

Help3 for Knowledge Transfer in Tanzania Milan - September 2019

Italian Cooperation in Tanzania for the fight against "hematological" diseases of the pediatric age:

**"Start up" of a Center for Hematology at BMKH (DODOMA-TZ)
and the role of "telemedicine" in training**



Agenda

- Introduction: ICT as a critical success factor for International Cooperation Health projects.
- Help3 Project target and scope
- Attention points for ICT implementation



Introduction:

ICT as a critical success factor for International Cooperation Health projects

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Knowledge Transfer In International Cooperation

Introduction

- Any international project requires a framework of features and tools to support the needs to easily communicate, share information and work as a closed team, even when the teams members are spread geographically in far places.
- These needs are even more critical when working on Health International projects, supporting people that's suffering with less potential support from the local Health organizations.
- Implementation of ICT innovative solutions can bring a key support for the success and the efficiency of International project, if properly understood and implemented

The now mature IT Solutions are a key success factor for any project, and their adoption is mandatory, but if not well designed and implemented, the results will be much less than the potential or the expectations

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Introduction

Many requirements are issued to support and optimize International Cooperation Projects, one brief summary is:

- Share the worldwide available knowledge in the simplest and efficient way
- Share the team/project knowledge in the simplest and efficient way
- Easily communicate 1:1 or 1 to many anytime/anywhere
- Organize training session and meetings as if the team is based in the same location
- Manage and administer projects with simple but effective approach
- Implement tools for specific needs (e.g. Hospital Administration; Telemedicine Tools) to assure a stable and efficient Health Service

Help3 Project target and scope



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Why Help3?

Help is a non-profit and secular organization created throughout 2014 in Monza (Italy) by a group of medical and not medical professionals with the principal aim to support all those initiatives directed to improve diagnosis and treatment of malignant and non malignant disorders where for many reasons there is a big gap in knowledge, management and obtained results in terms of disease free survival.

Secondary aim is to get an economical sustainability for all those needs useful to maintain a continuous education/training , the provision of drugs and/or facilities which constitute fundamental needs already available in pediatric hemato-oncologic Units of “high income countries “.

We are a group of people who are passionate and determined to act for a better world, in which fundamental rights are assured, first and foremost that of health.

We work concretely for the sustainable development of the planet, meeting and collaborating in particular with people from countries with low economic resources.

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OUR TARGETS – 2019-2021

- **Dedicate our intervention for the "start up" of a pediatric hematology center and hematopoietic stem cell transplant at DODOMA's BMKH**
- **Follow three training hospitals (2 in Dodoma, 1 in Zanzibar)**
- 600 children treated for sickle cell disease
- 100 children treated for Leukemia and / or Lymphomas
- Donation of diagnostic tools and drugs for hematological diseases



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OUR APPROACH and TARGETS – project scope

We are working on the two main areas of Telemedicine that are addressing knowledge transfer:

- **Tele-training-education:** including courses and interactive sessions on the web for specialists alone or with patients..
- **Teleconsultation :** to the exchange information between healthcare professionals and remote expert colleagues.

We are not developing solutions for:

- **Telemonitoring:** allows you to monitor a patient via mobile devices or through the receipt of reports via the internet / telephone
- **Teleassistance :** that involves the interaction between healthcare professional and patient and / or caregiver

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OUR APPROACH and TARGETS

To optimize the support for Knowledge Management in the International Cooperation Health Projects we are active on the following tasks:

- **We started to involve and collaborate with other partners that can bring IT and International Health projects experience:** our target is to set up a Major Competence Center to support the International Health Care projects
- **We are working on a common framework/architecture for Knowledge Transfer on International Health Project:** our target is to share a common design with clear options and pros/cons for each potential solution, to optimize the knowledge management for International Health Projects

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OUR APPROACH and TARGET – IT Knowledge Transfer Tools

- **Knowledge Management** and Document Management Tools: to share all the available information and the projects decks
- **E-Learning tools**: to facilitate the learning phases and the engagement of new resources
- **Online chats**: to communicate instantaneously with all the team members
- **Teleconference tools**: to support meetings as if anybody is in the same location
- **Ticketing Systems**: to share ongoing tasks/requests in a simple tool. This tool will also be an important knowledge base as soon as the addressed cases are solved and shared

Attention points for ICT implementation

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Added value and potential issues for ICT implementation – Local constraints

There are many local attention points that, if not properly addressed, can disable the IT potential added value:

- Telecommunication systems availability, in terms of locations and transmission band, is a key success factor, because is the foundation for many IT tools, in case of weakness of Telecommunication specific solutions must be adopted, with a reduction of potential results in any case
- Facilities and Energy management issues can impact projects and services, IT solutions must be designed to be resilient to complex environmental landscapes

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Added value and potential issues for ICT implementation – IT team side

There are many attention points that, if not properly addressed, can disable the IT potential added value also within the team members:

- IT team must be focused on bringing value to the project and the stakeholders, not to show the best skills or the latest IT solution
- IT team must be familiar with management of different cultures behavior and persons attitudes, and to enable a constructive and effective mood
- There are many available IT tools, but not clear/shared architectural landscapes, this prevent economy of scale and the design/implementation of a common platform, that could enable less project time/effort and a better management of the systems when in steady state

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Added value and potential issues for ICT implementation – Non IT teams side

There are many attention points that, if not properly addressed, can disable the IT potential added value also when the non-it team members are not ready for the innovation:

- Political issues (or even ongoing fighting) can disable any project, the political and social situation must be assessed at the beginning and monitored continuously
- Undeclared personal targets, when not in line with the project, could disable any task, and make impossible to complete projects with the expected results
- Innovation means change, and change is not always well accepted. Any project must define the approach to support all the impacted stakeholders in advance, removing obstacles and enabling a common way forward

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Thank you



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