

### FACILITATOR GUIDE PH555X

#### Week 0 – Facilitator Guidance & Preparation for Course Launch at Your Site

##### **Document Overview:**

This document provides guidance for PH555x course facilitators who have been identified at each hospital in Rwanda to help organize a regular meeting or discussion group among those enrolled in the online global health quality course.

##### **Welcome Note from PH555x Course Team:**

Greetings PH555x global health quality course facilitator! We are delighted to have you as a critical member of this new initiative to bolster health care quality in Rwanda. As you may know, this course that we call “PH555x” is a brand new online course offered through Harvard University’s EdX platform. While the course is designed to be completed entirely online by a single individual, the Rwandan Ministry of Health has been enthusiastic to have each hospital in Rwanda host local discussion groups or meetings to complement the online course material. As a course facilitator, you will play a key role in organizing the most sensible and fruitful discussions or activities related to the course at your site over the next 8 weeks. The following material is solely meant to offer suggestions for how you may wish to launch these meetings at your site, and we welcome you to be creative in making the most of this unique learning opportunity. We look forward to being in touch on a weekly basis to see if there are additional materials that we can provide to you that you will find helpful. Thank you again for your help with this exciting course! Best, PH555x Team

##### **Resources for Facilitators:**

- Google Drive Folder Titled “Rwanda – Global Health Quality Course (PH555x)”
  - This folder contains materials that you may find helpful for each week of the course, including possible discussion guides and templates.
  - The course lasts for 8 weeks and will be organized in this way (e.g. Week 1 = Burden of Unsafe Medical Care; Week 2 = Measurement).
  - If you are not able to access this folder, please email [kscott@fas.harvard.edu](mailto:kscott@fas.harvard.edu)
  - *Remember, all course materials (readings, videos, transcripts) are on the EdX platform.*
- Email distribution list
  - The Teaching Fellow for the course – Kirstin Scott – will be circulating an email to facilitators on a regular basis. Feel free to reply all to contact fellow facilitators at other sites should you have questions.

##### **Action Item List for Facilitators:**

- Develop method for recording who is taking course at site (e.g., a sign in sheet)
- Communicate updates to others taking course at site (e.g., email, SMS, phone, etc.)
- Create schedule of and goals for each in-person meeting at your site to discuss the course material throughout the 8 week period in whatever format is most useful
  - For example, you may wish to organize a weekly meeting over the lunch hour on a certain day of the week - or a discussion group that is held every other week during the 8-week course.
- Examine the shared google drive for resources (videos, transcripts, etc.)

- No later than October 17<sup>th</sup> – ensure that everyone is **registered** on the online course website at your site who wishes to participate (*see registration guidance below*)
  - We encourage that the following people are enrolled in the course at each hospital:
    - clinical director
    - chief nursing officer
    - member(s) from the quality team
- No later than October 17<sup>th</sup>, ensure that each person who plans to take the course takes this pre-course survey for the Rwanda program
  - Rwanda Program Participant Pre-Course Survey:  
[https://docs.google.com/forms/d/1jN1sVuOChbYa\\_X0RNJV3A1Ti8T6UOmXMUj9jNiGgwlw/viewform](https://docs.google.com/forms/d/1jN1sVuOChbYa_X0RNJV3A1Ti8T6UOmXMUj9jNiGgwlw/viewform)
- No later than October 20<sup>th</sup> – organize the first meeting at your site to discuss goals/week 1 of the course

**Rwanda Program – Global Health Quality Course Timeline:**

- Rwanda Program Course “Launch” = October 14<sup>th</sup>
  - *A special welcome message will be distributed from the course on Tuesday, October 14<sup>th</sup> to welcome the Rwandan students to the course. Please note that the course officially launched in September (~4 weeks ago), but you will have a full 8 weeks to complete the course and be eligible for the course certificate.*
- Conclusion of Course = no earlier than December 16<sup>th</sup>

**Course Schedule & Timeline:**

Week #/Topic	Suggested Timeline for Rwanda Program	Weekly Goals
<b>Week 0. Introduction</b>	<b>Deadline:</b> Register no later than Oct 17  <b>Organize first meeting to review Week 1 (Burden) no later than Oct. 20<sup>th</sup> (see Week 1 discussion guide in google folder)</b>  <b>October 14 – October 20</b>	<ul style="list-style-type: none"> <li>• Register for course no later than Friday, Oct.17</li> <li>• Complete Pre-course Survey (Rwanda program on <a href="#">this google form</a> &amp; on the course website)</li> <li>• Review the course introduction videos (or transcripts if unable to view videos)</li> <li>• Discuss goals of in-person discussion group and how it can best complement online course</li> <li>• Review “launch” email from Professor Jha dated September 16, 2014*</li> </ul>
<b>Week 1. Burden</b>	October 14 – October 20	Material already on course website
<b>Week 2. Measurement</b>	October 21 – October 27	Material already on course website
<b>Week 3. Standards</b>	October 28 – November 3	Material already on course website
<b>Week 4. Improvement</b>	November 4 – November 10	Material already on course website
<b>Week 5. IT &amp; Data</b>	November 11 – November 17	Material will be posted on course website Oct 14
<b>Week 6. Management</b>	November 18 – November 24	Material will be posted on course website Oct 21
<b>Week 7. Patients</b>	November 25 – December 1	Material will be posted on course website Oct 28
<b>Week 8. Public Systems</b>	December 2 – December 8	Material will be posted on course website Nov 3 +1 Buffer Week – Course to be Completed by December 16

\*Before each week – please review the “Course Info” tab and find the message from Professor Ashish Jha to the entire course (which started 4 weeks before the Rwanda program).

\*\*Remember – the course is “self-paced” and each participant has a total of 8 weeks to complete all course material starting October 14<sup>th</sup>. As such, feel free to be creative in terms of the timeline that makes the most sense for your site.

**Facilitator Preparation Before The First Group Meeting:**

- Register for the course yourself
- Review the Rwanda Program Google Folder with resources for each week
- Secure meeting location
- Update colleagues on meeting location
- Familiarize yourself with the course syllabus, grading policy, course calendar, EdX platform
- If necessary, prepare USB drive with all materials for week 1 as shown in the google folder if people are having difficulty accessing the course material
- Have the Rwanda Program Participant Pre-Course Survey (google form) prepared on the computer, online, or printed versions on hand to distribute to those who plan to participate

**Draft Agenda for First Group Meeting:**

- I. Introductions
  - a. Introduce yourself as course facilitator
  - b. Clarify communication plan with your colleagues
- II. Tasks
  - a. Make sure all course participants have:
    - i. registered for the course (see guidance below)
      1. Remember – the Audit option is FREE and makes one eligible to receive the honor code completion certificate at the end of the course. We advise that you **do not** pay for the verified course certificate.
    - ii. completed the Rwanda program participant pre-course survey
      1. Option 1. Online via Google form - [https://docs.google.com/forms/d/1jN1sVuOChbYa\\_X0RNJV3A1Ti8T6UOmXMUj9jNiGgwlw/viewform](https://docs.google.com/forms/d/1jN1sVuOChbYa_X0RNJV3A1Ti8T6UOmXMUj9jNiGgwlw/viewform)
      2. Option 2. Hard copy version (see course google folder for copy of survey)
  - b. Review EdX platform together
  - c. Review course content and structure
    - i. Examples: syllabus, course calendar, assignments, grading policy
  - d. Watch one of the two introductory films in the “Intro” week (week 0)
    - i. *Quick course overview (3:23)*
    - ii. *What is quality (5:43)*
  - e. If necessary, share materials for the Week 1 session on a USB stick
  - f. Encourage students to spend time on the EdX platform online
- III. Possible Discussion Questions
  - a. What are your expectations for the course?
  - b. What meeting format would be most useful for our site to discuss this course material?
  - c. What do you hope to learn that you can apply in your work?
  - d. What does “quality” mean to you?

**ADDITIONAL GUIDANCE FOR IN-PERSON DISCUSSION GROUPS & COURSE FACILITATOR**



**PH555x - Improving Global Health:**  
Focusing on Quality and Safety  
Weekly Guide – Rwanda Program

### **Overview**

As noted above, the online course allows for participants to complete the course on their own. However, given the Ministry of Health's enthusiasm to have the clinical director, chief nursing officer and member(s) from the quality team from each site enroll in the course and complete the Audit/Honor Code Certificate, we encourage each hospital to organize their sites in a manner that allows for regular conversations regarding the course material to take place among these individuals (and others who may wish to enroll) over the 8-week period of the course (October 14<sup>th</sup> – December 9<sup>th</sup>).

### **Minimum requirements for course facilitation**

While many course participants may have their own computer and internet access options, this may not be true for all participants at all sites. We thus would advise that sites allow for each course participant to have individual access to a computer for at least 2-4 hours per week in order to watch the videos (unless this is done as a group), complete online quizzes, read/post on discussion boards, etc. Sharing access to a small number of computers may need to be negotiated in advance. In addition, access to a printer, paper and a projector may be useful.

### **Options for running the discussion groups at your site starting October 14<sup>th</sup>**

While we encourage creativity at each site to organize themselves in the manner that is most effective for them, we may suggest that facilitators ask course participants at each site to watch the videos on their own – and come prepared to discuss highlights from the course material during the discussion group in a manner that is most helpful for their site.

### **Guest contributors**

We encourage sites to invite those who are experienced in the course topics (e.g., quality improvement, measurement, M&E, etc.) to be invited to participate as “guest speakers” or “guest facilitators” for a session. This could be replicated on a larger scale with careful guidance. It would be best to brainstorm with leadership in each facility/district to identify guest speakers and schedule far in advance.

### **Questions**

*Please contact [ ] - the Course Teaching Fellow for the HarvardX PH555x course and will be in Kigali to support those who wish to participate in the online course in Rwanda.*


## **REGISTRATION GUIDANCE**

Please provide this guidance to those who may wish to sign up for the course and are new to the EdX website. Registration to the course is required no later than October 14<sup>th</sup> and should take just a few minutes.

**Step 1:** Go to the PH555x course homepage

<https://www.edx.org/course/harvardx/harvardx-ph555x-improving-global-health-1679>

**Step 2:** To the bottom right, click on “Register for PH555x”



edX HOW IT WORKS COURSES SCHOOLS & PARTNERS REGISTER NOW log in

## Improving Global Health: Focusing on Quality and Safety

Access to healthcare services is critical – but is it enough?

**About this Course**

We all agree that quality is important – but what is it? How do we define it? How do we measure it? And most importantly, how might we make it better? In this course, you will learn:

- The importance of focusing on quality for improving population health
- A framework for understanding healthcare quality
- Approaches to quality measurement

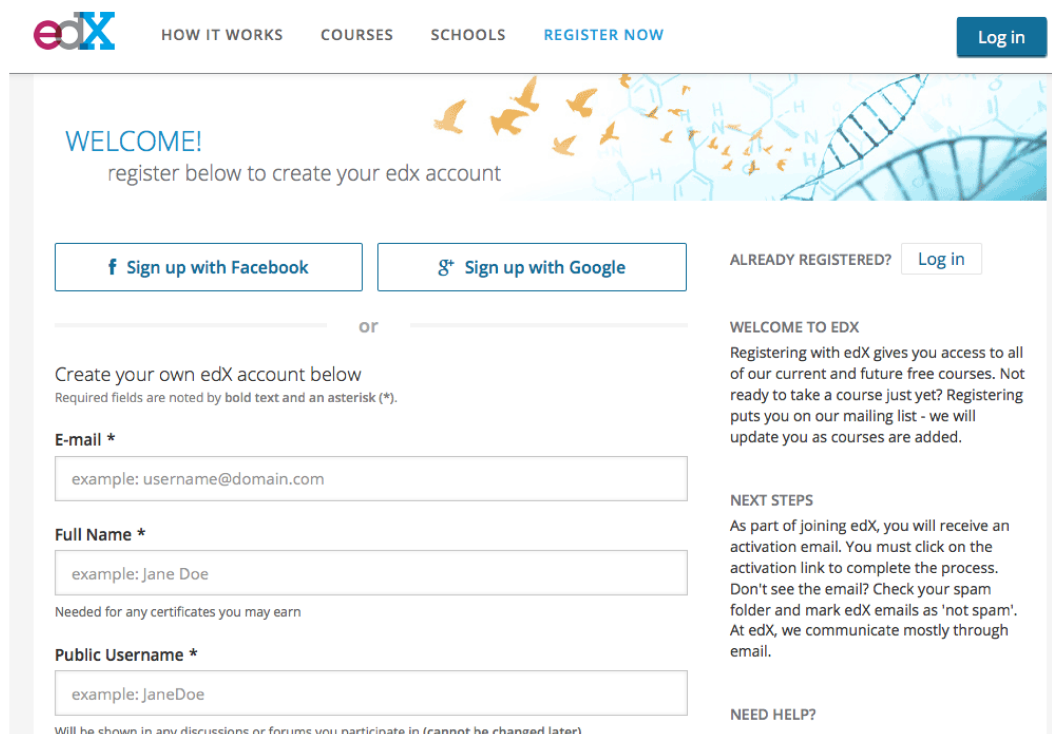
School: HarvardX  
 Course Code: PH555x  
 Classes Start: 16 Sep 2014  
 Course Length: 8 weeks  
 Estimated effort: 2 - 4 hours/week

**Register for PH555x**  
and choose your student track

1.9K

**Step 3:** Create your own EdX account so that you can register for the course. You will need to enter the following information:

- Email address
- Full Name
- A Public Username (the name that will be publicly visible on the course)
- Password
- Country
- Be sure to check the “I agree with Terms of Service” and “I agree to the Honor Code” boxes




**Step 4:** Click “Create My EdX Account” blue button at the bottom of the page to complete registration

**Step 5:** An email from EdX will be sent to your email address. Open the email and click the link in order to activate your account. Congratulations! You now have an EdX account. *If you are having trouble accessing the website, please make sure that you have opened this email to ACTIVATE your account.*

**Step 6.** You will be asked to indicate which “track” you wish to register. Please select the blue button “Select AUDIT” which is free. If your work is satisfactory and you abide by the Honor Code, you’ll receive a personalized Honor Code Certificate to showcase your achievement, and this is what is eligible for Continuing Professional Development (CPD) credit. (Passing Rate for PH555x = 60%)

Please note, there is also an option (green badge) called the “certificate of achievement (ID Verified)” that is \$250 US. Once again, however, we strongly encourage you to do the (blue badge) AUDIT option with the intention of obtaining the HONOR CODE CERTIFICATE, which is free. There are no differences in the course experience between the two tracks – all students will have the same access to course videos, readings, discussion boards, etc. no matter the track they choose.

Select your track:

**Certificate of Achievement (ID Verified)** 


Sign up and work toward a verified Certificate of Achievement.

Select your contribution for this course (min. \$ 250 USD):

\$ 250 USD     \$  USD

**Select Certificate**

or

**Audit This Course** 

Audit this course for free and have complete access to all the course material, activities, tests, and forums. If your work is satisfactory and you abide by the Honor Code, you'll receive a personalized Honor Code Certificate to showcase your achievement.

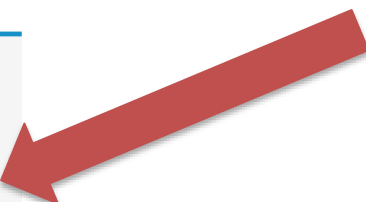
**Select Audit**

**Verified Registration Requirements**

To register for a Verified Certificate of Achievement option, you will need a webcam, a credit or debit card, and an ID.

**What is an ID Verified Certificate?**

An ID Verified Certificate requires proof of your identity through your photo and ID and is checked throughout the course to verify that it is you who earned the passing grade.



**Step 7:** Congratulations! You are now registered for the course. The course should now appear on your Dashboard.

*\*We thank the team from IMB/PIH sites for helping provide this template based on their experiences in facilitating online courses.*