

SUMMER TRAINING ONLINE COURSE REPORT

STRENGTHENING COMMUNITY HEALTH WORKER PROGRAMS

Purnima Rathore

MBA HM-24, SEC-B

Roll no. – 0961

MBA Hospital and Health Management

2020-21



ACKNOWLEDGEMENT

I would like to express my gratitude to **Rajesh Ramesh Panjabi** who is a co-founder and CEO of Last Mile Health and an Associate Physician in the Division of Global Health Equity at Harvard Medical School and **Abigail McDaniel** who is the Community Health Academy's Director of Health Systems Leadership Development and is the Academy's Lead Faculty and Course Director for the course. I would like to thank the whole team of course for giving me an opportunity to learn and understand the concepts of course, “**Strengthening Community Health Worker Programs**” from the digital platform edX.

I wish to extend my gratitude to to **Dr. P. R. Sodani**, Academic Dean at IHMR University, Jaipur for advising and suggesting such a great and knowledgeable course which enhanced my understanding in this domain of healthcare. I would also like to thank my mentor **Dr. Prashant Sharma** for guiding me time to time and giving me all the suggestions after reviewing my work.

TABLE OF CONTENTS

- Course description
- Duration of the course
- Objective of the course
- Learning methodology
- Key learnings
 - a) WEEK 1
 - b) WEEK 2
 - c) WEEK 3
 - d) WEEK 4
 - e) WEEK 5
 - f) WEEK 6

COURSE DESCRIPTION

This course is developed by Community Health Academy and offered by Harvard University. This course is taught by and for health system leaders to improve the quality of national health systems. This course has six sections, each of which begins with a video introduction from Dr. Raj Panjabi, who highlights key themes. The sections include thematic video interviews with experts from global institutions like the World Health Organization, and case study videos with leaders from the three exemplar countries, Ethiopia, Bangladesh, and Liberia, along with supporting text, visuals, and interactive components. Each section also incorporates learner engagement and assessment questions in a variety of formats, including multiple choice, true/false, and discussion questions based on a practical scenario. This course highlights the importance of community health workers in a healthcare system and how they are foundation of primary level of healthcare. It also highlights the guidelines provided by WHO for every country to adapt for the betterment of community health workers. Three case studies of three different countries, Ethiopia, Bangladesh, and Liberia are taken in this course. This course also reflects the opposition and challenges faced by community health workers and by system as a whole and how to deal with opposition. The role of community health workers in distribution of equitable healthcare services is also explained. It explains the role government plays in integrating the healthcare services and how government regulates, monitor, reform these programs. The internal as well as external factors which affects the community set up system. Course explains the role of implementing partners, technical assistance providers, and funders in supporting governments to build and scale community health worker programs. It highlights the challenges of operating in the often-fragmented landscape of community health programs and offers solutions for how partners and funders can best support governments to champion, scale, and sustain community health worker programs. This course highlights the implementation issues of these programs and finds the solution to it. It also explains how adaptive management along with problem solving can address the real-life challenges in this sector.

DURATION OF THE COURSE

Approximately 15 hours to complete.

OBJECTIVES OF THE COURSE:

- To understand the role and importance and role of community health workers.
- To understand the challenges faced by the community health workers.
- To understand the core concepts in community health as a part of primary health systems.
- How to advocate for community health worker programs with key stakeholders.
- How to build coalitions to support government-led programs.

LEARNING METHODOLOGY

Thematic videos, case studies, reading material, practice exercises, discussions, objective type test and quiz after each session.

COURSE CONTENTS

S.No.	WEEK	CONTENT
1.	Week 1	• The value of community health workers in health programs. (6 questions) • Introduction to primary health care programs case studies. (6 questions) • Section wrap up (3 questions)
2.	Week 2	• Case studies of Ethiopia, Bangladesh and Liberia (2 questions) • Evidence based arguments for community health worker programs. (7 questions) • Section wrap up (4 questions)
3.	Week 3	• The value of government led community health worker programs. (2 questions)

		• Case studies (Challenges) (1 question) • Section wrap up (2 questions)
4.	Week 4	• Building coalitions of partners and funders. (6 questions) • Case studies (Strategies) (1 question) • Section wrap up
5.	Week 5	A system approach in problem solving (Part 1): • Introduction to the section (1 question) • Health system areas (1 question) • Health system linkages (8 questions) • Section wrap up (1 question)
6.	Week 6	A system approach in problem solving (Part 2): • Introduction to the section • Adaptive management (2 questions) • Case studies (7 questions) • Using adaptive management to facilitate systems Problem solving (Ethiopia) (5 questions)

KEY LEARNINGS FROM THE COURSE

WEEK 1:

- What is community and community health workers are?
- The roles and responsibilities of community health workers and their commitment to serve their community and the challenges by community workers themselves from the countries, Ethiopia, India, Liberia, Mali, Mexico, Nepal, Rwanda, and Uganda.
- Timeline charting the history of community health worker programs, tracing their origins from programs such as the Barefoot Doctor model in China up to today's resurgence of community health worker programs in the SDG era.
- WHO guidelines on health policy and system support to optimize community health worker programs.

WEEK 2:

- Case studies of Ethiopia, Bangladesh, and Uganda. These case studies give learning about the following:
 - The context for the country's community health worker program(s)
 - Key milestones in the development of the country's community health worker program(s)
 - Key design features of the country's community health worker program(s)
 - The evolution of the country's community health worker program(s)
 - The impact of the country's community health worker program(s)

WEEK 3:

- This section “ Building coalitions to support government lead community health worker programs” is divided into two parts, the first part is about the value of aligning behind unified, government-led programs as well as challenges that governments have faced in achieving alignment which is discussed in week 3 while the second part has been explained in week 4.
- The unique role of governments in the health system and the benefits of government leadership of community health worker programs.
- Identify and compare/contrast specific challenges governments have faced when funders and partners are not aligned behind government-led community health worker programs.

WEEK 4:

- This section is the second part of “Building coalitions to support government lead community health worker programs”. This part is about solutions, hearing from governments and their partners about strategies they have used to overcome the challenges of government is facing in achieving alignment.
- Understand the factors that have historically inhibited partners and funders from fully aligning behind government-led programs, as well as strategies these groups are using to change the status quo.
- Identify and compare/contrast specific solutions governments have employed to overcome barriers to alignment and build coalitions to support their programs.

WEEK 5 & WEEK 6:

- Week 5 and Week 6 highlights on a “System approach to problem solving”.
- Describe how challenges faced in community health worker programs are often systems problems that require systems solutions
- Describe the areas of a health system, including the key community health worker program components and considerations within each area

- Understand the interconnectedness of health systems and the linkages between each of the health systems areas as they relate to community health worker programs
- Demonstrate how an understanding of systems areas and linkages can be used to identify systems problems and develop systems solutions relevant to community health worker programs
- Demonstrate how this systems approach to problem-solving can enhance design decisions and alleviate implementation challenges that arise in community health worker programs
- Demonstrate how adaptive management can facilitate this systems approach to problem-solving