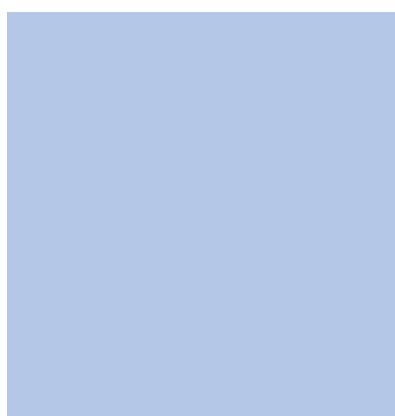




**USAID**  
FROM THE AMERICAN PEOPLE

**HRH2030**  
HUMAN RESOURCES FOR HEALTH IN 2030



# Optimizing Health Workforce Performance During COVID-19: Innovations and Lessons for Remote Capacity Building and Supportive Supervision

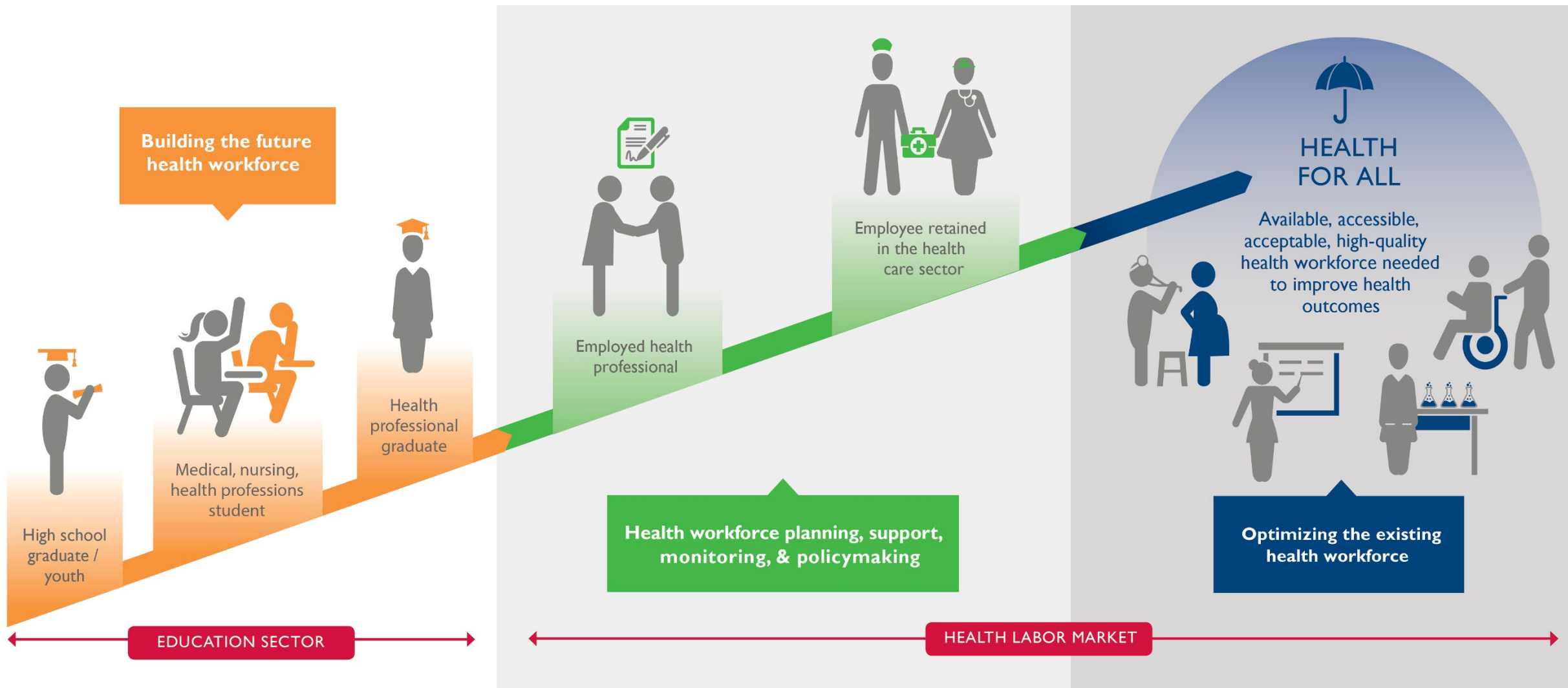
GHTechX

April 22, 2021

**WELCOME!**  
Share your name,  
location & your  
favorite thing about  
working/learning  
remotely!



# Health workforce performance support is needed throughout the life cycle



SOURCE: HRH2030, 2018. Adapted from Sousa et al. 2013.





# Goals for eLearning:

- Reduce training costs and increase efficiency
- Increase accessibility of health worker education
- Capacitate health workers for COVID response and COVID vaccination during the pandemic
- Capacitate local health units for Universal Health Care (UHC) implementation nationwide amidst the pandemic

## EDUCATION FOR HEALTH WORKERS ANYTIME, ANYWHERE!

Introducing the Department of Health Academy, an open-source e-Learning platform to provide health workers in the Philippines with online practical and beneficial health care training



### SAVES MONEY

The platform is financially efficient to reduce per learner costs



### OFFERS A TRAINING LIBRARY

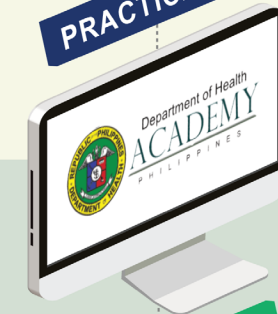
A digital library presents an array of open-source training



Offline access is especially helpful in geographically isolated and disadvantaged areas

### ALLOWS OFFLINE USE

### PRACTICAL



The easy-to-use platform is available across the Philippine archipelago

### REACHES EVERYONE

### MAXIMIZES PATIENT CARE

Modules are completed at learner's convenience for more time in clinical care



### BENEFICIAL

### PROVIDES THE LATEST HEALTH RESEARCH

Training courses deliver updated information for health workers



Learners progress at own pace and apply new skills in practicum sections

### USES COMPETENCY-BASED TRAINING



A post-training evaluation certifies learners of enhanced competencies

### INTEGRATES POST-TRAINING EVALUATIONS

The Department of Health Academy e-Learning modules were developed with support from the United States Agency for International Development (USAID)-funded Human Resources for Health in 2030 (HRH2030) program. DOH and USAID are building an accessible, available, acceptable, and high-quality health workforce needed to improve health outcomes.

Learn more: <https://hrh2030program.org/>



Department of Health  
**ACADEMY**  
PHILIPPINES

## EDUCATION FOR HEALTH WORKERS ANYTIME, ANYWHERE!

Introducing the Department of Health Academy, an open-source e-Learning platform to provide health workers in the Philippines with online practical and beneficial health care training

learn.doh.gov.ph

**MINIMIZES TRAINING COSTS**  
The platform reduces administrative training costs and is free for learners



**OFFERS A TRAINING LIBRARY**  
A digital library presents an array of open-source training materials



**PRACTICAL**



**REACHES EVERYONE**  
The easy-to-use platform is available across the Philippine archipelago



**ALLOWS OFFLINE USE**  
Offline access is especially helpful in geographically isolated and disadvantaged areas



**MAXIMIZES PATIENT CARE**  
Modules are completed at learner's convenience for more time in clinical care



**PROVIDES THE LATEST HEALTH RESEARCH**  
Training courses deliver updated and standardized information for health workers



**BENEFICIAL**

**USES COMPETENCY-BASED TRAINING**  
Learners progress at their own pace and apply new skills in practicum sections



**INTEGRATES POST-TRAINING EVALUATIONS**  
A post-training evaluation certifies learners of enhanced competencies



The Department of Health (DOH) Academy e-Learning modules were developed with assistance from the U.S. Agency for International Development (USAID) through the Human Resources for Health in 2030 (HRH2030) program. The DOH, with support from USAID, is building a competent and responsive health workforce to meet the health needs of all Filipinos.

Learn more: <https://hrh2030program.org/>



**USAID**  
FROM THE AMERICAN PEOPLE

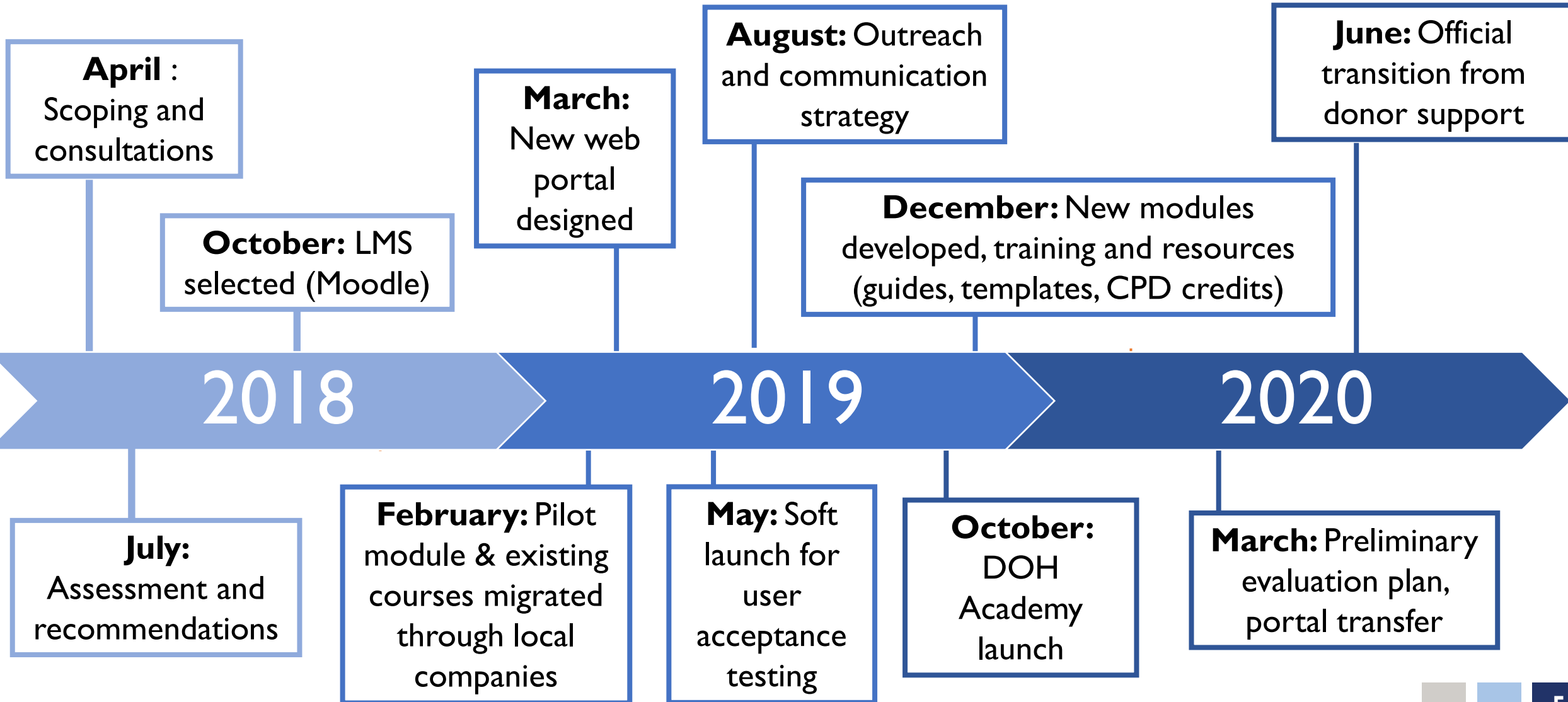
**HRH2030**  
HUMAN RESOURCES FOR HEALTH IN 2030

## Development Partner's "Surge Support"

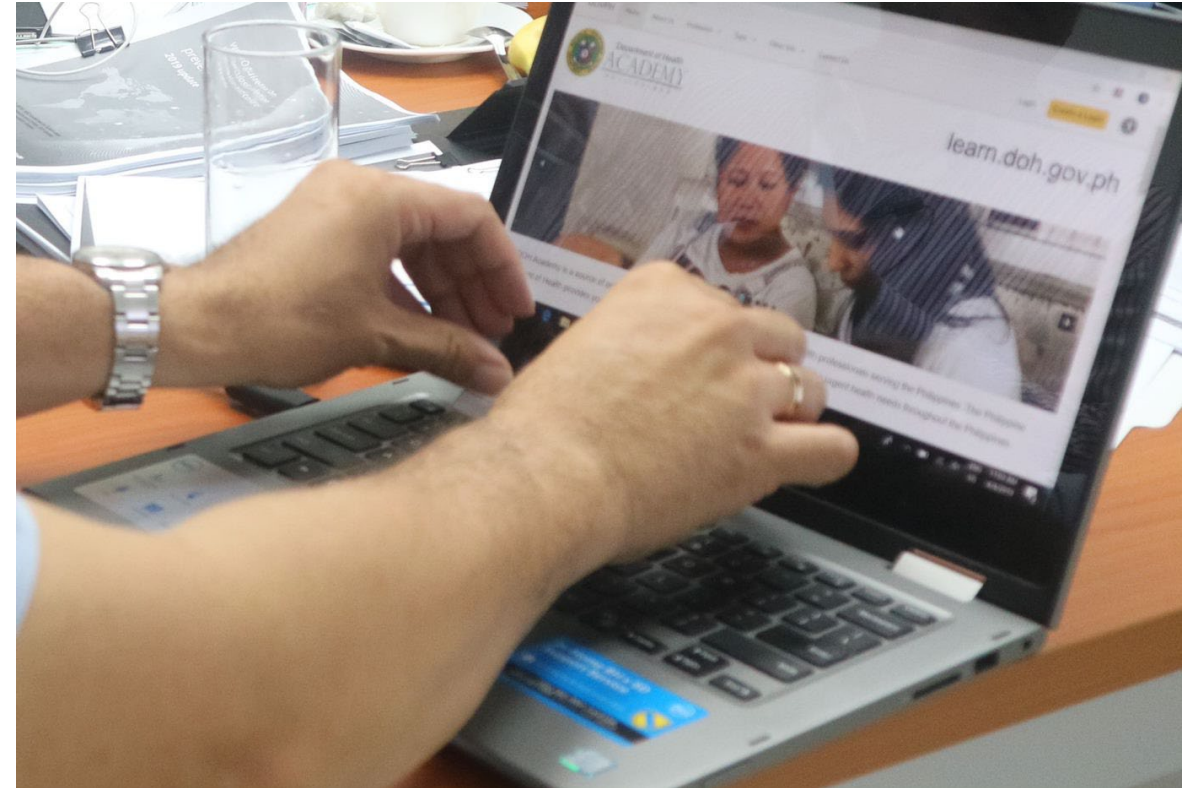
- Setting the stage
- Developing infrastructure
- Building capacity and tools/resources
- J2SR - Instilling and transferring ownership



# eLearning Development Timeline



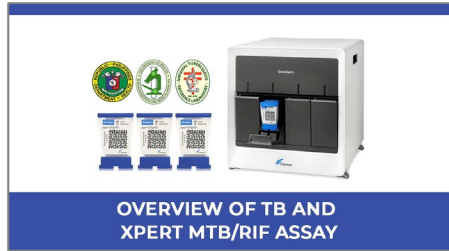
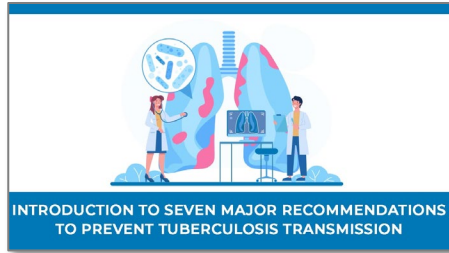
# eLearning



## DOH Academy Launch

# Role of Development Partners

## USAID-HRH2030



## USAID-MTAPS



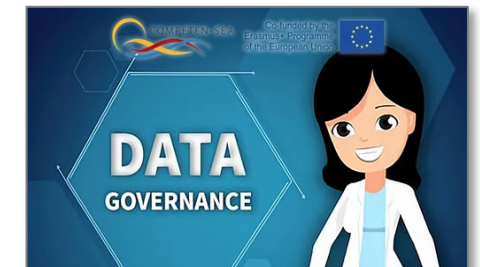
## WHO



## UNICEF



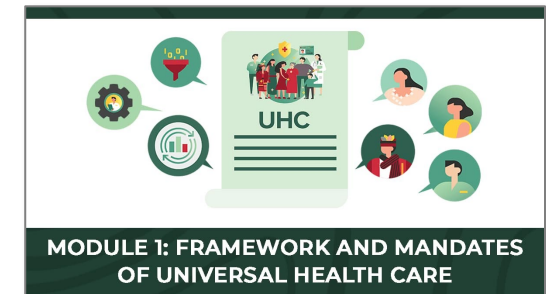
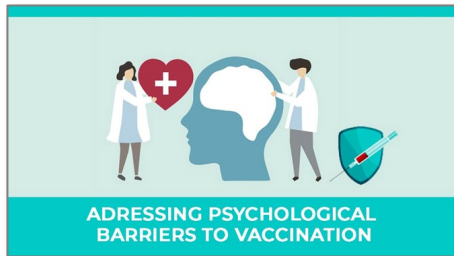
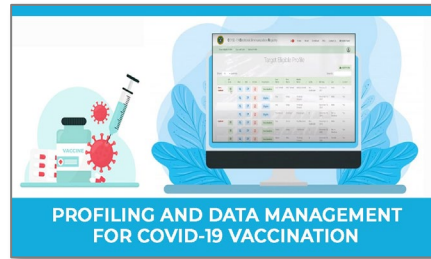
## EU





# COVID-19 Vaccination Online Training (in-house)

# UHC Implementation Courses



# Organization of Online UHC Modules



Module	Title
<b>1</b>	Framework and Mandates of Universal Health Care
<b>2</b>	Organization of Local Health Systems
<b>3</b>	Local Health Systems Management Tools
<b>4</b>	Basic Requirements for Primary Care Facilities
<b>5</b>	Population-based Health Care Packages
<b>6</b>	Individual-based Health Care Packages
<b>7</b>	Financing Mechanisms for P/CWHS

# Learning Methodology

**Asynchronous**  
(online, self-paced)



**Synchronous**  
(online, live)



**Field or remote**  
**monitoring**

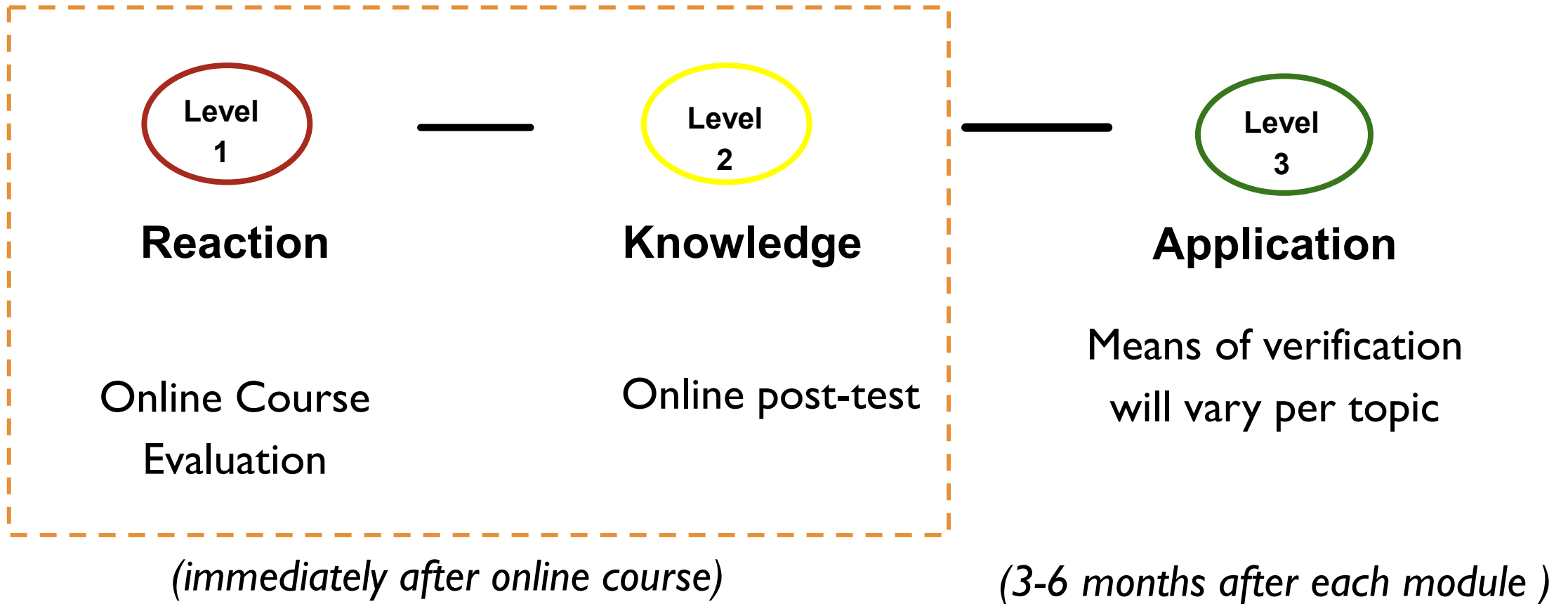
- eLearning modules- video presentation of lectures and panel discussions uploaded at <https://learn.doh.gov.ph>

- Forum discussion with the experts/resource persons
- Venue for questions and clarifications
- CPD units will be granted to participants who will complete the modules.

- Application of learning
- Submission of outputs leading to the desired LHS-Maturity Level (for UHC-IS)
- With provision of technical assistance and resources from concerned DOH Bureau



# Process of Learning Evaluation per Module



*Thank you!*



# Leyte PHO's Vision

*“Healthy, Empowered and Resilient Leyteños”*



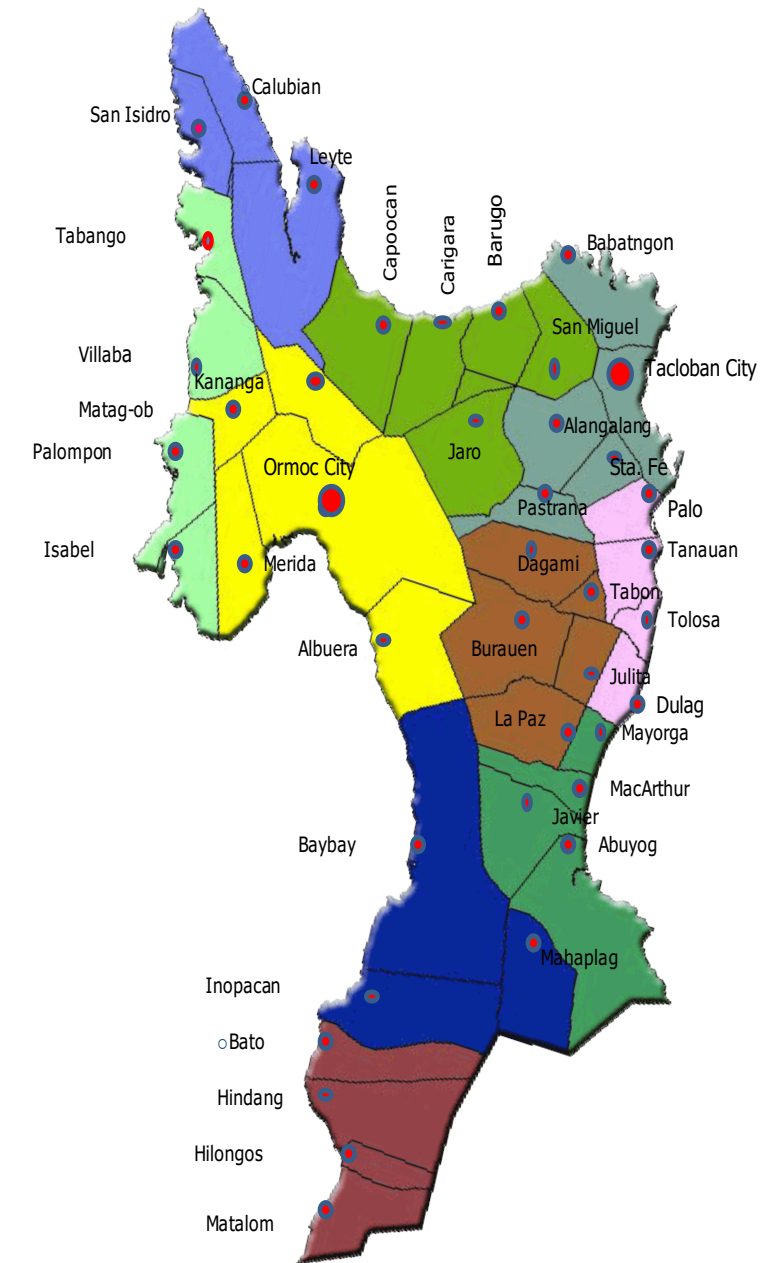
JOINT ILHZ-TMC BOARD MEETING for Leyte Gulf and Golden Harvest, June 2018.



# Supervision in Leyte, Philippines

## Inter-Local Health Zone (ILHZ) “HUB FOR HEALTH CARE SYSTEM INTEGRATION”

- **The Philippines’ version of the District Health System**
  - Clustering municipalities
    - Through inter-LGU cooperation
  - Central or core referral
    - Hospital
  - **SP Ordinance passed – “Ratification of the ILHZ as the Health System Hub in the Province since 2007 to Present”.**



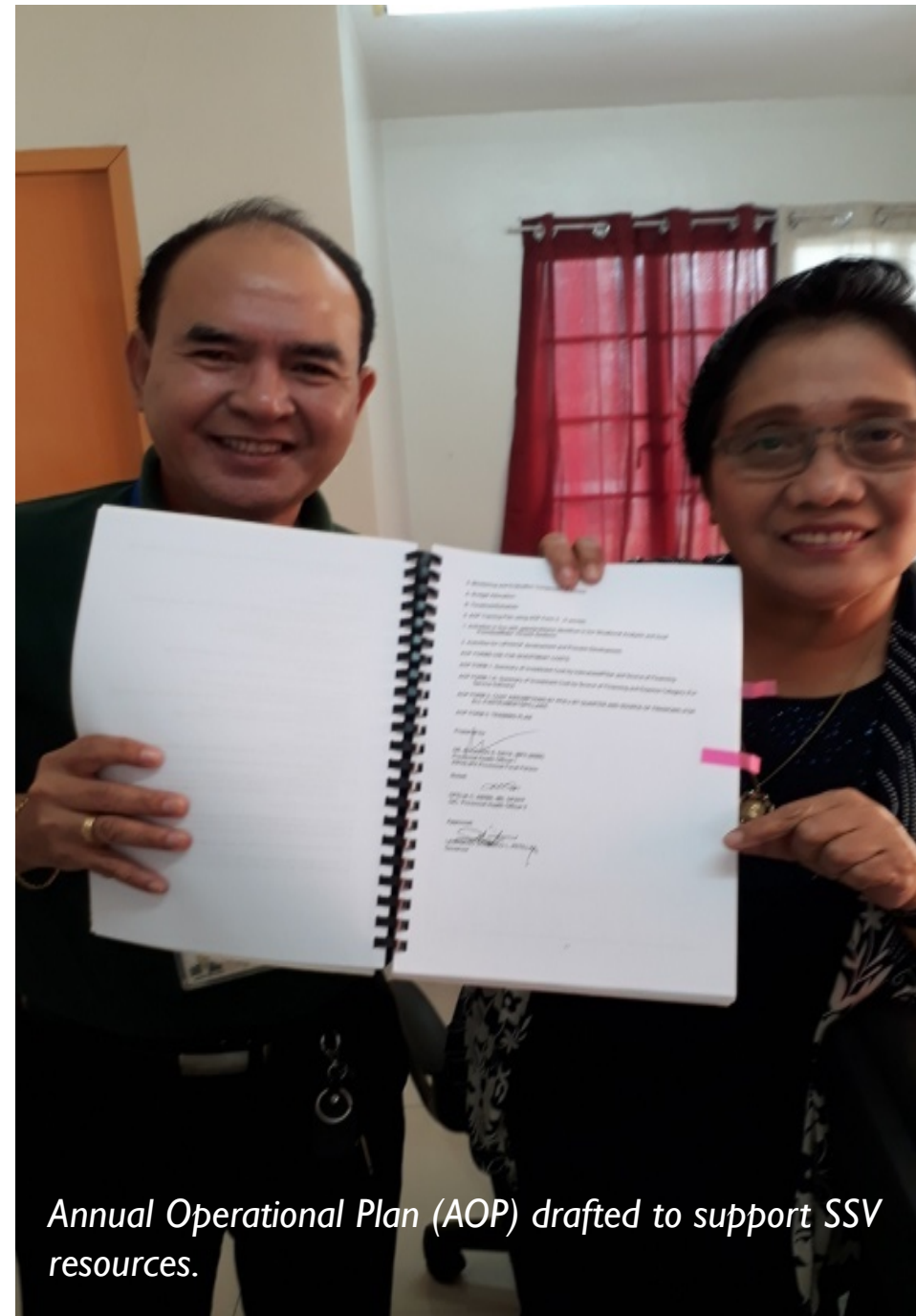
**Map of Leyte Norte**



*Awards received by Leyte PHO.*



*Leyte Governor together with the PHO in support to strengthening the supervision system.*



*Annual Operational Plan (AOP) drafted to support SSV resources.*



# ENHANCING SUPERVISION STUDY



Scoping trip in Leyte, Philippines, October 2019.

## BACKGROUND AND RESEARCH GOALS

USAID/Washington-funded research study implemented in two phases:

- Phase I: Landscape analysis to identify evidence-based enhancements to supervision
- Phase II: Conduct a study to test the effectiveness of select supervision enhancements when added to existing supervision systems.

*Aim*: To assess the effects of **digital supervision support and facility self-assessment** on supervisor and health worker competency and performance, client satisfaction, health service delivery, and data use.



*Supervisees in Leyte during the enhanced supervision training, December 2019.*





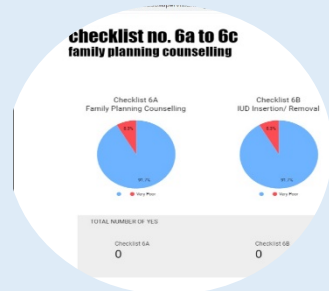
# Supervision Enhancements in Leyte

## Enhancement

Digital supervision support and facility self-assessment facilitated through the supervision app



1. Supporting the development and use of **digital supervision checklists** for basic emergency obstetric neonatal care (BEmONC) and FP



2. Services quality **data dashboard** to facilitate relevant and timely information access and performance feedback to support both supervisors and supervisees



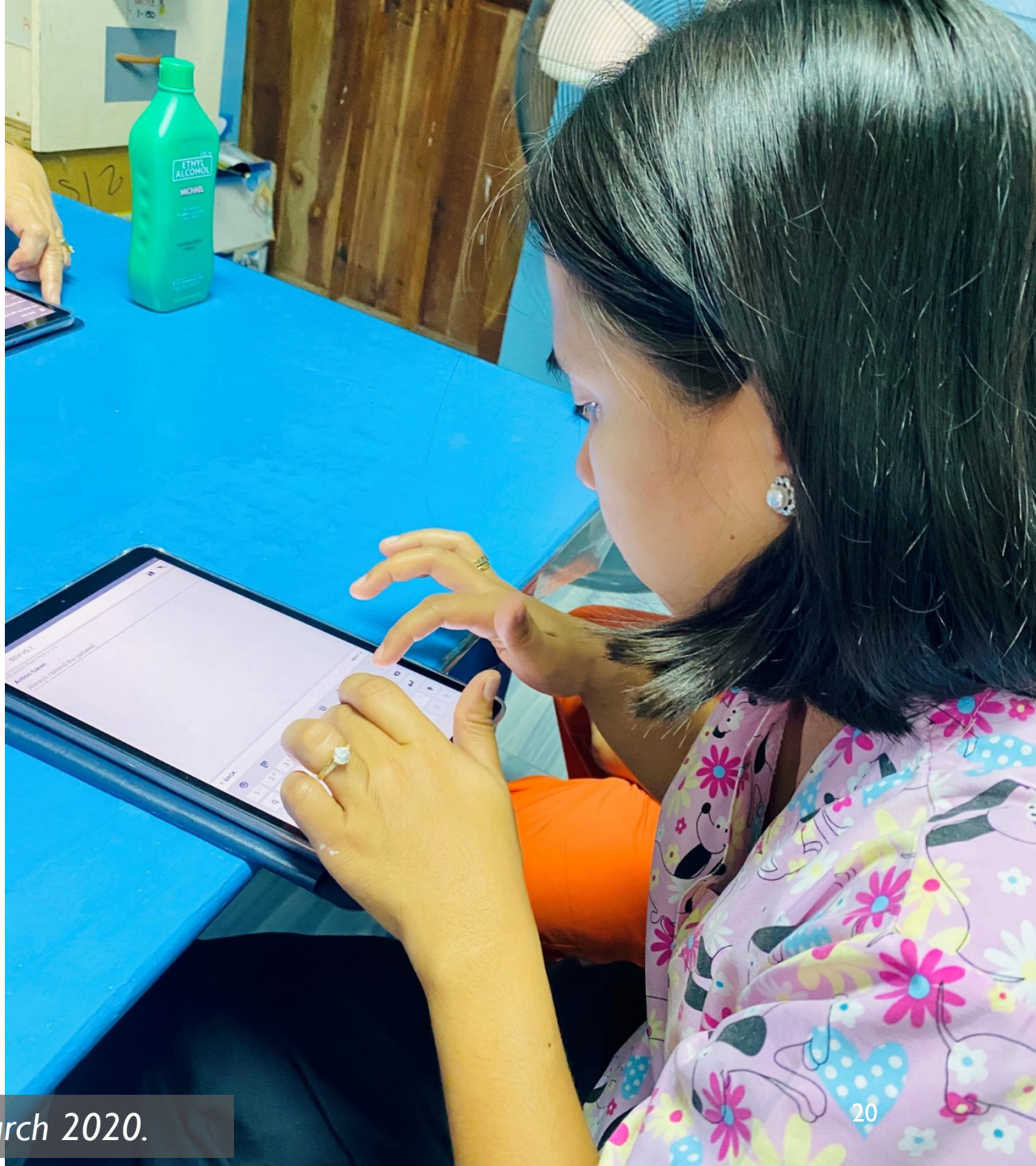
3. Supporting service providers in using supervision checklists for **facility self-assessment** as an internal quality improvement process to complement quarterly supervision visits.





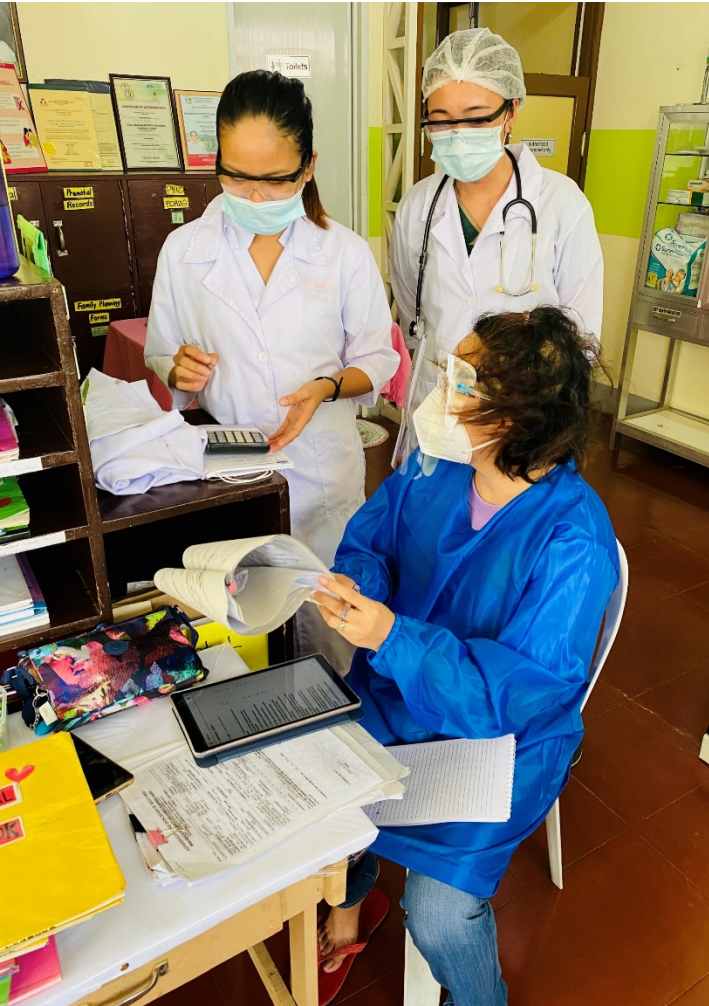
SSV teams using the SSV app during their supervision visits, February 2020.





*Supervises conducting facility self-assessments using the SSV app, March 2020.*





*SSV teams continues to conduct supervision visits to different facilities despite COVID-19 pandemic, August 2020.*





*Supervisors in Kammaso ILHZ interviewing a client who delivered in the facility, November 2020.*



Virtual consultative meetings with the SSV teams and supervisees, July 2020.



*Supervision team in complete PPE to one of their supervision visits in a private facility, December 2020.*





# MUNICIPAL HEALTH OFFICE BABATNGON, LEYTE

Thank you!

Q & A

**LABAN**  
NIYO MO NIYA  
LIBRENG BAKUNA  
KONTRA  
PNEUMONIA

**LIBRENG 3 TUP**  
bago mag-isang taon si baby  
para protektado siya laban sa pneu  
Dalhin siya sa pinakamalapit na health

ate Mix  
T S

