

Digital Community System Workshop Glossary of Terms

Term (Abbreviation)	Definition
Adolescent boys and young men (ABYM)	A category encompassing males aged 15 to 24.
Adolescent girls and young women (AGYW)	A category encompassing females aged 15 to 24.
Auxiliary social worker	A person who assists social workers in providing support, protection, and assistance to those in need and who are vulnerable or in crisis.
Bottleneck	The specific issue inhibiting the delivery of a health service from the perspective of the health system. These are specific gaps or problems in the workflow of delivering health services to a particular health program area, persona, or process (for example, “pregnant women do not return for their antenatal care visits”), in contrast to a health system challenge, which is a general representation of the problem across any health program area (for example, “loss to follow-up”).
Business process	A collection of linked tasks that result in a desired output. It is an established set of repeated activities.
Child-headed household	A family in which a minor has become the head of the household.
Client	A member of the public who is a potential or current user of health or social services, including health promotion activities. Caregivers of clients receiving health services are also included in this group. Clients are increasingly being referred to as individuals.
Community health worker (CHW)	A frontline public health worker who is a trusted member of or has a close understanding of the community served. Community health workers provide health education and referrals for a wide range of services, and provide support and assistance to communities, families and individuals with preventive health measures and gaining access to appropriate curative health and social services. The roles and responsibilities of CHWs vary by country context and country-specific policies.
Decision support system	Digital tools or applications to assist health workers in clinical decisions by providing evidence-based knowledge in the context of patient-specific data. Examples include drug interaction alerts at the time medication is prescribed and reminders for specific guideline-based interventions during the care of patients with chronic disease. Information should be presented in a patient-centric view of individual care, and also in a population or aggregate view to support population

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	management and quality improvement.
Determined, Resilient, Empowered, AIDS-free, Mentored, and Safe (DREAMS)	A partnership between the U.S. Department of State, through PEPFAR, the Bill & Melinda Gates Foundation, and the Nike Foundation that is providing \$210 million to reduce new HIV infections in adolescent girls and young women in 10 sub-Saharan African countries (Eswatini, Kenya, Lesotho, Malawi, Mozambique, South Africa, Tanzania, Uganda, Zambia, and Zimbabwe). The goal of the partnership is to help girls develop into Determined, Resilient, Empowered AIDS-free, Mentored, and Safe (DREAMS) women. PEPFAR, the Gates Foundation, and the Nike Foundation will work with partner countries selected to participate in DREAMS to provide a core package of evidence-based interventions that have successfully addressed HIV risk behaviors, HIV transmission, and gender-based violence.
Digital community systems	<p>ICT systems that support person-centered and multi-sectoral approaches in the delivery of high-quality, equitable, efficient, promotive, preventative, and curative primary health and community services.</p> <p>Terms explained:</p> <ul style="list-style-type: none"> • Person-centered = care responsive to the needs and desires of the person, not just treating a medical condition or collecting data • Multi-sectoral = integrated approach to addressing health, wellness, and social needs • High quality = responsive to patient needs, using data-informed, continuous process improvements to provide safe, effective and trusted care • Equitable = offering every individual a fair opportunity to attain their highest level <ul style="list-style-type: none"> • of health regardless of social or demographic factors • Efficient = optimal use of resources and time
Digital health application	Software, information and communications technology (ICT), or communication channels to support the operations of the health system. Some digital health applications are considered to be a “global good”.
Digital health intervention (DHI)	A discrete technology functionality (or capability) designed to achieve a specific objective addressing a health system challenge.
Digital Implementation Investment Guide (DIIG)	The guide serves as a companion to the WHO guideline: recommendations on digital interventions for health system strengthening and provides a systematic process for countries to develop a costed implementation plan for digital health within one or

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	<p>more health program areas, drawing guidance from the WHO guideline—recommended digital health interventions, providing direction to ensure investments are needs-based and contribute to effective and interoperable systems aligned with national digital architecture, country readiness, and health system and policy goals. It serves as a companion to the WHO guideline: Recommendations on Digital Interventions for Health System Strengthening.</p>
<p>Digital Investment Principles</p>	<p>A set of 10 principles that will help donors align their investments to country digital health strategies that are in support of national health strategies. This is required to enable countries to pursue an integrated approach to strengthening health systems, to enhance and extend the delivery of quality health services, and to improve data (and the capacity to use it) for improved health outcomes.</p>
<p>Digital ecosystem</p>	<p>The digital ecosystem comprises stakeholders, systems, and an enabling environment that, together, empower people and communities to use digital technology to access services, engage with each other, and pursue economic opportunities. In the context of digital health, the ecosystem is referred to as the digital health enabling environment.</p>
<p>Electronic health record (EHR)</p>	<p>An electronic version of a patient's medical history, that is maintained by the provider over time and may include all of the key administrative clinical data relevant to that person's care under a particular provider, including demographics, progress notes, health problems, medications, vital signs, past medical history, immunizations, laboratory data, and radiology reports.</p>
<p>Electronic medical record (EMR)</p>	<p>A digital version of the traditional paper-based medical record for an individual. The EMR represents a medical record within a single facility, such as a doctor's office or a clinic.</p>
<p>Enterprise architecture</p>	<p>A comprehensive framework used to manage and align an organization's IT assets, people, operations, and projects with its operational characteristics. It defines how IT will support business operations and provide benefits for the business.</p>
<p>Digital Health Enabling Environment</p>	<p>The digital health enabling environment encompasses the people, processes and technologies necessary for digital health to effectively support improved health system functioning. The enabling environment is characterized by seven building blocks: leadership and governance; strategy and investment; services and applications; standards and interoperability; infrastructure; legislation, policy, and compliance; and workforce. When adequately supported, these components together help ensure the effective and appropriate use of digital tools to strengthen health systems and health service delivery.</p>
<p>Fragmentation</p>	<p>A situation that occurs when digital health programs have been</p>

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	implemented as vertical, siloed applications that can't usefully exchange data. Digital health fragmentation is typically the result of a lack of coordination and collaboration between stakeholders, but is also frequently used as a catchall term to describe many of the problems encountered when you don't use an enterprise planning approach.
Functionality	How features within a software system work to provide a user with the desired outcome.
Functional requirement	A desired operation of a program or system. Often, functional requirements are a list of features that outline what a software system should do to meet the user's needs or expectations
Global Digital Health Monitor (GDHM, formerly the GDHI)	An interactive digital resource that tracks, monitors, and evaluates the use of digital technology for health and the digital health enabling environment across countries.
Global goods	Digital health tools that are adaptable to different country contexts. There are three types of global goods: <ol style="list-style-type: none"> 1. Software: A software tool that is free and open source (FOSS) and used to manage, analyze, or transmit health-related data, with proven utility in several settings. 2. Services: A software tool that is used to manage, transmit, or analyze health-related data that can be freely accessed as a software service and adheres to open data principles. 3. Content: A resource toolkit, or data standard that is available under an open license and that is used to improve or analyze health data management processes.
Governance	Governance in digital health is the formal and informal institutional structures and processes that provide leadership, direction and stakeholder coordination of digital health efforts.
Health care providers	A member of the health workforce who delivers health interventions. This group has also been described as health workers or healthcare workers.
Health information exchange	The transmission of healthcare-related data among different components of the health system, such as facilities, health information organizations, and government agencies according to national standards. To meet requirements, health information exchange technology must enable reliable and secure transfer of data among diverse systems, and also facilitate access to and retrieval of data. The purpose of health information exchange development is to improve health care delivery and information gathering.
Health information system	Health information systems refer to the systems (digital or analog) that support evidence-informed decision-making at each level of a health system.

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Health system challenge	A generic need or gap that reduces the optimal implementation of health services.
Health system manager	A health system manager (also called Health management and support personnel) is involved in the administration and oversight of health systems. Interventions within this category reflect managerial functions related to supply chain management, health system financial management, and human resource management.
Indicators	A quantitative metric that provides information to monitor performance, measure achievement, and determine accountability.
International Classification of Diseases (ICD)	A medical classification designed to promote international comparability in the collection, processing, classification, and presentation of mortality statistics.
IT compliance	The act of adhering to, and demonstrating adherence to, external laws and regulations as well as corporate policies and procedures.
Information communication technology (ICT)	All equipment, applications, and services that involve communication. Computers, cell phones, televisions, radios, and satellite systems are all part of information and communication technology.
Integration	When a digital health system has two or more digital applications directly connected to each other (i.e. without an intermediary data exchange) intended to address one or more health system challenges and fulfill health program goals.
Interoperability	The ability of multiple systems, applications, and devices to communicate with one another by accessing, exchanging, and making use of data in a standardized and systematic way to achieve health goals.
Interoperability layer	The component that enables easier interoperability between disparate information systems by connecting the infrastructure services and client applications together. An interoperability layer receives transactions from external systems, coordinates interaction between components of the OpenHIE, and provides common core functions to simplify the interoperability between systems.
Local area network (LAN)	A communications network linking multiple computers within a defined location such as an office building.
Maturity model	A framework for measuring an organization's or system's maturity by dividing maturity into levels, from highest to lowest, and describing the characteristics of each level.
Mature global goods	A mature digital health software global good is software that is free and open source (FOSS), is supported by a strong community, has a clear governance structure, is funded by multiple sources, has been deployed at a significant scale, is used across multiple countries, has

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	<p>demonstrated effectiveness, is designed to be interoperable, and is an emergent standard application. Maturity is demonstrated through indicators such as:</p> <ol style="list-style-type: none"> 1. Scale: Implemented by a large number of parties/ deployed at scale, used by multiple countries. 2. Funding: Is funded by multiple parties and is sustainable. 3. Evidence of effectiveness: Demonstrated effectiveness, evidence-based, emergent standard.
Monitoring and Evaluation (M&E)	A process that involves collecting and analyzing data to measure progress toward achieving specific goals and objectives.
Non-functional requirements	A set of specifications that describes the system's operation capabilities and constraints and attempts to improve its functionality.
Orphans and vulnerable children (OVC)	USAID's orphans and vulnerable children (OVC) programs, through the U.S. President's Emergency Plan for AIDS Relief (PEPFAR), serve children in a range of adverse situations, including children and adolescents who are: living with HIV, HIV-exposed infants, living with HIV positive caregivers, orphaned, or at risk of becoming HIV-infected—or a combination of these factors. Critical remaining risks pertinent to OVC programs include interruption in HIV treatment among HIV-exposed infants, suboptimal viral load suppression among children and adolescents living with HIV, and mortality among children living with HIV who are less than five years of age.
Pain point	The specific issue inhibiting the delivery of a health service from the perspective of the patient or provider. A pain point is a bottleneck, or a specific gap or problem in the workflow of a health service, but it is in the words of those experiencing the problem and is specific to a health program area, persona, or process.
Person-centered	Integrated services delivered in a setting and manner that is responsive to individuals and their goals, values, and preferences, in a system that supports good provider–patient communication and empowers individuals receiving care and providers to make effective care plans together.
Primary health care (PHC)	A comprehensive approach to health that combines multi-sectoral policy and action, community empowerment, and integrated health services. It is a whole-person-centered approach where proactive care—health promotion, disease prevention, diagnosis, and treatment—is equitably delivered by multidisciplinary teams as close as possible to people's everyday environments, reducing morbidity and mortality across the lifespan.
Principles for Digital Development	Nine living guidelines that are designed to help integrate best practices into technology-enabled programs and are intended to be updated and refined over time. They include guidance for every phase of the project life cycle, and they are part of an ongoing effort among

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	development practitioners to share knowledge and support continuous learning. The Principles were created in a community-driven effort, the result of many lessons learned through the use of information and communication technologies (ICTs) in development projects.
Referral	The directing of an individual by one provider another provider or location
Scalability	The ability to add users and increase the capabilities of an application without having to make significant changes to the application software or the system on which it runs.
Secondary health care	Refers to all the medical services a patient will receive after they have visited their primary care doctor (i.e., seeing specialists).
Social services	Services provided for the benefit of the community, such as education and housing.
Social Worker	A person who helps clients in social and related matters to enable them to find and use resources to overcome difficulties and achieve particular goals.
Standards	Standards are documented, reusable agreements on representation, format, definition, structuring, tagging, transmission, manipulation, use, and management of information.
Standards-based, Machine-readable, Adaptive, Requirements-based, and Testable (SMART) guidelines	A comprehensive set of reusable digital health components (e.g., interoperability standards, code libraries, algorithms, technical and operational specifications) that transform the guideline adaptation and implementation process to preserve fidelity and accelerate uptake. SMART guidelines provide a five-step pathway to advance the adoption of best clinical and data practices, even if a country is not yet fully digital.
Telemedicine	The use of ICT to provide clinical health care from a distance. It helps eliminate distance barriers and can improve access to medical services that would often not be consistently available in distant rural communities. It is also used to save lives in critical care and emergency situations. Sometimes called telehealth.
The Open Group Architecture Framework (TOGAF)	The TOGAF Standard is an enterprise architecture standard, ensuring consistent standards, methods, and communication among enterprise architecture professionals. The TOGAF approach helps practitioners avoid proprietary methods, utilize resources more efficiently and effectively, and realize a greater return on investment.
Use case	An interaction between a user and the system to achieve an outcome.
User personas	A profile that represents a subgroup of a digital system's target

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	audience. User personas are based on real-life user types and reflect the wants and needs of the target audience. User personas help system designers make informed product decisions and empathize with user experiences and needs.
User Story	An explanation of a particular user's need and how it can be fulfilled. User stories use simple language without jargon and help provide a clear picture of what users require.
Workflow	A sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion.