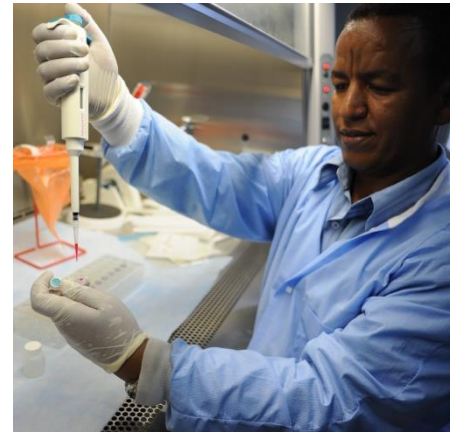




I-TECH

International
Training & Education
Center for Health



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



COVID-19 PROGRAM AND TRAINING CHALLENGES AND SOLUTIONS

Key Populations Program Training Challenges

- The KP toolkit was developed to provide interactive training in-person.
- Due to COVID-19, the toolkit was customised to an online training methodology.
- I-TECH conducted a pilot training session in May 2020 to ensure preparedness with the online training methodology, content material, and data collection tools.
- Further revisions of the training materials were made based on the pilot feedback.

Continued

- I-TECH worked closely with CDC technical lead and consultants to revise the contents of the material.
- Developing e-versions of training materials and the customization of training methodology proved to be extremely complex, time consuming and costly.
- The revised toolkit was completed in August, and training commenced immediately for partners and DSPs via Zoom web conferencing.

MhINT APC Component

There were three layers of training that needed to be moved online:

1. Clinical training of nurses and doctors:

- This was done by moving training onto an online training platform for self-directed learning.

2. Training of the DSPs to be Master Trainers:

- This was done by conducting a 2-day training on a webinar.

3. Providing an orientation to managers and Facility Trainers:

- This was done by equipping the DSPs with a PPT that they can present in a webinar.

MhINT APC Program Challenges

- Customizing the training materials to online courses and webinars were challenging and time consuming.
- Materials were completed by mid-August, and DSPs were trained thereafter leaving little time for trainers to prepare for training.
- Training cascades had to be combined for DSP master and facility trainers due to limited time.
- While I-TECH could not implement trainings at the facility-level, we are supporting DSPs who have already began planning the implementation of the trainings in the districts they support.

MhINT Psychosocial Component

- The MhINT psychosocial component includes training lay counsellors to screen and provide counselling to patients.
- Due to the nature of the training, the psychosocial training could not be adapted to an online training methodology.
- Psychoeducational tools were developed to provide mental health literacy tools for depression, anxiety, grief and loss, and adherence in four SA languages.
- Challenges included completing the materials in time for training resulting in printing delays.
- Hardcopy materials were not delivered to DSPs in time for the training, however, all participants were provided with e-materials.

Technical Training Challenges

Key Populations

- Training Invitations shared among colleagues
- Difficulties in registrations
 - Zoom link available to all
 - Registrations with incorrect emails
 - Reach of training participants beyond count:
 - same organisation
 - one zoom account without registering
 - Proxy user names

MhINT

- Training invitations specific for master and facility trainers from 2 DSPs
- Communication occurred directly with training managers for each DSP
- Managers sent participant registration sheet with participants details
- Only the names on the list were admitted to the training
 - log in with their full names

Inexperience Using Online Training Platforms

Trainers

- Never used zoom to train before
- Difficulties playing videos (audio settings)
- Learning new advanced features:
 - Whiteboard,
 - Pre-advanced groups for breakout rooms,
 - Video settings
 - Co-hosting

Participants

- Some participants had never used zoom
- Rare occurrences of people attempting to log in with MS Teams
- Difficulties in changing audio and video settings
- Preference: in-person training

Solution

I-TECH provided both trainers and participants IT Support

1. Participants' WhatsApp group was created specifically with IT Technicians to provide immediate Technical assistance:
 - Application download and login
 - Data Connectivity
 - Audio and visual settings
2. Admin WhatsApp group for trainers

Additional facilitators to monitor and respond to messages on WhatsApp groups

Solution Continued...

- Admitting people in 10mins before training to assist with technical difficulties
- Introduction to include few slides on how to use zoom:
 - Chat functions
 - Video and Audio
 - Recordings
 - Rename user name
- Co-hosting to respond to Zoom chats during trainings

Load Shedding- Electricity Power Cuts

Participants (<5%) experienced load shedding for 1-3hrs during training.

Solutions

- Provided training presentations, materials and recordings
- Provided the option for participants to join the next training session

Lessons Learnt

- Detailed emails for future trainings to prepare for load shedding:
 - Check load shedding schedule
 - Keep phones/laptops fully charged and make provisions for data
 - Where possible, access trainings at work:
Generator

Online Data Collection Surveys

All training data collection tools were converted to online surveys, including online registration, pre-post test surveys and evaluation forms.

<5% of participants struggled to access the online survey links:

- Browser compatibility
- Poor internet connection

Solution

- Using smartphones to access links (WhatsApp/email)
- Technical assistance provided

Response rates

- Low: required multiple reminder emails and WhatsApp communication reminders

Training Sensitivities

- Trainings included sensitive information making it difficult to generate discussions.
- Trainers could not assess body language.
- Trainers shared their experiences on the subject to foster discussion encouraging participants to engage.
- Breakout rooms to facilitate conversations.
- Trainers debriefed after each day of training to improve the next trainings.

Continued...

Create space for connection by:

- Turning camera's on
- Icebreakers



End Result

Overwhelming positive feedback from participants

KP Training

“Keep up the good work. I am a clinician who has been working for more than 8 years in the facilities. I was not even aware that PWID are provided with clean needles. Thank you so much I am now a better person equipped with knowledge and ready to share that information and serve my community at large. Keep it Up!!!”

MhINT APC Training:

“You made training very easy to follow and navigate. We were so engaged, as a result I feel empowered and capacitated to go out and share to improve service delivery.”

MhINT Psychosocial training:

“I loved everything and will encourage staff, and train to do more talks around Mental health as focus is often on HIV education”