



CAPACITY BUILDING PROGRAM
Adherence Supporters

**COMMUNICATION
AND “TRAIN THE TRAINER” APPROACH**

Workshop 4

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**Activity planning
and support tools**

Training material and assignments

**CASA training Workshop n. 4 • Wukro
(Ethiopia), March 3, 2019**



Program of Workshop 4

1. Revision of the topics of Workshop 1, 2, 3

Discussion and feedback on assignments

2. Activity planning and support tools

- How to share knowledge and create a network of collaboration
- Group work: planning activity to engage clients
- Discussion of group work

3. New topic for discussion

Differentiated care for HIV

4. Assignments for next session

CASA Training

General objective of this course

To improve communication and training skills.

Why is it important for you?

to contribute to improve retention in care of HIV patients

How?

You will be able to communicate more effectively and achieve better results in engaging HIV patients

Training organization

Three-year program

- 3 workshops per year → face to face
- assignments → self study
- implementation activities

TRAINING TOPICS

How to improve communication skills
How to improve teaching skills

Some topics are repeated in the three years
From easy to more complex issues (advanced)

CASA Training

Program of the 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

Test at the end of the first year

Completed!

CONSIDERATIONS AFTER ONE YEAR TRAINING

What worked well
What did not work

NEWS → Training Facilitator

MICHELA

To support you training

- Regular visits
- Check of progress of activity
- Answers questions

... ..



Program of the Second year

- 1. Activity planning and support tools**
(discussion adherence supporters and nurses)
Topic for discussion: differentiated care for HIV
- 2. Discussion of difficult cases**
- 3. How to organize a meeting, lead a discussion and report results**

Some topics are repeated in the years at different levels of complexity

Revision of previous workshops



The blue ball indicates, it is a a revision of the previous workshop



Revision of Workshop 1

Objectives of Workshop 1

- present the 3 year capacity building program
- develop motivation
- create awareness on levels of responsibility

Main topics:

- Why **communication** is important
- **Rules**, guidelines and best practices
- The CASA Training **agreement**
- Rules and guidelines in your daily work
- **Organizing activities** according to SMART goals.
- Introduction to the “**train the trainer**” approach

MAIN BENEFITS

Assignments

- New activity you can organize in your hospital/health facility to increase retention



Training agreement

signed before starting the course

Teaching method

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

Training duration: 3 years

Exam at the end of each year

Final exam and certification



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"

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3
4



DUTIES AND RESPONSIBILITIES FOR TRAINEE

R

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.

DUTIES AND RESPONSIBILITIES FOR ISS

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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

(photo)

The teachers

dr. Paola De Castro



ACTIVE PARTICIPATION IS VERY IMPORTANT

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

Communication and train the trainer approach

Expected results

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- 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

Workshop 2



Discussion of difficult cases

Presentation of the problems

Suggested solutions

Discussion on Decentralization

ASSIGNMENTS

Workshop 2

Month 1.

Find more about **decentralization of care**.

Discuss your possible role in a decentralized system.

Month 2.

Think of a possible solution **to deliver drugs outside the health facility**

Think of a video/radio transmission and the messages you would like to transmit to HIV patients

Month 3.

Discuss **gender differences** in retention in care (why are women more retained than men?)

Take notes during discussions and be able to present your findings at next workshop.

A facilitator will monitor the results of your work and provide the list of assignment in your language

Workshop 3

- How to design and implement **a train the trainer program** addressed to Adherence supporters
- **How nurses can help** on clinical aspects

R

Building up your program to train other adherence supporters

Be aware of your role in the community

Think of the best way to share your knowledge
and experience

- Planning
- Implementing
- Evaluating



ASSIGNMENTS

Workshop 3

Month 1

Prepare a detailed training programme addressed to other adherence supporters

Month 2

Discuss the feasibility of training programme

Month 3

Test the training programme in a small group of adherence supporters



- **Revision of homeworks**
- **Report of your activity in the previous months**

Workshop 4

Activity planning and support tools

Consider the following suggestions

1

Why it is important to share experiences with other adherence supporters?

Why it is important to engage HIV patients (clients)?

2

Who are your «clients»?

Think of their characteristics:
age, sex, education

Where they leave, what they know or what they
need to know, why....

What is their knowledge and experience?

What are their expenctancies?

3

What information are you going to share?

What do you think is useful for them to know?

Why?

At what level of specificity?

What training material would you need?

Books? Posters? Cards? Nothing?

Would you prepare notes for you? For them?

What are the expected results?

4

How would you engage your clients?

- Would you meet them alone or with others?
- How many people would you gather?
- How long to you think each meeting should be?
- How would you monitor progress?
- How will you understand that they learned your explanations and use new knowledge?
How often?
- How would you involve them if they are not interested?

Consider the following suggestions

5

Where would you meet your clients?

Which is the best place to meet your clients?

How do you arrange the meeting?

Do you need facilities?

Consider the following suggestions

6

When

How often would you meet your clients?

Consider the following suggestions

7

How can you monitor results?

How do you understand if they will change uncorrect behaviours?

WORK Group

The class is divided in groups

Nurses facilitate discussions

Discuss best ways to engage clients to reach good results

1. Make a list of **clinical information you need to know** to better engage your clients (for example why regularly take drugs)
2. Make a list of possible **ways to engage clients** to follow a correct behaviour for HIV prevention and care
3. Make a list of **support tools** which may be useful to explain the importance of HIV prevention and care

How to engage clients

Group work

1. List **clinical information** you need to know to better engage your clients
(for example why regularly take drugs)

2. List possible ways to engage clients to follow a **correct behaviour** to prevent and care HIV

3. List **support tools** which may be useful to explain the importance of HIV prevention and care

- * Presentations of group work
- * Discussion

Topic for discussion

Differentiated care for HIV

Differentiated care for HIV

What is differentiated care?

- * **A different way of delivering services.**
- * **A client-centred approach that simplifies and adapts HIV services to reflect the preferences and expectations of people living with HIV.**
- * **It is based on local contexts.**
- * **It reduces unnecessary burdens on the health system.**

To know more <http://www.differentiatedcare.org>

Differentiated care

applies to all populations

(not only to stable patients)

- Childen
- adolescents
- pregnant and breastfeeding women
- It includes psychological support, especially peer support



DIFFERENTIATED CARE FOR HIV:

**A DECISION FRAMEWORK FOR
DIFFERENTIATED ANTIRETROVIRAL
THERAPY DELIVERY**

For children, adolescents and pregnant and breastfeeding women

It's time to *deliver* differently.

I need to go to school and have to walk a long way to get to the clinic.

I have to go to different places for mine and my son's treatment.



Sofia, an adolescent

Differentiated care consider the preferences of people living with HIV



Miriam & Joe, mother and child

Consider different perspectives and find different solutions



CLIENT PERSPECTIVE

teenager



HEALTH CARE WORKER PERSPECTIVE

Why do I have to miss a day of school every month to go to the clinic when I feel healthy?

How will I manage to spend time with teenagers who have depression and are not taking their treatment?

Look at the book and find out additional examples



How will I manage to fit in visits to the clinic for my new baby and my visits to get my ARVs?

I start my clients on treatment while they are pregnant, but how will they stay on treatment if they're scared to go the HIV clinic after delivery?

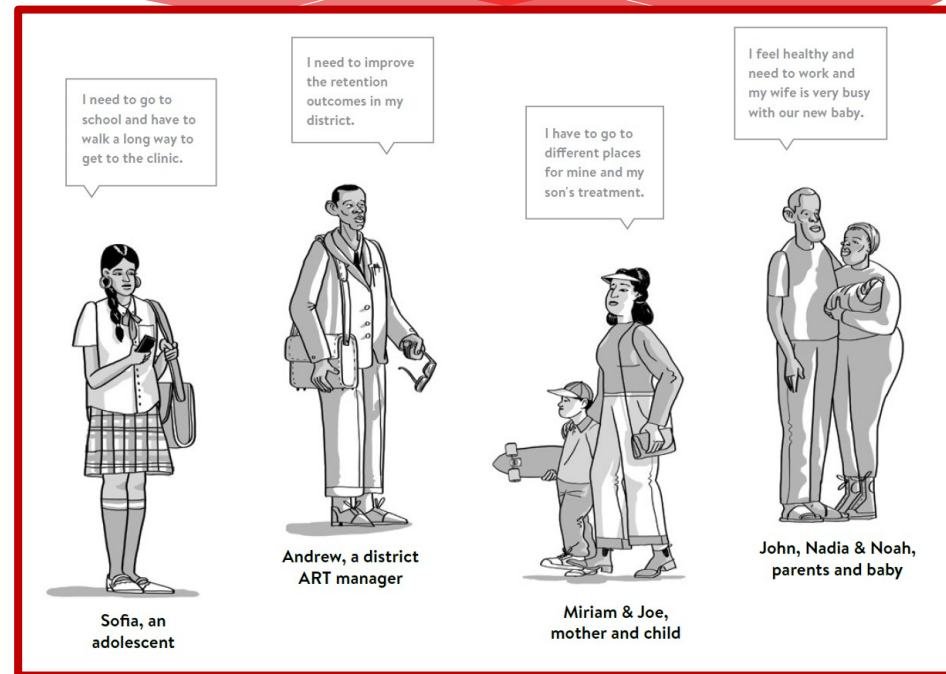
Why do I have to spend the whole day at the clinic every month to collect my ARVs now that I am pregnant when I used to get my treatment at a pick-up point in my community?

Why can't a good club member stay in the group now that she's pregnant?



Discussion

**Discuss different perspectives
in HIV care for
adolescent, pregnant
and breastfeeding women
and suggest different solutions**



Assignments

to be carried out after Workshop 4
and before Workshop 5

ASSIGNMENT 1 (month 1)

State the difficulties reported by your clients who did not show to the ART clinic and how you tried to convince them

ASSIGNMENT 2 (Month 2)

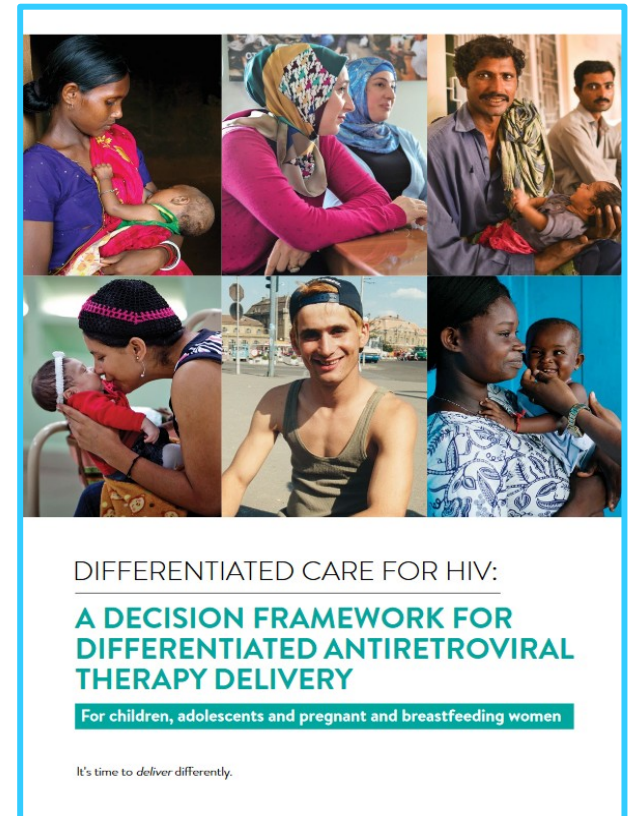
Have a look at the book and discuss it with other adherence supporters and nurses

List 3 suggestions for differentiated care for HIV that you think would work in your community?

1. _____

2. _____

3. _____



ASSIGNMENT 3 (Month 3)

Based on your experience and the book provide 3 suggestions for a teenager living with HIV

1

2

3



Thank you

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