

# Digital Health Inventory (DHI) Implementing Partner Data Entry & Submission FAQs

*Note: This article includes Frequently Asked Questions (FAQs) for the Implementing Partner (IP) but may be useful to Agency, Interagency users. The document is updated on a regular basis, with the last update August 23, 2023.*

Timelines & Deadlines .....	2
DHI Application Access .....	2
Reporting Countries .....	3
Implementing Partner DHI Roles & Responsibilities .....	4
DHI Implementing Partner Data Entry Process .....	5
Reporting on Discrete Systems & System Categories .....	6
Implementing Partner Submission and Confirmation Process .....	9
Implementing Partner Update Requested Process .....	9
Submitting Feedback .....	10
DATIM Support, Training & Resources .....	10

## Timelines & Deadlines

### ***Q: When is the reporting period?***

The DHI reporting period aligns with the PEPFAR reporting calendar. Reporting opens at the beginning of the third quarter according to PEPFAR reporting period and closes at the end of the reporting period. Please see the DHI reporting periods outlined in the [PEPFAR Data Calendar](#). For FY23 Q3 reporting, report on any activities that are active in COP22 (ends Sept 2023) and any future activities that are being planned. Do not report if the activity has closed in FY23. The cut off point for DHI Q3 reporting is Sept 30, 2023. The Q3 reporting period was intentionally selected to have enough time to collect, review and analyze data, and have dialogue with iSMEs across teams to have meaningful and impactful input to Q4 POART meetings, COP recommendations and PLL. DHI data will be interpreted alongside Table 6 reporting, trends in MoH Alignment Data and other reports.

### ***Q: How long will it take to complete a DHI entry? Will I need to complete the entry in one session?***

While the estimated time to complete one submission entry to the DHI is around 45-60 minutes, you are not required to finish your submission in one session. The DHI application will allow you to save your work and return to it as you progress through multiple sessions during the reporting period.

## DHI Application Access

### ***Q: What is the process for getting a DATIM account?***

If you do not have a DATIM account, you can request one at [register.datim.org](https://register.datim.org).

### ***Q: How do I find the DHI application?***

Log into [DATIM](#) and search for Digital Health Inventory (DHI) using the Search apps option. Click on the Digital Health Inventory (DHI) application.

### ***Q: Who has access to the DHI Implementing Partner Module?***

Implementing Partners have access to the DHI Implementing Partner Module in the DHI app.

### ***Q: What should Implementing Partners do if they cannot locate, view or access the DHI application?***

Please reach out to your Primary User Administrator (PUA) for assistance or submit a [DATIM helpdesk ticket](#). If additional discussions are needed to troubleshoot, the DHI Support Team is able to set up time to meet with the partner.

### ***Q: As an Implementing Partner I want to create a discrete system or investment, but I am unable. What should I do?***

The DHI data reporting process for FY23 has changed from last year. For an IP to be able to enter DHI data, the PCO and/or the Activity Manager has to first create the discrete system and assign the IP to the mechanism(s) on which to report. If as an IP you do not have any mechanisms listed under *My Investment Entries* and you are not able to enter any information when you log into the DHI Implementing Partner Module, either there is no discrete system in the DHI or if a discrete system has been created, it has not been assigned to you. Please reach out to your PCO to ensure the discrete system has been input into the DHI Coordination & Review Module and assigned to you. Once the PCO/ Activity Manager has completed the assignment, the investment entry for the mechanism will appear under *My Investment Entries* and will be marked with a red dot next to the Discrete System Name. Click edit (pen icon) to enter related data.

### ***Q: What should be done if the Implementing Partner has not been assigned a DHI entry?***

The *My Investment Entries* table will be auto-populated based on the mechanisms your Activity Manager and/or PEPFAR Coordination Office is requesting you report on. If you do not see any assigned or were expecting different

assignments, please contact your Activity Manager and/or PEPFAR Coordination Office to inquire about the status of the assignment.

**Q: As an Implementing Partner, I'm assigned an investment that I don't have any data to report on for FY23. What should I do?**

To streamline the data entry process, the DHI team pre-loaded the reported FY22 discrete system information into the Coordination and Review Module for the PCO to assign to Implementing Partners. There may be cases where the IP had data to report for FY22, but not for FY23. If the IP does not have anything to report for FY23, the IP should reach out to the PCO and ask to be unassigned from the discrete system. The PCO will access the Coordination & Review Module and will take steps to unassign the funding mechanism from the discrete system. DHI investments with the status of In Progress, Pending Review or Update Requested can be unassigned. If an investment has been confirmed, it cannot be unassigned.

**Q: I can access the DHI app but I am unable to edit an entry. Why is that?**

You may not have the correct permissions. Verify your access level with your Primary User Administrators (PUA). If you have verified your access with your PUA, please submit a ticket to [DATIM support](#). Note that IPs will not be able to create investments. If there is a digital health investment that is not assigned, please reach out to the PCO/Activity Manager.

**Q: Is there an import service for DHI? In some sites, service delivery IPs have not done manual data entry in several years.**

No, there is not an import service for DHI. DHI data is unlike other data streams in DATIM, which are quantitative data that is very structured in format. DHI is qualitative data that requires branching logic so having an import option is tricky and requires additional functionality on the back-end that currently does not exist.

## Reporting Countries

**Q: Which countries will be submitting data for FY23 DHI?**

All PEPFAR-funded operating units have access to submit to the DHI. However, the MOH Data Alignment Activity countries below are requested to submit for this year.

Operating Units/Countries	FY23 Q3
Botswana	Reporting
Burundi	Reporting
Cameroon	Reporting
Côte d'Ivoire	Reporting
Democratic Republic of the Congo	Reporting
Eswatini	Reporting
Ethiopia	Reporting
Haiti	Reporting
Kenya	Reporting
Lesotho	Reporting
Malawi	Reporting
Mozambique	Reporting
Namibia	Reporting
Nigeria	Reporting
Rwanda	Reporting
South Africa	Reporting
South Sudan	Reporting

Operating Units/Countries	FY23 Q3
Tanzania	Reporting
Uganda	Reporting
Vietnam	Reporting
Zambia	Reporting
Zimbabwe	Reporting

**Q: I don't see the country name or operating unit associated with me. What should I do?**

If you do not see the associated country name you are not required to report on your digital health investments for the current reporting period. Please contact your SGAC Country Chair to participate.

## Implementing Partner DHI Roles & Responsibilities

**Q: What are the roles and permissions for each user involved in the DHI reporting process?**

Permission	Description of Permission	MoH	Partner	Agency	Interagency
DHI Data Coordination and Review	Create and assign discrete system in the coordination and review module	⊘	⊘	●	●
Data Entry	View Discrete system, Enter and View Digital Health Investment	⊘	●	●	●
Data Access	View Digital Health Investments	⊘	●	●	●

The DATIM Primary User Administrator (PUA) ensures users have access to the DHI tool with the appropriate roles based on their user type.

**Q: What actions can the Implementing Partner (IP) perform?**

An Implementing Partner (IP) role has the ability to enter data, save, view, edit, cancel and print entries that are not submitted. Once all information has been entered into the DHI, the IP will submit the DHI entry for review by the Agency user. The IP will be able to view and print the submitted data, but will not be able to edit the entry further unless requested by an Agency user. If an Agency user requests an update to a submitted entry, the Implementing Partner will be able to edit the entry with the requested information and resubmit it for review. The IP can also view FY22 DHI submissions associated with their account/user profile in the *Submitted Investments* tab.

**Q: Who should have access to create an entry in the Digital Health Inventory (DHI)?**

Only Implementing Partners should have access to create DHI entries. IPs can also save entries to work on at a later time, edit, view, cancel, print and submit DHI entries. Depending on user permissions, Agency Activity Managers/Agency/Interagency users have access to create and delete discrete systems, assign and unassign mechanisms, view and review DHI submissions, request additional information, and confirm and unconfirm submissions. Some Agency/Interagency users only have access to see all DHI submissions within an OU without permission to provide feedback or change the status of submissions.

**Q: There have been some changes in the FAST Tool. For example, an Implementing Partner was originally flagged for DHI, but through changes the IP has been changed. Will the new IP be reporting to the DHI?**

Yes, the new IP will report the investment to the DHI.

**Q: Is collaboration with other subject matter experts needed to complete the Digital Health Inventory?**

The DHI asks questions around digital health intervention general information, coverage and funding, primary and secondary system-category specific questions, national strategic alignment and governance, and data security and privacy. While completing the DHI, it may be helpful to collaborate with multiple subject matter experts including but

not limited to program managers, software engineers, finance managers, and M&E Advisers from your project team and outside your organization. A [collaborative Microsoft Word version of the DHI](#) is available on the [DATIM Support](#) page.

**Q: How should Implementing Partners answer the questions in the DHI?**

Please reference the DHI Standard Operating Procedures (SOP) on the [DATIM Support](#) page for additional guidance on answering each of the questions in the DHI.

**Q: How should Implementing Partners answer questions where response selection options are limited?**

Please reference the DHI Standard Operating Procedures (SOP) on the [DATIM Support](#) page for additional guidance on answering each of the questions in the DHI. In most cases, where a narrative would be helpful, there is a response option of “Other” that may be selected with a narrative field to complete. However, there is always room to improve the wording of questions and response options. Please continue to provide your valuable feedback.

## DHI Implementing Partner Data Entry Process

**Q: How do I edit a DHI entry?**

Log in the Digital Health Inventory Implementing Module within DATIM. Your dashboard will appear with a *My Investments* tab and a *Submitted Investments* tab. Under the *My Investments* tab is the *My Investment Entries* table that shows the digital health investments that have been assigned to the Implementing Partner. Discrete Systems with a red dot indicate an unreviewed investment. Discrete Systems without a red dot indicate the IP has started entering data and has saved the entry to return to later. To edit, click on the edit icon under *Action* in the first column. Note that IPs will not be able to create investments. If there is a digital health investment that is not assigned, please reach out to the PCO/Activity Manager.

**Q: I can edit a DHI entry but am unable to submit it. What should I do?**

If you can edit an entry but are unable to submit it, please try the following:

1. Verify that all required fields are filled out
2. Try using the *Save for Later* button and edit the entry again
3. Contact [DATIM support](#)

**Q: How many DHI entries should be submitted for each digital health investment?**

The Implementing Partner will create one DHI entry for each digital health investment. The IP can report on the primary and secondary system categories for each digital health investment.

**Q: How can I correct wrong information about my Implementing Mechanism (IM)?**

The Implementing Mechanisms (IMs) that you see in DATIM are populated using an automated feed from PEPFAR’s official system of record for IMs (FACTSInfo). In order for a DATIM user to be able to see an IM and the data related to it, it must be an IM that is aligned to your organization (implementing partner/agency).

Implementing mechanisms information can only be added to DATIM through the automated feed from FACTSInfo. Implementing mechanisms may be added to FACTSInfo by contacting your agency’s Agreement Officer Representative (AOR). After the IM is added to FACTSInfo, it will take up to 24 hours for the IM to appear in DATIM. If the IM in question has been added to FACTSInfo more than 24 hours ago and you are still not able to see it in DATIM, please [submit a help request ticket](#) so that the DHI Support Team can investigate further.

**Q: What is the difference between Save and Continue and Save for Later?**

*Save and Continue* saves the information that has been entered and allows the user to move to the next page on the form after all the required fields are filled out. *Save for Later* allows the user to save an entry in the current state without completing all the required fields. *Save for later* does not take you to the next page on the form.

***Q: Where do I find uncompleted DHI entries that I had saved for later?***

The IP can find in-progress DHIs that have been saved for later under the *My Investment Entries* table in the *My Investments* tab. The *Last Updated* column will display when the entry was last saved.

***Q: Who will I need to collaborate with during the submission process?***

It depends on the structure and who will have access to the information being asked. It would be good to review the questions before completing an entry to ensure that the right people provide their input. A [collaborative Microsoft Word version of the DHI](#) is available on the [DATIM Support](#) page.

***Q: I am editing an entry but some of the fields are not updating after I made changes. What should I do?***

Try to refresh the page to resolve the issue. If the issue persists, please contact [DATIM Support](#).

***Q: What happens after I submit an entry?***

After successfully submitting a DHI entry, the entry will appear in the *Submitted Investments* tab with a *Pending Review* status and the IP user will be redirected to the Digital Health Inventory Dashboard/home page. The Agency user will be able to review the entry and act on it. The Agency user can confirm or unconfirm the submission, unassign & delete or request additional information from the IP. The action the Agency user takes on the submitted DHI entry will appear in the IP's *Submitted Investments* tab as *Confirmed*, *Pending Review* or *Update Requested*, as relevant. The IP will be able to edit a submitted DHI entry if the Agency user requests additional information and sends it back to the IP for editing. The IP will be able to view, and print submitted entries, but will no longer be able to delete an entry after it was submitted.

***Q: Regarding DHI question "What is the total estimated budget (in USD) of this investment in the current COP year?" - If the investment is receiving multiple types of funding (PEPFAR + others) should this total budget include the additional non-PEPFAR funding amounts, or only the PEPFAR amount?***

Report the total budget to include the additional non-PEPFAR funding amounts (PEPFAR + others) if the information is readily available. The next question in the DHI asks the approximate percentage of the total estimated budget from PEPFAR funding. However, the financial classifications/program areas and the mechanism selected is tied to PEPFAR funding so the structure of the questioning is conducive to reporting PEPFAR funds. For more detailed information, please see the associated guidance in the DHI SOP under *How do I Answer this Question* and Appendix J, the [PEPFAR Financial Classifications Reference Guide](#) and the [Digital Implementation Investment Guide](#).

***Q: Regarding costing, we invested on computers and software in COP21 but the EMR expansion/deployment happened in COP22. Should costing from COP21 be included to reflect the actual cost incurred in the expansion in COP22?***

No. In terms of cost, the Digital Health Inventory does not ask about total cost of ownership. For example, if there had been millions of dollars in investment in prior years, but this year the investment is only \$100,000, report on the \$100,000. The progress of the work will be reflected in the current project status.

## Reporting on Discrete Systems & System Categories

***Q: How can I enter more than the limited amount of maximum characters? For example, when providing a narrative summary describing the scope of implementation, my summary is longer than the 1000 character limit. What should I do?***

Please summarize the work and scope of implementation of the discrete system that provides a basic summary of work activities and key highlights of the investment. The narrative should not be a detailed work plan or report. We encourage you to work within the limits, however if you feel additional information should be provided, please submit the information through a DATIM Support Ticket.

***Q: Should Implementing Partners report procurement of hardware and software in the DHI?***

There is no option to report on hardware. If the investment in software is supporting a digital health solution above and beyond routine project operations (e.g. of routine project operations may include issuing Microsoft Office licenses, etc.), it would be important to include and capture in the DHI. The impact of these investments will also become more important as we look further downstream. For FY23, procurement of software should be reported under the system category in which it supports.

***Q: How do we capture previous investments that have been created and deployed but are now scaled back in the current COP year?***

Please report if the activity is still being funded in part or whole by PEPFAR mechanism and there are investments being expended.

***Q: The DHI guidance mentioned that complete or partial investment from PEPFAR would warrant inclusion into DHI. Partial, as you can imagine varying from 1% to 99% investment to the overall cost of the application. I know it is difficult how much would count, and I am not asking for a cut-off point but worried about how much we can list. Some people said, if it is in Table 6, it should be listed. What is the guidance around that?***

As with many grey areas of DHI, it is best to discuss with your PEPFAR Coordination Office; specifically, the Activity Manager for these investments. Yes, the DHI Support Team agrees, that if it is in table 6, and fully or partially funded by PEPFAR, it should be submitted in the DHI. We are more interested in learning about the digital health investment as a whole as opposed to the percentage of the budget that is covered by PEPFAR.

***Q: In the COP guidance, some digital health investments weren't flagged in FAST. Should these still be reported on in the DHI?***

The digital health investments that were flagged in the Funding Allocation to Strategy Tool (FAST) are important to capture as we are using the flags to determine the baseline of implementing partners who would report to DHI. However, based on your in-country knowledge, other IPs not flagged in the FAST can be asked to enter data. We will be providing an extract of the FAST flagged mechanisms to each country's PCO. Report to the DHI if flagged or if it is not flagged but it is a digital health investment. Please include digital health investments above and beyond what was flagged originally in the FAST tool.

***Q: Currently, the Implementing Partner is upgrading the newer version EMR in 700+ health facilities. The upgrading incurs cost in terms of software development, user training, travel cost, etc. Do we need to report upgrading in COP22?***

Consider if you are using the same software or using new software. Depending on how the software is characterized, you may need to explain in the DHI what you are working on by creating 2 entries – one for the currently operational system if the partner is still providing support and one for re-platforming or significantly upgrading the software or moving to a new platform.

***Q: Regarding the DHI question on coverage and funding, how do we determine the date data system started/will start? The Implementing Partner felt the date is when they started supporting/investing in the data system, not the date it was designed and deployed. Which one is right?***

If the Implementing Partner feels they want to report exclusively on their support to the system, they can describe their initial engagement date. The IP can provide further explanation and clarification in the free text narrative, if necessary.

**Q: Should staff salary be included in the estimate costs of the current COP year?**

There is no blanket answer, as this is case by case. It is not expected that there are no HRH costs embedded with what the Implementing Partner is reporting. If the HRH costs are associated with the above-site management and maintenance but data clerks not specifically assigned to the system are using or managing the EMS, the HRH costs would not be reported or captured as a specific activity. The DHI SOP provides the following guidance:

**Report to DHI if:**

- Staff still being paid, active work on the investment is ongoing
- Paying for developers or staff guiding the operations and maintenance of the system

**Do Not Report to DHI if:**

- The investment was PEPFAR funded but maintenance and future development are handed off to MoH
- The investment was jointly supported or PEPFAR funded in the past, but currently only HRH supporting the use of the system now
- There isn't an IP that is directly charged with being responsible for oversight of the digital health investment
- PEPFAR had invested in investment, but it is now a MoH owned property that is being supported with some PEPFAR HRH, but is not a formal digital health investment

**Q: One question raised by IP is about reporting DHI, like EMR, implemented in prior years. For example: We had reached 500 health facilities by the end of COP20 (all Regions) and we expanded to additional 50 health facilities (only in fewer Regions) in COP22. Does the DHI report for COP22 only include the expansion sites or the cumulative achievement? It might underreport the regional coverage if the DHI reporting only covers the deployment in the reporting year- COP22.**

Report to the DHI if the investment is in scaling-up mode and expanding to other regions and the activity has not yet closed in this COP year. The DHI collects information on which systems and investments have already been implemented and are able to be scaled up, taking a snapshot of where investments are deployed.

**Q: Are training of end users part of the investment? If yes, should all IPs/mechanisms report on that? For example: if we conduct a TOT for the EMR, then require all the IPs to train the end user in the network, should we report as part of the EMR?**

If you want to report an HRH system, for example, that is its own or integrated system, add information in the Human Resource Information Systems category under 'Other'. If the end user training is under the same mechanism where you are reporting a DHI, report within the same DHI. Report if the training is run through the integration of an HRH system or a module of the EMR. If the training is conducted offline (e.g. TOT webinar or in-person training), you do not have to add that to your EMR submission.

**Q: A common experience is agencies have been supporting data systems for a long time with design, development and maintenance. But in the current year, the system has been transitioned to government ownership. Now we are hiring supporting human resources to work on the data, but not necessarily the system. This is not a current funded activity of data systems, this is just HRH. Based on HRH inventory data streams, the implementing mechanism would report the investment. For example: Patient monitoring system was officially transferred to the MoH. PEPFAR is no longer investing in the development, operation and maintenance of the digital health investment. PEPFAR funding now supports staff who support data related activities like data review or specific DHI entry. If the investment has already been built and is not under active development, do you count if it is just staffing associated with use of the system? If we have effectively built and deployed and PEPFAR is not actively funding, would it be a DHI entry if it is just staff using the investment operationally? How is this reported to the DHI?**

Please discuss further with PCO colleagues. Some general guidance the DHI Support Team can provide is as stated below:

#### Report to DHI if:

- Staff still being paid, active work on the investment is ongoing
- Paying for developers or staff guiding the operations and maintenance of the system

#### Do Not Report to DHI if:

- The investment was PEPFAR funded but maintenance and future development are handed off to MoH
- The investment was jointly supported or PEPFAR funded in the past, but currently only HRH supporting the use of the system now
- There isn't an IP that is directly charged with being responsible for oversight of the digital health investment
- PEPFAR had invested in investment, but it is now a MoH owned property that is being supported with some PEPFAR HRH, but is not a formal digital health investment

#### ***Q: If an Implementing Partner is only supporting implementation and not development must they report on the system?***

If the system is funded in part or whole by PEPFAR mechanism and is an investment supporting PEPFAR programming, please report to the DHI. Also discuss with your Agency Activity Manager if further discussion is needed.

#### ***Q: If an Implementing Partner is using systems from government agencies supported by PEPFAR like OpenMRS or LIS, should the IP report to the DHI?***

The Digital Health Inventory is not tracking usage of systems. Only enter data if you develop, deploy, operate the DHI. For complete clarification, please ask your USG Activity Manager.

#### ***Q: Where can I find more information on the Agency and Interagency user roles and responsibilities?***

Please see the [FY23 DHI Coordination & Review Module User Guide](#) on the DATIM Support page for more information.

## Implementing Partner Submission and Confirmation Process

#### ***Q: What happens after the Implementing Partner reviews and submits a DHI entry?***

When the IP selects to submit the completed DHI entry, the DHI reporting process is complete for the IP and no further action is required unless the Agency user requests additional information during their review process. Once submitted, the DHI status will change to *Pending Review* during the Agency review process. If the Agency user requests additional information, the DHI status changes to *Update Requested*. Once the Agency user confirms the submitted DHI, the DHI status will change to *Confirmed*. Confirmed DHI submissions will be included in the scheduled data release. If you have questions about a confirmed DHI submission, please contact your Agency Activity Manager.

#### ***Q: What happens after the Agency user reviews and confirms a DHI submission?***

When the Agency user selects to confirm a DHI submission, the DHI reporting process is complete and no further action is required. The DHI status will change to *Confirmed*. Confirmed DHI submissions will be included in the scheduled data release. If you have questions about a confirmed DHI submission, please contact your PCO.

## Implementing Partner Update Requested Process

#### ***Q: What should an Implementing Partner do if they need to edit a submitted DHI entry before the submission deadline?***

If the Implementing Partner has submitted a DHI entry for review and the Agency user has not acted on the submission, the Implementing Partner should reach out to the Agency user to prompt the Agency user to *Request Update* so the IP will be able to make edits during the data reporting period of June 30 – August 11. If the DHI submission has already been confirmed by the Agency user and the data entry period is still open, the Agency user can

recall the submission by unconfirming the DHI entry. Once unconfirmed, the Agency user will be able to request updated information and the IP will be able to edit the DHI entry before resubmitting it for review.

***Q: What happens if an Implementing Partner is requested by an Agency User to correct an entry that was already submitted?***

Agency Users can request updates to an entry after it has been submitted by the IP. This is done by using the *Request Update* option. A message box will pop up to enter details of the requested update to be communicated to the IP. The DHI entry status will change to *Update Requested*. The IP user will be notified of the request when they log in to the DHI App and see a message displayed in the *My Submitted Investments* tab. The DHI submission will be marked for update with a red dot before the investment name and the status will be a hyperlinked *Update Requested* to lead the IP through the editing and resubmission process. Note that IPs can only make edits while the data entry period is open.

## Submitting Feedback

***Q: How do we submit feedback for the DHI?***

Please submit a DATIM helpdesk ticket. The DHI Support Team can also discuss and elaborate on feedback during the DHI Implementing Office Hours.

## DATIM Support, Training & Resources

***Q: How do I submit a DATIM Support Ticket for DHI?***

Select the following options if you need to contact DATIM Support.

1. Go to [DATIM support](#)
2. Select Data Entry/Validation from the drop-down list of issue topics
3. Complete the form and submit

***Q: Where can I find all DHI related resources?***

Please go to the [DATIM Support page](#) to access all relevant DHI training and resources.