



Capacity-Building Goes Online: Front-Line Worker Trainings During the Pandemic

Capacity-building of frontline healthcare workers (FLWs) and staff is critical, but generally overlooked. It is crucial for the service delivery of quality primary healthcare. WISH offers customized face-to-face and online trainings of basic familiarization and a detailed syllabus for healthcare providers or home care personnel. With self-learning modules including videos, interactive games, and self-assessment modules, WISH additionally offers online training for Health Service Providers (HSPs)

The sheer gravity of the pandemic threw off the whole world, including India, and brought to the forefront the fragility of India's primary healthcare system. WISH spun into action to ensure uninterrupted services at its primary health centers and innovated new strategies to arm its frontline workers with the most updated CDC and Government of India's mitigation guidelines. WISH pivoted to an online training platform to ensure the dissemination of accurate and timely information on COVID-19 prevention and containment strategies, thus safeguarding the communities.



Delhi Example: Delhi's Aam Aadmi Mohalla Clinics strengthen and extend community-centric and decentralized health services to the citizens of Delhi. The USP of the AAMC is its easily accessible locations in an identified area. These strategic locations of clinics not only provide effective health services, but also operate as a robust node for all preventive and promotive activities and create a convenient first port-of-call for all wellbeing related matters.

When the pandemic hit, WISH, in coordination with the Delhi State Government, designed online trainings related to COVID-19 for the AAMC staff, the Mohalla Clinic Assistants (MCAs) and Pharmacists. Trainings were delivered using WISH's wish2learn platform.



Wish2Learn platform, an initiative of WISH, has facilitated online trainings and continued-learning for healthcare professionals at all levels during COVID-19, at a time when self-learning and training is the need of the hour. It uses the latest tools in educational technologies, such as Mobile Learning, Gamified Learning, Augmented Reality, and Virtual Reality for training delivery. The aim of this online platform is to upgrade skills of healthcare providers at all levels in prevention, diagnosis and management of COVID-19 including the vaccination strategy. The courses include comprehensive and up-to-date knowledge, and build skills in specific areas that allow any healthcare professional to confidently deal with patients and their contacts in the community, COVID-19 Care Centers, quarantine centers, and COVID-19 hospitals. It comprises a series of standardized digital lectures, quizzes, games, evaluations, webcasts, discussion forums and comprehensive study material, including access to latest guidelines on COVID-19 from the WHO and the Ministry of Health and Family Welfare, Government of India. Currently, it is offering courses in English and Hindi languages.



Nineteen batches of online training were conducted after-working-hours of the AAMC staff for a duration of one hundred and twenty minutes, which was attended by six hundred and eighty-four participants. Pre and Post-tests comprising of ten questions were conducted through google forms. Feedback of the participants was also taken. Thereafter, three AAMCs were visited to monitor improved practices by staff post-trainings, and in-person interviews with MCAs and Pharmacists were conducted to understand their Knowledge, Attitude and Practices (KAPs) gained through the trainings. Slight adjustments were made to improvise the trainings based on feedback.

This capacity-building effort played a critical role in the identification of new COVID-19 cases and directing patients to appropriate COVID-19 management centers. Ongoing capacity-building initiatives with features of self-learning and simulations are giving healthcare providers a better understanding and clarity on COVID-19 prevention and a chance to clear their doubts around the vaccine. This is helping in reducing caseload pressure on the secondary and tertiary care facilities in Delhi.