Wasting and COVID 19 Programme Adaptations Information Note 004

Categories: CHW treatment of Wasting, Remote Training, Mhealth
Challenge: In many locations, responsibilities for the management of wasting are being transferred to Community Health Workers. In the context of movement restriction or high risk of transmission, it may not be able to provide in-person training. A list of tools and apps to support this transition is needed.
Recommended adaptation: *Remote training using technology available*

Background:

In the context of movement restrictions, in-person training may not be possible. In the context of COVID 19, suggested programme adaptations include temporarily transferring responsibility for treating wasting to Community Health Workers (CHWs). Therefore it is important to understand the app tools available for remote training.

List of tools available

The following apps are being during the COVID-19 response:
1. Nutrition training apps

COMMCARE
This is app is widely used by NGOs working on CMAM programming. It is estimated that approximately 10% of all CHW in low and lower-middle income countries use CommCare, making it the most widely used digital platform for CHWs. CommCare is a data collection and training tool with specialist services for health programming. CommCare is an open source solution by Dimagi.

Training - The CommCare COVID app was adapted in late April 2020 from Dimagi's Ebola app to align with the characteristics of the COVID 19 and relevant WHO-recommended response mechanisms. Included in the COVID-19 App is a remote health worker training module.

Reinforcement of training - Comm Care also has a mobile case management platform that supports frontline health workers in tracking a continuum of service delivery, including beneficiary registration, visits/assessments, clinic referrals, counter-referrals, behaviour change messages

and case closure. CommCare is one of the most researched frontline technology platforms, and has an evidence base of over 65 peer-reviewed studies including eight randomized controlled trials demonstrated positive impact on strengthening healthcare systems, frontline worker capabilities, and client results.

VIAMO
Viamo is a mass messaging service that allows large-scale distribution of messages out to huge numbers of people through SMS, integrated voice response (IVR) and other channels. If functions on all phone types.
This platform is being used by some actors within the COVID response to deliver training to CHWs, Community Leaders, Teachers and Frontline workers.

Training
The training modules can be delivered by voice, SMS, or chatbot to the "flip phones" that people already have and use. The training content has quizzes to allow to test the understanding and participation of the trainees. Training can be delivered on a set schedule, or can be accessed on demand by the training participant.
Viamo have ready-to-use content that aligns with WHO messaging that is ready to disseminate to communities that cover the basics of what COVID-19 is, how to maintain good hygiene, how to maintain social distancing. Specific content can be developed according to the users needs.
Viamo offers a full-service mobile technology approach which combines:

2. General Community Health Worker Training

The Community Health Worker Toolkit is an app which uses smartphones to train CHWs. The tool has been developed by Medic Mobile, which includes volunteers from Stanford University's Digital Medic team.

The tool does not currently include nutrition modules, but it is possible to request a new feature. The COVID 19 training app requires a smartphone andbegins with the CHW receiving an SMS message. It contains a personalised greeting, instructions to sync their app and to complete the training task.

The CHW logs into the app and the training module appears in the task list. The training begins with an introduction, followed by the relevant topics which are accompanied by visuals. There is an assessment at the end of each module. The CHW does not complete the task until answers are entered correctly. Training completion is tracked and displayed to supervisors who may follow up directly with those needing extra support.Training is also captured in the CHW profile page and refresher quizzes can be sent on a schedule.

A video about the app can be found here https://www.youtube.com/watch?v=pFEFIY_SA7M

The website for the app is here https://forum.communityhealthtoolkit.org/faq

3. Videos

Videos can be a very useful training resources. In locations with strong internet access, videos can be shared with CHWs over apps like WhatsApp. Television could also be used to share these videos.

Global Health Media has a library of videos which can be used to train CHWs https://globalhealthmedia.org/videos/

Considerations

Literacy
Where training apps are used, these often require a good literacy level.

Training on use of app
Training on use of the app may also be needed and remote support to troubleshoot any challenges may be required.