

Capacity Development Plan for Provision of Integrated Health Services

Facilitator's Guide for Facility Level Trainings

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Version 2.0

Introduction

Integration of health services is critical to addressing inefficiencies of vertical programming, achieving Universal Health Coverage (UHC) goals and advancing patient-centered care for good health outcomes.

The Ministry of Health Uganda has developed Practical Guidelines to enhance the operationalization of integrated services within Primary Health Care (PHC) settings which include a Capacity Development Plan for Provision of Integrated Health Services' Delivery.

As part of this capacity development plan, the Ministry of Health and partners have designed a simulation training for health workers on key aspects of delivering integrated health services.

This training will provide clarity and comprehensiveness on the integration principles, support operationalization of various National Policies and Guidelines which promote integrated health care, such as the Uganda Clinical Guidelines and the Minimum Health Care Package (MHCP) and provide a practical guidance for health workers to deliver integrated care

This training manual is therefore a practical guide for facilitators to deliver structured training for healthcare workers and other stakeholders on the integration of health services.

Continuous monitoring and evaluation will be necessary to refine the training based on feedback and evolving healthcare dynamics. By following this plan, the Ministry will ensure effective training and integration of healthcare professionals, ultimately improving healthcare delivery.

Objectives of the training

The objectives of this training manual are;

To Equip healthcare workers with the knowledge and skills to implement integrated health services.

Foster a patient-centered approach to service delivery.

Improve the quality of care for both acute and chronic conditions.

Enhance the efficiency and effectiveness of health service delivery.

Promote the use of data-driven decision-making in healthcare.

Trainees

The target audience for this training includes Policy makers, Healthcare workers (physicians, nurses, pharmacists, clinical officers, counselors, etc.), Health services managers and supervisors, Implementing partners (IPs), Community health workers (VHTs, CHEWs), Pharmacy and Supply Chain / Logistics Managers, Laboratory personnel, Data managers.

Training Approaches

This training will utilize In-person modalities which will include didactic Sessions, case Scenarios and Participant Action Planning in form of group work to encourage interactive learning, problem-solving and understanding of key concepts required to providing high-quality training at subsequent levels.

Continuous Support and Mentorship/ Continuing Medical Education (CME): We will provide ongoing professional development through structured mentorship programs. encourage ongoing professional development.

Trainings at facility level will include Practical Demonstrations and simulations: To showcase best practices and hands-on skills.

Training Package

The Training content consists of Six (6) Modules which will be delivered in Ten (10) Days at a Facility.

Day 1: Inception and rapid assessment for Integration

Day 2&3: Module 1- Governance and leadership for Integration

This module shall provide trainees with an overview of the importance, Scope and objectives of integrated health services. Participants will receive practical guidance on the roles and responsibilities of Regional Referral, District and Facility teams in creating an enabling environment for integration.

The participants should be able to develop comprehensive action plans for integration at the end of the Module.

Day 3&4: Module 2- Triage, Emergency Care and Infection Prevention

The Module shall provide trainees with an overview on Triage, Emergency and Acute Care, Comprehensive patient assessment, Infection control measures, Individualized treatment plans and continuity of Care.

The participants should be able to develop comprehensive Plans for Triage and Emergency at the end of the Module.

Day 3&4: Module 3- Identification and Management of Acute illnesses

The Module shall provide trainees with an overview of principles of patient centered management of acute illnesses including comprehensive patient assessments, appropriate utilisation of diagnostic tools, patient monitoring, timely referrals and routine follow-up

The participants should be able to develop comprehensive Plans for acute care the end of the Module.

Day 5&6: Module 4-Identification and Management Chronic Care Management.

This module is aimed at ensuring that the trainees understand the core principles of identifying and diagnosing chronic illnesses, guidelines for conducting comprehensive patient assessments and effectively utilizing diagnostic tools, strengthening knowledge and skills in developing and implementing individualized care plans for chronic disease management, reviewing effective strategies for medication management and promoting patient adherence to treatment plans, enhancing the integration and utilization of laboratory systems and networks to support chronic care, recognizing the role of patient education and regular follow-up in the successful management of chronic illnesses.

The participants should be able to develop comprehensive Plans for Identification and Management Chronic Care Management at the end of the Module.

Day 7&8: Module 5-Complementary Services for Integration.

The Module is aimed at ensuring that trainees understand the complementary care processes that are key to delivering quality integrated health services. This includes an overview on the principles of management of Essential Medicines and Health Supplies (EMHS) including Lab commodities, information on accountability for EMHS, laboratory diagnostic systems and Network, knowledge on Health Information systems for integration as well as Continuous Quality Improvement processes.

The participants should be able to develop comprehensive Plans for the different complementary services that demonstrate an understanding of key principles as follows;

Health commodities management (Ensuring an uninterrupted supply of essential medicines and diagnostics, Integrated quantification and stock management, Rational use of medicines)

Laboratory Systems (Integration of laboratory systems and networks, Sample transportation and referral, Equipment management and quality assurance, Waste Management and Equipment Maintenance)

Information Systems (Functionalizing the National Integrated Health Management Information Systems (HMIS), Data capture, documentation, and reporting, Data quality assurance and validation)

Day 9&10: Module 6-Integrated Facility and Community Routine Services

Module 6 is aimed at ensuring that participants understand; The principles of integrated routine health services packages at facility and community level, Community service delivery models/ approaches to address diverse patient needs including Differentiated service delivery models (DSDM), Community service Delivery Platforms, how to improve linkage, coordination and communication among stakeholders to ensure seamless service delivery.

Training Evaluation and feedback

The Training shall have pre and post-training assessments.

Pre-Training assessment

Objective: To assess the baseline knowledge and skills of participants.

Format: Multiple-choice questions, short answer questions, and practical scenarios.

Content: Questions covering all modules, including clinical assessment, service delivery, health commodities, information systems, human resources, laboratory systems, and community services.

Post-Training assessment

Objective: To measure the knowledge and skills gained by participants.

Format: Multiple-choice questions, short answer questions, and practical scenarios.

Content: Questions covering all modules, like the pre-training assessment.

Participant feedback survey

Objective: To gather feedback on the training content, delivery, and overall experience.

Format: Likert scale questions, open-ended questions.

Content: Quality of training materials, Effectiveness of trainers, Relevance of content, Suggestions for improvement

Training Guide:

*****The time durations indicated are placeholders at facility level. The Implementing partners and District Health Teams will work with the facilities to identify appropriate timings for the training without interrupting service delivery

Annex 1: Sample list of Identifiers for a quick facility assessment on Integration.

Focus on Standard 2