

Urban Primary Health Care Services Delivery Project

Local Government Division

Ministry of Local Government, Rural Development & Cooperatives



Compendium of Routine Training Monitoring

(November 2016 - April 2017)



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Project Performance Monitoring and Evaluation Firm

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ABBREVIATIONS

AIDS	-	Acquired Immunodeficiency Syndrome
ANC	-	Antenatal Care
CBCB	-	Catholic Bishops' Conference of Bangladesh
CRHCC	-	Comprehensive Reproductive Health Care Center
FP	-	Family Planning
FIMA	-	Financial Management Academy
FIMCI	-	Facility Integrated Management of Childhood Illness
FWA	-	Family Welfare Assistant
FWV	-	Family Welfare Visitor
HIV	-	Human Immunodeficiency Virus
LGD	-	Local Government Division
MCH	-	Maternal and Child Health
MR	-	Menstrual Regulation
NASP	-	National AIDS/STD Program
NGO	-	Non-Government Organization
OGSB	-	Obstetrical and Gynaecological Society of Bangladesh
PA	-	Partnership Area
PAC	-	Post Abortion Care
PA- NGO	-	Partnership Area Non-Government Organization
PHC	-	Primary Health Care
PHCC	-	Primary Health Care Center
PIU	-	Project Implementation Unit
PMU	-	Project Management Unit
PNC	-	Postnatal Care
PPM&E	-	Project Performance Monitoring and Evaluation
RH	-	Reproductive Health
RTI	-	Reproductive Tract Infection
STD	-	Sexually Transmitted Diseases
STI	-	Sexually Transmitted Infection
ULB	-	Urban Local Body
UNICEF	-	United Nations Children's Fund
UPHCSDP	-	Urban Primary Health Care Services Delivery Project
VAT	-	Value Added Tax
VAW	-	Violence Against Women
VIPP	-	Visualization in Participatory Programs

Executive Summary

A. Background

1. The Local Government Division of the Ministry of Local Government, Rural Development and Cooperatives (M/o LGRDC) is implementing the Urban Primary Health Care Services Delivery Project (UPHCSDP) in 10 city corporations and four municipalities. The project started in July 2012 and is scheduled to close in June 2017.

2. The UPHCSDP has three components: 1) strengthening institutional governance and local government capacity to sustainably deliver Urban Primary Health Care (PHC) services; 2) improving accessibility, quality, and utilization of urban PHC service systems via public-private partnership; and 3) supporting effective decentralized project management.

3. Improving the governance and capacity building of the Urban Local Bodies (ULBs) and service providers is one of the major components of the Urban Primary Health Care Services Delivery Project (UPHCSDP). This will contribute to the achievement of the ultimate aim as well as the immediate outcomes of the project. For this purpose the project has a significant training component to build capacity in management, service delivery, and project monitoring and reporting skills for staff at various levels.

4. The Project Performance Monitoring and Evaluation (PPME) Firm has been entrusted with the responsibility of monitoring the training programs of the project. The Firm started monitoring the training activities of the project after getting engaged in the project in September 2015.

B. Objective of Training Monitoring by PPM&E Firm

5. The objective of the training monitoring by the PPM&E Firm is to help the project authority to strengthen its training activities through time to time feedback and submission of reports on the monitoring of the training program being sponsored by the project.

C. Monitoring of Training Programs under UPHCSDP during November 2016 to April 2017

6. The present report covers the period from November 2016 to April 2017. During the reporting period five (05) training programs in seven (07) batches were monitored by the PPM&E firm. The monitored training programs were as follows:

- Training on Gender Mainstreaming in Health Service Delivery for PMU, PIU, PA- NGO officials (3 batches);
- Training on RTI/STI for the Doctors (1 batch);
- Training on Performance Based Financial Management for PMU, PIU, PA- NGO officials (1 batch);
- Training on RTI/STI for the Counselors (1 batch);
- Training on Facility Integrated Management of Childhood Illness (FIMCI) for the Paramedics (1 batch).

D. Methodology used for Monitoring

7. To observe the total organization and management of the training activities from organization to the completion of the training program two methods were followed:

- **Observation Method:** For observation by the PPM&E Firm, a checklist was used to observe different aspects of the training, which included venue, facilities, methods of training, participation of trainees and trainers, method of evaluation etc.
- **Assessment by the Participants:** For assessment by the participants, a structured Questionnaire was used for interviewing the sample participants.

E. Summary of Findings

1. Training on Gender Mainstreaming in Health Service Delivery for PMU, PIU, PA- NGO officials

8. Training on **Gender Mainstreaming Health Service Delivery** sponsored by the Urban Primary Health Care Services Delivery Project (UPHCSDP) was held in three batches at Catholic Bishops' Conference of Bangladesh (CBCB), Dhaka for the PMU, PIU, and PA- NGO Officials. The training was organized by the 'Naripokkho', a membership-based, women's activist organization. The duration of training was for 3 days and it was conducted in three batches in the same venue. The first batch of the course was held from 12th to 14th November, second batch from 15th to 17th and third batch from 19th to 21st November 2016. All the three batches of training were monitored.

9. Participants in the course comprised of Project Management Unit (PMU), Project Implementation Unit (PIU)) and PA- NGO officials of UPHCSD Project. Number of participants in each batch was 30.

10. In the course very limited number of Resource Persons (four/five) were used, all of whom were from the 'Naripokkho'. In most of the sessions Multimedia was used for presentation. Besides, VIPP cards, posters and handouts were used. To make the training useful and attractive Resource Persons/trainers mostly used group work followed by presentation and discussions.

11. Sessions were made highly participatory by the trainers, who were all members of the women's activist organization and regular trainers.

12. During the opening day of the course pre-training evaluation of the participants was done using a structured question paper and a post training evaluation was done on the closing day using the same set of question paper. Participants expressed their satisfaction with the course, as 'Violence Against Women (VAW)' being one of the components of the project was highly relevant to their job. All the participants mentioned that they acquired new knowledge after attending the course. Among the new knowledge gained, most of the participants mentioned, 'Different health related policies of the government.'

2. Training on RTI/STI for Doctors

13. Training on Reproductive Tract Infection (RTI) and Sexually Transmitted Infection (STI) organized by the Obstetrical and Gynaecological Society of Bangladesh (OGSB) for the Doctors of PA NGOs was held at OGSB Reproductive Health and Family Planning Training Center, Dhaka. The duration of the course was for 5 days. First batch of the course held from January 07 to 11, 2017 was monitored.

14. Participants in the course were only Doctors of the PA- NGOs of UPHCSD Project. Number of participants in the batch was 15. Among the participants, 11 were female and 4 were male. All the participants were working as Medical Officers of different PHCCs.

15. Resource persons in the course were mostly members of OGSB who were highly qualified Obstetrician and Gynaecologist. A Training Manual prepared in Bangla on 'RTI and STI' by the National AIDS/STD Program was used in different sessions and a copy was given to each of the participants. Multimedia was used for presentation in most of the sessions.

16. Most of the trainers used lecture methods followed by discussion, however, most of the topics had practical sessions, group works, case studies and in some topics dummy was used for demonstration.

17. All the participants mentioned that they acquired new knowledge and skills after attending the course. When asked to mention some of the new knowledge gained, participants mentioned 'Epidemiological aspects of RTI/STI' and 'Basic Health Education & Counseling (4Cs)'. As regards acquiring any new skill after attending the course, they mentioned 'Counseling of clients'.

18. Video presentations on different topics followed by discussion could be more useful for the participants to get better understanding. There was provision to evaluate the course participants and the training course as a whole, but there was no provision to evaluate the trainers by the participants. Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers.

19. Participants of the course were Doctors working in different PA-NGOs under the UPHCSDP, they felt that the RTI/STI training was essential for their job; as such they were highly interested with the course as a whole. Tailor made training on this topic should be given to Counselor, Supervisor, FWA and FWV of the PA- NGOs.

3. Training on Performance Based Financial Management for PMU, PIU, PA-NGO officials

20. Training on **Performance Based Financial Management** was held at the Financial Management Academy (FIMA), Mirpur, Dhaka for the PMU, PIU, and PA- NGO Officials organized by the 'FIMA'. The duration of training was for 5 days. Second batch of the course held from January 08 to 12, 2017 was monitored.

21. Types of participants included, Program Officers and Monitoring & Quality Assurance Officers of the Project Implementation Unit (PIU) of the City Corporations and Municipalities under the project, Project Managers, and Manager (Admin. & Finance) of PA- NGOs.

22. Resource persons in the course were mostly Faculty Members of the FIMA or officers of the Audit & Accounts Service. Lecture method was used by the trainers in most of the sessions; however, some of the topics had practical exercises.

23. Participants mentioned that they acquired new knowledge and skills after attending the course. Among the new knowledge gained from the training, 'Value Added Tax (VAT)' and 'Audit Settlement' were the most mentioned topics. As regards acquiring any new skill after attending the course, they mentioned 'Audit Settlement Process'.

24. Manager (Admin. & Finance) of different PA- NGOs felt that, they should receive more intensive training on Financial Management. However, some PA-NGO officials felt that some of the topics were not relevant to them, which may be redesigned as per need of the participants.

4. Training on RTI/STI for the Counselors

25. Training on **Reproductive Tract Infection (RTI) and Sexually Transmitted Infection (STI)** was organized by the Obstetrical and Gynaecological Society of Bangladesh (OGSB) for the Counselors of the PA- NGOs at the OGSB Reproductive Health (RH) and Family Planning (FP) Training Center, Mirpur, Dhaka. Second batch of training held from 19 to 23 March, 2017 was monitored. Participants in the course were all Counselors of the PA-NGOs of UPHCSD Project. Number of participants in the batch was 15 and all of them were female.

26. Resource persons in the course were mostly members of OGSB. Besides, Resource Persons from National AIDS/STD Program (NASP), Shaheed Sohrawardy Medical College & Hospital, Care Bangladesh and Engendered Health were used. Training Manual prepared in Bangla on 'RTI and STI' by the National AIDS/STD Program was used in different sessions and a copy was given to each of the participants.

27. Most of the trainers used lecture methods followed by discussion, however, most of the topics had practical sessions, case studies and in some topics role play method was used.

28. When asked to mention some of the new knowledge gained, participants mentioned 'Basic health education & Counseling (4Cs)' and 'Neonatal conjunctivitis'. As regards acquiring any new skill after attending the course, they mentioned 'Preparation of Chlorine Solution'.

29. Participants of the course, who were all Counselors of PA-NGOs showed their interest and active participation in the course. Visit to different clinics to observe RTI/STI patients were considered as very useful by the participants.

30. Participants of the course were Counselors working in the CRHCCs and PHCCs of different PA-NGOs under the UPHCSDP. But the course content followed in this training was exactly the same, which was used in the Doctor's training. This course should be specifically designed for the Counselors taking into consideration their specific job description.

5. Training on Facility Integrated Management of Childhood Illness (FIMCI) for the Paramedics

31. Training on **Facility Integrated Management of Childhood Illness (FIMCI) for the Paramedics** of PA-NGOs was organized in two batches by the **Radda MCH-FP Centre**, Dhaka during the reporting period. Second batch of training, held from April 16 to 20, 2017 was monitored.

32. Participants of the course were all Paramedics of different PA-NGOs under UPHCSDP. Number of participants in the batch was 30. Besides Radda MCH-FP Center's own resource persons, some professionals from the Dhaka Shishu Hospital, Mitford Hospital and Mirpur Shishu Hospital were used as resource persons in the course. A Handbook on "Integrated Management of Childhood Illness" prepared by the World Health Organization (WHO)/UNICEF and adapted by the Government of Bangladesh was followed in the course. A copy of the Handbook was given to each of the participants.

33. Lecture method was followed by discussion and practical sessions. Participants were taken to Dhaka Shishu Hospital for practical sessions. Besides, EPI demonstration and some practical sessions were also conducted at the Radda MCH-FP Center. Video presentations were made in most of the sessions.

34. Respondents mentioned that they acquired new knowledge after attending the course. When asked to mention some of the new knowledge gained, most of them mentioned 'Assess and classify the sick child by checking general danger signs'. As regards acquiring any new skill after attending the course, most of them mentioned 'Check dehydration level of the Children by pinching the skin of the abdomen'.

35. Paramedics of different PA-NGOs, who were participants of the course, highly appreciated the course, because it was relevant to their job. Videos prepared by the WHO/UNICEF based on the contents of the handbook presented during different sessions helped the participants to get better understanding of the topics.

36. 'Handbook on Integrated Management of Childhood Illness' used in the training covered all the relevant topics of the training. This handbook would be very useful for the participants.

37. There was no provision to evaluate the trainers by the participants. Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers.

E. Recommendations

- Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers as well as the training course.
- Training course on RTI/STI organized by the OGSB for The Counselors should be specifically designed for them (Counselors) taking into consideration their specific job description.
- Refresher courses may be organized for the Clinical Skill Development courses of the PA-NGO personnel.
- Post training evaluation of different training courses offered by the project should be undertaken to find out the actual implications of the training at the field level.

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Section I

Introduction

A. Introduction and Background

1. The Local Government Division of the Ministry of Local Government, Rural Development and Cooperatives (M/o LGRDC) is implementing the Urban Primary Health Care Services Delivery Project (UPHCSDP) in 10 city corporations and four municipalities. The project started in July 2012 and is scheduled to close in June 2017.

2. The UPHCSDP has three components: 1) strengthening institutional governance and local government capacity to sustainably deliver Urban Primary Health Care (PHC) services; 2) improving accessibility, quality, and utilization of urban PHC service systems via public-private partnership; and 3) supporting effective decentralized project management.

3. Improving the governance and capacity building of the Urban Local Bodies (ULBs) and service providers is one of the major components of the Urban Primary Health Care Services Delivery Project (UPHCSDP). This will contribute to the achievement of the ultimate aim as well as the immediate outcomes of the project. For this purpose the project has a significant training component to build capacity in management, service delivery, and project monitoring and reporting skills for staff at various levels.

4. The Project Performance Monitoring and Evaluation (PPME) Firm has been entrusted with the responsibility of monitoring the training programs of the project. The Firm started monitoring the training activities of the project after getting engaged in the project in September 2015.

B. Objective of Training Monitoring by PPM&E Firm

5. The objective of the training monitoring by the PPM&E Firm is to help the project authority to strengthen its training activities through time to time feedback and submission of reports on the monitoring of the training program being sponsored by the project.

C. Monitoring of Training Programs under UPHCSDP during November 2016 to April 2017.

6. During September 2015 to June 2016 six (06) training programs in twelve (12) batches were monitored by the PPM&E firm and a comprehensive report was submitted to the PMU. The monitored training programs were as follows:

- Training on Antenatal Care (ANC) and Postnatal Care (PNC) for Doctors (2 batches)
- Training on Infection Prevention for the Doctors, Paramedics and Nurses (1 batch)
- Training on ANC and PNC for the Paramedics and Nurses (2 batches)
- Training on Menstruation Regulation (MR) for Nurses, Paramedics and Family Welfare Visitors (5 batches)
- Training on Post Abortion Care (PAC) for Doctors and Paramedics (1 batch)
- Training on Health Management for the LGD, ULBs, PMU & PIU Officials (1 batch).

7. The present report covers the period from November 2016 to April 2017. It may be mentioned that from July to October 2016 no training program was held. During the reporting period (November 2016-April 2017) five (05) training programs in seven (07) batches were monitored by the PPM&E firm. The monitored training programs were as follows:

- Training on Gender Mainstreaming in Health Service Delivery for PMU, PIU, PA- NGO officials (3 batches);
- Training on STI/RTI for the Doctors (1 batch);

- Training on Performance Based Financial Management for PMU, PIU, PA- NGO officials (1 batch);
- Training on RTI/STI for the Counselors (1 batch);
- Training on Facility Integrated Management of Childhood Illness (FIMCI) for the Paramedics (1 batch).

D. Methodology used for Monitoring

8. To observe the total organization and management of the training activities from organization to the completion of the training program two methods were followed:

- **Observation method.** For observation by the PPME Firm, a checklist was used to observe different aspects of the training, which included venue, facilities, methods of training, participation of trainees and trainers, method of evaluation etc.
- **Assessment by the Participants:** For assessment by the participants, a structured Questionnaire was used for interviewing the sample participants.

SECTION II

Training on Gender Mainstreaming Health Service Delivery for PMU, PIU, PA NGO Officials

9. Training on Gender Mainstreaming Health Service Delivery sponsored by the Urban Primary Health Care Services Delivery Project (UPHCSDP) was held in three batches at Catholic Bishops' Conference of Bangladesh (CBCB), Dhaka for the PMU, PIU, and PA- NGO Officials. The training was organized by the 'Naripokkho'. Naripokkho is a membership-based, women's activist organization working for the advancement of women's rights and entitlements and building resistance against violence, discrimination and injustice. The duration of training was for 3 days and it was conducted in three batches in the same venue. The first batch of the course was held from 12th to 14th November, second batch from 15th to 17th and third batch from 19th to 21st November 2016. All the three batches of training were monitored.

A. Objectives of the Course

10. At the end of the course the participants will:
- have clear conception about the gender mainstreaming in the health service delivery;
 - have better understanding about disparities among different sections of the society in the health sector;
 - be able to involve themselves in ensuring need based health service;
 - get some idea about different aspects of women's health.

B. Participants

11. Participants in the course comprised of Project Management Unit (PMU), Project Implementation Unit (PIU)) and PA NGO officials of UPHCSD Project. Number of participants in each batch was 30.

12. Types of participants included, Sr./Program Officers of the PMU, Program Officers and Monitoring & Quality Assurance Officers of the Project Implementation Unit (PIU) of the 14 City Corporations and Municipalities under the project, Project Managers, Clinic Managers, Family Planning Coordinators and Counselors of PA NGOs.

C. Course Contents

13. Major contents of the course were:
- Sex and Gender
 - Economic condition and social status of women
 - Health rights of women
 - Gender sensitivity and accessibility of women in health service systems
 - Easy availability of health service and creating congenial environment for receiving health services
 - Basic facilities of Hospital and probable acts for ensuring quality services
 - Health services for women affected by act of violence
 - Removal of barriers to receive right based and standard health services
 - Different health related policies of the government
 - Programs and initiatives of the government in the health sector
 - Actions for creating accountability of service providers

D. Findings of the Monitoring

- **Venue:** Catholic Bishops' Conference of Bangladesh (CBCB) at Asad Avenue, Dhaka was used as the venue for all the three batches of training on 'Gender Mainstreaming in Health Service Delivery' facilitated by the **Naripokkho**. The venue was easily accessible to the participants. Training room was spacious, having sufficient light and fully air-conditioned.
- **Seating Arrangement:** Training room was designed as per requirement of a participatory training. It was U-shaped, having comfortable chairs. Room was decorated with some posters displayed on the wall.
- **Resource Persons:** In the course very limited number of Resource Persons (four/five) were used, all of whom were from the Naripokkho. In each batch, there were changes of some resource persons, however, Course Coordinator, remained static.
- **Training Materials/Tools Used:** In most of the sessions Multimedia was used for presentation. Besides, VIPP cards, posters and handouts were used.
- **Training Methods:** To make the training useful and attractive Resource Persons/trainers mostly used group work followed by presentation and discussions.
- **Quality of Presentation and Nature of Participation:** Trainers of the course were all members of the women's activist organization and regular trainers. They were found quite comfortable to present their respective topics in a professional manner. Sessions were made highly participatory by the trainers.
- **Evaluation of Participants:** Pre-training evaluation was done to evaluate the level of knowledge of the participants using a structured question paper during the opening day of the course and a post training evaluation was done on the closing day using the same set of question paper to measure the improvement in the level of knowledge of the participants.

14. To receive feedback from the participants about the course, participants of all the three batches were interviewed on the last day of the training. Combined feedbacks were as follows:

- **Relevancy of the Course:** All the course participants said that the course objectives were 'Relevant' to their profession. All of them felt 'Satisfied' with the contents of the course.
- **Relevancy of the Training Materials Used:** All the participants could mention the training materials used in the course. They mentioned Multimedia, VIPP Card and Posters. They expressed that the training materials used were 'Relevant' with the course content.
- **Training Method and Nature of Participation:** Participants mentioned that, the training methods used by the trainers were mostly group work, presentation and discussion. All the participants stated that the extent of participation in the group works were 'Very Good'. They also mentioned that the degree of participation in the training sessions were 'Good'.
- **Overall Impression about the Course:** Participants of all the three batches expressed their liking for the course. As regards organization and management of the course, all of them mentioned 'Good'.
- **New Knowledge and Skills Acquired:** All the participants mentioned that they acquired new knowledge after attending the course. When asked to mention some of the

new knowledge gained, most of the participants mentioned, 'Different health related policies of the government'.

E. Comments and Suggestions

- Participants expressed their satisfaction with the course, as 'Violence Against Women' being one of the components of the project was highly relevant to their job.
- Resource persons being women's rights activists and regular trainers were quite proficient in handling the experienced participants.
- Resource persons applied participatory method of training in such a way that the participants were kept fully engaged throughout the day. However, to some of the participants continuously conducting sessions throughout the day by the same speakers was monotonous.

F. Concluding Remarks

15. Participants of the course were from different levels of the PMU, PIU and PA-NGOs of the project. They appreciated the contents of this course and suggested that intensive training on this topic should be given to front line staff of the PA-NGOs, particularly, Counselor, Supervisor, FWA and FWV. They were also satisfied with the overall management of the course.

SECTION III

Training on RTI/STI for Doctors

16. Training on **Reproductive Tract Infection (RTI)** and **Sexually Transmitted Infection (STI)** organized by the Obstetrical and Gynaecological Society of Bangladesh (OGSB) for the Doctors of PA NGOs was held at OGSB Reproductive Health and Family Planning Training Center, Dhaka. The duration of the course was for 5 days and it was held from January 07 to 11, 2017.

A. Objectives of the Course

17. At the end of the course the participants will be able to:
- Explain the dynamics of HIV transmission and epidemiological aspects of STI/RTI & HIV/AIDS
 - Explain the syndromic management and flow chart for STI case management
 - Perform proper history taking, examination and diagnosis of STI/RTI
 - Manage STI/RTI cases by using syndromic flow chart as per National Technical guideline
 - Counsel the STI clients and their partners utilizing the four health education messages (4Cs)

B. Participants

18. Participants in the course were only Doctors of the PA NGOs of UPHCSD Project. Number of participants in the batch was 15. Among the participants, 11 were female and 4 were male. All the participants were working as Medical Officers of different PHCCs.

C. Course Contents

19. Major contents of the course were:
- Introduction of RTI/STI and HIV
 - Difference between RTI and STI
 - History taking of RTI /STI cases
 - Physical examination of RTI/STI case
 - Epidemiological aspects of RTI/STI
 - Epidemiological aspects of HIV & AIDS
 - Urethral discharge of men
 - Scrotal swelling
 - Basic health education & Counseling (4Cs)
 - Syndromic management
 - Neonatal conjunctivitis and other STIs
 - Prescription writing and Rational use of drug
 - Genital ulcer & inguinal bubo
 - Understanding the transmission of HIV
 - Diagnostic approaches for RTI/STI case
 - Vaginal Discharge Syndrome (VDS)
 - Lower abdominal pain syndrome (LAP)
 - Role of gender in Sexual and Reproductive Health

D. Findings of the Monitoring

- **Venue:** Obstetrical and Gynecological Society of Bangladesh (OGSB) Reproductive Health and Family Planning Training Center at Mirpur, Dhaka was the venue for the 'Training on RTI/STI' facilitated by the **OGSB**. Training room was spacious, having sufficient light and fully air-conditioned.
- **Seating Arrangement:** Chairs in the training room was arranged in rows. Room was decorated with different posters displayed in the wall.

- **Resource Persons:** Resource persons in the course were mostly members of OGSB who were highly qualified Obstetrician and Gynaecologist. Almost all of them are involved in teaching and research in their respective field of specialization.
- **Training Materials/Tools Used:** A Training Manual prepared in Bangla on 'RTI and STI' by the National AIDS/STD Program was used in different sessions and a copy was given to each of the participants. Multimedia was used for presentation in most of the sessions.
- **Training Method:** Most of the trainers used lecture methods followed by discussion, however, most of the topics had practical sessions, group works, case studies and in some topics dummy was used for demonstration.
- **Quality of Presentation and Nature of Participation:** Resource Persons were all regular trainers of OGSB. They were found comfortable to present their respective topics. Training sessions were participatory and interactive. Participants were divided into small groups by the Course Coordinator, so that all the participants could get the opportunity to participate in the practical sessions and group works.
- **Evaluation of Participants:** To measure the improvement in the level of knowledge of the participants, pre and post training evaluation was conducted using a structured questionnaire.

20. Participants were interviewed on the last day of the training using a structured questionnaire to receive feedback from them about the course.

- **Relevancy of the Course:** All the participants expressed that the course objectives were 'Relevant' to their profession and they were 'Satisfied' with the course content.
- **Relevancy of the Training Materials Used:** Among the training materials used by the trainers, the participants mentioned Multimedia and handouts. They considered the training materials used as 'Relevant' with the contents of the course.
- **Training Method and Nature of Participation:** Participants stated that the training methods used by the trainers included Lecture, Practical Sessions, Group Work and Demonstration. Respondents mentioned that the practical sessions were 'Relevant' to their work situation. They also mentioned that the degree of participation in the training sessions were 'Good'.
- **Overall Impression about the Course:** Participants expressed that they liked the course, as the course was relevant to their job. As regards organization and management of the course, all of them mentioned 'Good'.
- **New Knowledge and Skills Acquired:** All the participants mentioned that they acquired new knowledge and skills after attending the course. When asked to mention some of the new knowledge gained, participants mentioned 'Epidemiological aspects of RTI/STI' and 'Basic Health Education & Counseling (4Cs)'. As regards acquiring any new skill after attending the course, they mentioned 'Counseling of clients'.

E. Comments and Suggestions

- Participants of training on RTI and STI who were all Doctors of different PA-NGOs highly appreciated the course, because it was relevant to their job.
- Training being conducted by the qualified and experienced Obstetricians and Gynaecologists enabled them to clarify many important aspects/issues of RTI/STI and HIV/AIDS.

- Practical sessions and group works were extremely useful to them.
- Training Manual on 'RTI and STI' prepared by the National AIDS/STD Program in Bangla would be useful for the participants to use as hand book in their work place.
- Video presentations on different topics followed by discussion could be more useful for the participants to get better understanding.
- There was provision for evaluation of course participants and the training course as a whole, but there was no provision to evaluate the trainers by the participants. Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers.

F. Concluding Remarks

21. Participants of the course were Doctors working in different PA-NGOs under the UPHCSDP, they felt that the RTI/STI training was essential for their job; as such they were highly interested with the course as a whole. Tailor made training on this topic should be given to Counselor, Supervisor, FWA and FWV of the PA NGOs.

SECTION IV

Training on Performance Based Financial Management for PMU, PIU, PA NGO Officials

22. Training on Performance Based Financial Management sponsored by the Urban Primary Health Care Services Delivery Project (UPHCSDP) was held at the Financial Management Academy (FIMA), Mirpur, Dhaka for the PMU, PIU, and PA NGO Officials organized by the 'FIMA'. The duration of training was for 5 days. Second batch of the course held from January 08 to 12, 2017 was monitored.

A. Objectives of the Course

23. The objective of the course was to enhance the capacity of the UPHCSD Project and PA NGO officials on financial management and procurement rules in the public sector.

B. Participants

24. Participants in the course comprised of Project Management Unit (PMU), Project Implementation Unit (PIU)) and PA NGO officials of UPHCSD Project. Number of participants in the second batch was 25.

25. Types of participants included, Program Officers and Monitoring & Quality Assurance Officers of the Project Implementation Unit (PIU) of the City Corporations and Municipalities under the project, Project Managers, and Manager (Admin. & Finance) of PA NGOs.

C. Course Contents

26. Major contents of the course were:

- Preparation and approval of development projects, development fund release
- Income tax
- Audit process and responsibilities of auditee and auditors
- PPR: goods, works and services
- Private public procurement
- Responsibilities of DDO, maintenance of bill register and cash book
- Bill preparation and store management
- Project accounting and reporting system
- Value Added Tax (VAT)
- Audit settlement process

D. Findings of the Monitoring

- **Venue:** Financial Management Academy (FIMA), Dhaka was the venue of the training. Training room was spacious, having sufficient light and fully air-conditioned.
- **Seating Arrangement:** Seating arrangement was like a typical formal class room with the chairs arranged in rows. Room was not decorated with any training materials.
- **Resource Persons:** Resource persons in the course were mostly Faculty Members of the FIMA or officers of the Audit & Accounts Service.
- **Training Materials/Tools Used:** Multimedia was used for presentation in most of the sessions and hand outs were given later.
- **Training Method:** Lecture method was used by the trainers in most of the sessions; however, some of the topics had practical exercises.
- **Quality of Presentation and Nature of Participation:** Being regular trainer, Resource Persons were found comfortable to present their respective topics. Training sessions were interactive.

- **Evaluation of Participants:** Participants were evaluated at the end of the course through an overall examination.
- **Session and Speaker Evaluation:** After each session participants evaluated the session and speaker of the session through a printed format.

27. Participants were interviewed on the last day of the training using a structured questionnaire to receive feedback from them about the course.

- **Relevancy of the Course:** All the participants expressed that the course objectives were 'Relevant' to their profession and they were 'Satisfied' with the course content.
- **Relevancy of the Training Materials Used:** Among the training materials used by the trainers, the participants mentioned, only Multimedia and handouts were used. They considered the training materials used as 'Relevant' with the contents of the course.
- **Training Method and Nature of Participation:** Participants mentioned that the trainers mostly used Lecture method, with few Practical exercises. Respondents mentioned that the Practical exercises were considered as 'Relevant' to their work situation. They also mentioned that the degree of participation in the training sessions were 'Good'.
- **Overall Impression about the Course:** Participants expressed that they liked the course, as the course was relevant to their job. As regards organization and management of the course, all of them mentioned 'Good'.
- **New Knowledge and Skills Acquired:** Participants mentioned that they acquired new knowledge and skills after attending the course. Among the new knowledge gained from the training 'Value Added Tax (VAT)' and 'Audit Settlement' were the most mentioned topics. As regards acquiring any new skill after attending the course, they mentioned 'Audit Settlement Process'.

E. Comments and Suggestions

- Financial Management course participants were all holding managerial or administrative positions in their respective organizations and as such they considered the Performance Based Financial Management training as relevant to their job.
- Participants during this training got the opportunity to receive accurate clarifications of different issues related to income tax, VAT and audit from senior resource persons.
- Manager (Admin. & Finance) of different PA NGOs felt they should receive more intensive training on Financial Management.

F. Concluding Remarks

28. Training on Performance Based Management organized by FIMA was appreciated by the participants. However, PA NGO officials felt that some of the topics were not relevant to them, which may be redesigned as per need of the participants.

SECTION V

Training on RTI/STI for Counselors

29. Training on Reproductive Tract Infection (RTI) and Sexually Transmitted Infection (STI) was organized in two batches by the Obstetrical and Gynaecological Society of Bangladesh (OGSB) for the Counselors of the PA NGOs at the OGSB Reproductive Health (RH) and Family Planning (FP) Training Center, Mirpur, Dhaka. Second batch of training held from 19 to 23 March, 2017 was monitored.

A. Objectives of the Course

30. The main objectives of the course were to:
- Explain the dynamics of HIV transmission and epidemiological aspects of STI/RTI & HIV/AIDS;
 - Perform proper history taking, examination and diagnosis of STI/RTI;
 - Counsel the STI clients and their partners utilizing the four health education messages (4Cs).

B. Participants

31. Participants in the course were all Counselors of the PA- NGOs of UPHCSD Project. Number of participants in the batch was 15. All the participants were female.

C. Course Contents

32. Major contents of the course were:
- Introduction of RTI/STI and HIV
 - Difference between RTI and STI
 - History taking of RTI /STI cases
 - Physical examination of RTI/STI case
 - Epidemiological aspects of RTI/STI
 - Epidemiological aspects of HIV & AIDS
 - Urethral discharge of men
 - Scrotal swelling
 - Basic health education & Counseling (4Cs)
 - Syndromic management
 - Neonatal conjunctivitis and other STIs
 - Prescription writing and Rational use of drug
 - Genital ulcer & inguinal bubo
 - Understanding the transmission of HIV
 - Diagnostic approaches for RTI/STI case
 - Vaginal Discharge Syndrome (VDS)
 - Lower abdominal pain syndrome (LAP)
 - Role of gender in Sexual and Reproductive Health

D. Findings of the Monitoring

- **Venue:** Venue of the training was Obstetrical and Gynecological Society of Bangladesh (OGSB) Reproductive Health and Family Planning Training Center at Mirpur, Dhaka. Training room was spacious, having sufficient light and fully air-conditioned.
- **Seating Arrangement:** Chairs in the training room was arranged in rows.
- **Resource Persons:** Resource persons in the course were mostly members of OGSB. Besides, Resource Persons from National AIDS/STD Program (NASP), Shaheed Sohrawardy Medical College & Hospital, Care Bangladesh and Engendered Health were used.

- **Training Materials/Tools Used:** Training Manual prepared in Bangla on 'RTI and STI' by the National AIDS/STD Program was used in different sessions and a copy was given to each of the participants. Multimedia was used for presentation in most of the sessions.
- **Training Method:** Most of the trainers used lecture methods followed by discussion, however, most of the topics had practical sessions, case studies and in some topics role play method was used.
- **Evaluation of Participants:** Pre and post training evaluation was conducted using a structured questionnaire.

33. Participants were interviewed on the last day of the training using a structured questionnaire to receive feedback from them about the course.

- **Relevancy of the Course:** All the participants expressed that the course objectives were 'Relevant' to their profession and they were 'Satisfied' with the course content.
- **Relevancy of the Training Materials Used:** Participants considered the training materials used as 'Relevant' with the contents of the course. Among the training materials used by the trainers, they mentioned Multimedia and handouts.
- **Training Method and Nature of Participation:** Participants stated that the training methods used in the course included lecture, practical sessions, case studies and role play. Respondents mentioned that the practical sessions were 'Relevant' to their work situation. They also mentioned that the degree of participation in the training sessions were 'Good'.
- **New Knowledge and Skills Acquired:** All the participants mentioned that they acquired new knowledge and skills after attending the course. When asked to mention some of the new knowledge gained, participants mentioned 'Basic health education & Counseling (4Cs)' and 'Neonatal conjunctivitis'. As regards acquiring any new skill after attending the course, they mentioned 'Preparation of Chlorine Solution'.

E. Comments and Suggestions

- Participants of the course, who were all Counselors of PA- NGOs showed their interest and active participation in the course.
- Visit to different clinics to observe RTI/STI patients were considered as very useful by the participants.
- Training Manual on 'RTI and STI' in Bangla would be useful for the participants to use as hand book in their work place.
- There was no provision to evaluate the trainers by the participants. Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers.

F. Concluding Remarks

34. Participants of the course were Counselors working in the CRHCCs and PHCCs of different PA-NGOs under the UPHCSDP; they hold a very important position in their respective health centers. They are the first person to interact with the client visiting the CRHCC/PHCC and as such they should possess firsthand knowledge on all key aspects related to health. From that perspective this course was relevant for them. But the course content followed in this training was exactly the same, which was used in the Doctor's training. This course should be specifically designed for the Counselors taking into consideration their specific job description.

SECTION VI

Training on Facility Integrated Management of Childhood Illness for Paramedics

35. Training on Facility Integrated Management of Childhood Illness (FIMCI) for the Paramedics of PA- NGOs was organized in two batches by the Radda MCH-FP Centre, Dhaka. Second batch of training, held from April 16 to 20, 2017 was monitored.

A. Objectives of the Course

36. The overall objective of the course was to; enable the participants to manage the sick children in comprehensive manner at the health centre or facility.

37. At the end of the course the participants will be able to:

- Assess a child by checking first for danger signs;
- Classify a child's illnesses using a color-coded triage system;
- Identify specific treatments for the child;
- Provide practical treatment instructions, including teaching the caretaker how to give oral drugs, how to feed and give fluids during illness, and how to treat local infections at home.

B. Participants

Participants of the course were all Paramedics of different PA NGOs under UPHCSDP. Number of participants in the batch was 30.

C. Course Contents

38. Major Contents of the course were:

- Assess and classify the sick child age 2 months up to 5 years; check for general danger signs;
- Assess and classify the sick child age 2 months up to 5 years; check for Pneumonia;
- Assess and classify the sick child for diarrhea;
- Assess a child with an ear problem, fever;
- Assess level of malnutrition and anemia, immunization status;
- Identify specific medical treatments and/or advice;
- Counsel the mother;
- Assess, classify and treat the sick young infant age one day up to 2 months; bacterial infection, diarrhea, feeding problem or low weight, immunization status, any other problems.

D. Findings of the Monitoring

- **Venue:** Venue for the training was **Radda MCH-FP Center**, Mirpur, Dhaka. Training room was spacious, having sufficient light and fully air-conditioned.
- **Seating Arrangement:** Seating arrangement in the room was U-shaped. Training room was decorated with the Assess and Classify chart displayed in the wall.
- **Resource Persons:** Besides Radda MCH-FP Center's own resource persons, some professionals from the Dhaka Shishu Hospital, Mitford Hospital and Mirpur Shishu Hospital were used as resource persons in the course.
- **Training Materials/Tools Used:** A Handbook on "Integrated Management of Childhood Illness" prepared by the World Health Organization (WHO)/UNICEF and adapted by the Government of Bangladesh was followed in the course. A copy of the

Handbook was given to each of the participants. Resource Persons used Multimedia for their presentation, besides video presentations were made in most of the sessions.

- **Training Method:** Lecture method was followed by discussion and practical sessions. Participants were taken to Dhaka Shishu Hospital for practical sessions. Besides, EPI demonstration and some practical sessions were also conducted at the Radda MCH-FP Center. Role Play method was applied for Counseling sessions.
- **Evaluation of Participants:** Pre training evaluation was done to evaluate the level of knowledge of the participants using a structured question paper during the opening day of the course and a post training evaluation was done on the closing day using the same set of question paper to measure the improvement in the level of knowledge of the participants.

39. Participants were interviewed on the last day of the training using a structured questionnaire to receive feedback from them about the course.

- **Relevancy of the Course:** All the respondents said that the course objectives were 'Extremely Relevant' to their profession. All of them felt 'Satisfied' with the course content.
- **Relevancy of the Training Materials Used:** All the respondents expressed that the training materials used were 'Relevant' with the contents of the course. Among the training materials used by the trainers, the participants mentioned Multimedia, Video Presentation and Handouts.
- **Training Methods and Nature of Participation:** Participants stated that the training methods used by the trainers included Lecture, Practical Sessions, Demonstration and Role Play. Respondents mentioned that the practical sessions were 'Relevant' to their work situation. They also mentioned that the degree of participation in the training sessions were 'Very Good'.
- **Overall Impression about the Course:** All the respondents liked the course. They did not mention any disliking about the course. As regards organization and management of the course, all of them mentioned 'Good'.
- **New Knowledge and Skills Acquired:** Respondents mentioned that they acquired new knowledge after attending the course. When asked to mention some of the new knowledge gained, most of them mentioned 'Assess and classify the sick child by checking general danger signs'. As regards acquiring any new skill after attending the course, most of them mentioned 'Check dehydration level of the Children by pinching the skin of the abdomen'.

E. Comments and Suggestions

- Participants of FIMCI training, who were all Paramedics of different PA-NGOs, highly appreciated the course, because it was relevant to their job.
- Hand book on Integrated Management of Childhood Illness used in the training covered all the relevant topics of the training. This handbook would be very useful for the participants for use in their work place.
- Videos prepared by the WHO/UNICEF based on the contents of the handbook presented during different sessions helped the participants to get better understanding of the topics.
- Practical sessions and visit to Dhaka Hospital to observe the sick children were extremely useful to them.
- There was no provision to evaluate the trainers by the participants. Feedback from the participants may be taken for qualitative improvement of the Resource Persons/Trainers.

F. Concluding Remarks

40. The participants of FIMCI training felt that this training provided new knowledge and skills to manage the sick children in comprehensive manner at the health centre or facility. However, this training would bring real benefit if the participants on their return to their respective places of posting could follow all the steps of providing dedicated services to the ailing children in their own health centers.