5 years Experience of Training Courses on Health Management for Health Officers in Lao PDR

Yoshihisa Watanabe, Takaaki Kinoue

Research Center for International Health Development, Tokai University Graduate School of Medicine, Japan
<table>
<thead>
<tr>
<th>Course</th>
<th>Year</th>
<th>Countries</th>
<th>Participants</th>
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<th>Year</th>
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<tr>
<td>1</td>
<td>1996</td>
<td>Dr. Khampiou Syhakhang</td>
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<td>1996</td>
<td>Dr. Somchanh Xaisida</td>
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<td>1996</td>
<td>Dr. Bouathong Sisounthone</td>
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<td>Dr. Southsavienne Vilay</td>
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<td>Dr. Vinyanh Cheryansaijou</td>
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<td>Dr. Sonxay Phanyanouvong</td>
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<td>Dr. Bougnong Boupha Ounheuane</td>
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<td>Mr. Latsabandith</td>
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<td>Dr. Souraxay Phrommala</td>
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<td>Dr. Somchit Akkhavong</td>
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<td>Dr. Amone Sirivong Sisavath Souttha</td>
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<td>Mr. Niraxay</td>
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<td>Dr. Soulisack Mingboupha</td>
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<td>Dr. Amphone Phalammixay</td>
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<td>15</td>
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<td>Dr. Panom Phongmany</td>
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<td>16</td>
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<td>Mr. Viengxay Viravong</td>
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Expansion of Training Course

Tokai Training Course in Japan
5 weeks
Every Year

In-Country Training Course in Lao PDR
2-3 weeks
2-3 times /year

Post Graduate Course at Tokai Univ.
4 years Doctoral Course
2 years Master Course
# In-Country Training Course

**Training Course on Health Management for Health Managers, in Lao PDR**

<table>
<thead>
<tr>
<th>Year</th>
<th>Course Details</th>
<th>Number of Participants</th>
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<td>FY2005</td>
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<td>FY2006</td>
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<td>Total</td>
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## Number of Participants

- **Central Level**: 85
- **Provincial Level**: 105
- **District Level**: 161
- **Total**: 351

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**Prof. Dr. Boungnong**
Director of National Institute of Public Health

**Dr. Ponmek**
Minister of Health

**Dr. Somchai**
FPH, Mahidol Univ.

**Dr. Kinoue**
Tokai University
Procedure of ICTC in Lao PDR

**01/2003**
- **Curriculum Committee**
- MOH
  - Dr. Boungnong Boupha (2001)
  - Dr. Somchanh Xaisida (1996)
  - JICA
  - Dr. Miyoshi (MOH Advisor)
- Tokai University
  - Y. Watanabe
  - T. Kinoue

**03/2003**
- **1st Training Course Central, Provincial Level**
- NIOPH, MOH
  - Dr. Boungnong Boupha (2001)
  - Dr. Kongsap Akkavong
  - Dr. Somboune (Dean, School of Public Health)
  - JICA
  - Dr. Miyoshi (MOH Advisor)
- Tokai University
  - Y. Watanabe
  - T. Kinoue
  - Mahidol University
  - Dr. Somchai Durongdej

**03/2003**
- **Secretariat Meeting**
- NIOPH, MOH
  - Dr. Boungnong Boupha (2001)
  - Dr. Kongsap Akkavong
- JICA
  - Dr. Miyoshi (MOH Advisor)
- Tokai University
  - Y. Watanabe
  - T. Kinoue
  - Mahidol University
  - Dr. Somchai Durongdej

**04-11/2003**
- **Textbook Lao Version**
- NIOPH, MOH
  - Dr. Kongsap Akkavong
- Tokai University
  - Y. Watanabe
  - T. Kinoue
  - Mahidol University
  - Dr. Somchai Durongdej

**11/2003**
- **Glossary on Management Terminology**
- NIOPH, MOH
  - Dr. Somboune (Dean, School of Public Health)
- Tokai University
  - Y. Watanabe
  - T. Kinoue

**2nd Training Course TOT (Training of Trainers)**
## Difference of Courses

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Duration</th>
<th>Target</th>
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<tr>
<td>Training Course for Central &amp; Provincial Health Managers</td>
<td>3 weeks</td>
<td>Deputy Director &amp; Manager of MOH, Lecturer of University, College Director &amp; Deputy Director of Provincial Health Department</td>
<td>Useful Knowledge as Health Managers, Lesson Learn from Experience, Some Practice to understand Technique</td>
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<tr>
<td>Training Course for District Health Managers</td>
<td>2 weeks</td>
<td>Deputy Director &amp; Director of District Health Department</td>
<td>Useful Technique and Methodology, Practice to utilize Technique and Method in Daily Work</td>
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<tr>
<td>TOT (Training of Trainers)</td>
<td>1 week</td>
<td>Selected Participants from Ex-Training Courses (Central, Provincial, District)</td>
<td>Theory, Method, Formula which should be have as Trainer, Teaching Method (How to Attract Trainee)</td>
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# Program of ICTC in Lao PDR

## 1st Course (Central & Provincial) 3 weeks

### 1. Health Policy
- Health overview in Lao PDR
- Health policy of MOH
- Health problem in Lao PDR

### 2. Methodologies
- Demography
- Epidemiology
- Strategic Management
- Situation Analysis
- Priority setting
- Organizing & Staffing
- Leadership
- Team Building, Directing
- Monitoring & Evaluation

### 3. Case Study
- WHO Activities in Lao PDR
- UNICEF Activities in Lao PDR
- JICA Activities in Lao PDR
- KIDS Smile Project
- Health Project in MOH
- AIDS, EPI Project of MOH
- HIS of MOH

### 4. Field Study
- Field Study
- Reporting
- Presentation

## 12th Course (District) 2 weeks

### 1. Health Policy
- Health Policy towards Poverty Alleviation
- Human Resource Development
- 10 Minimum Requirements (10MR) for District Hospital

### 2. Methodologies and Case Study
- Strategic Planning and Management
- Leadership and Team Building
- Situation Analysis
- Needs Assessment
- SWOT Analysis
- Vision, Mission and Goal
- TQC/TQM
- Health Financing
- Project Monitoring and Evaluation
- District Hospital Management
- Health Research Management Tools

### 3. Field Study
- Field Study
- Reporting
- Presentation
Way of Training Course

Central Course
- Lecture
- Group Discussion and Practice
- Group Presentation
- Field Study (Apply Learned Methodologies)

District Course
- Lecture
- Group Discussion and Practice
- Group Presentation
- Field Study (Apply Learned Methodologies)
Management of Training Course

- Management is to Adapt Changing Environment.
- Management is to take Balance between Scarce Resource and Unlimited Needs.
Lectures

SWOT Analysis

TQC (Brain Storming/ KJ Method)

Situation Analysis

Project Monitoring and Evaluation
Key Lectures - Strategic Management

- **Vision**
- **Mission**
- **Goal**
- **Target**

<table>
<thead>
<tr>
<th>Internal Factor</th>
<th>External Factor</th>
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<tbody>
<tr>
<td><strong>S</strong> Strength</td>
<td><strong>O</strong> Opportunity</td>
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<tr>
<td><strong>W</strong> Weakness</td>
<td><strong>T</strong> Threat</td>
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**SWOT Analysis**

**BSC** (Balanced Score Card)

**Practice**
- District Health /District Hospital -SWOT Analysis
- Set Vision, Mission, Goal and Target
Key Lectures - Analysis

- Situation Analysis
- Needs Assessment
- TQC / TQM Method (Kaizen)
  - Brain Storming
  - KJ Method

1) Brain Storming
2) KJ Method
3) Presentation
Key Lectures
-District Hospital Management

- Management vs. Administration
- Mission Statement
- Hospital Accreditation
- Patient Satisfaction
- Stock Management
- Facility /Equipment Management
- Financial Management

Why is Management important?
- Lose Money
- Expired Drugs
- Useless Stock
- Lose Opportunity
- Many Patients go to Other Hospitals
- Lose Motivation
**Field Study**

**Service Team**
- Preventive Care – EPI, MCH, health education
- Curative Care – Outpatient care, Inpatient Care, delivery, Emergency Care, Home Care
- Hospital Services – Laboratory, Radiology, Pharmacy, Drug Revolving Fund, Kitchen, Facility Maintenance.

**Management Team**

**Community Team**
- Lifestyle (Consciousness on Education, Food safety, Nutrition, Hygiene, Smoking, Drinking)
- Health Care Needs (Consciousness on Health, Child health, Maternal health, Delivery, Immunization, HIV Contraceptive)
- Leadership and Activity on Health Promotion (District Health Office, Health Center, Village Chief, Health Volunteer)
- Program and Participation (Provider, Facilitator, Villager)
Field Study - Report

Service Team

Management Team

Community Team
TOT (Training Of Trainers)

- Detail Knowledge on Lecture
- Trainer’s Skill
  - Effective communications skills
  - Knowledge Management
  - How to Manage Presentation
  - How to Evaluate Knowledge Transfer
- Dry Run
  - Lecture Simulation
  - Practice Instruction /Coordination
Structure of Lecturers

1st Training Course (03/2003)
- Lao PDR: 10 (52%)
- Japan: 3 (16%)
- Thailand: 3 (16%)
- Others: 3 (16%)

2nd Training Course (02/2004)
- Lao PDR: 5 (31%)
- Japan: 4 (31%)
- Thailand: 4 (31%)

12th Training Course (02/2007)
- Japan: 2 (22%)
- Lao PDR: 7 (78%)
Proposal

- Continue Manager's Course
  - Newly appointed Managers (Central, Province)
  - District Managers

- Establish Staff’s Course
  - Specialty Course (Accountants, Administrators, Clerks etc.)
  - Hospital Management, Stock Management etc.

- Lecturers should be all Laotians
  - TOT graduates
  - TOT by TOT Graduates
I hope Good Health Management for People’s Happy Life

Thank You Very Much