

FRONTLINE HEALTH WORKER TRAINING CATALOGUE

Course modules for digital learning on COVID-19

2021



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Frontline Health Worker Training Catalogue Executive Summary

The topics for courses 1-8 was determined through ideation workshops facilitated by TechChange in April and June 2020. Most participants in the workshop were individuals with public health backgrounds and who regularly work with the primary target audience of CHWs. The course content was developed through an iterative process, including storyboarding, two rounds of feedback (storyboard and platform), a plain language review, and user testing on the TechChange platform. Many of the resources used to develop the course content include documents and guidelines from the World Health Organization, The Centers for Disease Control and Prevention, Johns Hopkins Bloomberg School of Public Health, the UN, and many other reliable sources. Each of the eight courses are about 45-60 minutes in length, with the exception of course 4, which is 90-120 minutes. Currently, courses 1-8 have been translated into six additional languages: French, Portuguese, Spanish, Hindi, Swahili, and Arabic.

Adapted from the openWHO platform, course 9 focuses on empowering frontline health workers involved in the implementation of the COVID-19 vaccination with the adequate knowledge and skills. This WHO training has been developed with UNICEF and covers a variety of topics including handling and administration of the vaccine, recording, and monitoring of adverse events following immunization and communication. It is important to note that while all of the aforementioned courses provide a generalized overview of COVID-19 and information on how to contain the spread of the disease, they cannot account for everything, especially as information about the virus and its impact on our health and society is being continuously updated. Therefore, users are advised to use the course as a guide in conjunction with your country's public health guidelines, in order to best customize the content covered in the classroom and to meet the community's specific needs.

At UNICEF NYHQ, the DHIS unit is collaborating with the COVID-19 Digital Classroom Consortium and the World Health Organization (WHO) to adapt the course content for digital content. The courses are being adapted for various digital platforms, including SMS and app-based solutions, for remote CHW training. As country health systems are grappling with challenge of how to continuously keep their health workers informed of the changing dynamics of the COVID-19 response and ensuring continuation of essential services, now more than ever, it is essential for health workers to be abreast of most accurate and reliable information on COVID-19.

Introduction to Course 1: What is COVID-19

The first course in this series focuses on building core knowledge, skills, and attitudes around reducing the risk of contracting and spreading the novel coronavirus (COVID-19), and provides information on how to protect yourself and your community. Topics covered in this course include:

- Basic information on COVID-19 (i.e., where it comes from and how it spreads)
- Vulnerable groups
- Misinformation around COVID-19
- Recognizing signs and symptoms
- Prevention strategies
- Referral and management of suspected and confirmed cases

Learning Objectives

By the end of this course, you will be able to:

1. Describe in simple terms how COVID-19 was first identified, how it is transmitted, and who can get it, including special considerations for vulnerable and at-risk populations.
2. Identify a suspected or probable case and know how to respond to that case through care of symptoms, quarantine, isolation, or medical referral.
3. Communicate the preventative measures people can take to protect themselves and their community from contracting and spreading COVID-19.
4. Recognize and address misinformation on COVID-19 that could be stigmatizing or harmful to communities.

Introduction to Course 2: Prevention and Protection

This course covers COVID-19 spread prevention and how you can protect yourself and your community from contracting it. The course focuses on practical ways to practice these behaviors in a variety of contexts, including in communal spaces, at home, and at health facilities. It discusses how the community can work together to prevent outbreaks of COVID-19 and slow the spread of the disease, so that hospitals do not become overwhelmed with cases. It is important to note that while this course provides a generalized overview of COVID-19 prevention and protection measures that are widely applicable to a variety of contexts and circumstances, this course does not account for everything, especially as the health community is still learning day-to-day about the virus and its impact. Therefore, please use this course as a guide, and continue to familiarize yourself with your context to best customize the content we cover here for you and your community's specific needs.

Learning Objectives

By the end of this course, you will be able to:

1. Practice and communicate to others the proper prevention skills, including handwashing, wearing masks, and physical distancing in communal spaces at home and at work.
2. Understand the primary care procedures for infection and prevention control including screening, triaging, PPE risk assessment, and referral.
3. Identify practices for slowing the spread of COVID-19, including contact tracing, physical distancing, and quarantining.

Introduction to Course 3: Addressing Mental Health and Wellness

This course will cover the basics about what is mental health and the mental health impact of the COVID-19 pandemic. Additionally, the course addresses how a combination of psychosocial support systems and a wellness perspective can be used to mitigate the effects of the highly disruptive, stressful, and disorienting COVID-19 pandemic. While our focus at this time may be more on physical health and well-being, it is vital that we do not overlook the importance of addressing mental health concerns, particularly given the potentially traumatic effect of the pandemic across communities and especially for health workers and other vulnerable populations. It is important to note that while this course provides a generalized overview of COVID-19's effect on mental health and wellness, there are differences across countries and contexts. There must not be a one-size-fits-all approach to addressing the mental health and psychosocial needs of the population. Therefore, please use this course as a guide, and continue to familiarize yourself with your context in order to best customize the content we cover here for you and your community's specific needs.

Learning Objectives

By the end of this course, you will be able to:

1. Communicate the mental health challenges that different community members and especially fellow health workers are facing during this high-stress time, including tips on how to alleviate some of the effects.
2. Advise on strategies and resources for self-care, mental health, and de-stigmatization activities.
3. Understand how to best support COVID-19-afflicted families and COVID-19 recovered cases via counselling.
4. Identify the benefits to health workers of using a wellness-based approach to service patients.

Introduction to Course 4: An Overview of Contact Tracing

The goal of this course is to help community-based health workers become familiar with the process and skills involved in contact tracing. This course defines community-based health workers as community members working on improving the public health of their communities (for example, community health workers, community health volunteers, health facility workers, health educators/trainers, and health project managers). In this course, we will cover the purpose of contact tracing, which involves identifying, assessing, and managing people who have been exposed to COVID-19 to prevent its transmission. We will cover the steps involved, including how to assess your contacts' level of risk and how to provide them with the support they need.

Learning Objectives

By the end of *Course 4: An Overview of Contact Tracing*, learners will be able to:

1. Describe contact tracing and its relevance in preventing the transmission of COVID-19.
2. Explain the five central steps for conducting contact tracing, including:
 - Identifying individuals that meet the case definition to warrant tracing;
 - Introducing yourself and notifying contacts of their exposure to COVID-19;
 - Interviewing the contact on their interactions and symptoms;
 - Explaining quarantine and isolation guidelines;
 - And following up with contacts for at least two weeks and referring them to support services as necessary.
3. Practice helpful and effective communication techniques for engaging contacts.
4. Identify high-risk scenarios and how to properly refer contacts who may be considered “high risk” for a variety of biological and/or environmental reasons.
5. Weigh the advantages and disadvantages of contact tracing technologies.
6. Analyze the privacy and ethical concerns of contact tracing technologies.

Course Expectations

This course is an overview of contact tracing and *not* a certification program. While this course covers COVID-19 contact tracing strategies and skills, it cannot account for everything. Therefore, please use this course as a guide. Continue to familiarize yourself with your context's public health guidelines so you can adapt the course content to meet your community's specific needs. To be a contact tracer, you should reach out to your local health facility or public health authority. You might require in-depth training to formally practice this role in your community.

Introduction to Course 5: Home-Based Care and Isolation for COVID-19

The goal of this course is to provide community-based health workers with guidance on how to advise community members on home-based care for COVID-19. According to WHO, home-based care is any form of care provided by family, friends, and members of the local community in the home to a person who is sick. This care is provided based on the guidance of trained health workers. Isolation is a crucial element of home-based care for COVID-19. Isolation is the separation of a person who shows signs and symptoms of COVID-19 from others. The purpose of isolation is to prevent transmission of COVID-19 to others, by restricting the movements of those who are sick and limiting exposure to the virus. The course will cover how to determine eligibility criteria for home-based care and isolation. We will also cover how to support people with COVID-19 in their homes if they meet these criteria, including virtual support and support from their caregivers.

Learning Objectives

By the end of this course, you will be able to:

1. Explain the purpose of home-based care and isolation for patients with COVID-19.
2. Determine who is eligible for home-based care and how they can monitor their symptoms at home using a self-assessment toolkit.
3. Define the role, responsibilities, and expectations of caregivers when caring for people with COVID-19.
4. Advise caregivers on the critical steps they must take to safely care for people with COVID-19 in their homes, including the setup of an isolation room and the use of PPE and disinfectants.
5. Use telehealth techniques during virtual home visits for COVID-19.
6. Identify the critical steps for conducting safe home visits with people who have COVID-19.
7. Describe the different wrap-around services that people with COVID-19 may require and how to refer them.

Course Expectations

It is important to note that while this course provides a generalized overview of home-based care for COVID-19, it cannot account for everything, especially as we are still learning day-to-day about the virus and its impact on our health and society. Therefore, please use this course as a guide, and continue to familiarize yourself with your context, including your country's public health guidelines, in order to best customize the content, we cover here for you and your community's specific needs.

Introduction to Course 6: Community-based Surveillance for COVID-19

The goal of this course is to provide community-based health workers, such as yourself, with a comprehensive understanding of community-based surveillance and your role in it. This course identifies community-based health workers as people working to address the public health of their communities (for example, community health workers, community health volunteers, health facility workers, health educators/trainers, and health project managers). Community-based surveillance is a rapid and effective system for monitoring your community's health during a public health crisis, such as COVID-19. It is a great way to track events and behaviors that could lead to an increase in COVID-19 cases. This course will walk you through the community-based surveillance workflow, including your responsibilities as a community-based health worker in supporting the data collection and dissemination of information during this pandemic.

Learning Objectives

By the end of this course, you will be able to:

1. Explain the use of community-based surveillance in supplementing formal surveillance systems, including where community-based health workers can play a role.
2. Outline the data collection and management processes for community-based surveillance, including:
 1. Identifying data sources
 2. Assessing which data collection tools are most useful for your community context
 3. Describing the data flow steps and your role in the data workflow
 4. Utilizing responsible data management practices to protect privacy
 5. Practicing safe behaviors when collecting data in the community during the COVID-19 pandemic
3. Justify the importance of disseminating data during a pandemic response and skills for how to do it effectively.

Introduction to Course 7: Risk Communication and Community Engagement

According to WHO, risk communication helps populations make informed decisions about their health in response to a public health risk. It is used throughout the preparedness, response and recovery phases of a public health emergency. Community engagement and active participation in practicing safe health behaviors is crucial when responding to a public health crisis. Gaining the trust and respect of your community through risk communication will encourage community engagement. As a community-based health worker, you can use risk communication and community engagement (RCCE) to encourage your community to make informed decisions and positive health behavior changes. Throughout this course we will give you an overview of the different elements of RCCE and strategies you can use during the COVID-19 pandemic to help your community stay safe and healthy.

This course provides a general overview of RCCE, but it cannot account for everything, especially as we are still learning about the virus and its impact on our health and society. Therefore, please use this course as a guide, and continue to familiarize yourself with your context, including your country's public health guidelines, in order to best tailor the content we cover here for you and your community's specific needs.

Learning Objectives

By the end of this course, learners will be able to:

1. Describe the purpose of RCCE and the relationship between risk communication and community engagement.
2. Explain how to practice RCCE in guiding the community through a public health emergency like COVID-19.
3. Describe how RCCE can help you translate information into health behavior change, including for vulnerable populations and fellow health workers in your community.

Introduction to Course 8: Continuity of Primary Health Care

The goal of this course is to explain how community-based health workers can deliver primary health care during the COVID-19 pandemic. This course identifies community-based health workers as people working to address the public health of their communities. The definition includes community health workers, community health volunteers, health facility workers, health educators/trainers, and health project managers. According to WHO, primary health care provides comprehensive care for health needs throughout a person's life. It ranges from prevention to treatment, rehabilitation, and palliative care. Since primary healthcare is often an individual's first point of contact with the healthcare system, it is important for your community members to receive this care. The COVID-19 pandemic has had a serious impact on primary healthcare delivery, as many health centers, clinics, and hospitals shifted their focus to the COVID-19 response. This course introduces strategies to continue routine care visits during the pandemic, including for non-communicable diseases, family planning, sexual and reproductive health, and maternal and child health.

Learning Objectives

By the end of Course 8: Continuity of Primary Health Care, learners will be able to:

1. Explain the impact of COVID-19 on primary health care delivery and strategies to continue the provision of health care services during the pandemic.
2. Monitor and continue to care for patients with non-communicable diseases during the COVID-19 pandemic.
3. Provide family planning and sexual and reproductive healthcare during COVID-19.
4. Provide maternal and child health services, including immunizations during COVID-19.

Introduction to Course 9: COVID-19 Vaccination Training

Option 1 Comprehensive Vaccine Training Course: All health workers involved in the implementation of the COVID-19 vaccination need to have adequate knowledge and skills in order to ensure safe and efficient COVID-19 vaccine administration, as well as soft skills to ensure high vaccine uptake among communities. UNICEF, WHO, PAHO, NIH, CDC, and many others have released guidance documents and resources providing essential information about the COVID-19 vaccine roll out. UNICEF PD-Health, with support from John Hopkins University, has adapted these resources into message workflows and built a comprehensive training course that includes key messaging combined with an option of integrating multimedia. The course has six modules that provides a general introduction to COVID-19 vaccines, skills to generate demand and engage with the community, how to safely administer and monitor the vaccine, recording and monitoring adverse events following immunization (AEFI), how to handle vaccine hesitancy and misinformation, and the importance of continuing routine immunization services during the pandemic.

Option 2 openWHO Training Course: WHO is working in collaboration with scientists, businesses, and global health organizations to speed up the pandemic response and facilitate the equitable access and distribution of COVID-19 vaccines. This course provides general information on COVID-19 and specific information on storage and cold-chain requirements, handling and administration of the vaccine, recording and monitoring including for AEFIs, and communication (acceptance and demand) through a series of short video lectures and quizzes to test your knowledge. This course is primarily for frontline health workers who will be vaccinators and priority recipients.

Learning Objectives

By the end of Course 9: COVID-19 Vaccination Training, learners will be able to:

1. Describe the pathogen (SARS-CoV-2) and coronavirus disease (COVID-19)
2. Explain the importance of continuing with routine immunization
3. Describe the process of COVID-19 vaccine administration and identify infection prevention and control measures that should be used during vaccination sessions
4. Identify an adverse event following immunization and explain how to report AEFI following COVID-19 vaccination
5. Demonstrate effective and individualized communications when handling vaccine misinformation and hesitancy
6. Portray effective methods to generate demand and engage with the community regarding the COVID-19 vaccine