

A standardized health services framework for developing digital health tools

Leveraging a human-centric design approach

User Guide
for the
End-User's
Plug and
Play Tool

» Introduction

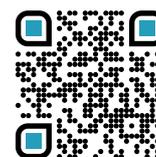
Under the project, one of the key objectives was to develop a standardized framework for the primary health care service delivery ecosystem to guide the creation of digital solutions, including an excel based compendium detailing facets of the framework such as health care services, primary health care providers, and national health programs. Recognizing the potential for greater usability, the team also initiated the development of an automated, intuitive, end-user digital tool designed as a ready reckoner for end users to visualize and navigate the service delivery landscape compiled in the Excel-based compendium. This tool was developed with the expertise of a technical agency specializing in digital applications to support complex data relationships and ensure streamlined user experience.

Key Features:

- **Dynamic visualization:** Integrates framework facets into a schema diagram, visually simplifying complex healthcare workflows.
- **One-to-one and one-to-many relationships:** Connects single elements to single and multiple elements of different facets for comprehensive data mapping.
- **Pivot functionality:** Enables dynamic forward and backward linkages for seamless navigation across selected elements.
- **Filtering and refresh functionality:** Refine searches by filtering across framework facets and reset to default state using the refresh.
- **Schema Download:** Export all or filtered data in Excel or image formats.
- **Public Access:** Available in the public domain for unrestricted use.

» Navigating the Tool:

Visit the web tool at
<https://www.phsdframework.net/>
or
Access through the QR Code



Click the above-mentioned link or paste the URL into your browser to access the web tool. It is compatible with all devices (desktop, laptop, mobile, tablet), though the best experience is on a desktop or laptop. For smaller device screens, using landscape mode is recommended for optimal viewing.

The Public Health Service Delivery Framework tool features a clean, organized layout with a top navigation bar as shown below. Key elements include a Home button with a project overview and links to download the brochure, report, and Excel compendium (consolidated or separate sheets). A brief description of the end-user tool precedes its user guide link. The Tool button offers schema downloads in Excel and SVG formats, while Refresh resets all features. A Filter button enables data customization. Users can access thematic area and service component-specific data points by clicking on a service subcomponent, leading to a dedicated page.

Below this, a horizontal menu allows users to navigate through various facets of the framework, such as Health Thematic Area, Population Cohort, Service Delivery, Service Delivery Type, Service Component and Service Subcomponent. Additionally, clicking on a subcomponent highlighted in red allows the user to access its related classification and protocol. Each facet of the framework depicts detailed sub-sections that display a dynamic, interactive schema diagram visualizing healthcare service delivery pathway.

Figure 1. Snapshot of the navigation bar (below)

