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Bridging the Divide: High Technology in Low-resource Settings

James BonTempo
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Presentation organization

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About Jhpiego

- International health organization affiliated w/Johns Hopkins University
- Focus on strengthening the delivery of health care services in limited-resource settings
- Founded in 1973
- HQ in Baltimore (144), 30 country offices & representations (315)
- Have worked in over 140 countries, currently active in more than 50

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About the project

Production of HIV Care, Treatment and Prevention-related Electronic Materials

- U.S. Government funding (CDC/PEPFAR)
- Strengthen & expand HIV/AIDS-related services: PICT, PMTCT & IP
- Three cadres (medical, nursing & midwifery students) @ 3 universities (Addis Ababa, Gondar & Jimma)
- Modify MoH-approved training materials for electronic delivery
- Implement LMS

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About the project

Geographic location of the three LMS implementation sites



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Assessment methodology

Criteria	Key Informants	Data Collection Methods		
		Focus Group	Interview	Observation
People				
LMS Leadership & Champion(s)	Executive Stakeholders, Faculty		x	
Inservice Providers	Users	x		x
Facilitators w/ICT experience	Faculty	x		
Network Support	Network Administrator, Users		x	
Desktop Support	Desktop Support, Users		x	
LMS Administrator	IT Director, Server Administrator		x	
Process				
Network Management	IT Director, Network Administrator		x	
Help Desk	Desktop Support, IT Director, Users		x	
Server Management	IT Director, Server Administrator		x	
Technology Training	Desktop Support, IT Director, Users		x	x
Technology				
Network	IT Director, Network Administrator, Users		x	x
Client(s)	Desktop Support, Network Administrator		x	x
Server	IT Director, Server Administrator		x	x

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Assessment findings

- Large variation in site readiness
- Common opportunities
 - Interest in & need for learning technologies
 - Ample up-to-date servers & workstations
 - Competency using mobile devices
- Specific challenges
 - Poor networking, maintenance & support
 - Low confidence using & limited access to computers
 - Slow & unreliable Internet connectivity

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Assessment findings



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Recommendations

- Strengthen IT staff competencies
- Develop sample e-Learning materials
- Integrate skill labs & e-Learning
- Build faculty e-Learning capacity
- Package e-Learning toolkits for instructors
- Maximize use of m-Learning

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Immediate solutions

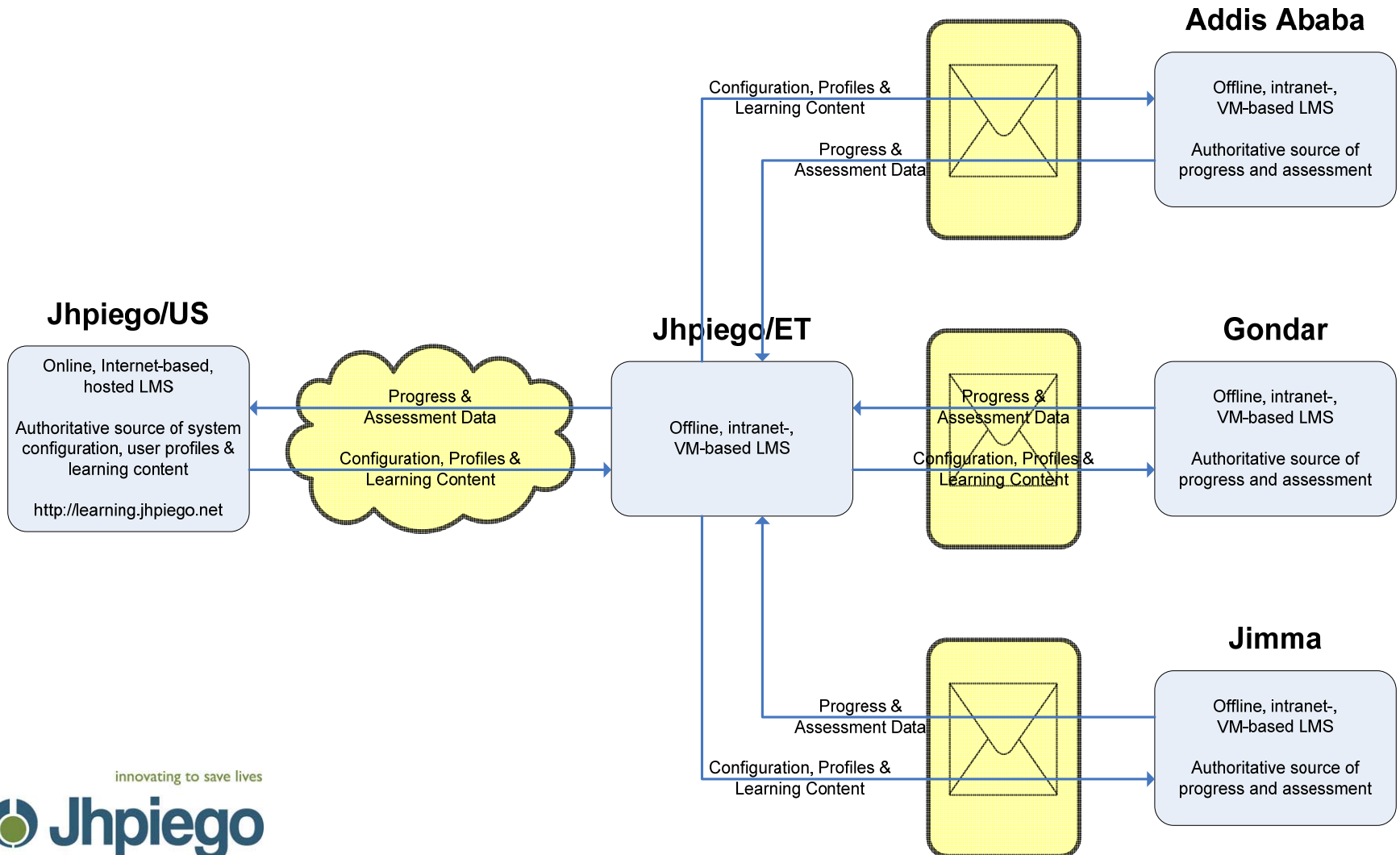
- Developed exemplar LOs (PICT) in collaboration w/faculty members
- Partnered w/technology firm to develop distributed, disconnected LMS
- Set up e-Learning lab and mentored ICT staff
- Working w/local training vendor
- Integrating e-Learning standards into curriculum

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Immediate solutions



Immediate solutions



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Next steps

- Document successes & challenges
- Evaluate student performance
- Strengthen existing implementations & expand into teaching hospitals
- Integrate m-Learning (PDAs & MP3 players)
- Expand to additional universities & hospitals
- Integrate w/existing AIDS Talkline

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Lessons learned and best practices

- Understand limitations & manage expectations -- but don't underestimate potential
- Identify & leverage local expertise while also developing capacity where necessary
- Have a standard goal but don't expect to be able to take a standard approach
- Obtain & maintain buy-in @ all levels
 - Engage stakeholders early & keep them involved
 - Communicate often and effectively
 - Provide incentives

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