Proposal for:

Health Services Training Course

Technical Proposal

Table of Contents

Program Description:

Objectives:

The overall objectives of this Health Services training program:

1. To provide tailored package of capacity building program and technical skills for staff that aiming to improve the knowledge, attitude and skills of this staff in the area of health services by the end of this program.

2. To support health sector by upgrading the capacity and competence of staff working in relevant areas to public health and enabling them to contribute in all plans and projects relevant to this training program.

The specific objectives of this Health Services training program:

1. To design and provide training course in Health Services for staff in pre-defined training sites.

2. To assess the outcomes of this program on the knowledge and skill of the targeted staff upon the completion of this training program.

Expected outcomes:

Staff members acquired and developed their knowledge and skills in various areas of health services that enable them to improve their work performance relevant to health services provision and management.

Entry requirements:

1. Minimum of bachelor's degree or equivalent in relevant areas to public health and management;

2. Minimum of 2 years experience in public health field for non-medical applicants;

3. English proficiency;

4. Completion of application form,

Detailed program for the training course:

Sessions (knowledge areas)	Face to face lecture	Group work	Total
3.1 Health Management & Planning Health management & administration Health planning Groups work (Planning cycle, logic framework, budgeting & performance framework)	4.0	2.5	6.5
3.2 Hospital Management and Administration Management principles and practices Organization and administration of clinical services Hospital Planning Groups work (case studies)	4.0	2.0	6.0
3.3 Environmental Management Environmental health management system standards Environment and health: issues and relations Groups work (case studies) Total Quality Management Environmental impact assessment Environmental management during disasters	7.5	2.0	7.5
3.4 Management of HIV/AIDS in Workplace	1.5	0.0	1.5
3.5 Monitoring and Evaluation of HIV/AIDS and Wellness programmes	1.5	0.0	1.5
3.6 Monitoring and Evaluation of Health Programmes Monitoring and Evaluation: Conceptual backgrounds Monitoring and Evaluation: Applications in health programmes Groups work (performance indicators, assumption and risks)	2.5	3.5	5.0
3.7 Health & Safety Management in Workplace Quality management system in health care settings Occupational health and safety: Overview Occupational health and safety: Management of hazards & health risks	2.5	0.0	2.5
3.8 Infection control in health care settings Quality management system in health care settings Infection control in health care settings Occupational health and safety: Overview	3.0	0.0	3.0

3.9 Health care waste management Safe management of wastes from health-care activities Integrated Solid Waste Management Groups work (case studies)	1.5	2.5	4.0
3.10 Health education and communication for behavioral change Health education and communication for behavioral change Groups work *(case study, helping people to change, health promoting school & develop mass media campaign)*	3.0	4.0	7.0
3.11 Basics of patients' data management: Statistics and presentation of data for clinicians	1.0	0.0	1.0
3.12 Ethics of medical practice: Medical codes of ethics and Good Clinical Practice	1.5	0.0	1.5
3.13 Medical writing and preparing manuscript for publication	1.0	0.0	1.0
3.14 Management of infectious diseases Essentials in epidemiology Overview on tropical diseases Implementation of disease surveillance system Principles of outbreaks investigation Vaccination & Immunization programmes Groups work (case studies)	10.5	2.5	13.0
3.15 Pharmaceutical administration Essential medicines: The concept and principals Pharmacy Law: international and national experience Medicines supply management cycle Medicines registration and regulations Drugs donation	6.0	0.0	6.0
3.16 Human resources for health Principles of Human Resource Management Planning Production and development Utilization and management Groups work (case studies - reading time) Human resource for health: Setting strategic directions Human resource for health: Policy options Groups work (development of action plans)	8.0	3.5	11.5

3.17 Community water supply management	1.0	0.0	1.0
13.18 Solid waste management and environmental management Integrated Solid Waste Management Groups work (case studies)	1.5	2.5	4.0
Total	**61.5**	**25.0**	**86.5**
	71%	**29%**	

Evaluation plan:

Evaluation levels:

- **Level one**: Reaction evaluation
- **Level two**: Learning evaluation

Pre-training Learner Analysis will be conducted for all candidates in all the knowledge areas. This will allow us to tailor the training delivery and to address the special issues and concerns.

LEVEL ONE: Reaction Evaluation

1. Reaction evaluation will be conducted immediately at the end of each day during the course and another evaluation will be conducted at the end of the training period;
2. All participants will be asked to complete a Level One questionnaire;
3. Member of the evaluation team will distribute the form while the instructor is not present;
4. The form will be used after the course development committee has certified it as acceptable;
5. The desired response rate is 90 % for this evaluation level, but a response closer to 100% is likely under the circumstances;
6. Success of the program requires that at least 80% of the students give a "good" (or higher) rating for the program as a whole.

LEVEL TWO: Learning Evaluation

1. A test of learning will be conducted on completion of the course;
2. The test assesses the participants' knowledge of key learning objectives of each knowledge area;
3. The test instrument will be used after it has been certified as acceptable by the course development committee;
4. All individuals of the training group will be asked to complete the test;
5. The participants will be assured that the data will be reported as a whole and not be connected to any individual;
6. Test scores of 80% or better for 80% of the students will be necessary to prove the successful transfer of learning by instructors.
7. The certificate will be given to participants those achieve 60% or above in the evaluation test. Those with less than 60% should re-sit for another test to obtain the certificate.