



**USAID**  
FROM THE AMERICAN PEOPLE

HEALTH CARE  
IMPROVEMENT  
PROJECT

# Gathering and sharing knowledge about improving health care

Lani Marquez

Knowledge Management Director  
USAID Health Care Improvement Project  
University Research Co., LLC

## My secret agenda in talking to you today

- Requirement for free lunch
- Asked question at last HIPNet meeting
- Wants to use the collective expertise in the room to get her work done!

USAID HEALTH CARE IMPROVEMENT PROJECT

## Our common mandate from USAID for knowledge management



USAID HEALTH CARE IMPROVEMENT PROJECT

## The USAID Health Care Improvement Project's knowledge management mandate

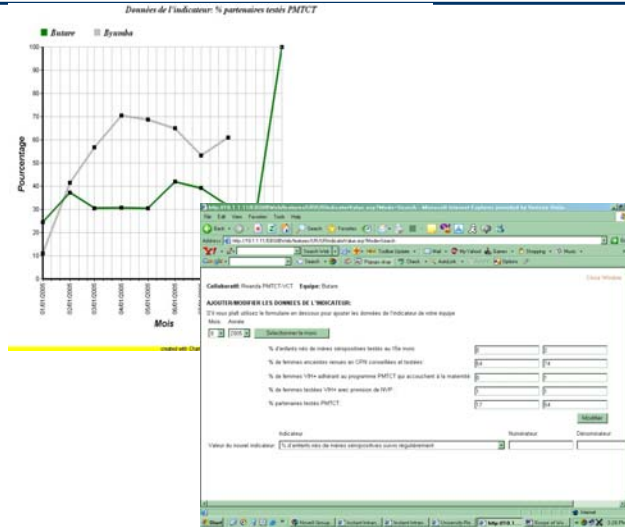
### Create a web portal to:

1. Better explain modern improvement approaches to stakeholders (MOH's, NGO's, CA's, etc.)
2. Provide the basis for more effective and efficient improvement efforts by facilitating learning from health care improvement experiences
3. Describe in detail the interventions of improvement teams—what they did, how implemented changes, how measured results...
4. Go beyond success stories ... balanced summaries... including shortcomings

USAID HEALTH CARE IMPROVEMENT PROJECT

## What have we done before? Extranet

- Password-protected Extranet developed for Rwanda allowed teams to enter and display data



USAID HEALTH CARE IMPROVEMENT PROJECT

## Teams in Rwanda asked to enter short reports on what they did to improve care

- Hard for teams to enter data (web access, time, desire)
- Not much qualitative information reported

Sujets d'amélioration: Rwanda PMTCT-VCT

PMTCT-Maternité [Envoyer] [Exporter à WORD]

SUJET: PMTCT-Maternité

Equipe/date de début/date d'édition	Objectif	Changements réalisés	Meilleures pratiques
Kabgayi 1/2005 Edited: 7/25/2005	Tout enfant né de mère séro positive reçoit la NVP sirop entre 48 et 72 heures d'accouchement	1. Inviter les femmes à venir dans le suivi au moins une fois par mois 2. Améliorer le registre de suivi des enfants nés de mère séropositive 3. Reorganisation du service: Création du service de maternité propre au CS afin d'assurer la continuité des soins.	
Gihundwe 9/2004 Edited: 8/2/2005	femme adhérent au programme accouche à la maternité	1. Encadrement des AT. * Les AT donne le rapport mensuel des femmes référées au CS pour l'accouchement et on donne la motivation à celle qui a référé beaucoup de femmes * Décourager l'assistance aux accouchements à domicile	
Gihundwe 12/2004 Edited: 8/2/2005	Toute femme adhérent au programme accouche à la maternité	1. Encadrement des AT. * Disponibiliser un hamac au niveau de chaque cellule pour faciliter le transport des femmes référées (celui-ci est géré par IAT)	

USAID HEALTH CARE IMPROVEMENT PROJECT

## What else did we try? www.mortalidadmaterna.org

- Open, moderated site
- Authorized users could post short improvement reports and excel files
- Easy & quick to create
- Not easy for users to browse

The screenshot shows a web browser window with the URL www.mortalidadmaterna.org. The page title is "Atención Prenatal". Below the title is a table with the following columns: País - Unidad, Provincia / Región / Sitios, Fecha de reporte del último ciclo rápido o reporte cualitativo, Número de Ciclos Completados, and Fecha más reciente de medición del indicador. The table contains 10 rows of data from various countries and regions.

País - Unidad	Provincia / Región / Sitios	Fecha de reporte del último ciclo rápido o reporte cualitativo	Número de Ciclos Completados	Fecha más reciente de medición del indicador
ECUADOR_AreaZambato	Tungurahua	03/31/2004	1	03/30/2004
ECUADOR_Area2	Tungurahua	03/31/2004	1	03/31/2004
ECUADOR_Area3	Tungurahua	04/08/2004	2	03/31/2004
ECUADOR_Bafins	Tungurahua	04/12/2004	2	03/31/2004
ECUADOR_Latacunga	Cotacachi	07/13/2004	1	07/13/2004
HONDURAS_Eradique	Región Sanitaria No. 5	04/21/2004	1	02/28/2004
NICARAGUA_Elvielo	Chinandega	07/21/2004	1	07/21/2004
NICARAGUA_Elvielo	Chinandega	07/21/2004	1	07/21/2004

USAID HEALTH CARE IMPROVEMENT PROJECT

## New [www.maternoinfantil.org](http://www.maternoinfantil.org) site

- All users can post tools and experiences with more on-screen text
- More technical content and reference materials on related topics

The screenshot shows the homepage of www.maternoinfantil.org. The header includes the SMI logo (Salud Materno Infantil) and the USAID logo (PROYECTO DE MEJORAMIENTO DE LA ATENCIÓN EN SALUD). Below the header is a navigation bar with links: Inicio, Prácticas basadas en la evidencia, Aporte aquí materiales técnicos y/o experiencias de implementación, Foros de discusión, and Alianza de Salud Maternal para América Latina y el Caribe. The main content area features a welcome message: "Bienvenidos al portal www.maternoinfantil.org" and a brief description of the project. There is also a search bar and a section for "Aportes Recientes" (Recent Contributions) with a list of links to various documents.

USAID HEALTH CARE IMPROVEMENT PROJECT

## **Some lessons...**

- **Web sites to support QI efforts in countries are feasible and accessible, but not clear how effective they are for spread of ideas or replication**
- **Projects and MOH like web-based reporting...makes it easy to access results...**
- **..BUT (assuming access) difficult to motivate teams to post data and detailed, practical information**

USAID HEALTH CARE IMPROVEMENT PROJECT

## **Other considerations**

- **People don't like to report failures**
- **Privacy/confidentiality issues, especially with country data**
- **People are more likely to share information with those with whom they have had face-to-face interactions**
- **Incentives versus disincentives for sharing information**
- **Difficulty of sharing across languages**

USAID HEALTH CARE IMPROVEMENT PROJECT

## New Health Care Improvement Portal

- Improvement Database with accumulated experience of the project and inviting contributions from anyone
- Users must register to add content but information visible to any user
- Will have full site in French and Spanish



## Adding Reports to the Improvement Database

**Create Improvement Report**

This report describes a specific improvement activity and results. Please select the region, country, topics and subtopics that this report pertains to (Use Ctrl-Click to select multiple values). Use the free text fields to organize the story. You can attach multiple files for supporting data (e.g., Excel, Word, PPT, or PDF).

**Title:** \*

**Intervention:** \*

**Results:** \*

**Intervention:**

Please describe the interventions or changes you made to address the problem, providing enough detail so that others who are facing the same problem learn from your experience. Use the "Related documents" feature below to upload additional documents that describe your interventions in more detail.

Switch to plain text editor  
 input format

**Results:**

How did you measure the effects of your interventions? What results did your interventions achieve? Please discuss both the changes that were successful (that did lead to improvement) as well as changes that were not successful, since often we learn as much or more from failures as we do from success. Use the "Related documents" feature below to upload additional documents that describe your results in more detail.

**Improvement Methods:**

- None
- The Science of Improvement
- Approaches to Improving Health
- Accreditation
- Audit and feedback
- Certification
- Client engagement
- Employee engagement
- Improvement collaboratives

**Improvement Topics:**

- None
- HIV/AIDS
- Adherence to treatment
- Antiretroviral therapy (ART/ARV)
- At-risk populations
- Community and home-based care
- HIV counseling and testing
- HIV infection prevention/universal prevention
- HIV laboratory services

First, select the topic page that this report pertains to.

## Continuing challenges

- **Harvesting improvement knowledge from teams, coaches, and practitioners**
- **“Packaging” and sharing that information through the web portal**
- **Achieving the “balanced picture” of successes and failures**
- **“Validating” submitted content**

USAID HEALTH CARE IMPROVEMENT PROJECT

## The part about you helping me do my work

- **Ideas for incentives for users to post stories, including failure stories?**
- **Measuring use of the information?**
  - *HIPNet M&E Guide has good measures. Does anyone have experience applying them to measure “diffusion of innovations”?*
- **How to create sense of “community of practice” without face-to-face interaction?**
- **Experiences with email dialogue?**
  - *MSH Global Exchange?*

USAID HEALTH CARE IMPROVEMENT PROJECT

**Thank you!**

- **Please check out our site:** [www.hciproject.org](http://www.hciproject.org)
- **Ideas and suggestions welcome:**
  - *Incentives for users to post information*
  - *Measures and methods for documenting use/application of information*
  - *Ideas for creating community*
  - *Email marketing and tie-in's*

lmarquez@urc-chs.com

USAID HEALTH CARE IMPROVEMENT PROJECT