Redesigning Technical Assistance *for* Maternal, Newborn, and Child Health

The UN's Sustainable Development Goal 3 (SDG 3) for 2030 aims to "ensure healthy lives and promote well-being for all at all ages." The health sector is working towards this goal by strengthening health service planning and delivery. Technical Assistance is a key investment by government and development partners to achieve health and wellbeing. As a result, the need and scope for technical assistance in maternal, newborn, and child health and health systems strengthening (MNCH/HSS) has expanded in low and middle-income countries. Partners at both global and country levels provide technical and financial assistance, but despite efforts to coordinate, technical assistance is not aligned consistently to national priorities or across various partners. Technical assistance is often designed to focus on a specific strategy or a limited package of interventions that have quick, but less sustainable results.

In order to achieve the 2030 vision, countries require targeted, sustainable, and coordinated technical assistance plans. Improving the design of technical assistance needs to address current issues while creating shared expectations and accountability between all stakeholders.

ABOUT THE INITIATIVE

The Child Health Task Force has partnered with Sonder Collective to support the ministries of health in the Democratic Republic of Congo (DRC) and Nigeria in redesigning the current technical assistance model using human-centered design (HCD), with support from the Bill & Melinda Gates Foundation through JSI Research & Training Institute, Inc. (JSI). This approach focuses on the needs and motivations of the end users of technical assistance such as MOH at national and subnational levels. The intention is to enable countries to better implement evidence-based, integrated MNCH interventions. Accordingly, the new co-created vision for technical assistance will emphasize strengthening local capabilities, coordinating partner efforts, and ensuring country-driven objectives. Project activities will take place from 2018-2019.
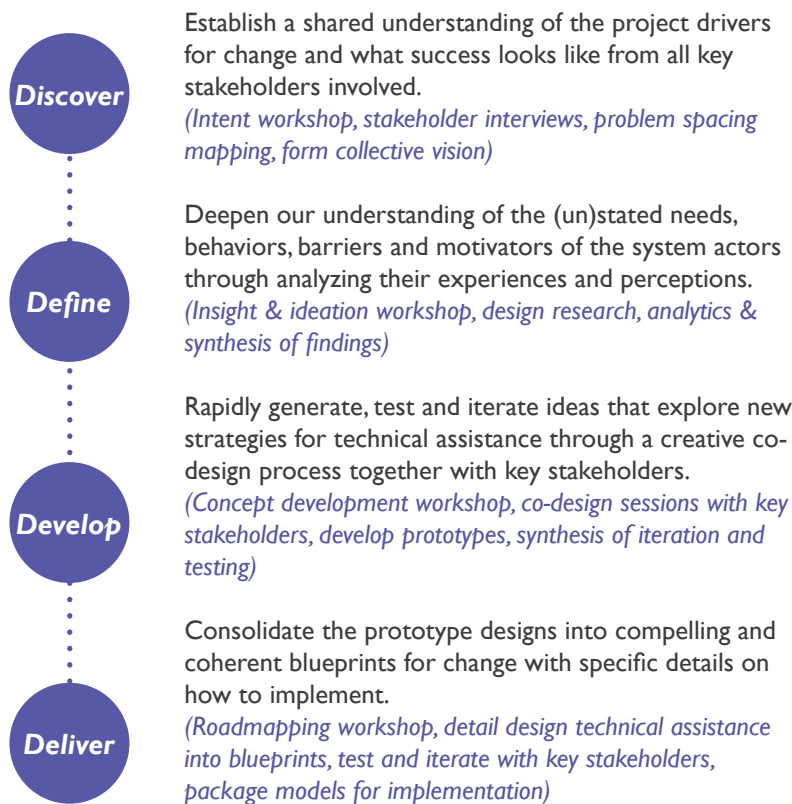
OBJECTIVE

Improve service delivery for mothers and children, through a redesigned model of technical assistance with the greater goal of achieving the 2030 vision of maternal and child mortality reductions in Nigeria and DRC. We aim to achieve:

- A deep understanding of barriers and challenges with current technical assistance delivery
- An exploration of diverse opportunities for future technical assistance delivery
- A co-designed set of prototypes for future technical assistance delivery
- A documented roadmap for the implementation of future technical assistance delivery

APPROACH & PROCESS

The Child Health Task Force will support the DRC and Nigeria Ministries of Health to identify stakeholders and form co-creation teams in each country. A project advisory committee (PAC), created at the global level, will support country efforts. The PAC includes Task Force members implementing maternal and child health programs in DRC and/ or Nigeria. The PAC developed a **Theory of Change** to guide project planning, implementation, and evaluation.

Using an iterative process of research and co-creation workshops, facilitated by HCD experts, the stakeholders will define problems with the existing MNCH/HSS models, describe their root causes, and develop innovative and context specific solutions. In each country, the MOH will serve as the leading organization responsible for identifying and mobilizing the stakeholders to be engaged in the redesign process as outlined below:

PROJECT ADVISORY COMMITTEE

- Abt Associates
- CHAI
- International Medical Corps
- IRC
- JSI
- MSH
- PSI
- Save the Children
- Samaritan's Purse
- UNICEF
- USAID

Discover
Establish a shared understanding of the project drivers for change and what success looks like from all key stakeholders involved.
(Intent workshop, stakeholder interviews, problem spacing mapping, form collective vision)

Define
Deepen our understanding of the (un)stated needs, behaviors, barriers and motivators of the system actors through analyzing their experiences and perceptions.
(Insight & ideation workshop, design research, analytics & synthesis of findings)

Develop
Rapidly generate, test and iterate ideas that explore new strategies for technical assistance through a creative co-design process together with key stakeholders.
(Concept development workshop, co-design sessions with key stakeholders, develop prototypes, synthesis of iteration and testing)

Deliver
Consolidate the prototype designs into compelling and coherent blueprints for change with specific details on how to implement.
(Roadmapping workshop, detail design technical assistance into blueprints, test and iterate with key stakeholders, package models for implementation)

THE PARTNERSHIP

- Country CH stakeholders
- Bill & Melinda Gates Foundation
- Governments of DRC and Nigeria
- Child Health Task Force & Advisory Committee
- Sonder Collective

ABOUT THE CHILD HEALTH TASK FORCE

The Child Health Task Force is a global network of implementing organizations; NGOs; academic institutions; UN, multilateral, and bilateral agencies; in-country partners; and individuals working together to support the delivery of high quality child health services. We convene and coordinate stakeholders to share knowledge and innovative solutions to programmatic issues. We develop new and improve existing tools and work with country partners to translate evidence into stronger child health programs, enabling children to survive and thrive.

For more information, please contact childhealthtaskforce@jsi.com