

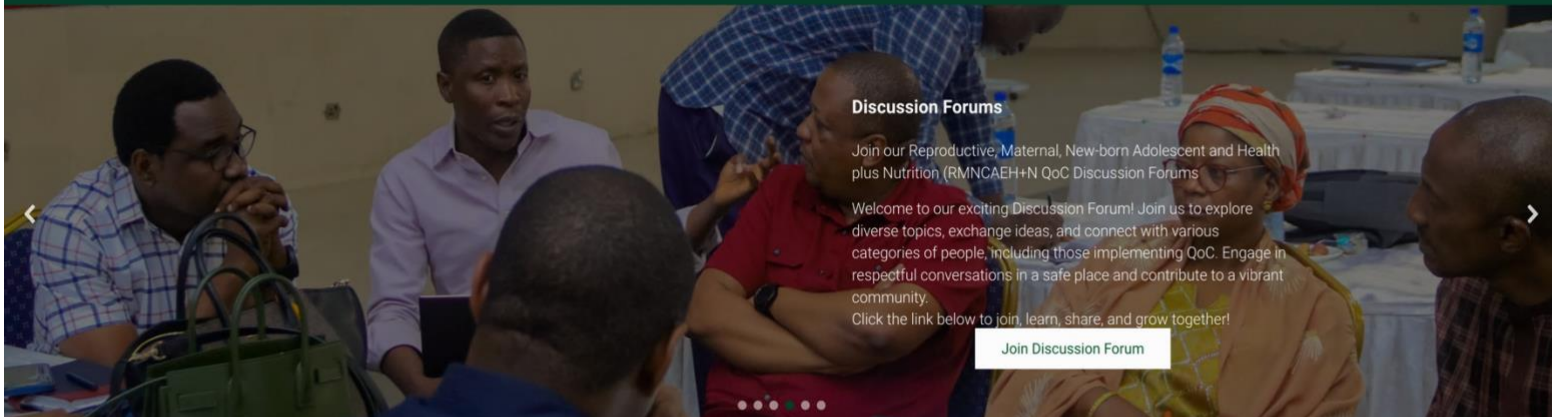
MOMENTUM

Country and Global Leadership



National
Quality of Care
Learning Platform

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Discussion Forums

Join our Reproductive, Maternal, New-born Adolescent and Health plus Nutrition (RMNCAEH+N) QoC Discussion Forums

Welcome to our exciting Discussion Forum! Join us to explore diverse topics, exchange ideas, and connect with various categories of people, including those implementing QoC. Engage in respectful conversations in a safe place and contribute to a vibrant community.

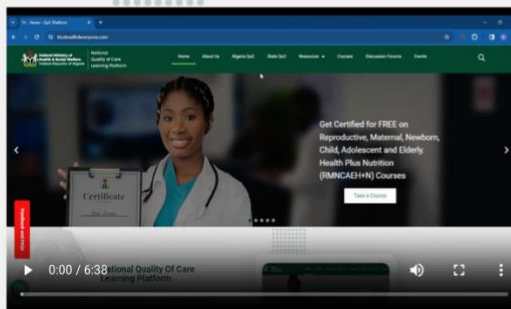
Click the link below to join, learn, share, and grow together!

[Join Discussion Forum](#)

National Quality Of Care Learning Platform

This platform provides a one-stop shop for peer-to-peer learning and knowledge exchange among all parties who support Reproductive, Maternal, New-born Adolescent and Health plus Nutrition (RMNCAEH+N) Quality of Care (QoC).

Click on the 'how-to' video to learn more about how to use this platform.



Home page of the National Quality of Care Learning Platform (April 15, 2024)

Technical Brief

BUILDING A NATIONAL LEARNING PLATFORM TO ADVANCE QUALITY OF CARE IN NIGERIA

Supporting the Federal Ministry of Health's efforts to foster learning to advance quality of care for Nigerian citizens.



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BACKGROUND

The National Technical Working Group (TWG) on Quality of Care (QoC) identified learning as an essential mechanism to accelerate progress on the country's efforts to improve the quality of health care services across the continuum of care (i.e., reproductive, maternal, newborn, child, adolescent, and elderly health plus nutrition [RMNCAEH+N]). The Federal Government included support for continuous learning in its 2021–2022 Annual Operational Plan. To this end, the MOMENTUM Country and Global Leadership (MOMENTUM) Nigeria QoC program supported the government to develop an online learning platform focused on RMNCAEH+N QoC.

MOMENTUM Nigeria Quick Facts

Project Start Date: Oct 2021

Project End Date: Sept 2024

Geographic focus: 23 states and the Federal Capital Territory

Project Scope: Support the strengthening of quality of care of maternal, newborn, and child health services through national and subnational policy and strategic technical support, learning and research, and strengthening QoC data systems.

LEARNING PLATFORM

Nigeria's National Quality of Care Learning Platform was officially launched on April 8, 2024, during a Federal Ministry of Health (FMOH) event commemorating World Health Day. The platform hosts national and state data on QoC, learning events and courses, policy documents, implementation guides, and other helpful resources. The platform also incorporates a virtual open discussion forum in which users can directly interact, ask questions, share resources and best practices, and collaborate in their efforts to deliver high-quality care to clients nationwide.

The QoC learning platform, developed with the technical support of MOMENTUM, is hosted, and branded as part of FMOH's network of websites. It will be maintained and continually updated by an official within FMOH. The platform is available at <https://nationalqoc.fmohconnect.gov.ng>.

PLATFORM OWNERSHIP

To ensure strategic alignment with the ministry's priorities, the project supported the formation of a Learning Platform Design Committee headed by the government. The design committee led the process of developing the learning platform and included representatives from several government ministries, departments, and agencies. The committee held all decision-making power on the development and construction of the platform, from an initial needs assessment to the official launch and dissemination of the learning platform. To ensure sustainability and credibility, the learning platform was designed to be owned and managed by FMOH.

NEEDS ASSESSMENT

MOMENTUM conducted a rapid needs assessment in July 2022 to understand potential users' experience with existing learning systems and to explore users' priorities and expectations for a new QoC learning platform. The initial assessments included two focus group discussions with FMOH staff supporting RMNCAEH+N QoC-related activities, followed by an online survey of frontline health workers. Over 750 health workers responded to the online survey.

The rapid needs assessment revealed that, above all, users wanted a mechanism to engage directly with each other and share knowledge and experiences. Focus group participants and survey respondents also expressed the following priorities for a QoC learning platform: 1) ability to track and sign up for learning activities, such as webinars and conferences; 2) ability to access relevant national and state QoC data; and 3)

ability to easily find standard RMNCAEH+N QoC policies, guidelines, and tools. They wanted all of this on a single, easy-to-use platform. These priorities guided the development of the online learning platform.

PLATFORM DEVELOPMENT

Under the direction of the design committee, MOMENTUM engaged a Nigerian web development firm, eHealth4Everyone, to build the platform based on the feedback gathered through the assessment. The design committee regularly reviewed and provided feedback during the development of the platform and invited the participation and feedback of a broader range of stakeholders to ensure the platform would fulfill the government’s vision. The design committee also helped facilitate the collection of information and resources (such as state-level data) from around the country for inclusion in the platform.

This iterative approach, led by the design committee, ensured that the learning platform was designed in a way that made sense to key stakeholders and would meet the needs of the ministry and other future users.



Members of the design committee led a review and feedback session in May 2023 in Lagos with U.S. Agency for International Development and partners from FMOH, UNICEF, and NEST 360. Photo: MOMENTUM

USER TESTING

In February 2024, two months before the public launch of the QoC learning platform, MOMENTUM supported user testing to explore and incorporate feedback on the platform from potential end-users. In collaboration with the design committee, MOMENTUM developed an online survey to capture structured feedback on the platform’s design, usability, content, and relevance. The design committee invited selected users to participate in a virtual meeting, during which users were asked to explore the draft platform and complete the survey. Thirty-five individuals responded to the survey. Selected survey results are shown in Figure 1.

Feedback from user testing, February 2024

“Engaging and left me wanting to know more.”

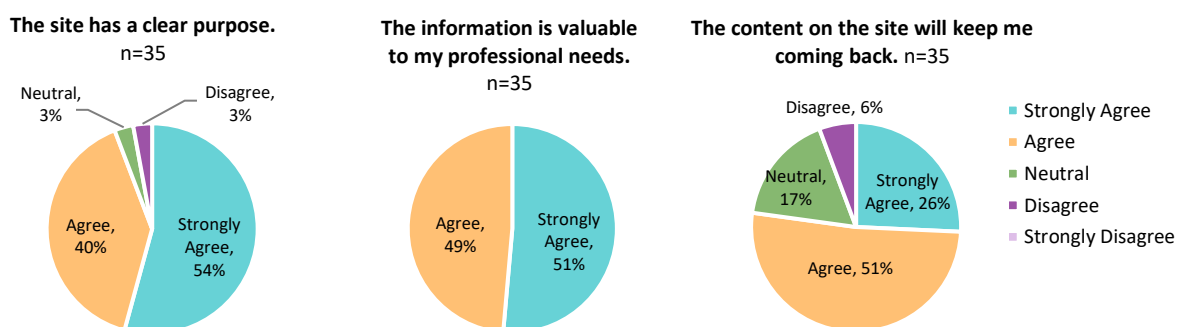
“Excellent website and well thought through!”

“It’s a welcome development.”

“I intend to check regularly and pass it to my colleagues for their own information and education.”

“It will help improve research and learning.”

FIGURE 1. USER FEEDBACK ON LEARNING PLATFORM, FEBRUARY 2024



LESSONS LEARNED

Due to our inclusive approach to the design of the platform, development took more time than originally expected. However, the deep engagement of a broad range of stakeholders—combined with essential leadership from FMOH—led to a platform that is designed to meet the intended audience’s needs in a way that makes sense for the Nigerian context. Key to this effort was consistent communication about expectations, responsibilities, and resources so that the partners could move forward with development together.

As clear as the vision of the platform was, securing the content to populate it—particularly process and outcome data—proved particularly difficult. With FMOH leadership and the assistance of dozens of colleagues at the federal and state levels, MOMENTUM was able to identify and access hundreds of policy documents, standard operating procedures, global guidelines, and similar resources. However, data has been much harder to secure, whether due to issues with availability or quality or, in some cases, lack of response and approval. The project hopes that as the FMOH takes this platform forward, they will be able to work with their colleagues to fill those gaps.

During webinars, review meetings, user testing, and at the public launch event, audiences of many kinds have expressed sincere excitement about the platform after exploring it. Despite the challenges noted above, MOMENTUM believes that this platform will fill a gap and become the go-to learning tool for partners within and outside the health system interested in QoC.

RECOMMENDATIONS

- The learning platform should align with the country’s learning agenda. The team should work with the relevant government agencies and departments to identify what learning they want to prioritize, for whom, and why. They should collaborate with country representatives to develop a vision for the intended learning product, how it will be used, and how to move forward together.
- The government must lead this work. The relevant ministry responsible for achieving the learning goals has the credibility, connections, and authority to engage a wide group of stakeholders in this effort to meet the needs of its potential users, including health providers and administrators, health educators and students, regulatory bodies, policymakers, patient advocates, and others. This will help the end product be representative of its audiences’ needs and more likely to be considered, used, and consulted after the project ends.
- FMOH must keep the platform updated and relevant. As of April 2024, FMOH has been working to identify one or more officials who will be responsible for maintaining the platform after the project ends. eHealth4Everyone will provide two years of technological support, but FMOH will be responsible for identifying, securing, and updating content. FMOH or a designated authority (such as the National QoC TWG) should work with national and subnational officials to routinely update QoC data and resources and conduct yearly audits of user feedback to enhance the usability and value of the platform.
- Federal and state governments must drive platform use whenever possible. As a new product, the platform is not well known. Without frequent and widespread marketing, users will not discover or return to the platform. Federal and state governments must integrate the platform into all quality-related health interventions and communications and encourage users to engage in learning and sharing through discussion forums and learning events. The government should encourage health training institutions and regulatory bodies to integrate the platform into their pre-service and in-service training curricula for use during lessons on QoC, and the platform should be prominently featured during national health conferences and convenings.

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