Operationalizing Knowledge Management in Global Health Programs

by: Theresa Norton, MBA, Jhpiego, Johns Hopkins University. Baltimore, MD, and Elyse Lasser, MS, School of Medicine, Division of Health Informatics, Johns Hopkins University, Baltimore, MD

Supporting Programs for Postpartum Family Planning (PPFP)

What is the Programmatic Need?
Evidence shows that avoiding unplanned/unwanted pregnancy and using healthy birth spacing saves lives of mothers and children (Campbell and Graham 2006; Cleland et al. 2006)

Review of literature revealed a lack of consistency in PPFP programmatic approaches (ACCESS-FP 2006)

Knowledge Management Intervention: On-line Collaboration
Create an online collaboration area for the CoP housed in the large Implementing Best Practices (IBP) Initiative Knowledge Gateway (2006)

Knowledge Management Intervention: E-mail Forums
Hold a series of on-line global forums via e-mail with guest expert “speakers” and activities in the CoP collaboration area (2007-2011)

Global On-line Forums on PPFP
Format of forums:
- 2-week, moderated discussion via e-mail
- Daily digests
- 5-10 global health experts per forum post “mini-lectures” with discussion questions
- Web-based archives
- Attachments for further reading
- Focus on practical experience, lessons learned, evidence-based practices

Between Three and Eleven Developing Countries Post Messages Each Forum

Collaboration and Knowledge Exchange: African Regional Meeting on Postpartum Hemorrhage, Pre-Eclampsia and Eclampsia*

About the Meeting
- Meeting entitled, “Interventions for Impact in Essential Obstetric and Newborn Care”
- 369 participants representing 36 countries
- Policy leaders, clinicians, program managers
- Formal provides a team collaboration environment with knowledge exchange and consensus building

Meeting Format as Team Collaboration
- Countries sent teams of representatives
- Each participant received technical updates
- Each team was asked to review their national situation in relation to PPH and PEC before the meeting and summarize for a concept map—a pathway to scaling up implementation of critical interventions
- Teams evaluated each pathways via a poster session and gave feedback
- Teams developed action plans
- Follow-up to help implementation of action plans and provide ongoing support

Pathways to Implementation of Postpartum Hemorrhage Prevention and Management Scale

Meeting Format Compared to Microecosystem Team Collaboration Theory
- Research suggests that teams go through four stages of collaboration (Junkley et al. 2010)
- Addis meeting focused supported team development

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Knowledge Management Intervention: Synthesis Knowledge for Use
Create an electronic toolkit to provide a comprehensive collection of best practices and evidence-based tools and documents on postpartum family planning to assist policymakers, program managers, trainers, and service providers.

Postpartum Family Planning e-Toolkit
- From 2003-2011, the PPFP e-Toolkit reached over 3,000 visits from 122 countries
- Information is presented in the following categories (see categories in progress):
  - LAM
  - PPFP
  - Microecosystem
  - Monitoring, Evaluation and Research
  - PPFP Technical Meetings
  - PPFP Message Guide
  - Facility Trainings
  - Community Trainings
  - Country Materials
  - Behavior Change Communication Tools
  - Reports
  - Technical Briefs
  - Protocols and Presentations
- Includes materials from Afghanistan, Albania, Bangladesh, Haiti, India, Kenya, Nigeria, and Tanzania
- The e-Toolkit section is a template that has been used to create 36 toolkits from 70 organizations on global health topics

Knowledge Management...All about “Engaging, Empowering, Evolving...Together!”