Service Availability and Readiness Assessment (SARA)

An annual monitoring system for service delivery

Implementation Guide
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Acknowledgements

The service availability and readiness assessment (SARA) methodology was developed through a joint World Health Organization (WHO) – United States Agency for International Development (USAID) collaboration. The methodology builds upon previous and current approaches designed to assess service delivery including the service availability mapping (SAM) tool developed by WHO, and the service provision assessment (SPA) tool developed by ICF International under the USAID-funded MEASURE DHS project (monitoring and evaluation to assess and use results, demographic and health surveys) project, among others. It draws on best practices and lessons learned from the many countries that have implemented health facility assessments as well as guidelines and standards developed by WHO technical programmes and the work of the International Health Facility Assessment Network (IHFAN).

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Project Management Group
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Project Advisory Group
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4. CSPro for SARA + data verification
For the SARA survey, automated tools for electronic data collection, data processing, and indicator generation have been developed using the Census and Survey Processing System (CSPro) software. A detailed manual with step by step instructions for using CSPro is available as a stand-alone document. The following topics are covered in the CSPro manual.

**Introduction**
- CSPro capabilities
- CSPro for SARA + data verification

**Technical information**
- Hardware and software requirements
- Software installation

**SARA CSPro application**
- Preparing to open the SARA CSPro application
- The SARA CSPro files structure

**Configuring SARA**
- Create the sample file
- Create the replacement facility sample file
- Create the interviewer ID file
- Configure the questionnaires to be included
- Configure the DV module selection
- Adding new DV modules
- Specify DV reporting months
- Change the display language

**Getting to know CSPro**
- Start CSPro and open the SARA
- Explore the data entry application

**Modifying the SARA application**
- Modify a dictionary item
- Delete a dictionary item
- Modify logic
- Add a new module to SARA

**Run the data entry application**
- Check the settings
- Review forms
- Run the application on a desktop or laptop computer

**Review data for completion in the field**

**Concatenate data**
- Concatenate data files
- Check concatenated data file for duplicate cases
Review and edit data in CSPro
- Step 1: Open the concatenated data set using the data entry application
- Step 2: Review cases for key fields
- Step 3: Check for any duplicate facility codes
- Step 4: Delete a case
- Step 5: Split final data set from supervisor validation data set
- Step 6: Compare supervisor validation to original data collection
- Step 7: Batch application for completeness
- Step 8: Dependent verification (if applicable)

Batch edit application for indicator generation
- Step 1: Open and explore the batch application
- Step 2: Assign strata for analysis
- Step 3: Apply weights
- Step 4: Edit country specific items
- Step 5: Run the batch application

Export indicators
- Step 1: Open the CSPro Export Data application
- Step 2: Select items for export
- Step 3: Export data

District level assessment
- Preparing to open the District DV CSPro application
- The District DV CSPro files structure
- Configure the District DV application
- Create the replacement unit file
- Create the interviewer ID file
- Change the display language
- Edit and run the District DV application