



In collaboration  
with



# Regional Digital Health Capacity Building and Curriculum Development Workshop For Digital Health Leaders

Maseru, Lesotho | November 21<sup>st</sup>- 4<sup>th</sup> April 2018

# Table of Contents

## Contents

<b>1. Introduction of the Workshop</b>	<b>3</b>
<b>2. Module Summary of the Objectives</b>	<b>6</b>
<b>3. Methodology</b>	<b>9</b>
<b>4. Results</b>	<b>12</b>
<b>5. Recommendations</b>	<b>14</b>
<b>6. Next Steps</b>	<b>18</b>

# 01

---

## Introduction of the Workshop

Digital Health Leadership capacity building and curriculum development workshop took place in the Kingdom of Lesotho from 21st to 30th November 2018. It brought together 12 countries from the African Region and the ministries of Health and ICT. “Digital Health can play a significant role in strengthening national health systems by reducing costs, increasing efficiencies, and providing information and evidence for policy and decision making”-Mr.: Nkaku Kabi, Honorable Minister of Health, Lesotho.

The World Health Organization (WHO) is committed to providing the highest level of healthcare services globally. The WHO committed to meeting national development goals, such as the Vision 2020 plan, and other internationally agreed goals and targets, including the SDGs and UHC. To achieve this, the WHO regional office for Africa (AFRO) has continued to use innovative approaches to promote better health outcomes among member states. Among such innovative techniques is the application of Information and Communication Technology (ICT) services for health, referred to as eHealth, and more recently as digital health (WHO 2018).

Digital health and eHealth (used interchangeably in this report) encompass all concepts and activities at the intersection of health and information and communications technologies, including mobile health (mHealth), health information technology, Electronic Health Records (EHRs), and telehealth. Digital health has several areas of application, including:

- Artificial intelligence (AI) applications to support such health services as remote-aided diagnosis.
- The delivery of health information, for health professionals and health consumers, through the Internet and telecommunications media.
- The use of ICTs to improve public health services (e.g., through the education and training of health workers).
- The use of Health Information Systems (HIS) to capture, store, manage, or transmit information on patient health or health facility activities.

WHO AFRO recognizes the potential for digital health to support UHC and to accelerate the attainment of the SDGs. Thus, on 27th November 2017, WHO AFRO and ITU joined hands to provide further support to scale up digital health in the African region. One of the pillars of the agreement is support for digital health capacity building for the health workforce. This workshop comes very timely to support that pillar.

WHO AFRO, in partnership with the ITU, welcomed over 60 delegates from twelve African countries to the beautiful mountain Kingdom of Lesotho for the first regional digital health leadership capacity-building workshop. The workshop took place from the 21<sup>st</sup> to the 30<sup>th</sup> of November 2018. The workshop aimed to build national digital health leaders' capacity for a wide range of digital health-related skills focusing on health service delivery at community, health facility, district, and national levels. The countries were: Sierra Leone, Niger, Ghana, Nigeria, Eritrea, Rwanda, Zambia, Zimbabwe, Mozambique, South Africa, Tanzania, and Lesotho. The event was supported by WHO AFRO and the ITU in partnership with USAID, PATH, Digital Square, and SPIDER.

*“Digital Health can play a significant role in strengthening national health systems by reducing costs, increasing efficiencies, and providing information and evidence for policy and decision making.”*

Honorable Nkaku Kabi, Minister of Health

The importance of digital health was reflected in the keynote address by Honorable Nkaku Kabi, Minister of Health, Lesotho, who stated during his opening ceremony that “Digital Health can play a significant role in strengthening national health systems by reducing costs, increasing efficiencies, and providing information and evidence for policy and decision making.”

This was re-emphasized in the speech for the WHO Representative in Lesotho, where further benefits of digital health to support service delivery and health outcomes were emphasized. “Digital Health infrastructures are cost-effective tools useful in treating patients, conducting research, educating the health workforce, tracking diseases, and monitoring public health.”

Overall, the workshop attracted 71 participants, including trainers.

*“Digital Health infrastructures are cost-effective tools useful in treating patients, conducting research, educating the health workforce, tracking diseases, and monitoring public health.”*

Honerable Nkaku Kabi, Minister of Health



---

# Summary

## and Objectives

### Rationale and Objectives of the Workshop

It is widely accepted that digital health plays a pivotal role in health service delivery. This includes key roles in health information strengthening, data analytics, mapping, etc. Due to the rapidity at which digital innovation is advancing and the increasing range of its application in health, multisectoral solid leadership, coordination, and governance are needed at the national level. It is also critical for there to be sufficient capacity building for digital health for the long-term sustainability of systems. WHO and ITU have provided technical support to member states to fulfill the abovementioned aspirations. One of the key instruments in this endeavor has been the WHO-ITU national eHealth toolkit. The guiding principles have been drawn from various commitments to eHealth agreed upon by member states, including the above recent resolution on digital health.

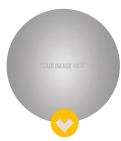
The digital health training workshop responded in part to the above resolution's call to action for member states to *"...build, especially through digital means, capacity for human resources for digital health, as appropriate, across both health and technology sectors, and to communicate areas of the specific need to WHO to receive appropriate technical assistance"*. Given the emerging importance of digital health in support of UHC and the SDGs, and the recent World Health Assembly resolution on Digital health, investment in digital health capacity

development for the health workforce is critical. Digital health systems and services cannot deliver better health outcomes without the necessary digital health skills and competencies for healthcare end users. Capacity building for technical staff involved in implementing digital health systems and services is critical to ensure the rational use of technical tools, scale-up, and sustainability.

## Workshop Objectives



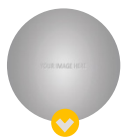
**Objective 1** To build digital health leaders' capacity for a wide range of digital health-related skills focusing on health service delivery at the community, health facility, district, and national level and each country's basic care package



**Objective 2** Develop a comprehensive digital health training curriculum and online digital content that addresses existing digital health workforce capacity gaps.



**Objective 3** Ensure consistency and coherence across different digital health topics and training modules.



**Objective 4** Discuss holistic and system-level approaches to digital health to ensure scalability, sustainability, and interoperability.

This workshop was also in fulfillment of one of the WHO AFRO and ITU objectives as articulated in the second pillar of the agreement, relating to capacity building for the digital health workforce.

The resulting instrument for the workshop, the WHO-ITU Digital Health Curriculum, was designed to be consolidated into a digital health curriculum for professionals implementing digital health at the national level. This includes national digital health leaders, the Ministry of ICT professionals engaged in digital health, and professionals from development partners responsible for supporting or implementing digital health systems. WHO and ITU plan to host the digital health curriculum online and make it available for eLearning use in all countries.

Having developed the digital health curriculum with the support of development partners, and this being the first exposure of the digital health curriculum to national digital health leaders, the participants were expected to provide feedback on the technical materials for fine-tuning. The fine-tuned content would be translated into French and Portuguese for subsequent trainings at both country and regional levels.



# 03

## Methodology

### Methodology

The workshop employed several training methodologies, including face-to-face lectures, group discussions, case studies, etc. The sessions were recorded in real-time. An online tool was used to collect learning feedback from the modules. Altogether, about 45 training sessions categorized under 12 modules were implemented using face-to-face training sessions, interactive sessions, and question-and-answer sessions. This technique facilitated the exchange of ideas and knowledge between participants and facilitators.

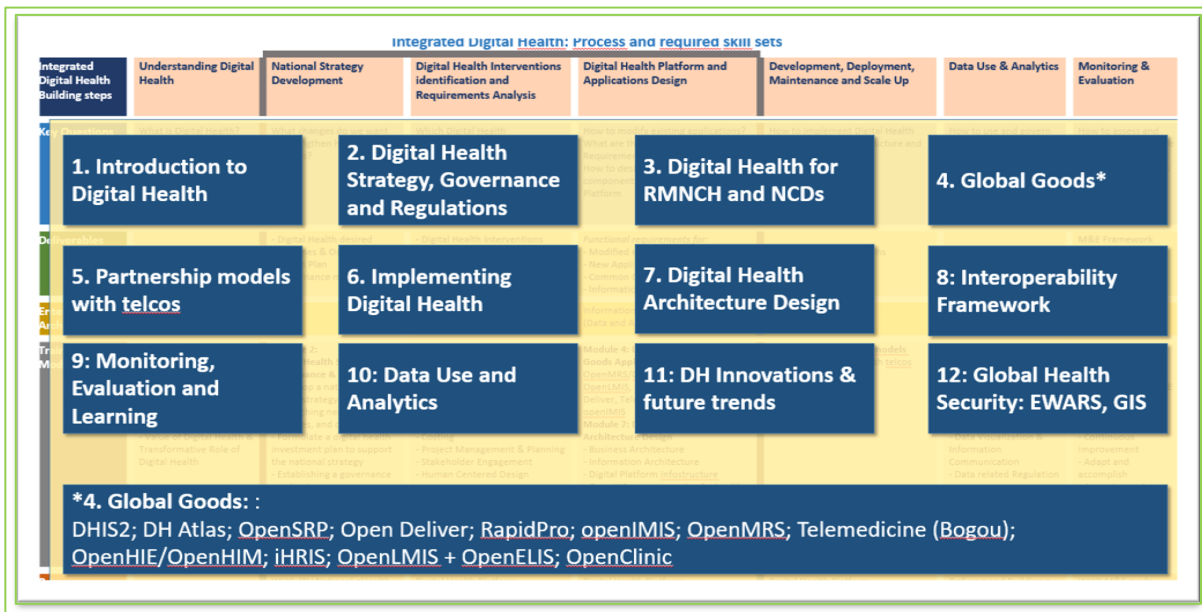






# 04

## Results

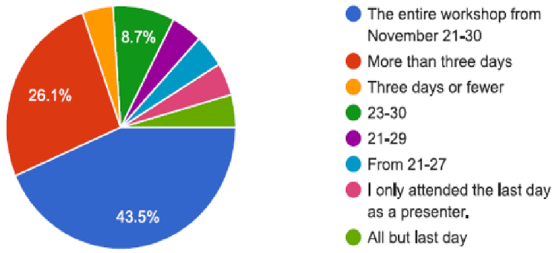


The workshop was completed successfully, with all modules delivered and feedback from the participants received (See below). Curriculum modules were Introduction to digital health; Digital Health Strategy; Governance and Regulations; Digital Health for RMNCH and NCDs; Global Goods Partnership Models with Telcos; Implementing Digital Health; Digital Health Architecture Design; Interoperability Framework; Monitoring, Evaluation, and Learning Data Use and Analytics; DH Innovations & future trends; Global Health Security.

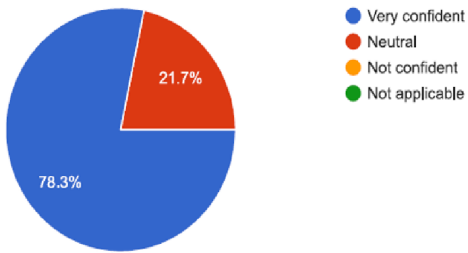
# Survey: Post Workshop Feedback

Post workshop feedback survey : N = 23

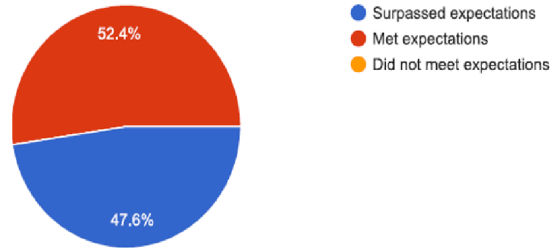
Which days of the workshop did you attend?



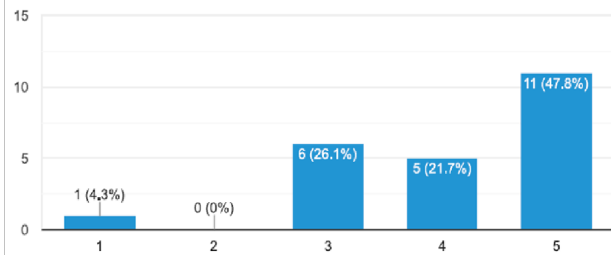
How confident are you to build capacity in this area when you return to your country ?



Level of participants expectation satisfaction



I have stronger understanding of digital health after this workshop



# Recommendations



Key recommendations :

- Member states are urged to continue to invest in digital health learning and digital strategies.
- There is a need to continue to approach digital health learning with a multisectoral approach, including ministries of education, ICT, etc.
- There is a need to build digital systems from a holistic system perspective rather than silo implementation, thereby aligning with holistic digital health curricula.
- Ensuring legislation for digital health and continued learning in this area;
- Continue to support digital health platforms for interoperability & learning.

Key recommendations as a result of this workshop are as follows:

- Countries urged to continue to invest in digital health learning and digital strategies.
- There is a need to continue to approach digital health learning with a multisectoral approach, including ministries of education, ICT, etc.
- There is a need to build digital systems from a holistic system perspective than silo implementation, thereby aligning with holistic digital health curricula.
- Ensuring legislation for digital health and continued learning in this area.
- Continue to support digital health platforms for interoperability & learning. As a result, WHO and ITU, member states, and development partners are urged as follows:

## WHO and ITU

- In order to ensure consistency in digital health learning for both pre and in-service, WHO and ITU will work with WHO collaborative centers in academic institutions to initiate processes that align pre-service digital health curricula to the WHO—ITU digital health curriculum.
- WHO and ITU to continue supporting member states to ensure adequate arrangements for intersectoral coordination of digital health, especially between the ministries of Health, ICT, and Education. Related UN agencies, such as UNESCO, UNICEF, etc., must be engaged in the process.

- In order to ensure that digital health delivers health benefits, it is essential to move from a solutions mindset to systems thinking. This ensures that digital health learning is not siloed. This will ensure the scale-up of digital systems and learning and promises national coverage. This is critical in contributing to the UHC 2030 agenda. Therefore, WHO and ITU will continue to support countries in building integrated digital health platforms, learning systems, and digital health solutions. This will be accompanied by relevant technical skills and capacity building relevant to the appropriate technology.
- To strengthen governance and sound digital health practices, learning regarding legislation for digital health is important, mainly due to the rapidly changing nature of digital health. WHO and ITU will continue to support member states with guidelines for digital health regulations and will ensure that the relevant module on this subject is widely available.

## Member States

- Member states are urged to use the WHO ITU digital health curriculum to further the digital health literacy and implementation agenda. The WHO—ITU Digital health curriculum will be made available online.
- Member states are urged to ensure that they have eHealth strategies in place for country ownership and governance and action plans for digital health learning.
- Member states are urged to take a complete inventory of their digital health investments at the country level, using tools like the WHO digital health Atlas, and communicate relevant learning gaps.



- Member states are urged to continue using the principles for digital development in implementing digital health at the country level and ensure that the module dealing with this area is used in the learning process.

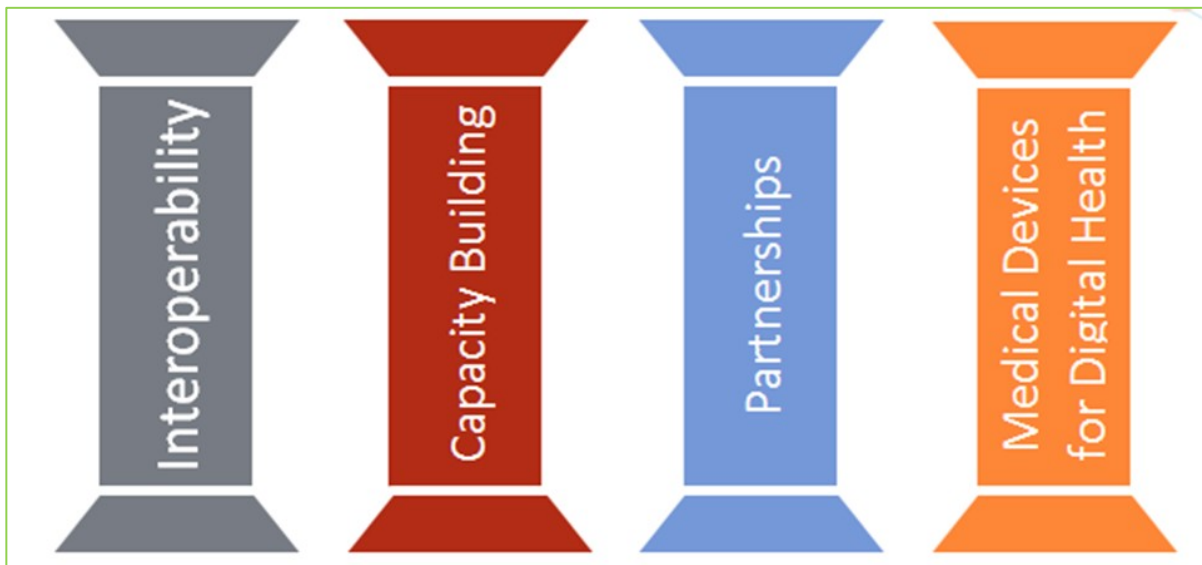
## Development Partners

- Development partners are urged to support implementing the WHO - ITU digital health curriculum at the country level.
- For there to be consistency in digital health practices, development partners are urged to institutionalize the WHO—ITU curriculum within their organizations.
- While working with relevant government bodies, development partners are urged to continue supporting financing and providing technical support for digital health learning and continued curriculum refinement.

# 06

## Next Steps

### Pillars of Agreement



The following are the 2019 summary next steps:

1. Online eLearning platform implementation for the WHO—ITU Digital health curriculum
2. Country implementation of skills learned and initiating country digital health ecosystem studies, beginning with Lesotho being the host country.
3. French Speaking Digital health capacity building workshop and follow-up country digital health ecosystem studies
4. Implementation of learner mentorship / fellowship programmes

© WHO Regional Office for Africa

This is not an official publication of the World Health Organization. This report contains the collective views of an international group of experts and does not necessarily represent the decisions or the stated policy of the World Health Organization. Correspondence on this publication may be directed to:

Mr. Derrick Muneene  
eHealth and mHealth Technical Officer  
WHO Regional Office for Africa  
P O Box. 06 Cité du Djoué, Brazzaville, Congo  
Email: muneened@who.int

Requests for permission to reproduce or translate this publication – whether for sale or noncommercial distribution – should be sent to the same address.

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of any country, territory, city, or area or its authorities or concerning the delimitation of its frontiers or boundaries. Dotted lines on maps represent approximate borderlines for which there may not yet be full agreement.

The World Health Organization has taken all reasonable precautions to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either express or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization or its Regional Office for Africa be liable for damages arising from its use



**World Health  
Organization**

REGIONAL OFFICE FOR

**Africa**



Filename: Lesotho\_Executive Report\_2018\_Regional Digital Health Capacity  
Building and Curriculum Development Workshop For Digital Health  
Leaders\_23042023.docx

Directory: /Users/lindysmacbook/Library/Containers/com.microsoft.Word/Data/Documents

Template: Normal.dotm

Title:

Subject:

Author: Pc

Keywords:

Comments:

Creation Date: 23/04/2023 13:49:00

Change Number: 2

Last Saved On: 23/04/2023 13:49:00

Last Saved By: Lindy Gilbert

Total Editing Time: 1 Minute

Last Printed On: 23/04/2023 13:49:00

As of Last Complete Printing

Number of Pages: 20

Number of Words: 2,313

Number of Characters: 14,092 (approx.)