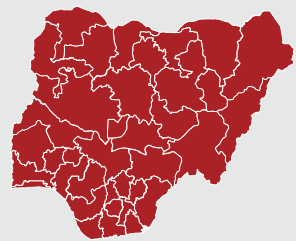


THE USE OF VIRTUAL LEARNING PLATFORMS TO BUILD THE CAPACITY OF HEALTHCARE WORKERS FOR EFFECTIVE SERVICE DELIVERY

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INTRODUCTION

In Nigeria, due to high attrition rates of healthcare workers, insufficient training institutions, and increasing retirements of aged staff without proper replacements, there has been a decrease in the proportion of healthcare workers with the necessary knowledge and capacity to care for and manage HIV patients. This is common among rural and hard-to-reach health facilities. This has a negative impact on the health outcome of patients on treatment, linkage to care, retention, and provision of HIV-friendly services, particularly the key population. The Extension for Community Healthcare Outcomes (ECHO) model aims to allow for the treatment of complex and chronic health conditions in under-served communities by linking health professionals with subject matter experts (SMEs) through a virtual learning platform.



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Insufficient training institutions



Retirements of aged staff without proper replacements



Decrease in knowledge and capacity to care for and manage HIV patients

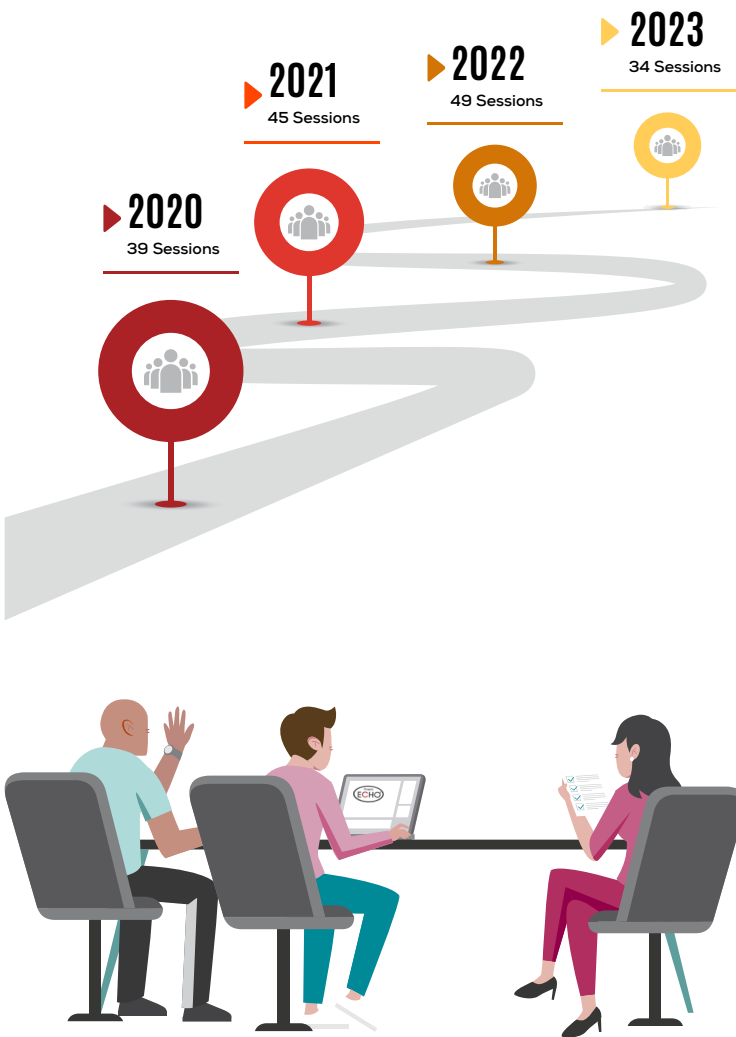
Challenges in Healthcare Workforce in Nigeria

OBJECTIVE

The use of ECHO for effective health system strengthening in Nigeria.

METHODS

Facility site assessment was conducted, and knowledge gaps were identified in HIV/TB care and treatment, key population, quality improvement, and surveillance. Subject matter experts were engaged to develop content for the training of health workers in weekly meetings, via video and teleconference (TeleECHO sessions), during which healthcare workers listen to a didactic presentation, share challenging cases, and ask questions about best practices.



Total number of ECHO sessions (March 2020 to date)

RESULT

An upward trend in facility participation was observed from **223** in October **2021** to **390** in May **2022**. Access was given to PHCs to interact with medical experts in different disease areas to learn global best practices in the care and management of HIV. This has drawn commendations from key stakeholders, including the activation of **44** new health facilities in Abia and Kastina State.

CONCLUSION

The ECHO platform has been an effective way of capacity building for healthcare workers by linking health professionals from under-served communities to subject matter experts. It also shows high acceptability based on the growing number of participants although this study did not review participants' retention. The platform, while currently being used for capacity building for HIV care and management, can be utilized for general medical capacity building.