How many outlets did you have to visit in order to get your insulin? (If unknown, enter -999)". Below the text input field is a numeric input field with a small information icon and the text "Number".

- After gathering answers to the remaining questions, input any general comments if needed

A screenshot of a mobile application form. At the top, there is a blue navigation bar with a home icon, a right arrow, and the text "2. INSULIN AVAILABILITY AND PRICE". Below the navigation bar is a navigation bar with a left arrow and a right arrow. Below the navigation bar is the title "General Comments". Underneath the title is a large text input field with a small information icon and the text "Free response".

- Exit the Insulin Availability and Price form. CommCare will return you to the participant ID page where you can access the remaining forms.



### E. Availability of Syringes Form

Data collectors are expected to fill this form during telephone interviews with patients/participants and later verified during in person visits. This form collects information regarding syringes used by the patient/participants.

- Select and complete the Availability of Syringes form.
  - If the participant uses syringes to administer insulin, proceed with filling out the form.
  - If the participant doesn't use syringes to administer insulin, input any general comments and exit the form. CommCare will return you to the participant ID page where you can access the remaining forms.

## **F. Availability of Glucometer Test Strips Form**

This form records the availability of glucometer and glucometer test strips for at-home testing of blood glucose level among diabetes patients. This form also collects information on why glucometer tests strips are not available to the participant.

- Select and complete the Availability of Glucometer Test Strips form.
  - If the participant does have glucometer test strips at home, proceed with filling out the form.
  - If the participant does not have glucometer test strips at home, gather information on why the test strips were not available and input any general comments.
  
- Exit the Availability of Glucometer Test Strips form. CommCare will return you to the participant ID page where you can access the remaining forms.

## **G. Blood Glucose Level Monitoring Form**

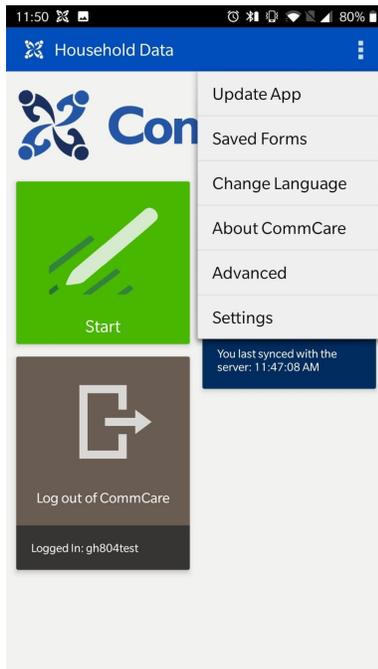
This form records information regarding patient's blood glucose monitoring practices in the past 3 months from the date of data collection.

- Select and complete the Blood Glucose Level Monitoring Form.
  - If the participant has had their glucose level monitored in the last 3 months, proceed with filling out the form.
  - If the participant has not had their glucose level monitored in the last 3 months, complete and exit the form.

## **F. Exit the Application**

- Once all forms are completed, exit the Commcare application.

## Part 3: Options: Click on the top right corner to view options.



**Update App:** Click here to update to the latest version of CommCare Application for Android phones/tablets.

**Saved Forms:** Click to access on the forms filled and saved with the device in use.

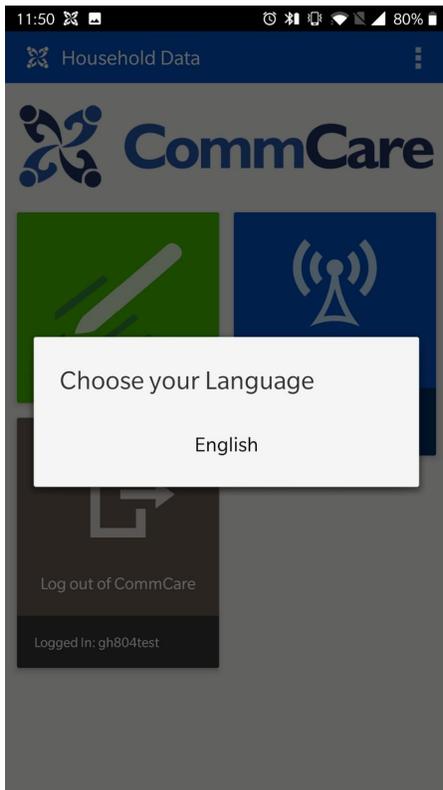
**About CommCare:** Gives detailed information of Commcare application and the version in use

### **Advanced:**

Wifi Direct: To transfer, send or receive data through Wifi.

**Note: Do not use the following tabs under 'Advanced' unless trained to do so.**

- Manage SD
- Report problem
- Force Log submission
- Validate Media
- Connection test
- Recovery Mode
- Clear User data



**Change Language:** Click here to change the application language

**Note:** The listed languages on the application are added from the parent setting on the website by the administrators.

## Settings:

**Auto Update Frequency:** Sets application update cycle as- Never, daily, weekly.

**Set Print Template:** Select to print a saved file within the application.

**Grid Menus Enabled:** “Grid View” is the ability to show the module or form screen as a grid on the mobile device, rather than a list. The following page will show you how to enable this feature and what it looks like on the device.

**Fuzzy Search Matches:** Fuzzy search is an improved case list search tool. It can help find cases based on the values of properties that are close to, but do not exactly match, the search terms.

**Configure Password Display:** Select to change password display setting on Login Screen

**Opt out of Analytics:** The application uses Google Analytics to anonymously track usage data within the application. Disable if do not want your usage data to be tracked.

