

Module 2

Using the Database

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Using the Database

After data has been entered into the Excel Reporting Form it is ready to be imported into the database. From here it can be analysed over time and across different locations. For example, aggregate reports can be built to look at quarterly or annual results, and indicators can be visualised in the form of graphs and maps.

In this way, the Database acts as a central repository for individual reports and as a tool to improve decision-making through more easier, faster visualisation and analysis of HIS data.

2.1 Before you start

2.1.1 MINIMUM COMPUTER REQUIREMENTS FOR HIS DATABASE

The HIS database is recommended for use on computers running Windows XP, Windows Vista and Windows 7 operating systems.

We recommend that you use MS Access 2007 with the database. A free runtime version of this software has been included on the CD-ROM that accompanies this manual.

2.1.2 HOW TO INSTALL

The most recent versions of the HIS installers are also on the CD-ROM. You can also visit the HIS website to check for the most recent software downloads and upgrades: www.unhcr.org/his

The screenshot shows the UNHCR website's interface for the Health Information System (HIS). At the top, there is a navigation bar with the UNHCR logo and menu items like 'ABOUT US', 'WHAT WE DO', 'WHO WE HELP', 'WHERE WE WORK', 'NEWS AND VIEWS', and 'RESOURCES'. A search bar is also present. Below the navigation, the main heading is 'Health Information System'. The central content area features an article titled 'Using Information to Protect Refugee Health'. The article text states: 'UNHCR's Health Information System (HIS) is a standardized tool to design, monitor and evaluate refugee public health and HIV programmes. The aim is to improve the health status of people of concern to UNHCR, through evidence-based policy formulation, improved management of health programmes and, ultimately, direct actions that improve refugee health. HIS is now operational in 16 countries and monitors health services provided to some 1.5 million camp-based refugees. If you have any questions or require further information on the Health Information System (HIS), please contact us at E-mail HIS. Visit UNHCR's French language website here for HIS documents in French.' To the right of the article, there are sections for 'HIS in the News' and 'HIS Articles', each listing recent news items and publications. At the bottom, there are links for 'HIS Strategies and Policies' and 'HIS Guidelines'.

> For new installation

If you have not used the HIS database before, you must install the Full installer.

> To upgrade an existing database

If you have already installed an earlier version of the HIS, you should use the Upgrade Installer.

IMPORTANT: Do NOT use the full installer to upgrade an existing version of the HIS database as this will overwrite your data.

2.2 The first time you start

2.2.1 STARTING THE HIS

After installation you can start the database by double clicking the HIS icon on your desktop.



2.2.2 CREATING A NEW COUNTRY DATABASE

When you open the HIS for the first time you will see the HIS Initial Setup form. If you are setting up a database for an existing HIS country, select New country and choose your country from the drop-down menu.

HIS Initial Setup

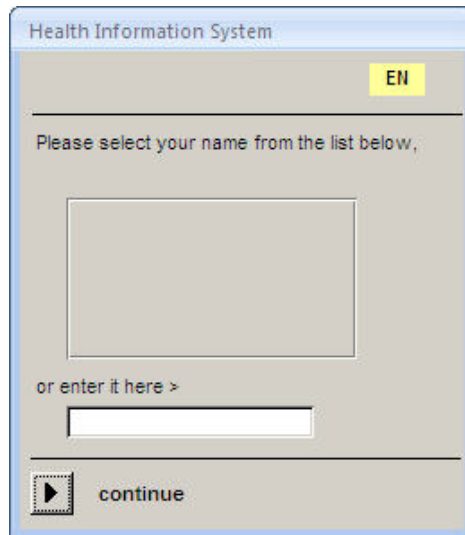
EN

New country Preconfigured

Please select the country which corresponds to the location of the camps that you will be monitoring with the Health Information System

continue

Press *Continue* and you will proceed to the *Login form*. If this is the first time you have used HIS, you will need to enter a new user name. Next time you open HIS you will find that your name has been added to the user list and you will simply need to click on it to proceed.



After entering or selecting your name, press *continue* to access the Main Menu. You are now ready to start using the database (go to 3.0 Quick Start).

2.2.3 LOADING DATA INTO A NEW DATABASE

If are setting up new database but already have data to load inside it, select *Preconfigured* from the *Initial Setup form* and then browse to where the data is saved. Select the file and press *Continue*.

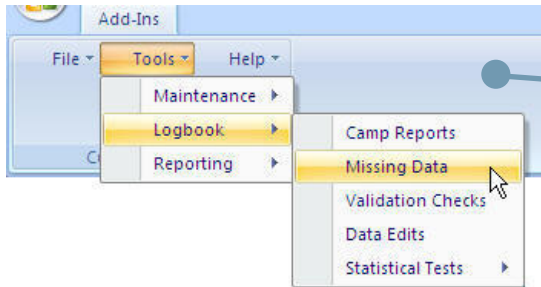
You will next see the Login form and will need to enter a new user name - or select a name from the user list - to proceed to the Main Menu.

2.2.4 SELECT THE LANGUAGE

The HIS database can be switched between English, French and Arabic by clicking on the language menu. The change language option is also available from the Main Menu and the Login form. It translates all menus, forms and reports inside the database.

2.3 Quick Start

The first screen you will see after the login screen is the Main Menu. This displays the four key functions within the database. In addition, a Tools Menu at the top of the screen gives you to access more advanced functions.

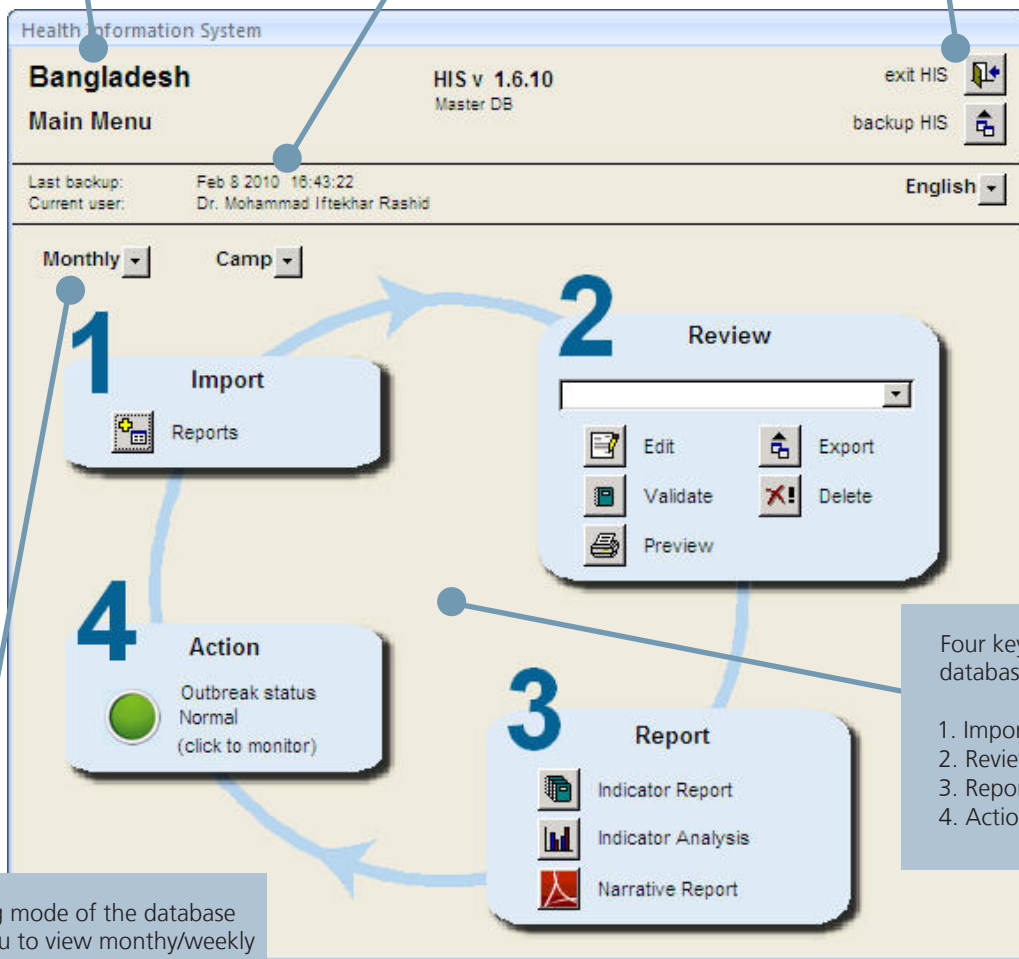


The Tools menu is accessible at the top of the screen, which provides more advanced data management functions.

Buttons to *Exit* the HIS database and to make a *Backup* of your data

Name of Country database that you are currently accessing

Name of current user and date when the database was last backed up




Four key steps in HIS database management:


1. Import
2. Review
3. Report
4. Action


Reporting mode of the database allows you to view monthly/weekly or camp/facility reports.




2.4 Importing data

The first essential task in the database is to import the data that has been entered into the Excel Reporting Form (see Part 1 Using the Excel sheet).

1. Press the *Import* button  in Step 1 on the Main Menu to open the *Import* Form.

2. Press *Select*  and browse for the Excel sheet which contains your HIS data

3. Press *Import*  and the computer will automatically read the Excel Sheet and store the data inside the HIS database.

4. After importing, you can *edit*  *validate*  and *delete*  your reports

Tip: See *Troubleshooting guide* for advice on what to do if the sheet fails to import. See *Handling Missing data* and *Validating data quality* for more information on how to check for missing values and broken validation rules after import.

2.5 Reviewing data

After a report has been imported into the database, it is now important to review the data and make any necessary edits and corrections.

2.5.1 EDITING REPORTS

Use the Edit button to review any report inside the database, and make changes and corrections to data.

1. Use the pull down menu in the Step 2 to select the report you would like to edit

2 Review

2. Press *Edit* to open the Data Review form

Age	Male	Female	Total	% estimate
Total Population	4,085	4,372	8,457	
Number of live births	5	13	18	
Number of infants < 1 year	145	144	289	
Number of children < 5 years	810	720	1,530	
Number of females 15 - 49 years		1,691		20
Number of preg and lact women		338		4

3. The Data Review Forms are identical to the tables in Excel and contain all the original data.


You can scroll to view data in section using the **<< Prev** **Next >>** buttons, or by jumping between sections from the Jump menu

4. You can edit any of the raw values (white). The calculated totals (grey) and the indicators (orange) will then update automatically based on these new values

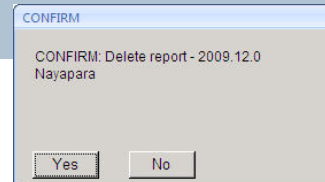
Tip: All data edits are stored inside the database, so you can track who is making changes and share them with others. You can view a list of all data edits in the database at any time by pressing **Tools > Logbook > Data Edits**

2.5.2 DELETING REPORTS

If the quality of a report is not adequate when first imported into the database, you can delete it and re-import the Excel sheet again after corrections have been made.

1. Select the report from the pull down list in Step 2, and select *Delete* .


2. Confirm your request, and you're done!



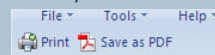
Tip: You can also delete the report immediately after it has been imported by pressing the *Delete* button at the bottom of the *Import form*.

2.5.3 PRINTING REPORTS

You can easily print complete copies of your reports, or save them to pdf, to share with others.


1. Select the report from the pull down list in Step 2, and select *Print* .

2. When the report loads, choose either *Print* or *Save as PDF*



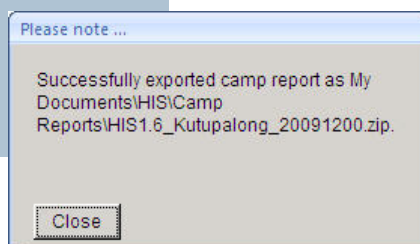
2.5.4 EXPORTING REPORTS

When the data has been cleaned of missing data and broken validation rules (see *Basic Data Management*) it is ready for sharing with others. As the data has changed inside the database, the Excel sheet is no longer up to date and you must send reporting using the *Export function* within the database.

1. Select the report you wish to export from the pull down list in Step 2, and press the *Export button* .

This sends a complete copy of your report to your My Documents folder.

2. To send your data, find the report in the My Documents folder, attach the *Camp Export file* and send.



Tip: These zipped Camp Export files can be imported into other databases in the exactly same way as for original Excel sheets.

2.6 Reporting data

After the data has been imported, and cleaned of missing data and broken validation rules, it is ready for reporting and analysis.

2.6.1 INDICATOR REPORT

If you wish to make an aggregate report over time or across camps you can use the *Indicator Report* function.

1. Press the *Indicator Report* button in Step 3 of the Main Menu to open the *Indicator Report* form.

2. Select the time period you wish to report between. This can be for a *Specific Month*, a *Specific Year*, or *From/to* a pair of customised dates.



Indicator Report

Indicator Report Close

Period:

Specific Month: 2009.08

Specific Year: _____

From: _____

to: _____

Location:

All

Awbarre

Bonga


Dimma

Fugnido

Kebribeyah

Sherkole

Shimelba

 **generate** Show reporting details

3. Select the number of locations/camps which you would like to include in the report. This can be set as *All* or you can click to highlight camps individually.

4. Press *generate* to view a summary report. This contains a summary of indicators for the camps and time period selected.

Tip: Check the *Show reporting details* box if you would like to see a list of any reports that are missing for the selection you have made.




2.6.2 INDICATOR ANALYSIS

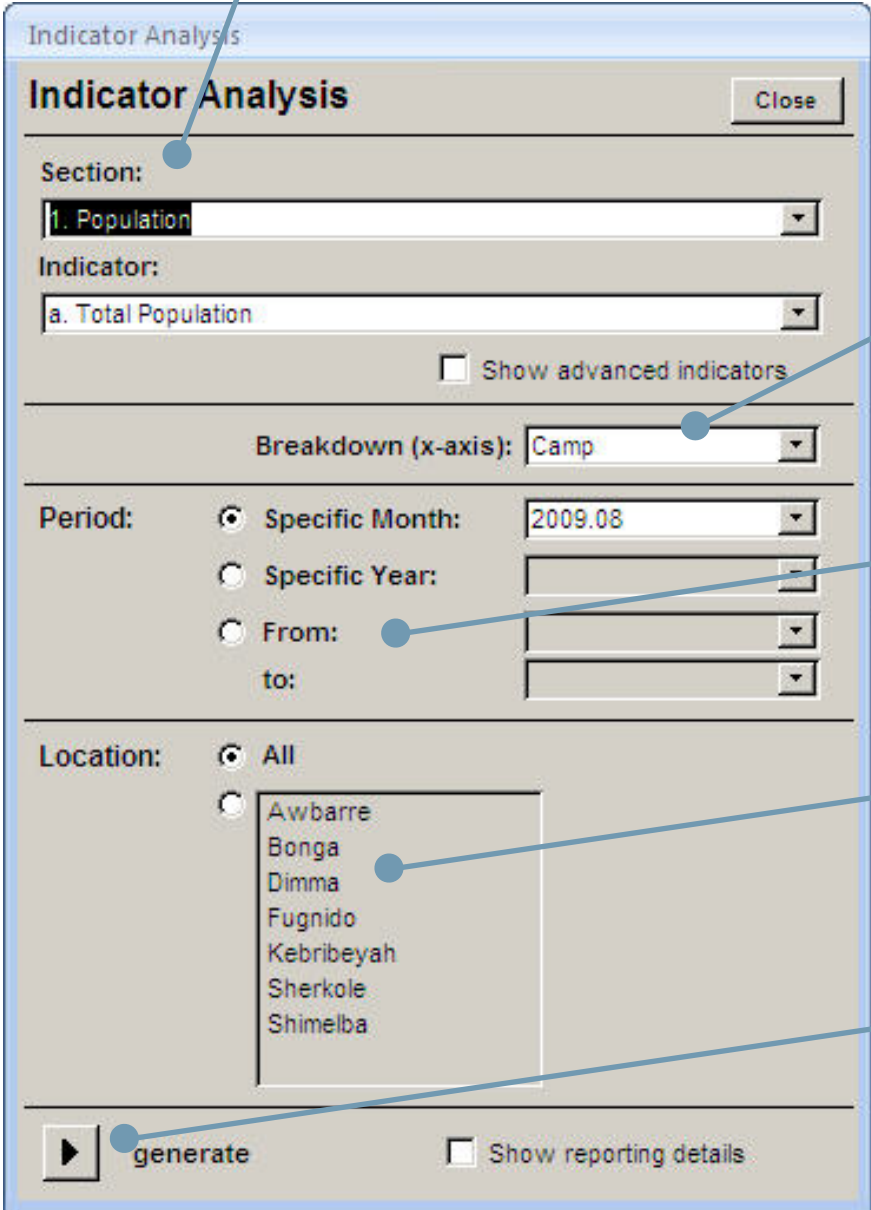
After reviewing indicators in a Summary Report, you may wish to analyse one or more the indicators within the database in more detail.

1. Press the *Indicator Analysis* button in Step 3 of the Main Menu to open the *Indicator Analysis* form.

2. Select the section and then indicator that you wish to analyse.

3 Report

-  Indicator Report
-  Indicator Analysis
-  Narrative Report



3. Select the x-axis breakdown to determine your analysis by:

- Time (month or year)
- Place (camp or country)
- None

4. Select the time period you wish to report between. This can be for a *Specific Month*, a *Specific Year*, or *From/to* a pair of customised dates.

5. Select the number of locations/camps which you would like to include in the report. This can be set as *All* or you can click to highlight camps individually.

6. Press *Generate* to view a summary report. This contains a summary of indicators for the camps and time period selected.

Tip: Check the *Show advanced indicators* box if you would like to see a more comprehensive list of indicators within each section.

Data Analysis - Result Table

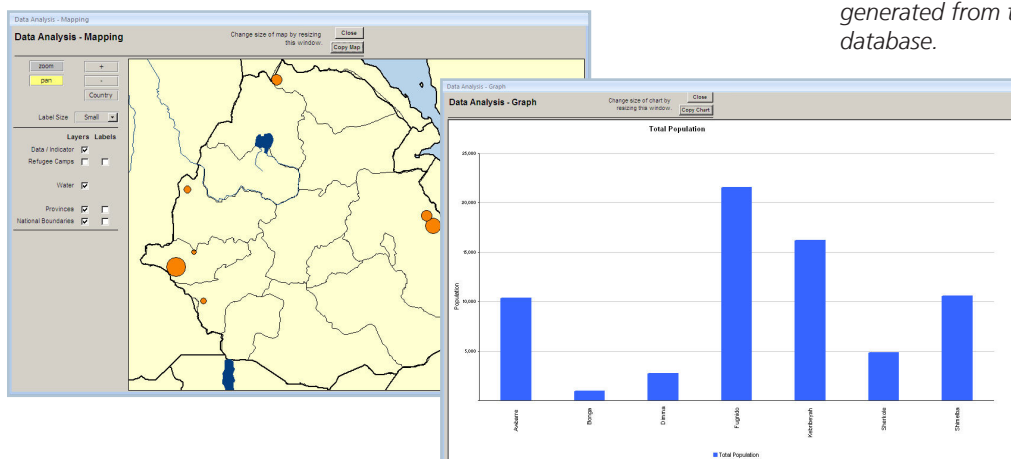
Data Analysis - Result Table Close

Camp	Total Population
Awbarra	10357
Bonga	938
Dimma	2715
Fugnido	21535
Kebribeyah	18154
Sherkole	4791
Shimelba	10540

Copy Data Generate Graph Generate Map

7. After pressing *Generate* you will be shown a *Data Results Table* for the selection requested. From here you can automatically *Generate Graphs* and *Generate Maps* from your data.

Examples of graphs and maps generated from the HIS database.




Tip: Use the “Copy” button on each form to copy data tables, graphs and maps to the clipboard and then paste into written reports, presentations or powerpoint presentations you are working on.


The exact type of graph depends on the x axis breakdown and the indicator in question. Maps are only available for indicators analysed ‘by camp’.

2.6.3 NARRATIVE REPORTS

In addition to *Summary Reports*, more comprehensive *Narrative Reports* can also be prepared from the database. These bring together HIS data, non-HIS data (e.g. survey results, number of staff) to create simple, visual summaries of Country and Camp-level data.

1. Press the *Narrative Report* button  in Step 3 of the Main Menu to open the *Annual Report form*.



2. Select the type of report you wish to prepare from the drop-down menu.
Press enter/edit data  to add non-HIS data and narrative comments to the report (see next page)

The screenshot shows the 'HIS Reporting' window. It has a title bar 'HIS Reporting' and a 'Close' button. The main area contains:

- 'Select report:' with a dropdown menu showing 'Monthly Coordination Report'.
- 'Period:' with a dropdown menu showing '2009.12'.
- 'Location:' with radio buttons for 'Country' (selected) and 'Kutupalong Nayapara'.
- At the bottom, two buttons: 'enter/edit data' (with a document icon) and 'generate' (with a play button icon).

 Blue lines connect the numbered instructions to these specific elements in the form.

4. Select the *Specific Year* which you wish to prepare a report for.

5. Select location/camp which you would like to include in the report (available for Camp-level reports only).

6. Press *generate* to view a summary report. This contains a summary of indicators for the camps and time period selected.

Note: As we gather more feedback from field users, we will add new report formats to the database. Please send comments and suggestions to HQHIS@unhcr.org

Annual Camp Report

Data entry form: Dagahaley

Country: Kenya

Camp: Dagahaley, Hagadera, Ifo, Kakuma

Instructions | General | Programme | Mortality | Observations

A. Camp information

A.1 Country of origin

- Somalia
- Ethiopia
- Sudan

A.2 Camp opened in which year? (yyyy) 1992

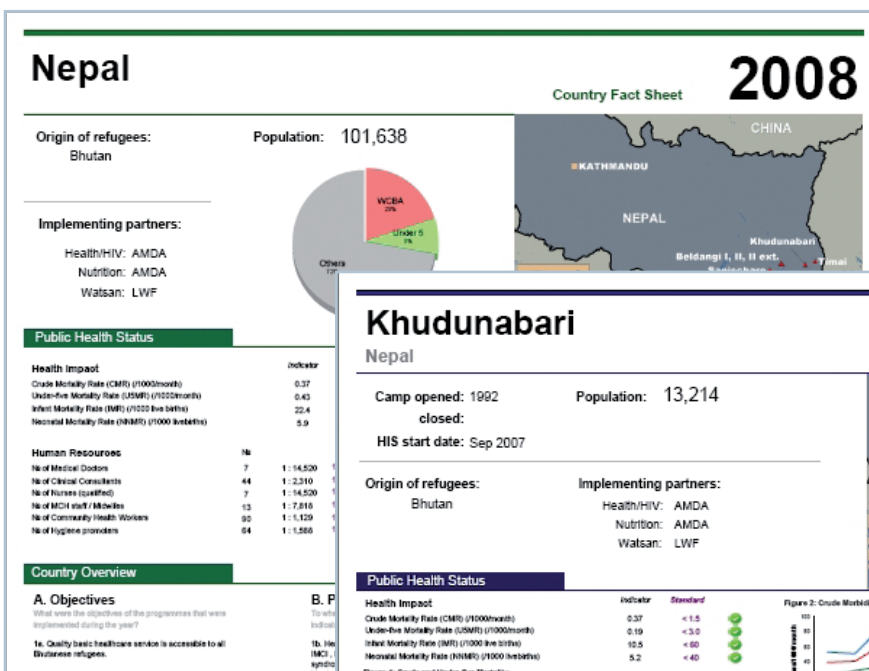
B. Implementing Partners

B.1 Health and HIV/AIDS

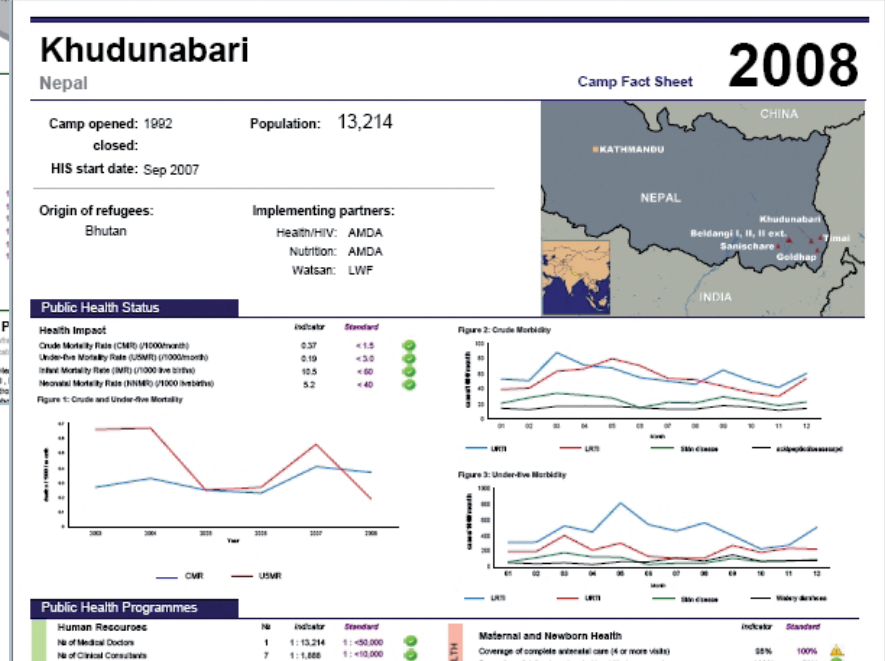
B.2 Nutrition and Food Security

GTZ, CARE

3. After pressing enter/edit data you will open the Data Entry Form. Follow the instructions provided to complete the missing boxes in each tabbed section.

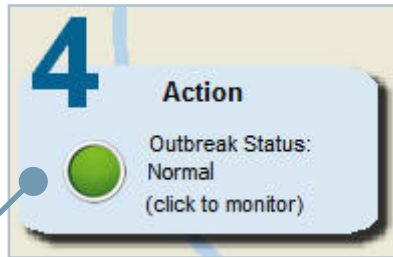


Examples of Annual Reports generated from the HIS database.



2.7 Taking action!

The last and most important step within the HIS data cycle is to act and take decisions based on your data. The most immediate use of the data is in the detection of suspected disease outbreaks.



1. The *Outbreak Status* button is displayed in Step 4 of the Main Menu.

It changes from Green (*Normal*) to Yellow (*Borderline*) to Red (*ALERT!*) - depending on the level of threat of a suspected outbreak (see below for definitions).

2. Click on the button to open the *Outbreak Monitoring form* (see next page).

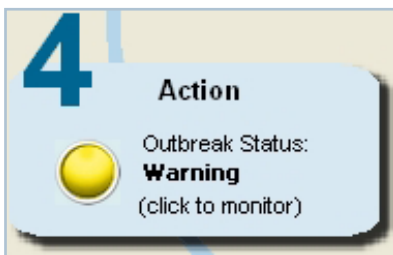
If an outbreak has been detected, the graph will automatically open to display the camp and disease(s) which have exceeded the alert threshold(s) for the current reporting period.



Green. Normal.

This indicates that no alert thresholds have been exceeded within the database.

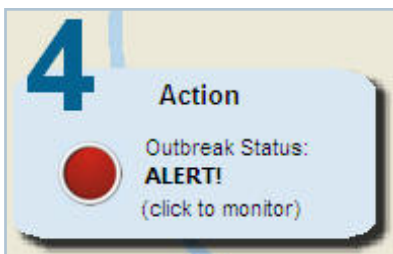
No immediate action needs to be taken at this point.



Yellow. Warning.

This indicates that one or more alert thresholds have been approached within the database.

No immediate action needs to be taken, but the situation should be monitored closely.



Red. ALERT!

This indicates that one or more alert thresholds have been exceeded within the database.

Immediate action is required to determine which camp(s) and disease(s) are involved.

Note: The *Outbreak Status* button only displays alerts for thresholds that were exceeded within the current reporting period. It does NOT reflect past outbreak alerts.

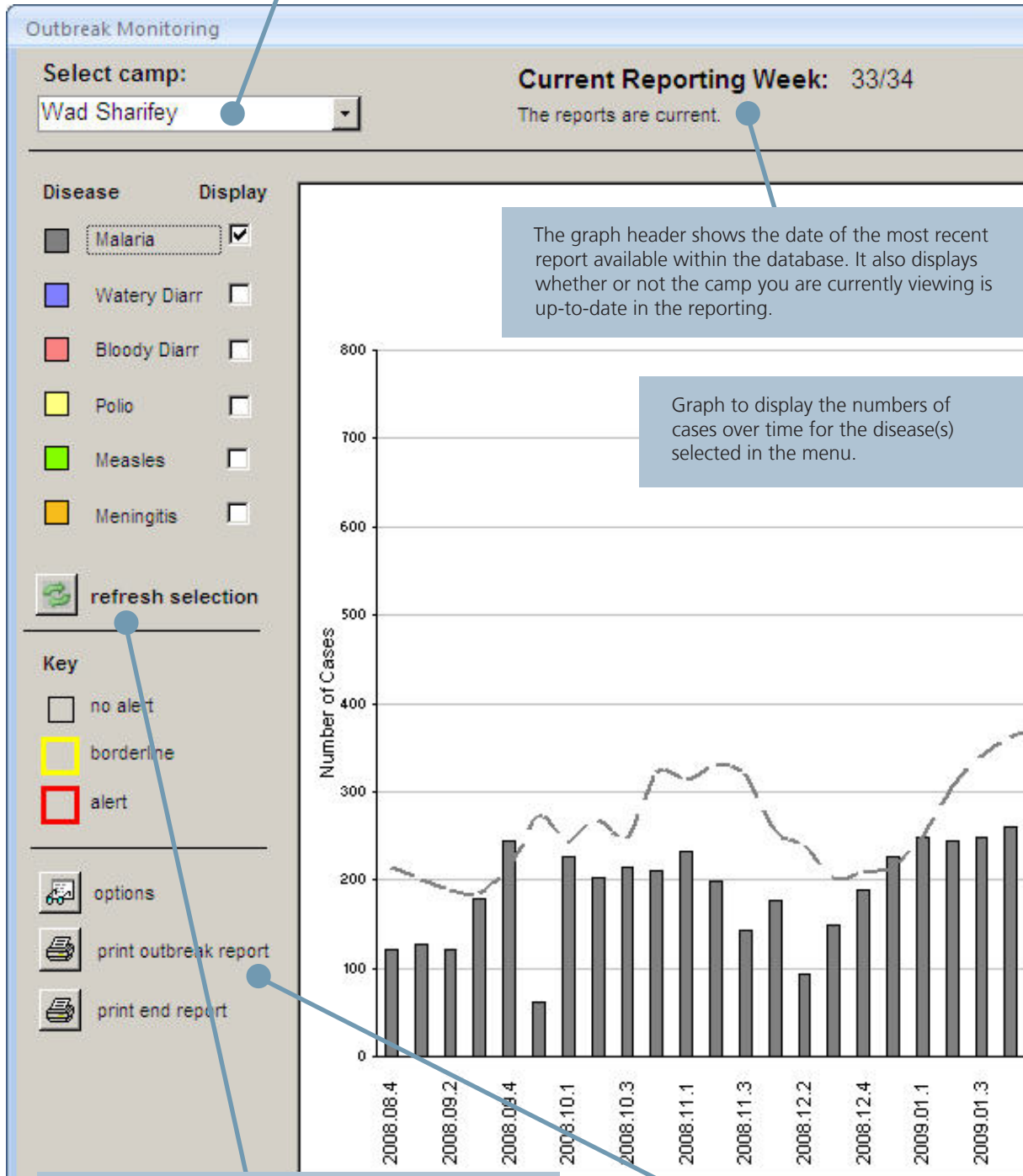
3. Use the drop-down menu to navigate between different camps in the database.

A letter is displayed next to each camp name to denote the level of outbreak threat (see opposite)

Abbreviations:

G = Green
Y = Yellow
R = Red

— = report unavailable for current reporting period



The graph header shows the date of the most recent report available within the database. It also displays whether or not the camp you are currently viewing is up-to-date in the reporting.

Graph to display the numbers of cases over time for the disease(s) selected in the menu.

4. Select the disease(s) which you would like to display in the graph. Use the *Refresh* button to update the selection.

A coloured box appears around the disease in the legend to denote the level of outbreak alert (see Key for colour codes).

You can configure alert thresholds and print outbreak alert forms and end of outbreak evaluation forms here.

2.8 Basic Data Management

2.8.1 HANDLING MISSING DATA

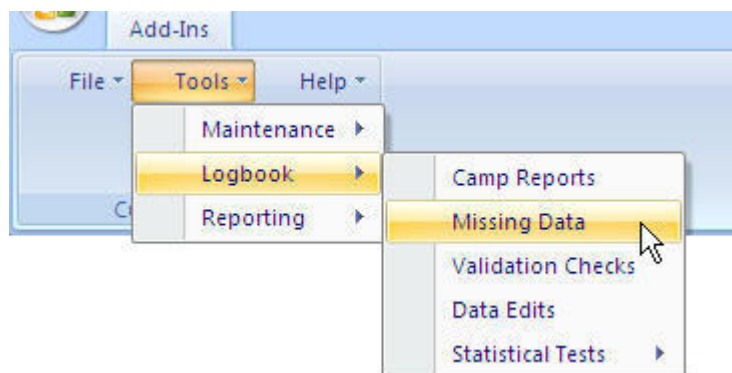
During import of an Excel sheet into the HIS database (see Importing data) the database searches for missing values and lists them all in the window of the Import Form:

```

Section 1.0 Population .....OK
Section 2.0 Mortality .....OK
Section 3.0 Morbidity .....2 missing value(s)
Section 4.0 IPD & Referral ....7 missing value(s)
Section 5.0 Laboratory .....OK
Section 6.0 Disease Control ....OK
Section 7.0 EPI and Vit. A .....OK
    
```

Example of Missing value check in the Import Form

These missing values are also recorded in the database logbook. Go to **Tools > Logbook > Missing data** to see a summary of all the missing data in the entire database.



After selecting *Missing Data* in the drop-down menu, will see a report which records the name and date of all reports which contain missing values and also the sheet number where the values are located. If you observe missing data here you next need to browse to find the relevant report inside the database and use the Edit function (see *Editing reports*) to make corrections.

Missing data summary												
Report	Tab >	1	2	3	4	5	6	7	8	9	10	Total
2010												
2010.04.1 Facility A			2		7							9

Missing values

All missing values are assigned the value ZERO inside the database and are displayed in **RED font**. This distinguishes them from 'true' zeros as are recorded as regular black numbers.

After you have identified that a value is missing the next step is to verify the reason and identify the true value. Once this has been done you can enter the true value into the report using the Edit function (see *Editing reports*).

4.1 In-patient Department Activities

		Refugee			National	
		< 5	≥ 5	Total	< 5	≥ 5
Total in ward at beginning of reporting period		3	2	5	0	1
Number of admissions this reporting period		2	1	3	0	3
Number of exits	authorized	1	0	1	0	0
	unauthorised	0	0	0	0	0
	death	0	0	0	0	0
	referral	0	1	1	0	1
Total discharged		1	1	2	0	1
Deaths within 24 hours		0	0	0	0	0
Total in ward at end of reporting period		4	2	6	0	3

IPD Indicators	
Number of days in reporting period	5
Number of beds	2
Sum number of days stay for auth discharges	5
Proportion of < 5 IPD deaths within 24 hours	
Average length of stay (days)	5.0

Missing values

Tip: The value will return to a real BLACK number after it has been edited. The missing value will also be removed from the Missing Data Summary in the logbook.

Note: Missing 'red' values return to regular 'black' numbers after being edited

National		
< 5	≥ 5	Total
1	1	2
1	3	4
0	0	0
2	0	2
0	0	0
0	1	1

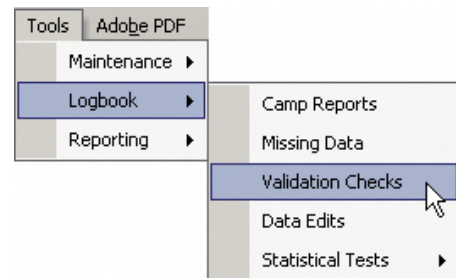
The aim is to clean the database and ensure the logbook does not contain any missing values after each report has been imported.

2.8.2 VALIDATING DATA QUALITY

Over thirty data validation rules have been defined within the HIS database. These are activated if known inconsistencies or errors in the data are found during import of each Excel sheet.

After import you can immediately look to see whether any rules are broken by pressing the Validate button at the bottom of the screen. You can also validate a report at any time, by selecting the report from the pull-down menu in Step 2 and pressing *Validate*.

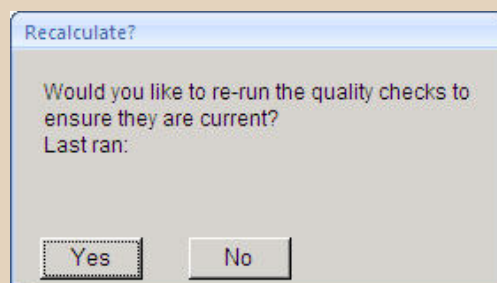
Broken validation rules are also stored in the database according to the name and date of the report. Go to **Tools > Logbook > Validation Checks** to view a report which summarises all broken rules which are currently active in the database.



You will see a report which records the name and date of all reports which contain broken rules. You will also be given a short description of the rule plus a recommended action to correct it. It is now important to verify the reason for the broken rule and to correct the values in the database report using the Edit function (*see Editing reports*).

After doing this you can re-validate the report, by pressing the Validate button. If the rule is corrected it will no longer appear in the *Data Validation Report*. The aim should therefore be to clean the database, and have an empty logbook at the end.


Tip: If you view the Data Quality report from the database logbook, you will be asked if you wish to run all the checks again (see below). If you press Yes, this will recalculate the validation rules for every report in the database. Depending how many reports you have stored this could take a long time.

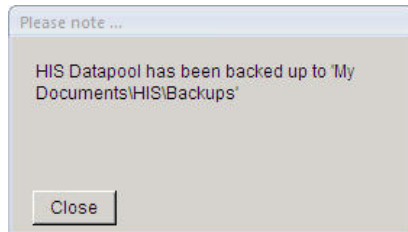


If you press No you will see a validation report based on the last available set of validation reports that were generated. These may or may not be current, depending on whether or not the data has been edited since the last time the validation checks were run.

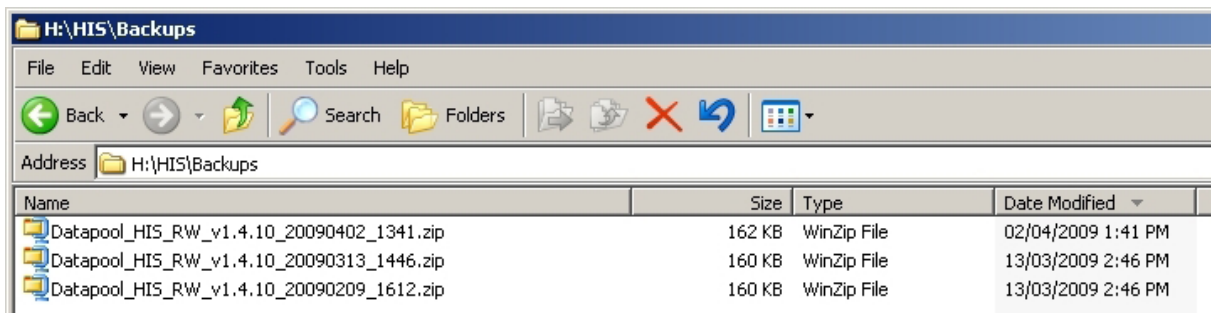
2.8.3 MAKING BACKUPS OF YOUR DATA

It is recommended that you make regular backups of your data to ensure that it isn't lost (for example via power failure, file corruption, viruses).

To do this press the *HIS Backup*  button on the top right of the Main Menu. This sends a complete copy of all your data to your My Documents/HIS/Backups folder. Every time you press the button new backup is made. Note that each file is labelled with the date and time that you backed it up.

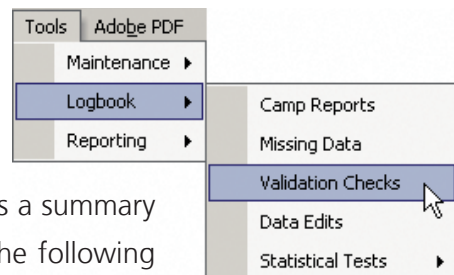


To share a copy of your most recent data, simply copy the most recent Datapool_HIS file (ie. with the most recent date) and send by email.



2.8.4 VIEWING ALL THE REPORTS INSIDE THE DATABASE

To view a list of all the reports inside the database, go to **Tools > Logbook > Camp Reports**.



This will display a Summary Report listing all the reports that are stored inside the database. The cover page presents a summary of the number of reports inside the database by month. The following pages list the individual camp reports inside the database, the date they were imported, the name of the health coordinator, and the version of Excel which was used.

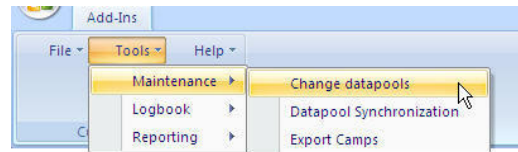
2.8.5 UNINSTALLING THE HIS

Open the HIS database and make a backup of the data (Press 'Backup Button' below Exit on the Main Menu). Then click Start Menu > All Programs > HIS > 'Uninstall HIS' to remove the existing program.

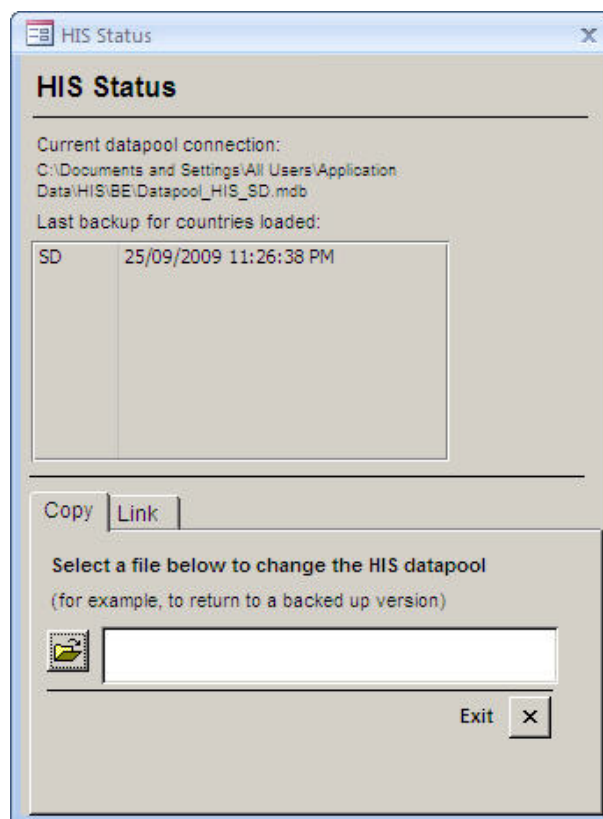
2.9 Advanced Data Management


2.9.1 LOADING A NEW DATAPPOOL INTO THE DATABASE

If you wish to load a new set of data into a database you need to use the Change datapool function. First go to the **Tools > Maintenance > Change datapools**.



The HIS Status form will open and display the datapool you are currently connected to:



Press the select button  and browse for the datapool file you wish to load into the database. Press *Change datapool* and you will then be able to log in and see the data which has just been loaded.

Tip: By following the steps above you will delete the current datapool you are using and *replace it* with the version which you are loading.

To avoid losing data it is therefore recommended that you first make a back up of the old data before loading a new set (see *Making Backups of Your Data*).

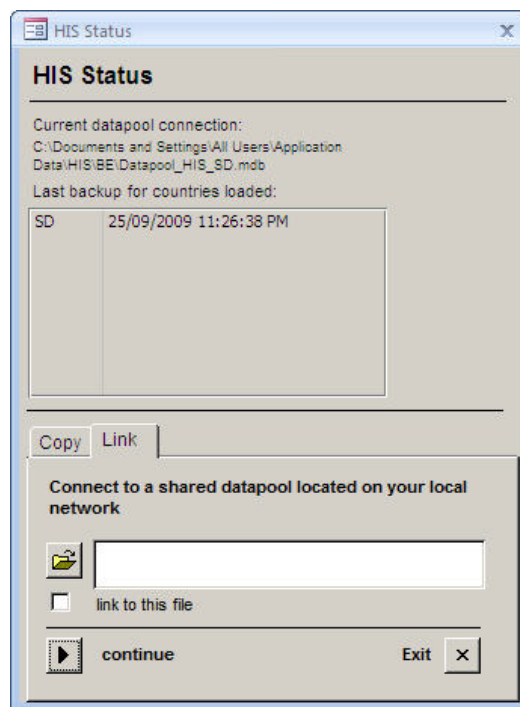
2.9.2 NETWORKING A DATAPPOOL WITHIN AN OFFICE

In some offices, it may be useful to be allow multiple users to access the same set of data from different computers. For example, if a number of colleagues within the same health unit wish to access the same dataset to make edits, generate reports, or prepare analysis.

In order to do this, you will first need to make a backup of the data that you wish to load into a database (see Making backups of your data). Take a copy of this data from My Documents, unzip the file and place it onto a local network drive which is accessible to all other users with whom you wish to share the data.

On each computer which will access the data, you now need to install the database onto each computer which will read the common data set (see How to Install).

Now you need to link each database to the data which has been placed on the common drive. To do this to the go to the **Tools > Maintenance > Change datapools**. The HIS Status form shows the datapool you are currently connected to.



Select the link tab and press the select button to browse for the datapool file on the common drive. Check the link to this file, and press Continue to link to the file. Note that Linked DB will appear to denote that you are linked to the common drive.

Tip: You can de-link a computer from the networked datapool at anytime by unchecking the link to this file box.

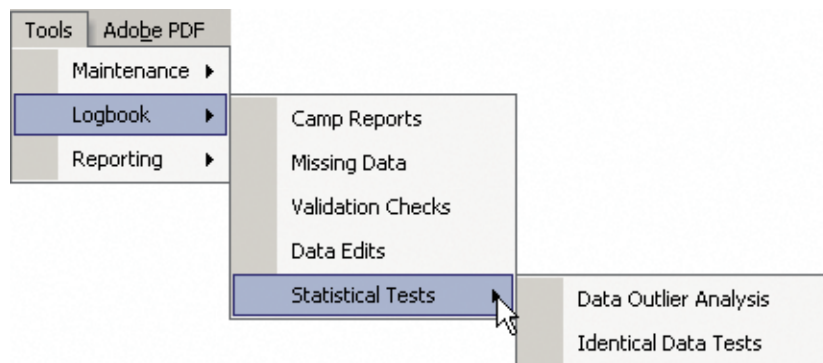
2.9.3 EXPORTING DATA FOR SELECTED CAMPS

Users with a large number of camps inside a database may wish to export reports for selected number so that they can share them with other users, or perform specific analysis with a smaller dataset.

Go to Tools > Maintenance > Export Camps. The *Export Camp* form will open. Select the camp(s) you wish to export (hold Ctrl to select more than one camp) and press *Continue*.

Assign a name to the new datapool and the file will be saved to My Documents/Export data. Search for the file, and attach and email to the partner to load into their database.

After the partners receive this file, they then need to simply load the datapool into the database to review the new data (see *How to load a new datapool into the database*).



2.9.4 PERFORMING STATISTICAL TESTS

The database contains simple statistical tests which can be performed to check the validity and reliability of the data. To access them go to **Tools > Reporting > Statistical tests**.


The two tests that are currently available are:



1. Data Outlier Analysis: This test lists any data point which is < -3 to $> +3$ standard deviations from the mean within its range of values.
2. Identical Data Tests: This test identifies tables which are identical in 2 or more consecutive months. Whilst this might be a valid observation, it could also point to reporting error or duplication. (Note: tables consisting entirely of zeros are excluded from these identical data tests).




2.9.5 CREATING CUSTOM REPORTS

Custom reports is a powerful feature which allows advanced users to generate analysis for any value within the database, for any time period, and across any number of locations/camps. This is particularly useful if you have a known set of variables which you wish to analyse (e.g. in order to write a report, or to research a specific line of enquiry).

Go to **Tools > Reporting > Custom Reports** to open the *Custom Indicator Report form*.

1. Press the *Create New Report* button  and enter a name for your Custom Report. Press *OK* to add to Report list.

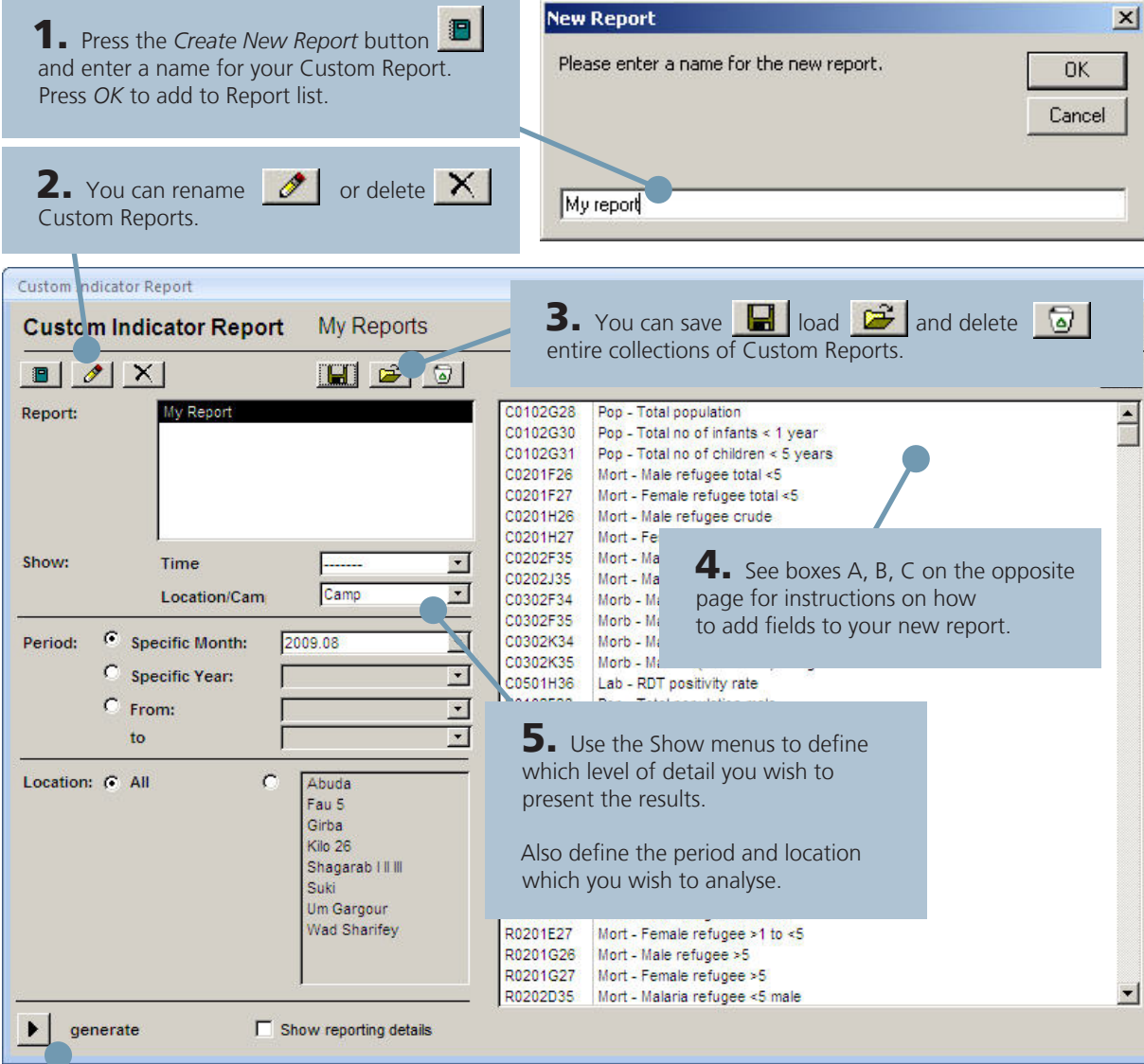
2. You can rename  or delete  Custom Reports.

3. You can save  load  and delete  entire collections of Custom Reports.

4. See boxes A, B, C on the opposite page for instructions on how to add fields to your new report.

5. Use the Show menus to define which level of detail you wish to present the results.
Also define the period and location which you wish to analyse.

6. Press *Generate* to prepare a data table of your results.
Press the *File > Analyse It with Microsoft Excel* to export the table to MS Excel for further analysis and use.



The screenshot shows the 'Custom Indicator Report' window. On the left, there are controls for 'Report' (a text box containing 'My Report'), 'Show' (dropdowns for 'Time' and 'Location/Cam' set to 'Camp'), 'Period' (radio buttons for 'Specific Month' (2009.08), 'Specific Year', and 'From: to'), and 'Location' (radio buttons for 'All' and a list of locations including Abuda, Fau 5, Girba, Kilo 26, Shagarab I III, Suki, Um Gargour, and Wad Sharifey). At the bottom left is a 'generate' button and a 'Show reporting details' checkbox. On the right, a list of report items is displayed, including population and mortality data for various groups and locations. A 'New Report' dialog box is overlaid on top, with a text field containing 'My report' and 'OK'/'Cancel' buttons.

A. Press the *Add New Field* button to open the Data Review form.

B. Scroll through the forms to find the values which you wish to add to your Custom Report.

Health Information System

1.0 Population

Close

<< Prev Next >> Jump: [dropdown]

Organisation: [AMDA] Year: [2009]
 District/Camp: [Ali Adde] Month: [July]

Population source: proGres (default)

1.2 Population

Age	Male	Female	Total	% estimate
Total Population	4,085	4,372	8,457	
Number of live births	5	13	18	
Number of infants < 1 year	145	144	289	
Number of children < 5 years	810	720	1,530	
Number of females 15 - 49 years		1,691		20
Number of preg and lact women		338		4

<< Prev Next >> Jump: [dropdown]

C. Double-click inside the cell to open the *Select field*. Press *Continue* to add the value to the Indicator Report

Select field

Select field to add to custom indicator report

C0102G28

Pop - Total population

▶ continue Cancel

C0102G28	Pop - Total population
R0102E28	Pop - Total population male
R0102F28	Pop - Total population female

Tip: In the *Select field* box you can edit the name of the value create any name you wish.

To Delete a field from the indicator report, simple double click the value you wish to remove in the Custom Indicator Report window.

2.10 Trouble Shooting

2.10.1 MY DATABASE WON'T OPEN

You must be logged into MS Windows as a user with Administrator privileges to be able to install the HIS database. Before running the installer, disable all antivirus / ad-ware software on your computer (these applications may interfere with the installation). Run the installer, and then for new installations restart your computer.

To check which version of MS Access you have installed, open MS Access from the Start menu, and select Help > Microsoft Access from the menus. The current service pack levels are Office 2002/XP SP3 and Office 2003 SP3 (for more on computer requirements see *Minimum computer requirements for HIS database*).

2.10.2 MY MS EXCEL SHEET WON'T IMPORT

There can be a number of reasons why the Excel sheet will not import into the database. Three steps to consider are as follows:

1. Check you are using the correct version of the Excel sheet. The most recent version can be found in your My Documents/HIS folder or downloaded from the website (www.unhcr.org/his). If you are unsure please write to us at HQHIS@unhcr.org
2. Check that the Header section is correctly filled in the first sheet. If the Camp or Organisation name has not been selected properly in Sheet 1.0 then the database will refuse to import the sheet. Ensure you have selected all the names from the drop-down menus.
3. Check that the Population values have been filled completely in table 1.2. If there are missing values the database will refuse to import the sheet.

2.10.3 THE BUTTONS ON MY MS EXCEL SHEET WON'T WORK

When you first open the sheet you may see a message in a red bar asking you to enable macros. It is very important that you enable this for the buttons in the options sheet to work properly.

Please enable macros to adjust the Basic Configuration and General Information sections

To do this, please take the following steps:

1. Open the Excel sheet. Go to MS Excel > Tools > Macro > Security.
Set the security settings to **LOW**, save the sheet and then exit the program
2. Repeat the steps above. This time, set the security settings to **HIGH** and again save the sheet and exit the program
3. Open the Excel sheet for a third time. You should now receive a warning telling you that Macros are contained in the file and asking if you would like to enable them.

IMPORTANT! Tick the box for "*Always trust content from this publisher*". And then press the button "Enable Macros". The sheet should then continue to open normally.

4. If the HIS Menu now appears at the top of the Sheet you are viewing then the Excel form is working properly.

If there are any additional questions or problems please write to us at
HQHIS@unhcr.org

2.11 Frequently Asked Questions (FAQs)

1. How do I share my reports with other partners?

The data in your monthly reports is likely to undergo a number of changes and edits once inside the database (for example to correct broken validation rules or to replace missing values). This means that, by the time you are ready to submit your report to a higher level, the original data in the Excel form is no longer up-to-date and you will need to share data directly from the database with other partners (for more information see *Exporting reports*).

2. Where is the master copy of the data kept?

The original master copy of the data is kept in the computer where the MS Excel sheet is first imported. In most cases this will be at camp level and will be managed by the partner organization. On rare occasions, it will be kept at the UNHCR sub-office until partners are able to take responsibility for database management themselves. If you are a partner organization who wishes to use the database, please contact your UNHCR health coordinator or write to HQHIS@unhcr.org for more details.

3. Who should make edits and corrections to the data?

Only the original master database should be edited and corrected. All other users of the HIS database are looking at a copy of the data. Therefore, if you are not using the master database and spot mistakes or errors in the data please inform us directly or contact the owners of the master database at camp level. Please do not make changes to copies of the database, as these will not be synchronized back to the master original.

4. Can I access my database from multiple computers?

Yes. The HIS database can be networked, to allow multiple users to access the same data from different computers. This is particularly useful if you are working in an office and have a number of colleagues who wish to use the database at the same time (for more information see *Networking a datapool within an office*).

5. What happens if camps open or close during the year?

Please let us know if a camp is due to open or close in your programme by writing to HQHIS@unhcr.org. We will update this information into the database and ensure that the camp reports are handled appropriately.

6. What happens if my HIS starts part way through the year and I need to prepare annual reports in December?

Not all countries will have complete data inside the database for a full year and we recognize that

this will present a challenge when you need to report your complete annual data. If you have electronic copies of your pre-HIS data we may be able to enter this into the database for you. Please write to us at HQHIS@unhcr.org and we can see how to help you.

7. Will an internet version of the HIS database be available?

Yes. We are working on a web-based version of the HIS which will allow you to automatically submit and receive your data online. The web version will also mean we can add more sophisticated analysis and reporting functions.

8. Can UNHCR provide a computer for HIS in my office?

In certain circumstances, yes we can. Please first speak with the UNHCR health coordinator and UNHCR programme officer to see if computers can be provided from within your regular programme budget. If this is not possible, please write to us at HQHIS@unhcr.org and we can see if we can help.

9. Is my data private?

Yes. Access to the complete HIS database will remain private and will only be accessed by UNHCR and partner organizations that collect the data. We also sometimes share summary HIS reports when specifically requested by donors. A number of external collaborators have expressed an interest in preparing publications with HIS data, but this will be done on a selective basis and governed by strict terms of use. To help you learn more about how we plan to use the HIS data, we will soon be publishing Data Sharing Policy on our website.

10. How can I change the language settings?

You can change your database language settings by using the Language drop-down box on the Main Menu (see *Selecting the language*). Note that this will also translate all of the individual and summary reports inside the database.

11. Where can I discuss HIS with other users?

We plan to launch an HIS discussion group soon, so you can ask questions online and share your expertise with others in the field. We will keep you updated as to when this is ready.

12. Where can I send feedback or report problems?

We'd love to hear what you think. Please write to us at HQHIS@unhcr.org



