

WEBINAR **SERIES**



**Promoting
health throughout
the life-course
during the
COVID-19
pandemic**

**WEBINAR-11: OPTIONS TO MAINTAIN
ESSENTIAL HEALTH SERVICES DURING
COVID-19**

**Health workers training to maintain
essential SRH services**



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WHO ACADEMY

A game-changer that will revolutionize lifelong learning for health impact

- Bringing the latest lifelong learning innovations to health - and with that more effective, personalised and scalable digital learning solutions.
- Vastly shortening the time it takes to turn the latest health innovations and evidence-based guidance into action.
- A more knowledgeable and capable health workforce will enable countries to better respond to disease outbreaks and improve health outcomes for all.





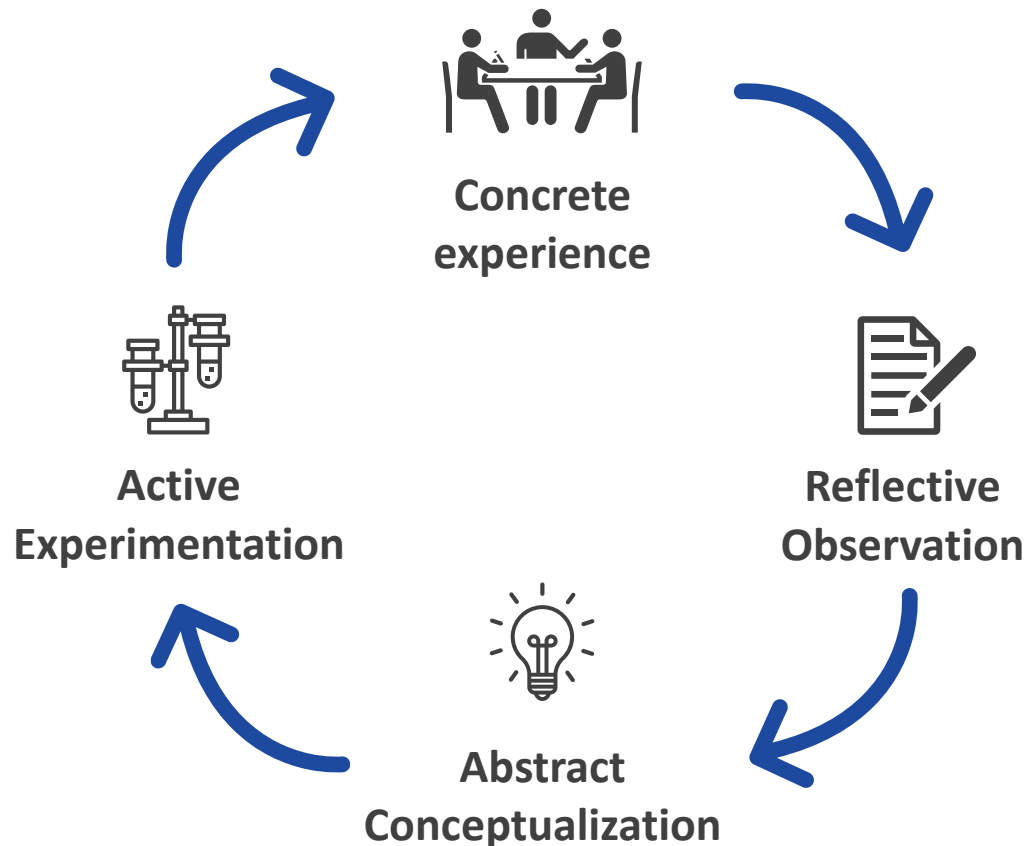
Challenges

- Less than 5% of countries are on track to achieve the health Sustainable Development Goals.
- It takes an average of 10-17 years to implement evidence-informed guidance in health.
- Key stakeholders struggle to stay up to date with exponentially growing evidence-base and guidance.
- 90% of countries report disruptions to essential health services since the COVID-19 pandemic.
- 70% report disruption to family planning and contraceptive services.



Optimizing learning

- For impact on outcomes, learning support needs to be designed to make the experiential adult learning cycle more effective and efficient.



Academy approach

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The WHO Academy is about more than just building health competencies globally, it's about *transforming the way we learn and change* behaviors, policies and systems for impact.

State of the Art Inputs

Global health expertise & evidence-based guidance

Adult learning science

Hybrid and digital learning technologies

Human performance science & systems thinking

Process

Immersive individual & social learning experience

Quality management & stackable micro-credentials

Research and Innovation

Outcomes

Impact

Behavior

Learning

Engagement



Learning Experience



1. Learner accesses WHO Academy's multilingual digital learning platform *(via mobile phone, tablet, laptop).*



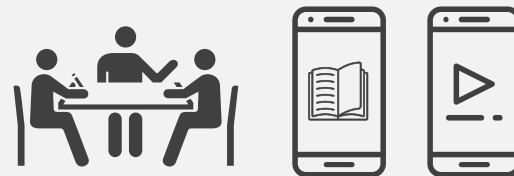
2. They enter primary info *(language, role, region, tech access)*, allowing our advice engine to tailor a custom learning pathway.



3. A complex query engine allows them to find just the right information at any time.



4. They are connected to peers working in similar roles across the globe.

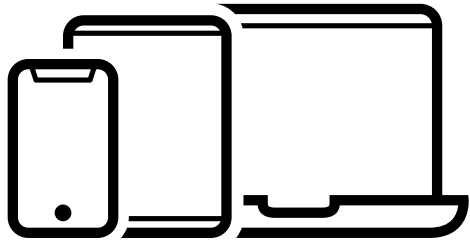


5. They engage in interactive digital/in-person learning experiences *(assessments, multimedia, games, exercises, feedback)* to support learning.



6. They then complete a final assessment to receive a digital credential.

Learning Modalities



Digital learning

Accessible via laptop, mobile phone or tablet and once downloaded, can be used offline.



Onsite learning

Onsite immersive learning experiences such as cutting-edge health emergency simulations will be facilitated at the WHO Academy campus network including a new Hub in Lyon, France and regional spokes (to be established with partner institutions).



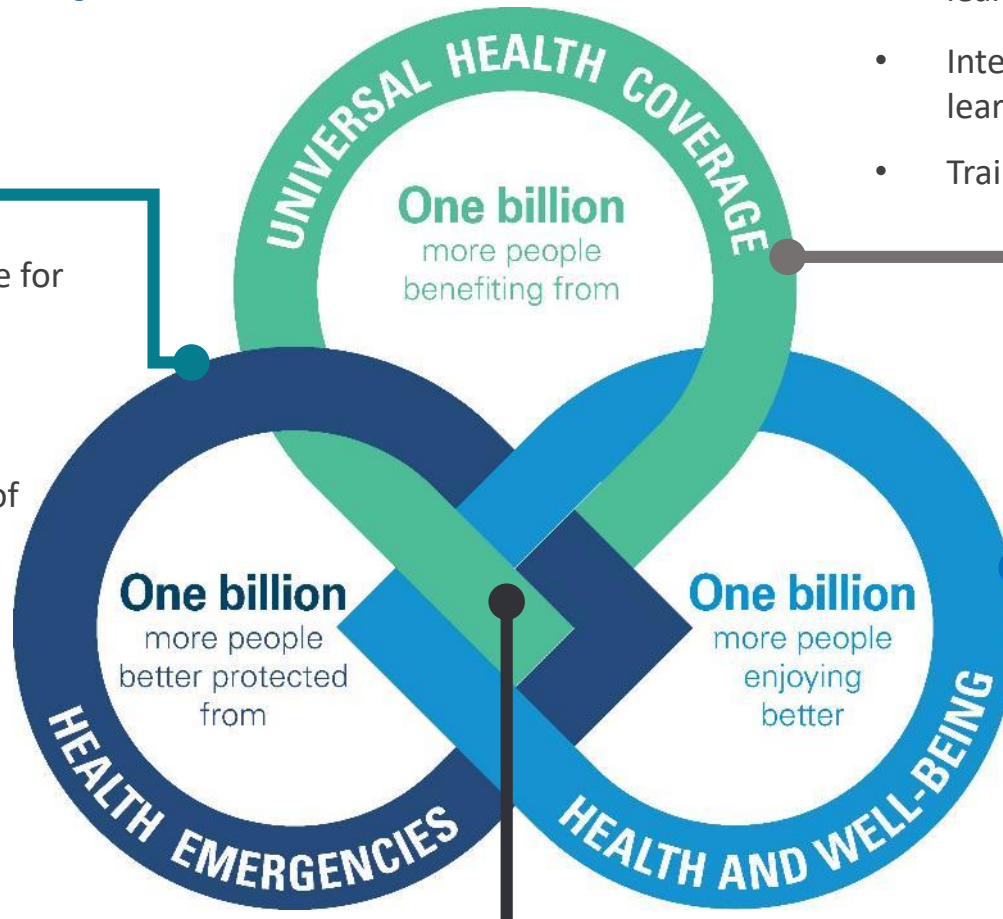
Portable learning lab

Designed for contexts where participants cannot travel or access the digital learning platform, such as in health emergencies and hard-to-reach areas with limited connectivity.

WHO Academy courses in production:

Triple billion impact

- Personal protective equipment course for health workers through Augmented Reality* (Oct 2020)
- Mass casualty management simulation course* – hybrid training of trainers (Jan 2021); portable learning lab for trainers and health workers (May 2021)
- Health emergency response learning package (May 2021)
- Respiratory Pathogen Preparedness, Prevention, and Control (May 2021)



- Maintaining sexual and reproductive health services during COVID-19 through mobile learning* (Dec 2020)
- Integrated Management of Childhood Illness (IMCI) distance learning Course (May 2021)
- Integration of mental health into primary care: the mhGAP e-learning course (May 2021)
- Training in Priority Assistive Products (May 2021)
- HPV vaccination counselling for teachers for cervical cancer prevention* (January 2021)
- Training frontline health workers to identify and to provide first-line response to child maltreatment (May 2021)

- International Classification of Diseases (ICD-11) (May 2021)
- WHO-ICRC Basic Emergency Care: approach to the acutely ill and injured (May 2021)
- Midwifery Education Toolkit (May 2021)
- Risk Management (May 2021)



* prototypes

5 star review

*“The WHO Academy app is probably the **best all-around app** for healthcare workers dealing with the COVID-19 pandemic around the world.”*

iMedicalApps.com
22 May 2020



HEALTH WORKERS



WHO ACADEMY

- ✓ Your COVID-19 mobile learning app is here!
- ✓ Stay up to date on guidance, tools and training.



New! AR for online learning



Using 3-D augmented reality as a learning tool to keep health workers safe from COVID-19

- Academy mobile learning app now features brief course on proper techniques for putting on and removing personal protection equipment (PPE).
- Provides the learner with an interactive experience of a real-world environment.
- More than 43 million health workers need trusted learning support to protect their own health and safety.



Learning Model

The WHO Academy learning model applies the best of adult learning science to offer quality multilingual **lifelong learning** tailored to the needs of individuals and teams. Technologies support real-time learning analytics and feedback, personalization, peer learning, social collaboration and impact at scale.

Learning analytics, quality assurance, quality control, quality improvement and feedback loops

Hybrid learning approach

Learning experience driven by adult learning science, supported by AI

Social collaboration tools



Digital Learning



Onsite Learning



Advice engine



Complex query search



Personalized immersive learning









Assessments



Micro-credentials

Shared learning and networks

How We Differ

1.  **A single platform** for learning, globally accessible, and offline capable—perfect for remote areas.
2.  **Targeted and immersive lifelong learning** for WHO workforce and external audiences. For individuals and teams.
3.  **Measurable impact** based on outcomes and learning **analytics**, adapting courses to improve over time.
4.  Competency-based courses ensure quality with **verifiable credentials**.
5.  Co-created courses **built in tandem** with users based on specific needs.
6.  **Multilingual learning built to scale**—WHO reach can ensure global access for millions of people.



Partners & Stakeholders

**Learning ecosystem for
course development,
design, delivery, research
and evaluation**

Opportunities to engage

1. Expert Roster: April 2020 – ongoing
2. Surveys, consultations and focus groups: March 2020 – ongoing
3. Request for proposals for collaboration with the Academy: Oct – Nov 2020
4. Nominations for Academy Advisory Group: Oct – Nov 2020

Academy.who.int

Other UN Agencies

Member States

Learners

WHO workforce and external audiences

Non-State Actors

800+ WHO collaborating centers expert groups, networks, organizations, institutions, private sector



SUMMARY

The time is right
The approach is robust
The opportunity is unique

1. Academy's approach is state-of-the-art, sustainable and scalable.

Sustained progress achieved in the implementation of the Academy's establishment in 2019-20 with active internal and external stakeholder co-design and engagement.

Academy's self-sustainable financing model will ensure equity in access and has been independently validated to be robust and viable.

The foundations to develop scalable digital learning solutions in meeting priority demands will be in place by the end of 2020.

2. COVID-19 pandemic generates urgent demand by all member states for high-impact digital learning.

The growing need for digital learning solutions and the value-add of the Academy has resulted in growing demand for scalable digital learning solutions and systems.





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3. WHO Academy establishment can secure long-term health impacts

Learning designed for health impact: The Academy's establishment will advance the WHO's GPW13 with a scalable approach based on adult learning science for behaviour and policy change. This extends and enables the impact of country-driven WHO work and programmes by ramping up capacity for implementation and a mechanism by which to keep the workforce up to date in their competencies.

Global common goods to accelerate learning: The Academy's commitment to open source solutions will bring communities together to develop global public goods for digital learning, recognition of learner achievement, multilingual learning, learning technologies and innovations to ensure no one is left behind.

Learner centered, personalized and competency-based: It will support the WHO workforce and millions of people including policy makers, managers, public health officials, health workers and others. In the context of COVID-19 constraints limiting training workshops, the Academy will establish a digital platform and suite of customizable learning solutions tailored for country contexts and learner needs.

Learning solutions for advancing SRHR: Maintaining essential SRH services in the context of human rights and gender equality during and post COVID-19

Why are we developing learning solutions?

- Sexual and reproductive health (SRH) services are critical for women, children and adolescents
- Service disruptions may lead to:
 - unintended pregnancies
 - unsafe abortions
 - sexually transmitted infections, including HIV
 - increased morbidity and mortality for mothers, newborns, children and adolescents
- The *WHO Pulse survey on continuity of essential health services during the COVID-19 pandemic* found that 30% of countries reported at least partial disruptions in SRH services
 - The most frequently disrupted services included:
 - family planning and contraception (68%)
 - antenatal care (56%)
 - disruption to continuation of established antiretroviral therapy services for HIV (33%)
 - facility-based birth services (32%)

Learning solutions for advancing SRHR: Maintaining essential SRH services in the context of human rights and gender equality during and post COVID-19

What are we hoping to achieve?

- Development of competency-based learning solutions that accelerate the implementation of measures by health workers to address disruptions to essential SRH services in the context of the COVID-19 pandemic through the agile development of impact-driven and competency-based learning solutions

What is our timeline?

- Launch of learning solutions is aimed at mid-December 2020



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