

An Overview of the Global Health Knowledge Collaborative (GHKC)

Sarah V. Harlan, MPH
Learning Director, Knowledge for Health (K4Health)



Knowledge Management Task Force Meeting
August 5, 2014



About me – Sarah Harlan



- Learning Director, Knowledge for Health (K4Health) Project – www.k4health.org
 - Works at Johns Hopkins Center for Communication Programs (JHU-CCP)
- Professional focus is on collaborative learning, partnerships, audience engagement, and communicating evidence-based information
- Experience in knowledge management, communications, family planning/reproductive health
- Also co-manage the “Improving Contraceptive Method Mix” (ICMM) project in Indonesia

Presentation outline

- Overview of GHKC
- Goals, functions, and products
- Questions/discussion



What is the Global Health Knowledge Collaborative (GHKC)?

- Interagency forum for knowledge management (KM) professionals working in global health and development
- Members collaborate, innovate, and exchange ideas, tools, and approaches to KM



How did the GHKC originate?

- In October 2010, ~40 KM professionals from ~30 organizations met to share experiences/challenges
- Convened by K4Health, in conjunction with the WHO/Implementing Best Practices Secretariat, USAID, and the Public Health Institute (PHI)
- Result of the Oct 2010 meeting: formed the “KM Working Group”

Some working definitions of KM from this first meeting

- The practice of delivering the right content to the right people at the right time
- A process for creating, capturing, organizing, sharing, and encouraging use of information and experiences
- A way of collecting information; connecting people to the information they need; and facilitating learning before, during, and after program implementation

What happened next?

- Members started identifying challenges and best practices for KM in global health & development
- Members began collaborating on products to enhance KM (by forming “Task Teams”)
- ~10 members volunteered to spearhead the group (“Advisory Committee”)

What are our goals?

- To serve as a platform for members to share ideas, synthesize knowledge, and innovate
- To collaborate on KM approaches
- To collect case studies documenting experiences with KM in global health
- To promote the use of KM-related products and services
- To advocate for the importance of KM for organizations and projects

How has the GHKC evolved since 2010?

- New name in 2012: KMWG → *Global Health Knowledge Collaborative*
- Formalized processes, created guidance documents (including Operating Guidelines)
- Membership expanded: From the original 40 to >400, from >60 organizations and >45 countries
- We now have multiple collaboration platforms (website, toolkit, listserv)



How does the GHKC work?

- Rotating chair organization (every two years)
- Advisory committee – oversees products and activities
- Participant-driven group
- Meetings: quarterly face-to-face meetings, monthly webinars
- Task Teams (deliverable-based)
- Active listserv, website, and social media

Current Advisory Committee Orgs

- Management Sciences for Health (chair)
- Johns Hopkins Center for Communication Programs (JHU-CCP) (former chair)
- USAID
- FHI 360
- John Snow, Inc. (JSI)
- Jhpiego
- Catholic Relief Services

GHKC functions

- 1. Collaboration**
2. Learning
3. Advocacy
4. Measurement

Collaboration

- GHKC activities are overseen by the Chair Org and Advisory Committee, but Task Teams are made up of members interested in a particular product or topic
- Examples:
 - Development of the KM for Health and Toolkit (2010-2011)
 - KM Case Studies (2012-2014)

Collaboration: KM Toolkit

- Composition of KM Toolkit Task Team:
 - **15+ members; 12 CAs**, including URC, Childfund, WHO/IBP, FHI, JHU-CCP, MSH, IRH, IntraHealth, Futures Group, CORE Group
- **Main purposes** of the KM Toolkit:
 - Provide tools and best practices in KM
 - Put KM into the context of health & development
- Task Team collected and reviewed materials for the Toolkit
- Toolkit launched in 2011, updated quarterly
- Have since added case studies and new section on “helpful technology for KM”

Collaboration: KM Toolkit

The screenshot shows a web browser at the URL <https://www.k4health.org/toolkits/km>. The page features a navigation menu with options: Toolkits Home, All Toolkits, Browse Resources, Collaborating Organizations, About Toolkits, and Support & Training. The main content area is titled "Knowledge Management for Health and Development Toolkit" and includes a sub-header "Brought to You by" with logos for C-CHANGE, ChildFund International, Elizabeth Glaser Pediatric AIDS Foundation, and fhi360. The central text defines Knowledge Management (KM) as an umbrella term encompassing various facets like creating, sharing, applying, storing, and communicating. A circular diagram illustrates these facets. The right sidebar contains a "Knowledge Management for Health and Development Toolkit" section with links to Home, About, and All Resources, and a list of topics including About KM, KM Models, Making the Case for KM, Getting Started, Operationalizing KM, Measuring KM, KM Case Studies, and The Global Health Knowledge Collaborative.

Collaboration: KM Case Studies

- KM Case Studies Task Team (~10 members from ~8 organizations) collaborated to collect and write up stories that document KM experiences in of health and development
- Published eight case studies between 2012-2014

<https://www.k4health.org/toolkits/km/km-case-studies>

GHKC
Global Health Knowledge Collaborative

Knowledge Management (KM) Case Study

Supporting Communities to Encourage South-to-South Knowledge Sharing and Product Improvement

SUMMARY:
CapacityPlus is a USAID global project, led by IntraHealth International, with the goal of strengthening human resources for health (HRH) in low- and middle-income countries. The project uses the Integrated Human Resource Information System (iHRIS) to help countries capture information on their health workforces and maintain high quality systems for planning and management. In addition to launching the open source iHRIS software program, the CapacityPlus team has also supported the development of a community of practice (CoP), through which iHRIS users can share experiences and help obtain feedback on the software. Continuous facilitation of south-to-south learning and engagement has led to increased usefulness and reach of the iHRIS software.

PROJECT DATES:
2004-09 (Capacity Project);
2009-14 (CapacityPlus)

TARGET AUDIENCE:
Ministries of health, health sector leaders, program managers

FOR MORE INFORMATION:
Dyck Ertle, Director, Health Workforce Information (IntraHealth International), dertle@intrahealth.org
Michael Drane, Open Source Community Manager (IntraHealth International), madrane@intrahealth.org

CONTEXT
Inadequate information systems in low- and middle-income countries can compromise the availability of accurate data on human resources for health (HRH). Without such data, policy makers, program managers, and other stakeholders often have difficulties identifying specific challenges related to the health workforce—such as health worker retention, lack of training, and poor management skills—and making informed policy and programmatic decisions to improve public health and increase access to health services.

To address this issue, CapacityPlus—a five-year project funded by the United States Agency for International Development (USAID) and led by IntraHealth International—supports the simple, easy-to-use iHRIS health workforce information software to help capture and manage HRH data in low-resource settings. Launched in 2007 under the original Capacity Project, iHRIS provides the following solutions for managing health workforce information:

- 1) **iHRIS Manage:** A human resource management system that tracks salary history, promotion, transfers, and other relevant information
- 2) **iHRIS Quality:** A database that captures health licensure and certification information for health workers
- 3) **iHRIS Train:** A tool to help manage health workers' training information

The goal of the CapacityPlus project is to strengthen human resources for health (HRH) needed to reach the Millennium Development Goals through high quality health programs in low- and middle-income countries. It was preceded by the Capacity Project from 2004-2009.

The iHRIS software also include iHRIS Plan and iHRIS Retain, which are used in planning policies, modeling health workforce needs, and developing retention strategies for health workers.

Not only does the iHRIS software help low- and middle-income countries capture high quality data on health workers, but it also helps them streamline health workforce records spread across multiple agencies. In helping health sector leaders to aggregate and analyze this data, iHRIS allows them to more effectively address challenges related to HRH.

Since it launched, the iHRIS software has been implemented in 18 countries, with more in the pipeline. Globally, more than 815,000 health worker records are supported by the iHRIS software package.

SPECIFIC KM ANGLE
From the beginning, the Capacity Project team designed the iHRIS software to be open source. In other words, the software's original source code is freely available for use, redistribution, and/or modification by other groups. However, countries that deployed iHRIS systems initially remained dependent on traditional north-to-south technical assistance (TA) and resources—directly from Capacity—to support their efforts.

To change this dynamic, the CapacityPlus team established an online

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K4Health
Knowledge for Health

GHKC functions

1. Collaboration
- 2. Learning**
3. Advocacy
4. Measurement

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Learning: Meetings

- GHKC meetings emphasize learning
- Members share stories, challenges, and lessons learned
- Members can also practice KM approaches (e.g., Open Space) and then take them back to our organizations

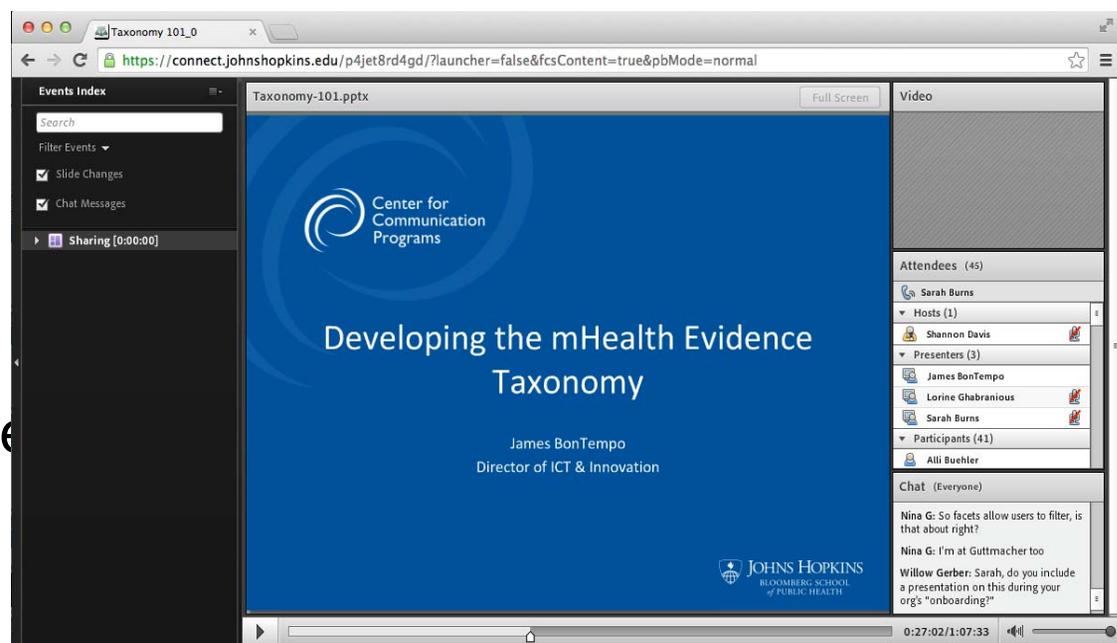


Learning: Webinars

- Monthly webinars highlight current topics in KM

- Examples:

- Taxonomy 101
- Conducting needs assessments
- Using KM to improve trainings
- Blended learning
- Planning your organization's intranet



Learning: GHKC website/blog

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Search TRANSLATE

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Organizing and Storing Knowledge
KM tools can help public health practitioners synthesize, organize, store, and access information. Visit the [KM for Health and Development Toolkit](#) for the latest KM resources. Image © 2012 Sarah V. Harlan/JHU-CCP, Courtesy of [Photoshare](#)

Fostering knowledge sharing for better health outcomes
The Global Health Knowledge Collaborative (GHKC) is a forum for knowledge management (KM) professionals working in global health and development to collaborate, innovate, and exchange ideas.

Learn More

GHKC website/blog

The screenshot shows the GHKC website interface. At the top left is the GHKC logo with the tagline "Global Health Knowledge Collaborative". To the right are search and translate buttons. A teal navigation bar contains links for Home, About, Resources, Core Activities, Events, and Blog. Below the navigation bar, the page title is "The 'River of Life': A useful methodology for storytelling". The author is identified as Luis Ortiz-Echevarria, USAID Global Health Fellows Program | Youth Program Strengthening. The main content area contains two paragraphs of text. On the right side, there is a "POSTS BY MONTH" sidebar with a table showing the number of posts for each month from July 2014 to November 2013.

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Home About Resources Core Activities Events Blog

View Edit

Home / Blog / The "River of Life": A useful methodology for storytelling

The "River of Life": A useful methodology for storytelling

BLOG POST / April 14, 2014

 **Luis Ortiz-Echevarria**
USAID Global Health Fellows Program | Youth Program Strengthening

I was so glad to see [Rebecca Shore's recent blog post on storytelling](#). Some of the questions raised by Rebecca on broaching storytelling with technical staff and making the time for storytelling in different settings are serious challenges to implementing this approach. One methodology that I have found useful is the [River of Life](#). Simply put, River of Life is a visual narrative activity that helps participants reflect on the past and present and envision the future.

I've used it several times, but two instances were particularly memorable. In Honduras, [CARE](#) used this approach as a program planning tool. The team in Honduras was preparing to catapult their [community-based MCH project into a more comprehensive community health and social change project](#) that addressed inequities in maternal health, adolescent health, intergenerational relations, men as health clients and agents of change, and that positioned the program for evidence-based advocacy. All of this in a climate of funding and political change. We used the River of Life approach with the extended health team, including community liaisons, to reflect on where the project was, where it is now, and our vision of the future.

POSTS BY MONTH

July 2014	2
June 2014	3
May 2014	3
April 2014	3
March 2014	4
February 2014	1
January 2014	5
December 2013	1
November 2013	4

Learning (cont)

- GHKC has also included USAID's Bureau for Policy, Planning and Learning (PPL) in several meetings –and members have contributed to their strategy

Stacey Young, Senior Knowledge Management Advisor for USAID's Bureau for Policy, Planning and Learning (PPL), speaks during the KM Share Fair.



Learning: GHKC Share Fair, April 2013



Learning: GHKC Share Fair, April 2013



Learning: GHKC Share Fair, April 2013



“I thought this was a great event that fostered valuable knowledge and experience-sharing. I hope it becomes an annual, or at least a bi-annual, event.”

KM SHARE FAIR PARTICIPANT

GHKC functions

1. Collaboration
2. Learning
- 3. Advocacy**
4. Measurement

Advocacy

- GHKC works with the global health & development community to advocate for KM as an essential factor in strengthening health systems
- Developed a 30 second “elevator speech” on the importance of KM
- Have presented at relevant conferences

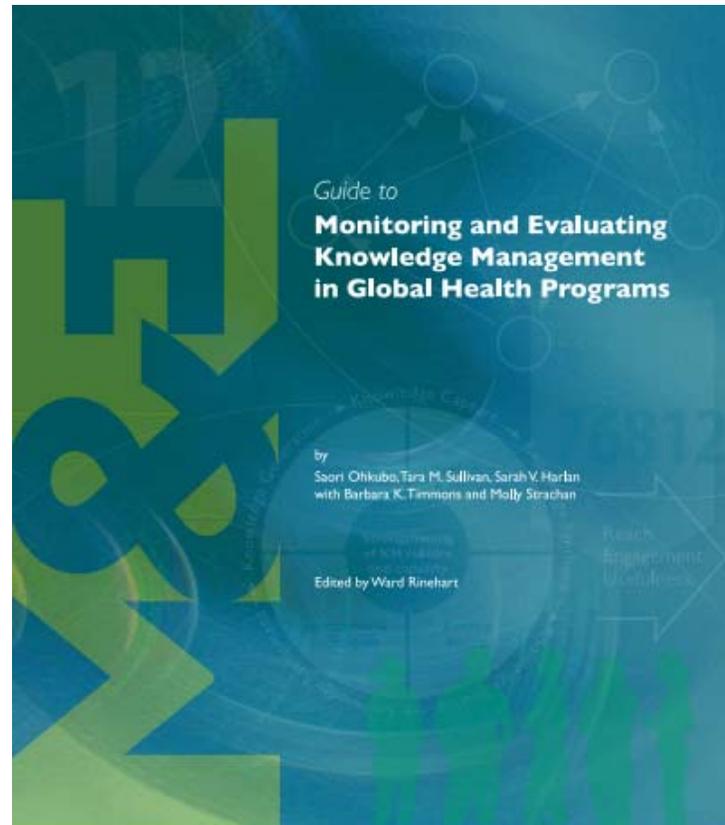
GHKC functions

1. Collaboration
2. Learning
3. Advocacy
4. **Measurement**

Measurement: M&E Guide

- GHKC members collaborated to collect & synthesize KM indicators and M&E instruments
- Developed a logic model and indicator guide for KM in global health and development

Measurement: M&E Guide



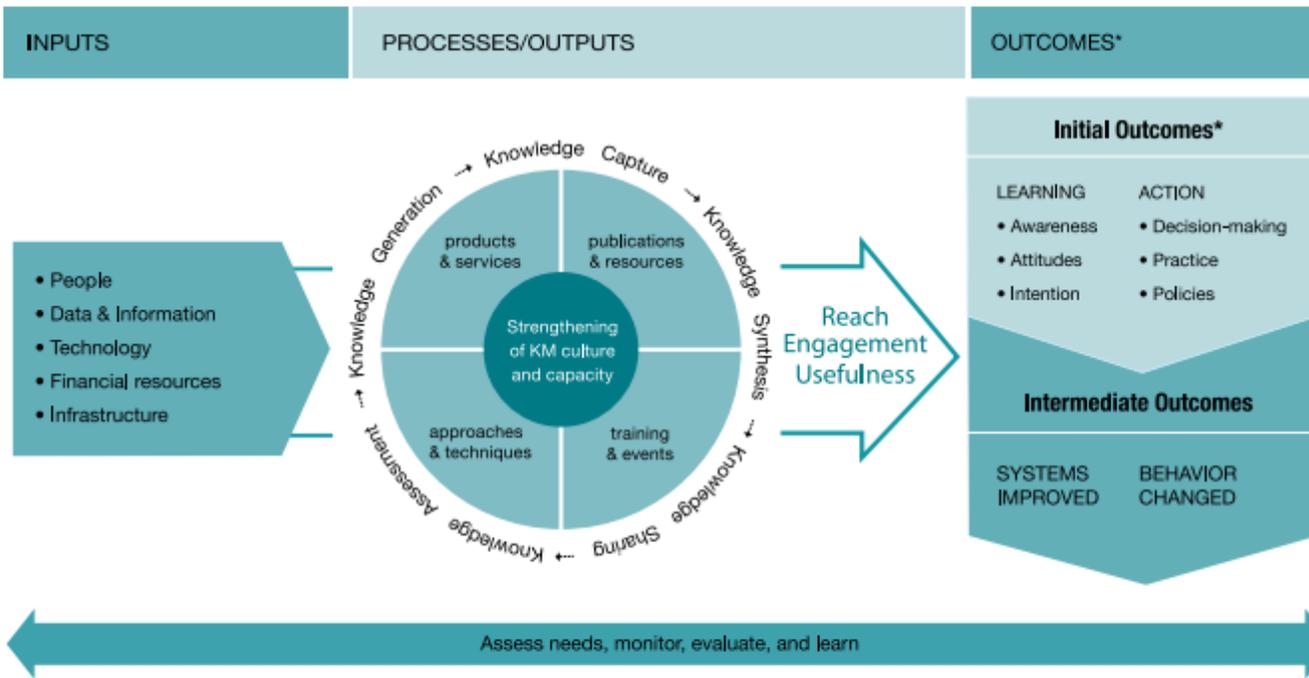
<https://www.k4health.org/sites/default/files/km-monitoring-and-eval-guide.pdf>



Measurement: M&E Guide

Knowledge Management for Global Health Logic Model

Problem Statement > Lack of knowledge limits quality of health policy, programs, services and practices.

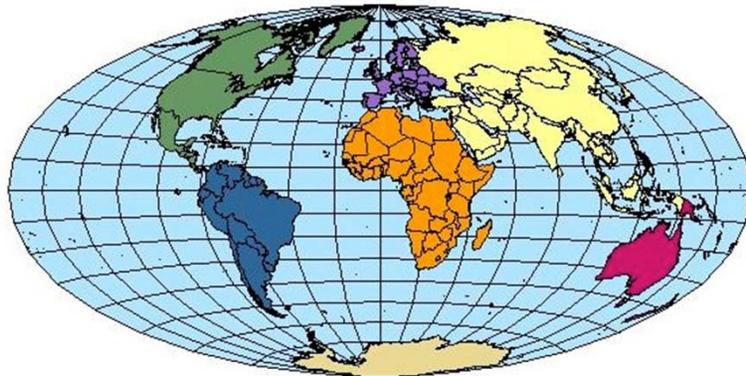


Long-Term Outcome > Health practices and health outcomes improved through effective knowledge management.

What have we learned?

The Challenge

- How to fully include colleagues outside the U.S. – particularly those in low- and middle-income countries– in GHKC activities?



Our response

- Developed case studies with our colleagues in the field
- Expanded opportunities for participation – listserv, webinars (archived), blog
- And... coming soon....
The GHKC East Africa Affiliate! (stay tuned)

What have we learned?

The Challenge

- How can we avoid preaching to the choir?

Our response

- Held a large KM Share Fair open to all working in global health and development
- Encouraged task teams to form whenever a new deliverable is suggested, reaching out to those who have not previously been on task teams

What have we learned?

The Challenge

- How do we sustain this group and ensure its longevity?

Our response

- Developed operational guidelines for Chair Org, Advisory Committee, and member orgs
- Ensured that decisions are made openly
- Maintained transparency
- Cultivated a strong base of innovative, passionate KM leaders dedicated to sustaining the group

What have we learned?

“Seamless KM processes are at the core of successful health projects with the ability to improve health outcomes and save lives. If an organization can share health information and best practices successfully, and mobilize resources to effectively reach target audiences — through robust online and social media platforms, comprehensive trainings, and technical assistance — it can have a real impact on educating implementers and recipients on better health practices and behaviors. The GHKC helps teach and provide useful tools to set up and scale up solid approaches



to sharing information within your organization or project and with your external target audiences and stakeholders.”

ERIN BROEKHUYSEN

Senior Knowledge Management Advisor
John Snow, Inc.
GHKC Advisory Committee Member

The way forward...

- GHKC East Africa Affiliate (and hopefully others)
- Partnering with other KM groups
- Continuing to promote and improve our current products

GHKC is supported by USAID through the Knowledge for Health (K4Health) Project

- K4Health:
- USAID-funded flagship family planning knowledge management project
- Implemented by:
 - Johns Hopkins Center for Communication Programs (JHU-CCP)
- In partnership with:
 - FHI 360, IntraHealth, and MSH



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Thank you!

Visit us at

www.globalhealthknowledge.org



Contact:

Sarah Harlan – sarah.harlan@jhu.edu

Willow Gerber – wgerber@msh.org

