



CAPACITY BUILDING PROGRAM 2018-2020

for Adherence supporters



COMMUNICATION *and* “TRAIN THE TRAINER” APPROACH

Paola De Castro, Istituto Superiore di Sanità (Italy)



TRAINING MATERIAL • • • **WORKSHOP 1**

Table of contents

Premise	i
----------------------	----------

Presentations

- Introduction	1
- Building on what we have already done	7
- Modules and topics of the new training programme (2018-2020)	18
- Introduction to working groups.....	20
- Working group activity	23
- Assignments, deadlines and next steps.....	26

Appendix

- The Capacity Building Program.....	29
- The Training agreement	33

Premise

This book includes the training material of the First Workshop of the CASA Project Capacity building program on Communication and train the trainer approach.

The training material is addressed to Adherence supporters who participated in the previous CASA training activities (2015-2016) and it will have a three year duration (2018-2020).

Training covers different topics and also includes activity on the field. Starting in March 2018, there will be regular face-to-face sessions three times a year and implementation activity in the period between on face to face meeting and the other.

The teacher support is guaranteed during the entire training period. Feedback from course attendants is highly appreciated and additional topics may be added.

The Capacity Building Program was approved by the Tigray Health Bureau in December 2017.

I do hope you will enjoy the course.

Paola De Castro

CASA Project, Responsible for Communication and Training

Scientific Knowledge and Communication Service

Istituto Superiore di Sanità, Rome, Italy

March, 2018

CASA CAPACITY BUILDING PROGRAM
Adherence supporters

COMMUNICATION AND "TRAIN THE TRAINER" APPROACH

Workshop 1

Paola De Castro
Istituto Superiore di Sanità, Italy

INTRODUCTION TO THE COURSE
MODULES AND AIMS

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

TIGRAY HEALTH BUREAU

27/02/2018

Your training material

CASA ●●●●●

CAPACITY BUILDING PROGRAM 2018-2020
for Adherence supporters

COMMUNICATION and
"TRAIN THE TRAINER" APPROACH

Paola De Castro, Istituto Superiore di Sanità (Italy)

TRAINING MATERIAL ●●● WORKSHOP 1

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

27/02/2018

How this workshop is organized...

1. Introduction to the training program
2. Building on past CASA training experience (2014-2017)
3. Modules and topics of the new training programme (2018-2020)
4. Working group: activity and presentations
5. Assignments, deadlines and next steps

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

3

27/02/2018

Introduction to the training programme

Objective
Developing communication and “train the trainer” skills

To improve retention in care of HIV patients
→ increase awareness of these issues among different stakeholders
→ create a network of collaboration

*It's not enough to test for HIV and treat it, **social factors** matter too*

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 4 27/02/2018 

Training in brief

Target groups

- 1. Nurses and other health workers**
already involved in the CASA project and selected from the previous CASA training courses + others interested from Addishum dum Research Centers.
- 2. Adherence Supporters (AS)**
already involved in the CASA project selected from the previous CASA training courses.

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 5 27/02/2018 


COMMON TRAINING STRATEGY for both groups

What we have done

- * analysis of **information needs** (2014)
- * **feedback** from previous courses (2014-2016)
- * **different programs** for the 2 groups (2017)


What we are going to do

- * Implementation of new training (2018-2020)
- * Continuous evaluation of results achieved
- * Final evaluation

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 6 27/02/2018 

BASIC POINTS (for both groups)
 Training is developed by ISS in accordance with THB and MU

- **Ad hoc training programs** for the target groups
 - Training material selected according to the needs of target groups
- **Face to face workshops** planned **3 times a year**
- **Distance learning**
 - Assignments → peer evaluation and teacher evaluation
- **Facilitator** to implement the strategy at local level
 - Distribute training and evaluation material
 - Monitor the training program implementation
- **Final Certification**

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 7 27/02/2018 


In common for both groups


Teaching method

- face to face lessons
- discussions and group work
- distance learning
- on site implementation of new knowledge

Training agreement
 signed before starting the course

Training duration - 3 years

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 8 27/02/2018 

CASA PROJECT
A THREE-YEAR "TRAIN THE TRAINER" PROGRAM FOR
ADHERENCE SUPPORTERS

TRAINING PARTICIPATION AGREEMENT

The purpose of the present document is to jointly define rules and responsibilities of teaching staff (ISS) and course participants (hereafter called trainees). Courses will have a total duration of 3 years. The annual program includes face-to-face training sessions, three times a year (every 4 months), alternated to 4 months of distance learning.

- **Face-to-face training**
 - 1st year: 1-day training on "Communication and the Train the Trainer Approach" } 3 times a year
 - 2nd year: 1-day training on "Communication and the Train the Trainer Approach" } 3 times a year
 - 1-day training on "HIV/AIDS basic information" }
 - 3rd year: 1-day training on "Communication and the Train the Trainer Approach" } 3 times a year
 - 1-day training on "HIV/AIDS basic information" }
- **Distance learning (4-month)**
 Continuous self-organized learning (homework) divided into 3 annual cycles of four months
 - 1st year: "Communication and the Train the Trainer Approach"
 - 2nd year: "Communication and the Train the Trainer Approach" & "HIV/AIDS basic information"
 - 3rd year: "Communication and the Train the Trainer Approach" & "HIV/AIDS basic information"


CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 9 27/02/2018 

DUTIES AND RESPONSIBILITIES FOR TRAINEE

The trainee declares to accept the following rules:

1. Regular participation and punctuality to face-to-face lessons. Participation to a lesson will not be possible if the delay exceeds 10 minutes.
2. It is mandatory to participate in all the face-to-face lessons.
3. Missing a lesson (even just one) cannot be acceptable, except for particular reasons (eg, health problems) to be properly reported and certified at least 3 days before the meeting to CASA local coordinator.
4. During the 4 months of self-study, trainees will carefully follow a study program, by using the educational material provided by the ISS.
5. During the 4 months of self-study, trainees will have to complete the "homeworks" assigned to them by teachers. This activity is needed to access the final exam.
6. After the first year of the course, trainees will have the task of teaching the adherence supporters about HIV clinical aspects.

1

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 10 27/02/2018 

DUTIES AND RESPONSIBILITIES FOR ISS

1. ISS will provide course materials and other educational support.
2. ISS will organize and conduct the face-to-face training sessions, according to the course program.
3. ISS will be available to provide further information or clarification or additional didactic material (at the face-to-face meetings as well as during the self-study periods) and will provide support on the most appropriate method of study, on the basis of attitudes and time available.
4. ISS will communicate the dates of face-to-face lessons with a proper advance.
5. ISS will cover per-diem and travel expenses for participants.
6. Trainees completing the course will receive a Certificate of Attendance. Trainees passing the final exam, in addition to completing the course, will receive a Certificate of Accomplishment.

Date _____

The Participant _____

Full name (in block letters)

Health Facility

(signature)

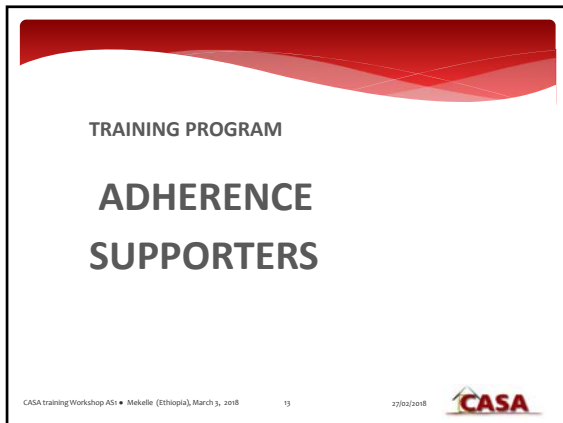
The teachers:

dr. Paola De Castro

**ACTIVE PARTICIPATION
IS VERY IMPORTANT**

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 12 27/02/2018 


Teacher: Paola De Castro, ISS



TRAINING PROGRAM

ADHERENCE SUPPORTERS

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 13 27/02/2018





Communication and train the trainer approach

Objective

To improve

- Communication skills
- Organization of local activities training
- ability to carry on specific tasks to collaborate to tracing patients missing to follow up
- Ability to support patients to carry on therapy.
- collaboration through the application of the train the trainer approach

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 14 27/02/2018





Communication and train the trainer approach

Expected results

- Improved organization and implementation of tasks assigned
- improved data reporting
- reduced number of patients missing to follow up
- increase awareness on communication and training skills

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 15 27/02/2018




6 MODULES

First year

1. Introduction to the course topics and aims
2. Discussion of difficult cases
3. How to design and implement a train the trainer program
4. Activity planning and support tools
5. How to organize a meeting, leading a discussion and report results
6. Revision of all previous modules

The same modules can be repeated in the 3 years at different levels of complexity


CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 16 27/02/2018



Module 1

1. *present the value and opportunity of this capacity building program*
2. *develop motivation among participants*
3. *create awareness on levels of responsibility*
4. *develop communication skills*


CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 17 27/02/2018



Teaching method


- 1 TRADITIONAL LEARNING with teacher**
 - Face to face training sessions
 - Focus groups
 - Group discussions
 - Workshops
- 2 DISTANCE LEARNING without teacher**
 - Revise and discuss teaching material
 - Organize training activity, improve strategy to trace patients missing to follow up
- 3 APPLICATION OF NEW KNOWLEDGE ON THE FIELD**
 - To train other adherence supporters
 - To better perform tasks assigned

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 18 27/02/2018




Evaluation tools


- Participation in discussion during the face to face meetings
- Reports on discussion and focus groups, organized in the period between one and the other workshop
- Quality of information collected on patients missing to follow up
- Peer evaluation (it means that...)
- Teacher evaluation (it means that...)
- Final evaluation

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 19 27/02/2018 


Building on what we have already done

a brief revision will be useful...

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 20 27/02/2018 



TRAINING ACTIVITIES 2014-2016



CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 21 27/02/2018

Basic steps of training strategy

2014-2015

1 study of the **local scenario**
 → informal meetings, focus groups, workshops to
 → **analyse information needs of target groups**
 → gather information

2016

2 training program **implementation**
 continuous **adjustments** according to feedback
 → define ad hoc training programs

3 **evaluation** of results achieved
 consideration of **sustainability** issues MORE → → →

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 22 27/02/2018 

Details of the training strategy

All decisions taken in accordance with ISS, THB and MU

ad hoc training programs for each target group
ad hoc training material (including local pictures)
translation whenever necessary


→ tested before implementation and then adjusted according to the feedback received

a facilitator was appointed for training implementation at local level in collaboration with the local coordinator and data managers

→ distribute booklets in hospitals and HFs, monitor program, collect feedback

written and oral examinations → Overwhole evaluation and certificates

workshops and informal meetings → Clinical issues and topics of general interest

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 23 27/02/2018 

Train-the-trainer approach as final goal

AKA: Cascade training – peer education

In a few words

You first learn (participate in **T1** courses) **then you teach** (organize **T2** courses)
 The model is explained in Toolkit 1 on communication, page 52-53



Main advantages

- Create awareness
- Increase motivation to learn
- Maximise return on investment

Challenges

- Selection of participants (**T1**)
- Selection of future trainers (**T2**)
- Support for replication activities

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 24 27/02/2018 

Teaching material: CASA toolkits

**Adherence supporters
Community health workers**

1
COMMUNICATION

2
HIV/AIDS BASICS

Nurses

1
COMMUNICATION

2
HIV/AIDS BASICS

3
CLINICAL ASPECTS OF HIV/AIDS

4
ADVANCED CLINICAL ASPECTS OF HIV/AIDS

CASA training Workshop ASI ● Mekelle (Ethiopia), March 3, 2018

CASA Toolkit 1

COMMUNICATION



Basic training course for health workers and patients' associations
 Paola De Castro
 CASA Toolkit 1

Lesson 1. Why communication is important
Lesson 2. Basic knowledge on communication
Lesson 3. Sharing, networking and training
Lesson 4. Activity planning and SMART goals
Lesson 5. Communication and evaluation

Targets
 Patients' associations, case managers & nurses


Easy to read and memorize

- Take home messages
- Questions

CASA training Workshop ASI ● Mekelle (Ethiopia), March 3, 2018

CASA Toolkit 2

HIV/AIDS BASICS



Training course for patients' associations to improve communication with patients
 Paola De Castro, Federica Maggi, Paolo Fontanelli
 CASA Toolkit 2

Lesson 1. What is HIV, how it is transmitted and how it can be prevented
Lesson 2. Why starting antiretroviral therapy (ART) Lesson 3. Adherence to ART
Lesson 4. Information on ART drugs
Lesson 5. Why taking cotrimossazole
Lesson 6. Living with HIV/AIDS
Lesson 7. Main concerns for men and women

Targets
 Patients' associations, case managers & nurses

Easy to read and memorize

- Take home messages
- Questions

CASA training Workshop ASI ● Mekelle (Ethiopia), March 3, 2018

Translations in Tigrinya

CASA Toolkit 1

CASA Toolkit 2

Two booklets were translated in Tigrinya
 Translation will help to fully understand and use the contents of the booklets

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

CASA Toolkit 3

CLINICAL ASPECTS OF HIV/AIDS

Lesson 1.	The natural history of untreated HIV infection: from acute phase to opportunistic infections.....	1
Lesson 2.	What should your patients know about HIV and antiretroviral therapy?.....	9
Lesson 3.	How to visit patients: collecting clinical history and performing physical examination.....	19
Lesson 4.	HIV testing.....	31
Lesson 5.	Antiretroviral therapy of HIV infection, and the WHO guidelines (2013).....	41
Lesson 6.	Clinical management of antiretroviral drugs side effects.....	55
Lesson 7.	Clinical management of opportunistic infections.....	68
Lesson 8.	Viral hepatitis.....	81
Lesson 9.	Comorbidities in HIV patients.....	92
Lesson 10.	A closer look at tuberculosis.....	102

Target → nurses

Clinical aspects of HIV / AIDS

Questions

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

CASA Toolkit 4

ADVANCED CLINICAL ASPECTS OF HIV/AIDS

Lesson-1.
HIV-post-exposure-prophylaxis

Lesson-2.
Isoniazid-preventive-therapy-in-people-with-HIV

Lesson-3.
Prevention-of-mother-to-child-HIV-transmission

Lesson-4.
Drug-resistant-Tuberculosis

Target → nurses

Advanced information on on clinical aspects of HIV / AIDS

Questions

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

USER- FRIENDLY MATERIAL From Toolkit 1

All lessons included

- Take home messages
- Suggested tasks for discussion
- Pictures from local settings

TAKE HOME MESSAGES FROM LESSON 2

Basic knowledge on communication

- Communication involves different activities, not only speaking
- Effective communication involves listening to the other person
- Non-verbal communication provides useful feedback to evaluate the effectiveness of communication

Task: A case manager will have to input all data collected by nurses in the appropriate files and regularly provide data to data managers.

Now, considering what you learnt in this lesson, reflect on the following questions to see how the task of case managers could be carried out more efficiently.



CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 31 27/02/2018 

USER- FRIENDLY MATERIAL: Examples From Toolkit 2

Basic information

Real life situations

Multiple choice questions

1. Why is it so important for HIV patients to adhere to therapy?

- a. To control the infection and have a longer and healthier life
- b. Adherence is not important and patients can take pills only when they are sick
- c. To make nurses happy

2. How often should ART be taken?

- a. Once a week
- b. Every day, at the same time
- c. Once a month

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018


Training duration - 2016


6 months officially for both Nurses and CHWs

CHW → Toolkit 1 and 2 + workshops, informal meetings

Nurses → Toolkit 1, 2, 3, 4
+ additional reading of scientific articles
+ workshops and informal meetings

Training started in April 2016 (workshop)
Terminated in October 2016 (workshop)
Exams



CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 33 27/02/2018 

Support for training

Participants in training activities received continuous support from ISS and local staff



- * A **facilitator** (contact person between ISS and course participants) collected questions and suggestions arising during the course implementation.
- * **ISS provided answers** to course participants through the facilitator
- * **Continuous contacts** between ISS staff and facilitator contributed to the success of the training program

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 34 27/02/2018



Two types of certificates



Certificate of Attendance
for all those who took part in training



Certificate of Accomplishment
for those who passed the exam answered correctly 70% of questions

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 35 27/02/2018




Training Figures

Community Health Workers

April-October 2016


ALL PARTICIPANTS	49
Completing the course	42
Passing written examination	29
Admitted to oral examination	14*
FINAL SELECTION	14



* Only participants with highest scores were admitted

Exams at Mekelle, October 2016


CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 36 27/02/2018



Training Figures


Nurses
 April-October 2016

ALL PARTICIPANTS	73
Completing the course	50
Passing written examination	48
Admitted to oral examination	45*
FINAL SELECTION	21




Exams at Mekelle, October 2016

* Only participants with highest scores were admitted


CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 37 27/02/2018 

CASA training 2015-16




Participants	CHW	%	Nurses	%	TOTAL	%
Registered for training	49		73		122	
Completing the training	42	85.7	50	68.5	92	75.4
Passing the written exam	29	59.2	48	65.8	77	63.1
Admitted to oral exam	14	28.6	45	61.6	59	48.4
Passing the final exam	14	28.6	20	27.4	34	27.9

A very selective process to focus on future trainers

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 38 27/02/2018 


From training to intervention

CHW WERE ASSIGNED SPECIFIC TASKS
 closely associated with what they learned about communication & clinical aspects of HIV



EXAMPLES

- 1) **Go and Search patients missing to follow up**
 (based on a list (paper format) received by case managers on Monday, each week)
- 2) **Report on the same paper form why patients did not show**
 (Return the same, the duly filled, format, to case managers, on Friday, each week)

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018 39 27/02/2018 

Supporting CHW intervention activity

Memo cards were designed to help CHW memorize their tasks

3 THINGS to remember

- Monday 1** Take Missing Form from Case Managers
- Following day 2** Look for missing patients and fill in the Missing Form
- Friday 3** Return the Missing Form to Case Managers

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018

Format to trace missing patients

Patients missing for more than 1 month from next visit date

Filled by CASE MANAGER				Filled by PATIENT ASSOCIATION			
Case no.	Name	Address	Phone number	Case of next visit	Did you trace the patient?	How did you trace the patient?	If the patient has been traced, what did you do?

Patients data filled in by case managers

Answers to be provided by CHW after tracing patients

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018

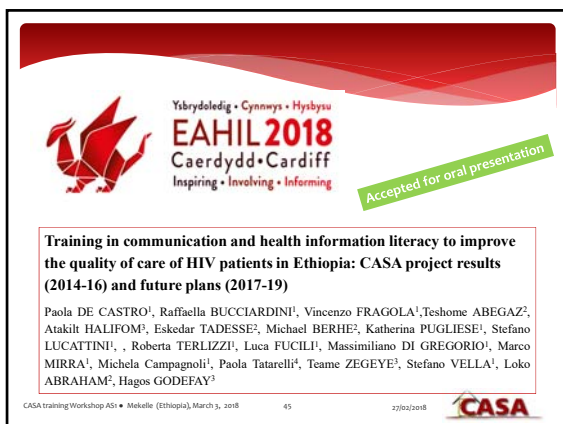
Workshops as part of the training program (2015-2017)

1. State of the art (Mehoni, 23 November 2015) (all groups: activity and results)
2. Training in communication & health information literacy (Mekelle, 28 March 2016) (patients' associations and case managers) (Mehoni, 1 April, 2016) (all groups) **Already done**
3. A Look at co-morbidities (Mekelle, 4 October 2016)
4. Train the trainer: selection of future trainers (nurses & patients' associations)
5. Gender differences in the approach to therapy (to be defined)
6. Clinical aspects of HIV/AIDS **Date and place to be defined**
7. Why and how write a scientific article
8. Final workshop (results from training, workshops and future issues)

CASA training Workshop AS1 ● Mekelle (Ethiopia), March 3, 2018







Who will become future trainer? (train-the-trainer approach)

Initial requisites

- Participate in training activity (Booklets)
- Take part in discussions
- Pass the written /oral examination (questionnaire)
- Receive certificate of accomplishment (by THB)



Cost efficacy
sustainability

To receive a certificate of CASA trainer (by THB)

- Additional 3-year training (CHW and Nurses) on both communication and clinical aspects of HIV


CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 46 27/02/2018



Lessons learnt from CASA training experience 2014-2016


- Be flexible, be SMART
- Think globally, act locally
- Teach & learn
- Sustainability
- System thinking

S →	stands for	Specific
M →	stands for	Measurable
A →	stands for	Achievable
R →	stands for	Realistic
T →	stands for	Time-bound



Picture from Toolkit 1 - Communication

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 47 27/02/2018





TRAINING ACTIVITIES 2018-2020

Training modules and timing

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 48 27/02/2018


Two different areas

Training will regard


- * communication and train the trainer approach
- * clinical aspects of HIV

THE 2 PAOLAS' CASA TRAINING

This workshop and presentation **only** refers to **Communication** and train the trainer approach!



CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 49 27/02/2018



The Training program

3 years duration

6 modules (some modules are repeated along the years)

3 Face to face training sessions per year

+ continuous distance learning and assistance

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 50 27/02/2018

Structure of the training modules

Each module includes

- Objective (why)
- Topics (what)
- Group work
- Assignments
- Evaluation

Some modules also include

- Implementation activity (apply what you learnt, example: train other groups)

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 51 27/02/2018

1	TRAINING MODULES	Year 1	Year 2	Year 3
1. Introduction to the course topics and aims				
<p><i>This module aims to present the value of this capacity building program, develop motivation and create awareness on levels of responsibility</i></p> <ul style="list-style-type: none"> Rules, guidelines and best practices. Why they are so important The Training agreement Rules and guidelines in your daily work How to organize your activities being SMART Introduction to train the trainer approach <p>Group work: discuss rules followed of your daily activity and explain why they are important.</p>				
<p>1 day Face to face training</p>		<p>The program can be slightly modified according to specific requirements</p>		
<p>Assignment Discuss the rules followed in your daily activity (assisted by senior data managers) and explain why they are important, or how you would change them Provide proposals of difficult cases to be discussed to next training session</p>		<p>4 months distance learning</p>		

2	TRAINING MODULES	Year 1	Year 2	Year 3
2. Discussion on difficult cases				
<p><i>Presentation of difficult cases provided by adherence supporters (how to solve difficult cases, eg, when patients do not collaborate)</i></p> <ul style="list-style-type: none"> Introduction to problems Discussion on best solutions 				
<p>1 day Face to face training</p>		<p>1 day Face to face training</p>		
<p>Assignment Apply new approach to the solution of difficult cases and discuss results achieved.</p>		<p>4 months distance learning</p>		

CASA training Workshop ASI • Mekelle (Ethiopia), March 3, 2018

53

27/02/2018



3	TRAINING MODULES	Year 1	Year 2	Year 3
3. How to design and implement a train the trainer program				
<p><i>Discuss how to involve other adherence supporters and how to share experience. Discussion and design of a possible training strategy</i></p> <ul style="list-style-type: none"> Introduction to problems Design of a training program (group work) Discussion on best solutions 				
<p>1 day Face to face training</p>				
<p>Assignment Implementation of new strategies to improve HS performance and discussions of results achieved. Write a report assisted by senior data managers</p>		<p>4 months distance learning</p>		

CASA



4	TRAINING MODULES	Year 1	Year 2	Year 3
4. Activity Planning and support tools				
<p><i>Discuss how adherence supporters can plan their activity and which tools may help (memo card, boards, posters, videos, books, others) to facilitate their work</i></p> <ul style="list-style-type: none"> Introduction to problems Discussion on best solutions How to improve better tools 			1 day Face to face training	1 day Face to face training
<p>Assignments Discuss on activity planning and possible tools Peer evaluation Teacher evaluation Write a report assisted by senior data managers</p>			4 months distance learning	4 months distance learning

5	TRAINING MODULES	Year 1	Year 2	Year 3
5. How to organize a meeting, lead a discussion and report results				
<p><i>Discuss how adherence supporters can plan a meeting to discuss important issues with other AS and which tools may help them (memo card, boards, posters, videos, books, others) to facilitate their work</i></p> <p>Organizing a meeting: Why, What, When, and How</p> <ul style="list-style-type: none"> Introduction to the issue Discussion on best solutions Reporting results (oral and written) 			1 day Face to face training	1 day Face to face training
<p>Assignments Organize a group discussion Report the group discussion</p>			2 months 2 months distance learning	2 months 2 months distance learning

6	TRAINING MODULES	Year 1	Year 2	Year 3
6. Revision of all previous modules				
<p>The main topics addressed in the three year training modules will be revised to reinforce learning and confidence in acquired skills to guarantee sustainability</p> <ul style="list-style-type: none"> Summary of each module Discussion on difficulties encountered Plans for future activity 				1 day Face to face training
<p>Assignments Organize adherence supporters support initiatives and evaluate results achieved Report of activity and results achieved (supported by senior data managers)</p>				4 months distance learning

MODULE 1

TOPICS

1. Why communication is important (revise previous training)
2. Rules, guidelines and best practices (provide examples)
3. The CASA Training agreement
4. Rules and guidelines in your daily work
5. Organizing activities according to SMART goals.
6. Introduction to the "train the trainer" approach

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 58 27/02/2018

CASA

WORKING GROUPS

- why they are important
- how they are organized
- what results are expected

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 59 27/02/2018

WORKING GROUPS

They are important because...

- All participants are encouraged to express their opinions in a small group (also the shy ones)
- Group discussion is part of the learning process
- Reaching agreement in a group helps to understand different points of view
- They help develop communication skills

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 60 27/02/2018


What shall participants in a group do?

Participants will be asked to **discuss a topic** (that is to analyse together the different aspects of a problem to suggest possible solutions)

They may nor may not reach a consensus

A **rapporteur** (selected in the group) will then **report** the discussion to all participants in plenary session.

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 61 27/02/2018




HOW TO ORGANIZE WORKING GROUPS (1)

The organization of a working group activity requires the assistance of a **facilitator** to help to

- * Create the working groups (select 5-6 persons among participants)
- * Clarify instructions (what people are expected to do (provide explanations if necessary))
- * Take notes of the main points arising in the discussion (pros and cons)
- * Assist the **rapporteur** in his/her task to report discussions

The facilitator also acts as translator and cultural mediator

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 62 27/02/2018



HOW TO ORGANIZE WORKING GROUPS (2)


The facilitator will help select a **rapporteur** (speaker) among the participants in the group

The **rapporteur** will report discussions and opinions arising in the group to all participants in plenary session

The rapporteur will have to


- Sum up the main points of the discussion
- Report agreement or disagreement among the group members
- Be sure not to forget any important issue

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 63 27/02/2018



What results are expected from working groups?


- Better understanding of the topic
- Critical appraisal of suggestions provided
- Greater collaboration among participants
- Improved communication
- ... and much more

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 64 27/02/2018 

**Presentation of group activity
IN PLENARY SESSION**

WHO & WHAT

- * **All participants in the group** take part in the discussion
- * **Facilitators** assist teacher, participants and rapporteurs whenever necessary
- * **Rapporteurs** report in plenary session the main points of discussion within their groups (5 minutes)
- * **All participants in the plenary session** can ask questions, say if they agree or disagree and why (5 minutes)

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 65 27/02/2018 

Discussion

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 66 27/02/2018 

GROUP WORK 1 PART ONE – DISCUSSION IN SMALL GROUP
 20 minutes

TOPIC: RULES, GUIDELINES AND BEST PRACTICES

Think of your daily activity at work
 Do you follow rules or guidelines in your daily activity?
 Do you think rules can help you better perform your work? Why?
 Do you think rules can help you solve problems?
 Do you think rules are not useful? Say why
 Did you ever experience communication problems?

Discuss the issues above in your group
 Explain why rules are important, or why they are not
 Explain why rules sometimes work, sometimes do not work
 Suggest possible changes to improve some aspects of your work
 Provide examples

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

GROUP WORK 1 PART TWO – REPORTING IN PLENARY SESSION
 5 minutes

Report the main points of the group discussion in front of all course participants (rapporteur)

- Be as concise, clear and comprehensive as possible
- Be sure you are representing your group ideas and not your ideas
- Be ready to answer questions

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018

GROUP WORK 1
 Final consideration

The objective of this working group activity was to

- 1) recognize the importance of rules and guidelines
- 2) improve communication skills

Do you think we reached the objective?

RAISE HANDS to vote

YES, WHY?
NO, WHY?

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018


GROUP WORK 2 PART ONE - DISCUSSION
 20 minutes

TOPIC: Organizing activity according to SMART goals

Select a goal that is important for you to reach at work
 (example: increase retention in care, trace patients missing to follow up,
 reduce gender gap in retention, other)

Define your goal in all details


Consider if it is SMART or not (Strategic, Measurable, Achievable, Realistic,
 Time bound) and provide explanations

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 70 27/02/2018 

GROUP WORK 2 PART TWO – REPORTING
 5 minutes

**Report the main points of the group discussion
 in front of all course participants** (rapporteur)

- Be as concise, clear and comprehensive as possible
- Be sure you are representing your group ideas and not your ideas
- Be ready to answer questions

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 71 27/02/2018 

GROUP WORK 2
 Final consideration


The objective of this working group activity was to

- 1) recognize the importance of setting SMART goals
- 2) improve communication skills

Do you think we reached the objective?

RAISE HANDS to vote

YES, WHY?
 NO, WHY?

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 72 27/02/2018 

GROUP WORK 3 PART ONE – DISCUSSION IN SMALL GROUP
 20 minutes

TOPIC: Becoming a trainer

Discuss what it means for you to become a trainer and point out

- Strengths
- Weakness
- Opportunities
- Threats
- (SWOT Analysis)

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 73 27/02/2018 **CASA**

GROUP WORK 3 PART TWO – REPORTING IN PLENARY SESSION
 5 minutes

Report the main points of the group discussion in front of all course participants (rapporteur)

- Be as concise, clear and comprehensive as possible
- Be sure you are representing your group ideas and not your ideas
- Be ready to answer questions

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 74 27/02/2018 **CASA**

GROUP WORK 3

Final consideration

The objective of this working group activity was to

- 1) recognize the importance and responsibility of becoming a trainer
- 2) improve communication skills

Do you think we reached the objective?

RAISE HANDS to vote


YES, WHY?
NO, WHY?

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 75 27/02/2018 **CASA**

Assignments

Each participant shall:

- 1** Discuss the rules you follow in your daily activity (assisted by senior data managers) and explain why they are important, or how you would change them
- 2** Provide proposals of **difficult cases** to be discussed at next training
Facilitator will assist participants to write the proposal
- 3** **Suggest solutions** to difficult cases proposed by the other adherence supporters (peer evaluation)
Facilitator will illustrate the difficult cases to be discussed
- 4** **present** difficult cases and possible solutions, in 5 minutes, in plenary session, during the next workshop, taking advantage of peers' revision


CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 76 27/02/2018 

Deadlines

- 1 month** discuss rules and propose difficult cases
- 1 month** suggest solutions to difficult cases proposed by others
- 1 month** be prepared to discuss a difficult case and possible solution


at next meeting (Workshop 2)

- oral presentation of difficult cases and possible solution

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 77 27/02/2018 

Next steps

- Revise the contents this presentation
- Do your assignments
- Take part in discussions of difficult cases and propose solutions
- Be prepared to present your homework in next CASA workshop

CASA training Workshop AS1 • Mekelle (Ethiopia), March 3, 2018 78 27/02/2018 

Questions?

- Is everything clear?
- Do you think this training is interesting for?
- Do you think it will work?
- Are there any suggestions?
- Doubts?
- Other questions???

CASA training Workshop ASI • Mekelle (Ethiopia), March 3, 2018 79 27/02/2018

Thank you

paola.decastro@iss.it

CASA training Workshop ASI • Mekelle (Ethiopia), March 3, 2018 80 27/02/2018



Capacity Building Program

COMMUNICATION AND “TRAIN THE TRAINER” APPROACH

Updated 2.12.2017

General objective: Developing communication and “train the trainer” skills to contribute to improve retention in care of HIV patients and show the value of a multidisciplinary approach to research and training.

Target: **Adherence Supporters (AS)** already involved in the CASA project and selected from the previous CASA training courses.

Teaching method: Face to face lessons, discussions and group work; distance learning; on site implementation of new knowledge.

Training duration: Three years.

Training contents: For each target group (1 and 2) a specific training program is envisaged. A detailed description of training contents and schedule is provided.

An *ad hoc* training agreement should be signed by participants and teachers before starting the training course, as a commitment on both sides to take responsibility and respect rules.

TRAINING MODULES	Year 1	Year 2	Year 3
1. Introduction to the course topics and aims			
<p><i>This module aims to present the value of this capacity building program, develop motivation and create awareness on levels of responsibility</i></p> <ul style="list-style-type: none"> • Rules, guidelines and best practices. Why they are so important • The Training agreement • Rules and guidelines in your daily work • How to organize your activities being SMART • Introduction to train the trainer approach <p>Group work: discuss rules followed of your daily activity and explain why they are important.</p>	<p>1 day Face to face training</p>		
<p>Assignment Discuss the rules followed in your daily activity (assisted by senior data managers) and explain why they are important, or how you would change them Provide proposals of difficult cases to be discussed to next training session</p>	<p>4 months distance learning</p>		
2. Discussion on difficult cases			
<p><i>Presentation of difficult cases provided by adherence supporters (how to solve difficult cases, eg when patients do not collaborate)</i></p> <ul style="list-style-type: none"> • Introduction to problems • Discussion on best solutions 	<p>1 day Face to face training</p>	<p>1 day Face to face training</p>	
<p>Assignment Apply new approach to the solution of difficult cases and discuss results achieved.</p>	<p>4 months distance learning</p>	<p>4 months distance learning</p>	

3. How to design and implement a train the trainer program			
<p><i>Discuss how to involve other adherence supporters and how to share experience. Discussion and design of a possible training strategy</i></p> <ul style="list-style-type: none"> • Introduction to problems • Design of a training program (group work) • Discussion on best solutions 	1 day Face to face training		
<p>Assignment Implementation of new strategies to improve AS performance and discussions of results achieved. Write a report assisted by senior data managers</p>	4 months distance learning		
4. Activity Planning and support tools			
<p><i>Discuss how adherence supporters can plan their activity and which tools may help (memo card, boards, posters, videos, books, others) to facilitate their work</i></p> <ul style="list-style-type: none"> • Introduction to problems • Discussion on best solutions • How to improve better tools 		1 day Face to face training	1 day Face to face training
<p>Assignments Discuss on activity planning and possible tools Peer evaluation Teacher evaluation Write a report assisted by senior data managers</p>		4 months distance learning	4 months distance learning

5. How to organize a meeting, lead a discussion and report results			
<p><i>Discuss how adherence supporters can plan a meeting to discuss important issues with other AS and which tools may help them (memo card, boards, posters, videos, books, others) to facilitate their work</i></p> <p>Organizing a meeting: Why, What, When, and How</p> <ul style="list-style-type: none"> • Introduction to the issue • Discussion on best solutions • Reporting results (oral and written) 		1 day Face to face training	1 day Face to face training
<p>Assignments</p> <p>Organize a group discussion</p> <p>Report the group discussion</p>		2 months 2 months distance learning	2 months 2 months distance learning
6. Revision of all previous modules			
<p>The main topics addressed in the three year training modules will be revised to reinforce learning and confidence in acquired skills to guarantee sustainability</p> <ul style="list-style-type: none"> • Summary of each module • Discussion on difficulties encountered • Plans for future activity 			1 day Face to face training
<p>Assignments</p> <p>Organize adherence supporters support initiatives and evaluate results achieved</p> <p>Report of activity and results achieved (supported by senior data managers)</p>			4 months distance learning

CASA PROJECT
A THREE-YEAR “TRAIN THE TRAINER” PROGRAM FOR
ADHERENCE SUPPORTERS

TRAINING PARTICIPATION AGREEMENT

The purpose of the present document is to jointly define rules and responsibilities of teaching staff (ISS) and course participants (hereafter called Trainees). Courses will have a total duration of 3 years. The annual program includes face-to-face training sessions, three times a year (every 4 months), alternated to 4 months of self-study.

- Face-to-face training
 - 1st year: 1-day training on “Communication/Dissemination” } 3 times a year
 - 2nd year: 1-day training on “Communication/Dissemination” } 3 times a year
1-day training on “HIV/AIDS basic information”
 - 3rd year: 1-day training on “Communication/Dissemination” } 3 times a year
1-day training on “HIV/AIDS basic information”
- Self-study (4-month self-study periods)
Continuous self-organized learning (homework) divided into 3 annual cycles of four months
 - 1st year: “Communication/Dissemination”
 - 2nd year: “Communication/Dissemination” & “HIV/AIDS basic information”
 - 3rd year: “Communication/Dissemination” & “HIV/AIDS basic information”

Duties and responsibilities

The trainee declares to accept the following rules:

1. Regular participation and punctuality to face-to-face lessons, if possible, if the delay exceeds 10 minutes.
2. It is mandatory to participate in all the face-to-face lessons.
3. Missing a lesson (even just one) cannot be acceptable, except for particular reasons (eg, health problems) to be properly reported and certified at least 3 days before the meeting to the CASA local coordinator.
4. During the 4 months of self-study, trainees will carefully follow a study program, by using the educational material provided by the ISS.
5. During the 4 months of self-study, trainees will have to complete the "homeworks" assigned to them by teachers. This activity is needed to access the final exam.
6. After the first year of the course, trainees will have the task to transfer knowledge to other adherence supporters.

The ISS assumes the following commitments:

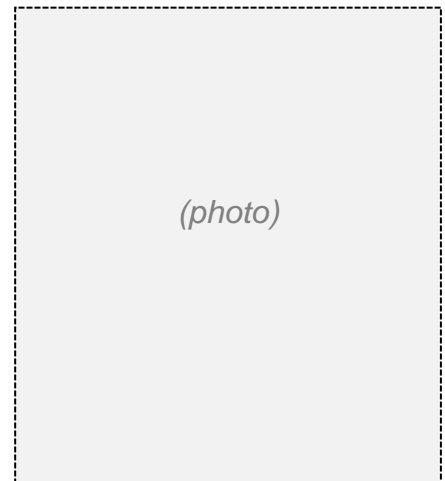
1. ISS will provide course materials and other educational support.
2. ISS will organize and conduct the face-to face training sessions, according to the course program.
3. ISS will be available to provide further information or clarification or additional didactic material (at the face-to-face meetings as well as during the self-study periods) and will provide support on the most appropriate method of study, on the basis of attitudes and time available.
4. ISS will communicate the dates of face-to-face lessons with a proper advance.
5. ISS will cover per-diem and travel expenses for participants.
6. Trainees completing the course will receive a Certificate of Attendance. Trainees passing the final exam, in addition to completing the course, will receive a Certificate of Accomplishment.

Date _____

The Participant _____

Full name (in block letters)

Health Facility



The teacher

dr. Paola De Castro