

## Creating Change from Within The Health and Population Sector Programme (HPSP)

At the request of USAID/Dhaka, the PRIME II Project worked with the Bangladesh Ministry of Health and Family Welfare to implement a national in-service training strategy for the essential services package (ESP). The PRIME I Project had been instrumental in drafting Bangladesh's national strategy, so the follow-on PRIME II Project was ideally positioned for this activity and established an office within the Technical Training Unit (TTU) of the Ministry, which worked side-by-side with the TTU staff for three years (2000-2003).



### Reviewing Results in PRIME II

Oct. 2002–Sept. 2003

#### *Policy, Advocacy and Services*

- National RH Policy
- Partnership

#### *Knowledge Advancing Best Practices*

- PMTCT
- Scaling-Up PI
- Costing
- Supportive Supervision

#### *Support to the Field*

- Nicaragua: EONC
- Philippines: HIV/AIDS
- Paraguay: FP/RH Quality
- Mali: FGC
- Senegal: PAC
- Dominican Republic: RTL
- Mali, Benin, Ethiopia: PPPH
- **Bangladesh: RTL**

## PRIME II

IntraHealth International, Inc.  
6340 Quadrangle Drive, Suite 200  
Chapel Hill, North Carolina 27517  
intrahealth@intrahealth.org  
www.prime2.org www.intrahealth.org

### Background

PRIME's goals were to help the TTU operationalize the national in-service training strategy and to create a decentralized national system to train 54,000 primary providers. Key objectives included:

- Strengthen central-level management capacity
- Standardize in-service planning, implementation and follow-up
- Strengthen lead training organization (LTO) capacity
- Strengthen district and sub-district (*upazila*) capacity to plan and monitor training
- Conduct training and follow-up
- Develop monitoring and evaluation capability at the central level, including a Training Management Information System.

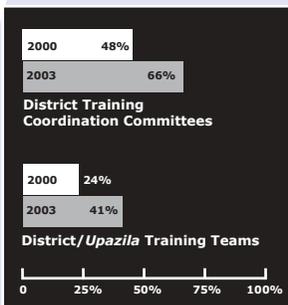
### Interventions

Recognizing that a national training program requires standardization of training quality, PRIME led the process of drafting National Training Standards, which the government adopted. Building on these standards, PRIME led in developing training guidelines for the ESP course, and organizing details of all the steps needed to implement an effective training program for field workers. Both the standards and guidelines documents contributed to the development of a quality checklist tool that was used by the Central Monitoring Team to assess the quality of the training they monitored during visits to districts and sub-districts.

With PRIME's assistance, the TTU established a decentralized network of 64 district training coordination committees (DTCCs) and 460 district/*upazila* training teams (DUTTs). Through interventions identified during a performance needs assessment, the PRIME-TTU team strengthened three of the governmental LTOs. The team worked closely with three local NGOs that supported the logistics and administrative management of the training.



**Basic Essential Services Package Training**



**Decentralized Training Responsibility**

## Results

At the end of the three-year intervention period, the project produced the following key results:

- 45,000 providers were trained in the basic ESP course (83% of the target)
- Data collected at worksites using stringent observation scoring criteria for a sample of providers at baseline and end-line showed a threefold increase in average performance scores on selected tasks
- A national-level computerized Training Management Information System was established, improving the TTUs' ability to plan, monitor and follow-up training
- PRIME developed and piloted a District Management Information System to facilitate supportive supervision and decision-making at the district level
- All six LTOs met the quality standards established in the national training standards
- All sample district/*upazila* training teams reported receiving and using the ESP training guidelines, and 83% of DUTT members received follow-up support during the 21-day basic ESP training at the *upazila*, compared to 52% at baseline
- 66% of DTCC members and 41% of DUTT members recognized training as one of their major responsibilities, compared with a baseline of 48% and 24%, respectively
- PRIME assisted the Line Director for In-Service Training to incorporate Performance Improvement as a strategic approach in the conceptual framework of the IST section in the Ministry's 2002-2003 Annual Operational Plan.

## Conclusion

The HPSP represented the first time PRIME II had played a pivotal role in operationalizing a national in-service training program on such a large scale and developing a nationwide framework for human capacity development. Having PRIME staff "embedded" in the Ministry offices facilitated the process of standardizing and ensuring the quality of training throughout the country, and the staff worked constructively and collegially with their counterparts to increase the capacity of the TTU.



## PRIME II

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