



IMMUNIZATION
ACADEMY

Building
healthcare
workers' capacity
in DRC





Educational
psychology



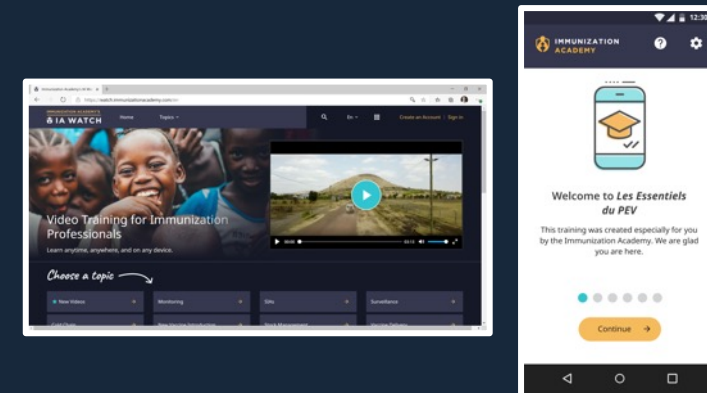
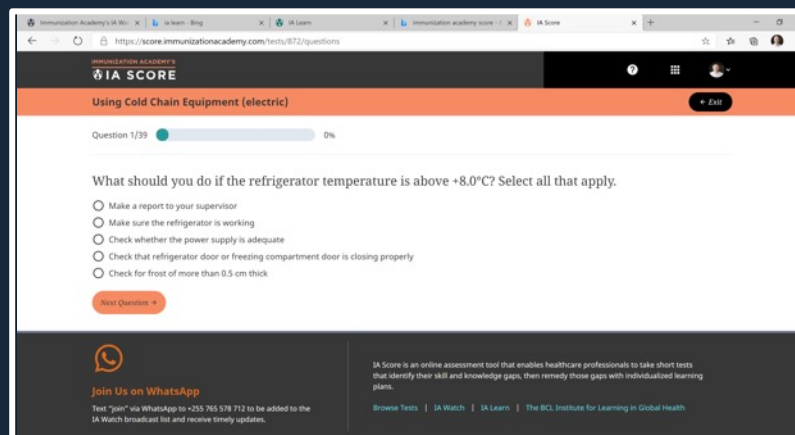
Innovative
teaching



Digital
technologies



Individual &
organizational
transformation



150+ short video lessons

- YouTube for health care
- English, French, Swahili, and Hausa
- Based on WHO guidance and co-created with global health experts and in-country EPI
- Videos show real people in real environments performing tasks fundamental for program performance
- Short, skills-based videos that are grounded in learning science

Library of skills-based tests

- ~500 questions in the library
- Each test assesses skills and knowledge within a topic area
- Covers essential areas of EPI – vaccine delivery, monitoring, cold chain management, vaccine safety, etc.
- Scenario-based questions that require the application of knowledge

Delivery platforms

- Available as a website or Android app
- Available online or offline
- Accessible via laptop or mobile phone
- Easy downloading and “sharing” functions to integrate with WhatsApp – and to allow access even in tech-scarce environments

700,000+

Total number of unique users globally who have watched Immunization Academy video lessons since launch (July 2017)

1.8 million+

Total number of IA videos watched since launch

5,000+

Members of the Immunization Academy WhatsApp group

Our customized solutions are used by:



Ministry of Health
Nigeria



Ministry of Health
DRC



Ministry of Health
Tanzania



Ministry of Health
Ghana

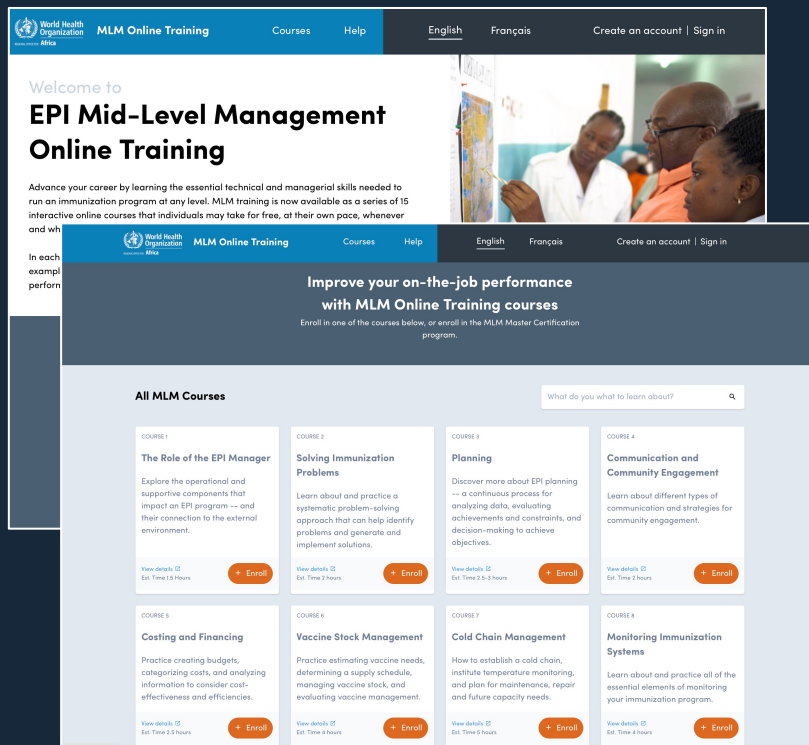


Ministry of Health
Kenya

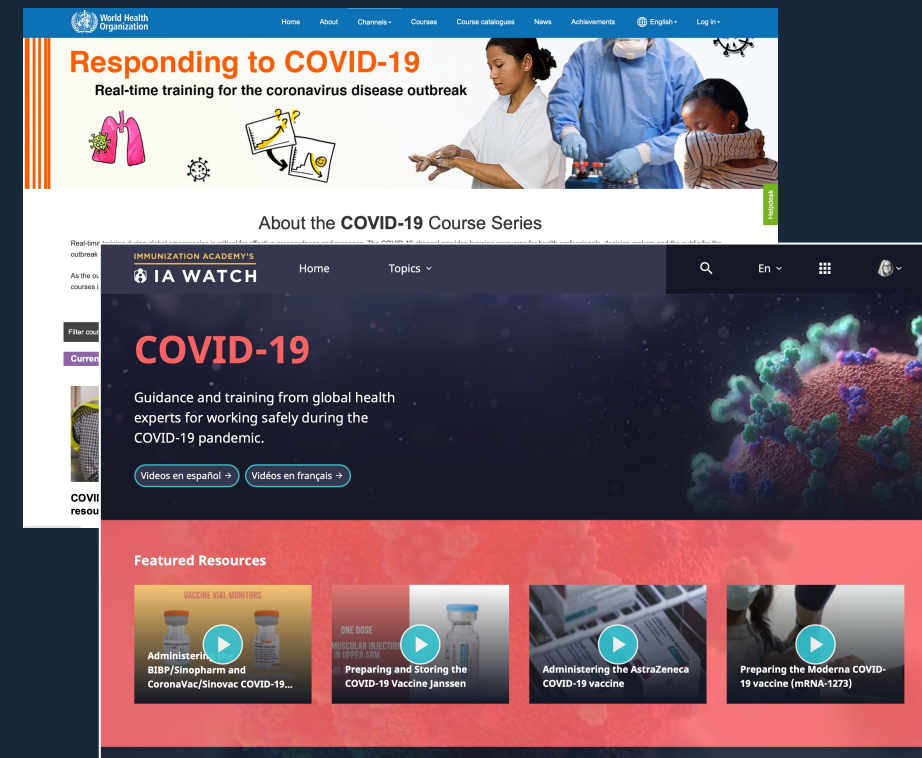
Since 2017, partnered to create 16 instructor-led workshops and 16 elearning modules for MLM training – in English, French and Portuguese. Now training 4000+ people/year, instead of ~100/per year.

Since 2015, created multiple elearning modules. Topics: temperature monitoring, using passive containers, stock management, using VVMs, National Logistics Working Group, solar-powered cold chain equipment, applying the MDVP, and microplanning.

In 2020 and 2021, at the request of WHO and as part of COVAX initiative, developed 11 video lessons on COVID-19 vaccines, managing anaphylaxis, and conducting safe RI sessions during COVID-19. Used for training in countries in Africa, SE Asia, and South America



100,000+
Total number of COVID-19 video lessons watched on IA since March (not including WHO's website)





**IMMUNIZATION
ACADEMY**

Beginning in September 2020, Acasus and Immunization Academy began partnering — as part of the vaccinator tracker project — to build vaccinators' capacities in DRC (starting in 2 pilot provinces)

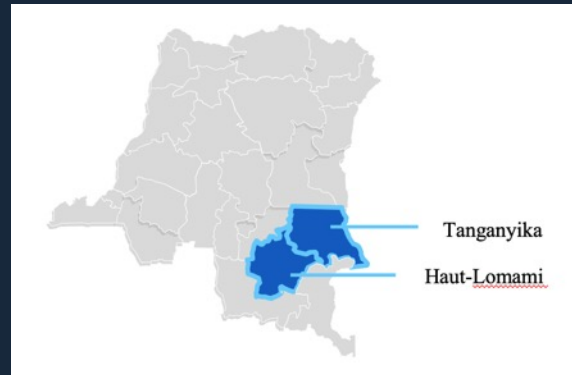
Pilot phase includes:

2 provinces

598 health areas

732 health centers

2200+ vaccinators



Together, we have delivered:

Customized curriculum (52 videos)

Customized app to learn and do the tests

732 phones distributed (March 2021)

Dashboard to track progress (April 2021)

Immunization Academy is building the tools and providing the training
Acasus is engaging with the teams on the ground (National, District, and local teams) to define the needs and lead implementation

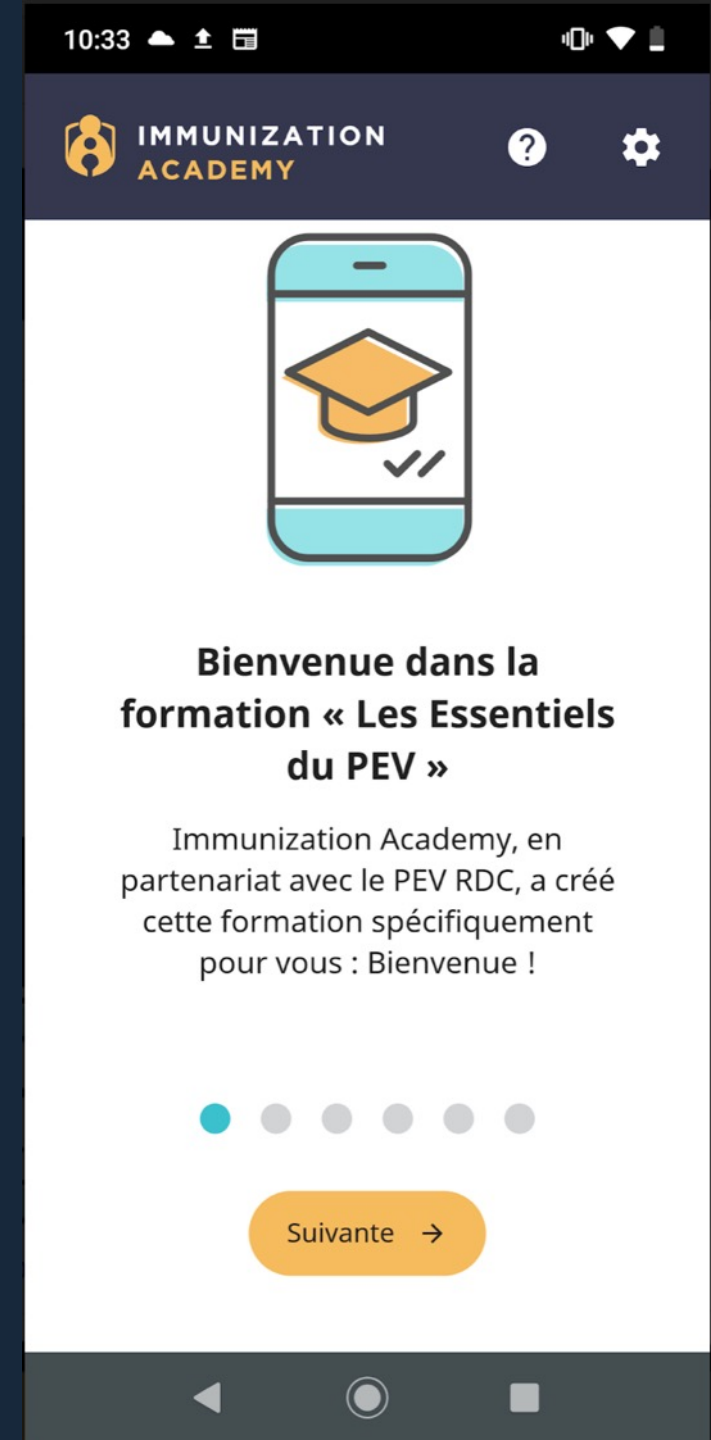


Capacity building in DRC

The training solution, delivered through a custom Android app, uses micro-learning and testing to teach essential immunization skills, enabling the EPI program to function at its best.

The 52 short lessons of the “Essentials of EPI” training were selected with the EPI team and organized into an online course on the app.

In March 2021, each health center (732) received a mobile device with the app pre-loaded, so that all healthcare staff may work offline; they just have to connect with the internet once per month to allow the data to be captured by our dashboards. Lessons began the first week of April 2021.



How it works

5 Follow up

Weekly meetings with provincial teams to analyze results and determine actions

1 Identify performance gaps

Upfront consulting with EPI leadership to prioritize areas of need and create the curriculum.

4 Train the teams

Acasus trains managers on how to use the app and provide coaching

IA / Acasus /
Central EPI

2 Build the tools

IA customizes the training content for DRC context, and designs and builds the Android app.

3 Iterate with the team in the field

Acasus and IA test and make improvements during iterative phase

3 Monitor Sustain

A real-time dashboard provide learning data to help managers see which healthcare workers are performing well or poorly



Local
healthcare
workers

2 Assess

After each video, a test measures how well healthcare workers have retained new skills and knowledge. The test also reinforces the lesson.

1 Watch video lessons

Each week, healthcare workers watch one short video that teaches skills and knowledge. Because each lesson is only 5-10 minutes, learning can fit into their daily workflow.



Before & During Implementation

Implementation

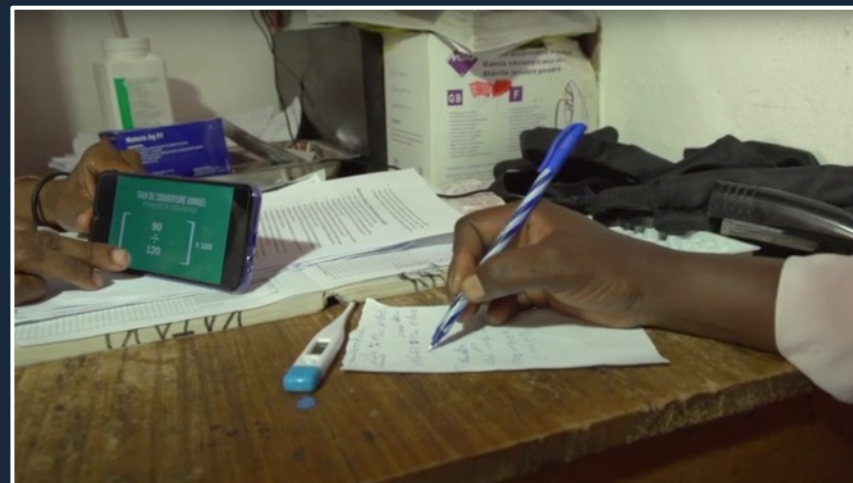
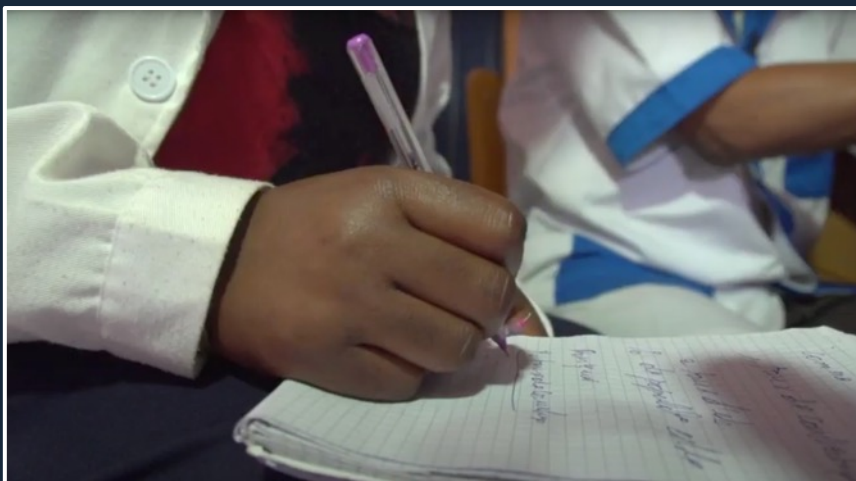
The Immunization Academy training solution builds competency one short lesson at a time.

First, health workers watch a lesson.

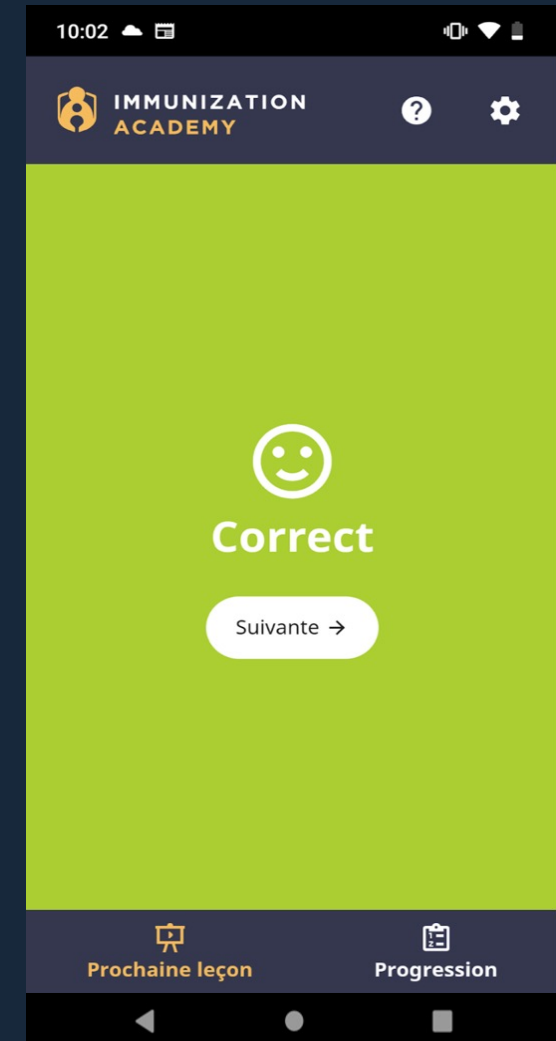
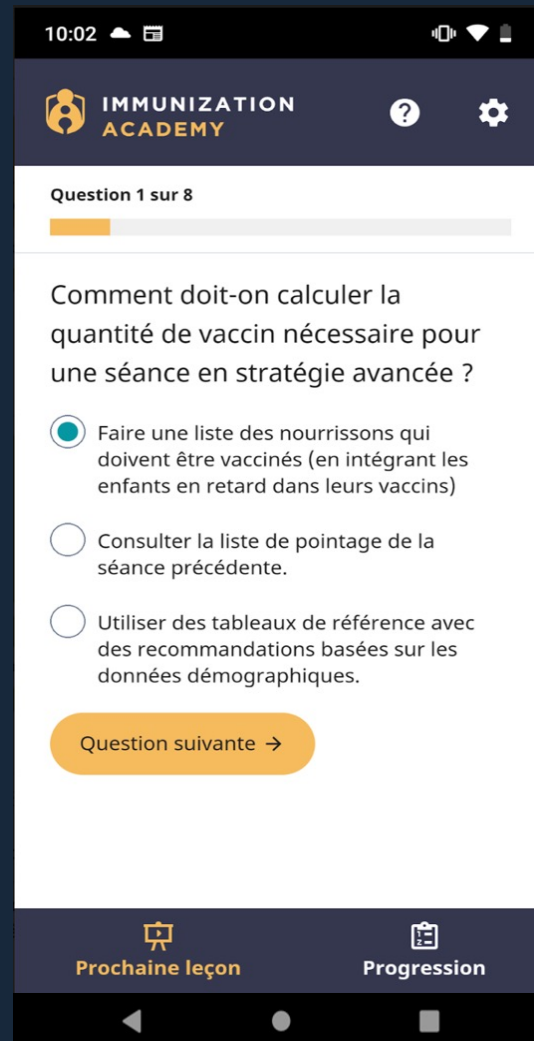
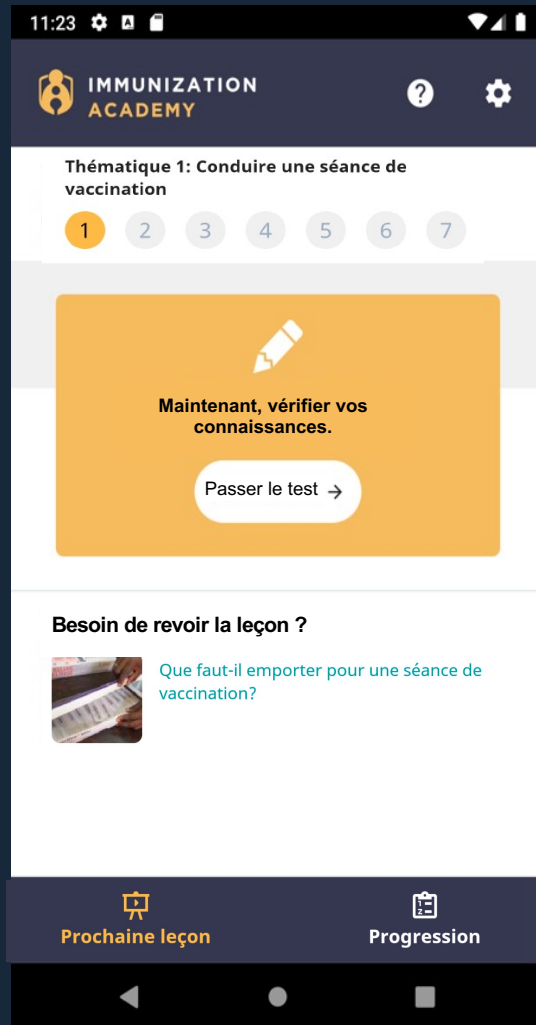




AT LEFT: Health workers spend 15 minutes together per week, watching a video lesson, taking notes and discussing what they have learned.



Next, health workers take a short skills-based test to assess how well they have learned. The test also reinforces the lesson and aids in long-term retention.





AT LEFT: After the video lesson, the group takes the quiz together, discussing each scenario-based question and collaborating to get the right answer (peer-to-peer learning)



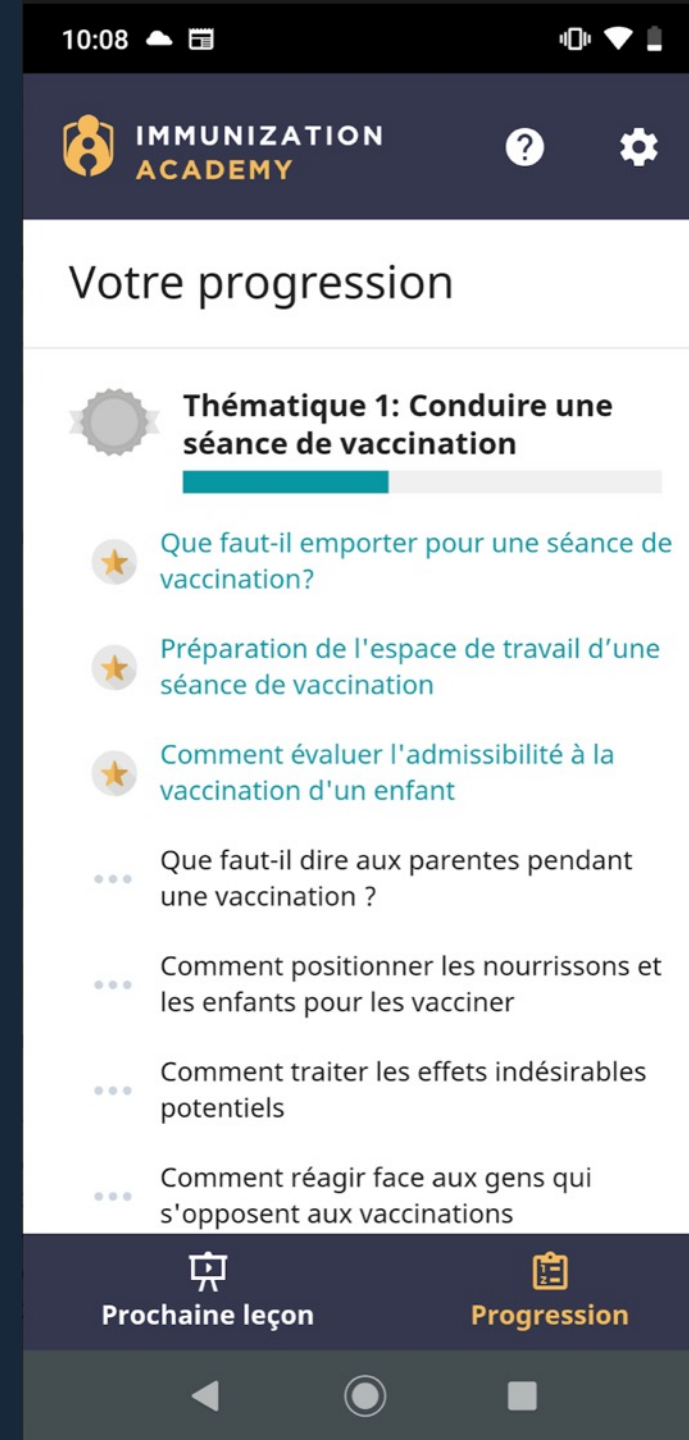
A learner must score at least 80% to pass the test – and advance to the next lesson.



At any point, learners can check their progress.

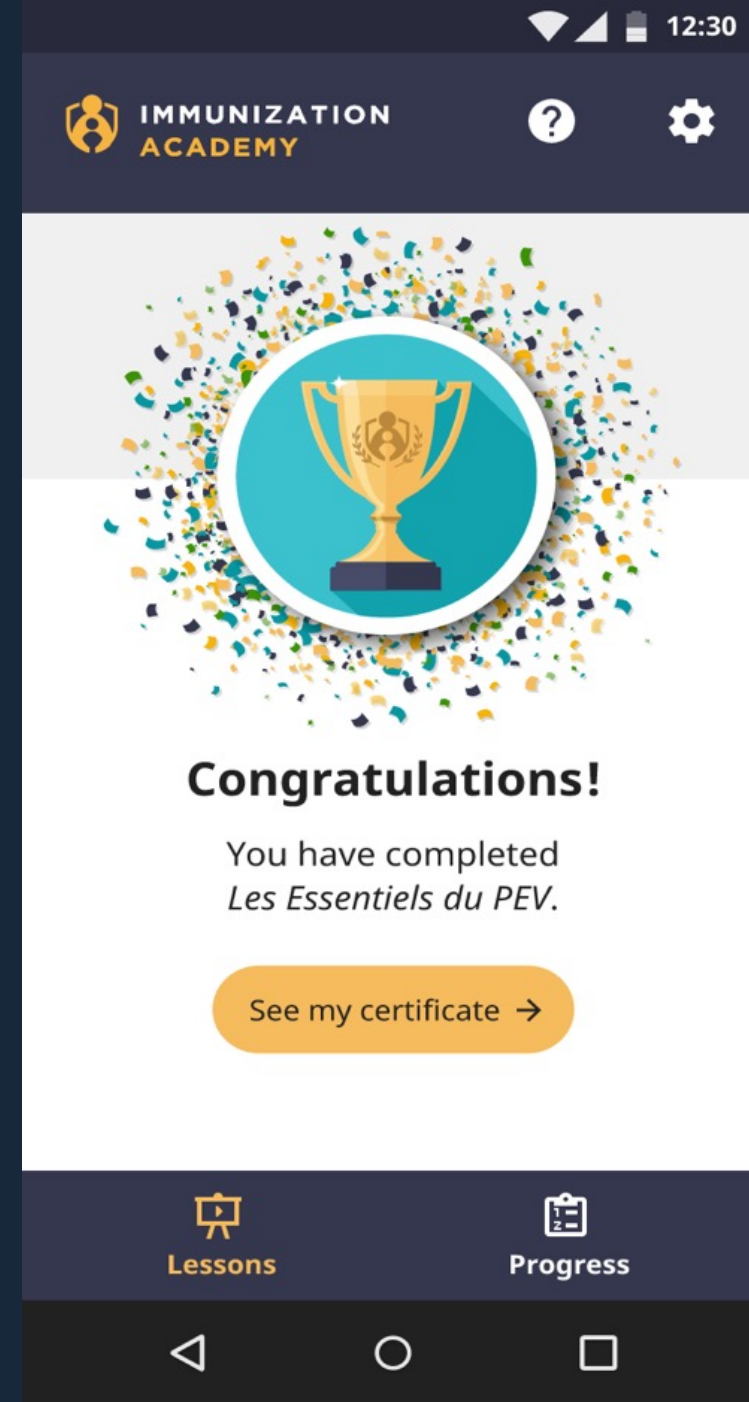
Their progress report also serves as a just-in-time job aid.

They may re-watch a video lesson anytime they need to remember how to perform a skill.



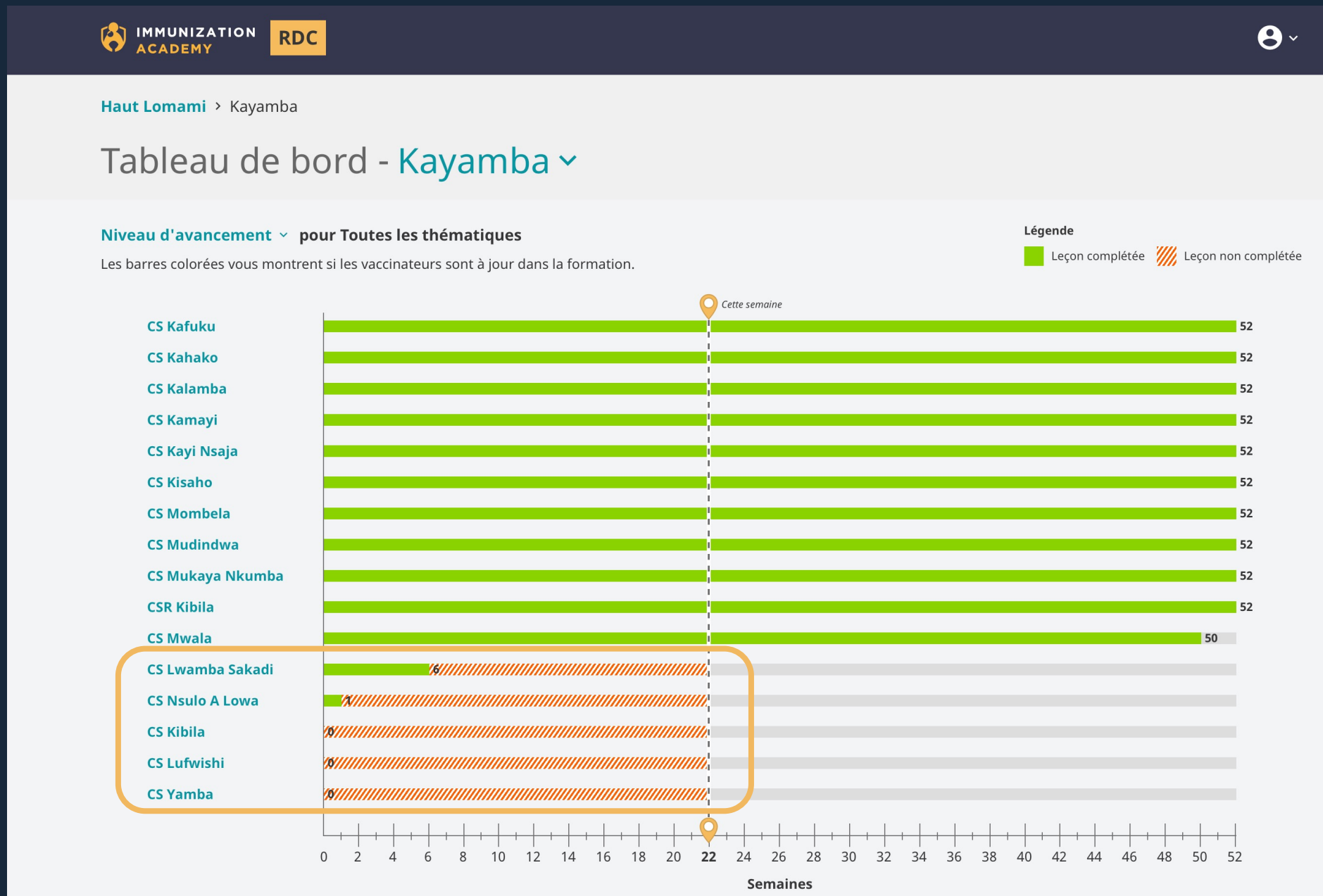
After passing all the tests (52), learners earn a certificate, signed by Immunization Academy and the Ministry of Health.

Certification is a significant motivator driving learners toward course completion.



A real-time dashboard enables managers to monitor the progress of each health facility.

This enables managers to follow up with anyone falling behind and to encourage them to stay on track.



Managers can also monitor learners' performance on each test.

The system flags any areas of weakness, so that managers can target their supportive supervision efforts to the area of greatest need.

Zone de santé ↕	Test	Score Premier essai	Score Deuxième essai	Appui nécessaire ⓘ
PS Kayombo	Que faut-il emporter pour une séance de vaccination?	100%		
	Préparation de l'espace de travail d'une séance de vaccination	100%		
	Comment évaluer l'admissibilité à la vaccination d'un enfant	100%		
	Que faut-il dire aux parentes pendant une vaccination ?	40%	80%	
	Comment positionner les nourrissons et les enfants pour les vacciner	0%	75%	L'appui est nécessaire ⓘ
PS Kinu	Que faut-il emporter pour une séance de vaccination?	100%		
	Préparation de l'espace de travail d'une séance de vaccination	100%		
	Comment évaluer l'admissibilité à la vaccination d'un enfant	100%		
	Que faut-il dire aux parentes pendant une vaccination ?	100%		
	Comment positionner les nourrissons et les enfants pour les vacciner	100%		
	Comment traiter les effets indésirables potentiels	83%		
	Comment réagir face aux gens qui s'opposent aux vaccinations	80%		
PS Kyalo	Que faut-il emporter pour une séance de vaccination?	75%	88%	

A leaderboard gives instant recognition to the top 10 health centers who have advanced the farthest in the program.

Since the program started, many staff have been eager to take the training and are **choosing** to work ahead of schedule.

Many have already completed all 52 lessons.

Top 10 des Centres de Santé du Haut Lomami

- 1 CS Kabishi
52 leçons complétées
- 2 CS Kakombo Mushimba
52 leçons complétées
- 3 CS Kalume
52 leçons complétées
- 4 CS Kamete Mete
52 leçons complétées
- 5 CS Kasengayi
52 leçons complétées
- 6 CS Katyimpwe
52 leçons complétées
- 7 CS Kingo
52 leçons complétées
- 8 CS Kisanga Wa Byoni
52 leçons complétées
- 9 CS Maniamuna
52 leçons complétées
- 10 CS Songwe
52 leçons complétées



Outcomes

- We are currently at week 25 of 52.
- ~80% of vaccinators have started training program and have a positive attitude about it.
- ~50% of vaccinators are on or ahead of schedule with taking lessons, earning passing scores.

Biggest challenges:

- Some health centers are behind.
- Some of the phones have not been sending current data, which means some health centers may not be as behind as they appear on the dashboard.
- Supervisor doesn't always involve the rest of the team during the weekly lesson.

“Until now, there was only one person in a health center who was trained on how to conduct a vaccination session... But now we can get together, choose a topic and a video lesson to focus on for the day, and **everyone can learn**... We don’t need to wait a month for a supervisor to come from Kinshasa and teach us something. **We can teach and learn ourselves.**”



“It had been observed that a number of providers in the field were in enormous need of training, but the cost of face-to-face training was very high. So, with this project, we developed 52 training videos for providers... Each time they get together to watch, they strengthen their capacities. The **cost is really reduced**, which has **allowed us to improve the practices** of all providers who administer the vaccines.”

-- Elisabeth Mukamba Musenga, National Director of the EPI



IMMUNIZATION
ACADEMY

