



सत्यमेव जयते
Ministry of Health and Family Welfare
Government of India



A Report on



Launch & Trainings

A Journey of Learning



A Report on



Launch & Trainings

A Journey of Learning

Contents

Introduction	1
What is Rapid Immunization Skill Enhancement (RISE)?	1
Conceptualization of RISE	1
Capacity Building Needs Assessment (CBNA)	2
National Launch of RISE	5
Objectives of the Workshop	5
Proceedings of the Workshop	6
Outcome of the Workshop	8
Cascade Approach	9
State Launch of RISE and Training of Trainers	9
Block-Level Trainings	10
Training Material	12
Innovations in the Training	13
Our Support System – National and State Level Partners	15
Assessment of Knowledge	16
Pre and Post Assessment Result	16
Block-Level Training Monitoring	17
FAQs on RISE during the Workshops and Answers by Experts	18
Stories from the Field	22
Suggestions from the Field	24
Media Coverage	25

Introduction

What is Rapid Immunization Skill Enhancement (RISE)?

“A blended-learning, knowledge and skill building methodology that will complement the standard classroom routine immunization training”



The Universal Immunization Programme (UIP), over the past 5-7 years, has undergone tremendous reforms to not only address coverage, equity and quality but also expanded the disease spectrum covered, by introducing new vaccines like Pentavalent, Rotavirus, PCV, IPV, MR, JE and Td to reduce morbidity and mortality due to vaccine-preventable diseases. The Govt. of India plans to continue this thrust in coming years with more vaccines in pipeline and with new tools, techniques and methodology to continuously improve immunization programme. This however leads to a challenge of upgrading the knowledge and skills of our all health personnel up to frontline health workers to whom a standard cascade-based training reaches only once in 3-4 years or even more. Moreover, a single time exposure to new guideline during instructor-led trainings may not be sufficient to bring about the desired change in knowledge and skill of the health workers. RISE is a constructive, innovative, interactive, continuous and an adaptable knowledge building system for health workers and the supervisory cadre that enables them to keep themselves updated and also provide a platform for faster transmission of changing guidelines and other updates in UIP.

Conceptualization of RISE

The development and implementation of RISE package is guided by RISE Working Group (RWG) at the national level. It is an advisory group for planning, development and implementation of RISE package by providing technical expertise in implementation and monitoring. The composition of the working group is as under:

1	Joint Commissioner (UIP), MoHFW, GoI	Chairperson
2	JSI's National RISE cell	Secretariat
3	State EPI officer, Madhya Pradesh	Member
4	Representative WHO	Member
5	Representative UNICEF	Member
6	Representative UNDP	Member
7	Representative NCCVMRC	Member
8	Representative ITSU	Member

T-13020/31/2017-Imm
Government of India
Ministry of Health & Family Welfare
Immunization Division

Nirman Bhawan
Dated: 21 August 2018

ORDER

Subject: Constitution of Rapid Immunization Skill Enhancement (RISE) working group-reg.

For providing technical support to JSI for the development of RISE package, following government officials and members of the partner organisations are hereby nominated as "Working Group".

State EPI Officer, MP	Member
Dr. L. Machado, WHO	Member
Dr. Bhargu Kapuria, UNICEF	Member
Dr. Akash Malik, UNDP	Member
Dr. Shobha G. ITSU	Member
Dr. Gopal Soni, ITSU	Member
Dr. Snehi Singh, NCCVMRC	Member
Dr. Yashika Negi, MoHFW	Member
JSI RISE Team	Secretariat

A sub-committee for the communication module has also been constituted with the following members:

Bhawani Shankar, UNICEF	Member
Jhimli Baruah, ITSU	Member
Yashika Negi, MoHFW	Member
JSI RISE Team	Secretariat

The team is advised to meet frequently and finalize the content, methodology and delivery mechanisms of the RISE package. JSI will convene the meetings and seek partner's support.

Yours faithfully,
(Dr. M.K. Aggarwal)
Deputy Commissioner (UIP)

To:

- All members of the working group
- All members of the sub-committee for communication
- Secretariat, National RISE working group

Copy to:

- PPS to DCI(c-Imm), MoHFW
- AC(Imm)

A formal notification to constitute the working group from the Ministry of Health and Family Welfare (MoHFW) was sent to partners for nominations of representatives based on the terms of reference (TORs) of the working group. Similar to the National RWG, the ministry proposed to form RWG at each of the five pilot state chaired by the senior health functionaries of each State Govt. The states were asked to identify the members of the working group who will support the development and implementation of RISE.

The first stakeholders' meeting for RISE was held on February 23rd, 2018. State EPI Officers of all five states, being the focal person for immunization and related trainings, were invited to participate in the meeting. There was participation from all partner organizations, namely, WHO, UNICEF, UNDP, ITSU and GHS. The JSI's state and national RISE team also participated in the meeting.

Capacity Building Needs Assessment (CBNA)

RISE had been conceptualized as a user-centric training mechanism and hence the first step was conducting an exhaustive Capacity Building Needs Assessment (CBNA) to understand the prevailing landscape and appreciate the needs of the field level workforce. The CBNA focused on the following areas:

- a. Feedback on existing training methodologies and response to the effectiveness of trainers, content and methodology and logistics
- b. Look at job responsibilities, the knowledge and skills required and gaps in these
- c. Technology scoping
- d. Tech Literacy



The findings of CBNA were disseminated through a consultative workshop on the August 8th, 2018 at New Delhi where participants from five pilot states, all national-level development partners working on Immunization strengthening were present. The workshop was facilitated by the senior officials from the MoHFW. The JSI's state and national RISE team also participated in the meeting. The main purpose of the workshop was a national dissemination of the CBNA findings along with brainstorming to guide through the objective setting and content development process for RISE.

The meeting was chaired and formally inaugurated by Ms. Vandana Gurnani, I.A.S., Additional Secretary & Mission Director (ASMD), NHM, in presence of Dr. Pradeep Halder, Advisor (RCH), Dr. M.K. Agarwal, Joint Commissioner (UIP) and Dr. Veena Dhawan, Joint Commissioner (Immunization). The senior health officials from RISE pilot states also graced the session by their presence.



Dr. Haldar in his presentation gave an overview of the current initiatives of the ministry to strengthen the immunization activities, in the form of campaign (IMI, GSA, Aspirational district intervention) and introduction of new vaccines. All these activities aim to achieve full immunization coverage of 90% by December 2018. Dr. Agarwal set the context and explained the objectives of the workshop. In his address, he informed the audience that based on the findings of CBNA, the expectation from the participants is to

suggest the content and methodology of the RISE package which will be essentially a complementary mechanism to fill in gaps of traditional cascading classroom based Immunization training. He also clarified that, RISE will neither replace the current immunization training or address all component of the Immunization activities. The RISE will focus on the key areas which influence most of the quality issues in immunization activities. RISE will complement the current immunization training curriculum through an innovative and focused approach.



Ms. Vandana Gurnani, I.A.S., in her key note address, disseminated the salient findings of the CBNA. She expressed her concern about the knowledge gap of the health workers, supervisors and program managers of the RISE state which was reflected in the CBNA findings. She informed the audience that to address the gap, the package should be developed in such a manner that it can be rapidly scaled up and use of technology platform may be a good alternative. She put emphasis on the timeline for development and piloting the initiatives in collaboration of the state participants.

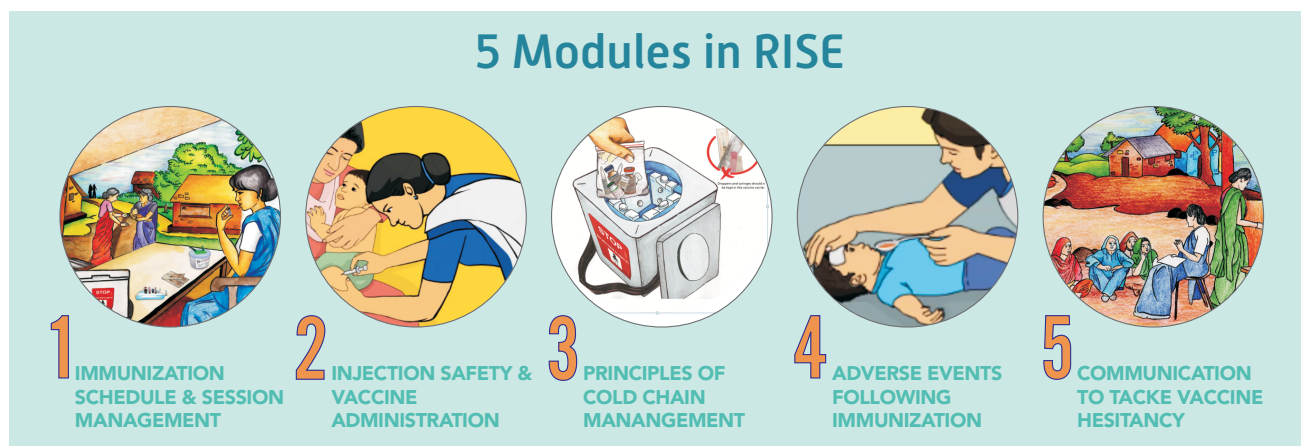


In this workshop, key knowledge areas and practice gaps were discussed and key priority content areas were identified.



Following this, CBNA findings were disseminated at the state-level. This gave an opportunity to realign the content areas as per the state input.

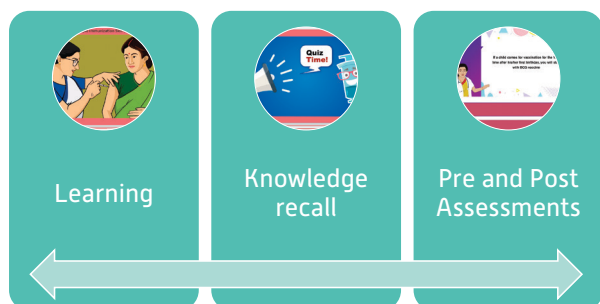
Five core topics were identified during the CBNA impacting the quality of the immunization programme and corresponding the modules were developed. The five modules in the RISE currently are;



How is e-learning platform and use of applied technology included in the RISE project?

- a. Produce digital content that is platform agnostic and flexible. E-learning platform also enables editing and addition of content on almost real time basis.
- b. Define which content will be newly created as a stand-alone or integrated into existing frameworks.

Human-centered Design (HCD) was already used in the CBNA stage and in the next steps of making content and the use of technology, the end user has been a very important point of reference to keep in mind. The use of e-learning will play a pivotal role in ensuring knowledge is accessible to a single user for self-learning purpose so that adult learning principles are in action. RISE modules have been made based on the instructional designing ensuring entire process of analysis of learning needs and goals and the development of a delivery system to meet those needs. The combined use of HCD and e-learning will also help build training content that allows the user to learn at his/her own pace (for e.g. easy timelines of 2-3 weeks per 45-60 minutes of learning), from the comfort of his/her home and allow



them to choose how they wish to fit learning into their extremely busy lives. Quizzes and games have been embedded into the module to keep the learner engaged and that also acts as a knowledge recall. As part of the knowledge evaluation strategy, pre and post assessments have been developed and on successful completion of each module, a certificate is generated which acts as a motivator.

One novel provision in this app, apart from being India's first training app in the health sector, is that it will provide a real time monitoring tool through the dashboard where supervisors at various levels can see the progress of people under his/her jurisdiction and take targeted corrective actions required. Thus, it will address a big gap at the policy development level regarding capacity building of the workforce.

National Launch of RISE

December 19, 2019 (Thursday)

Under the guidance of Ministry of Health and Family Welfare (MoHFW), John Snow India (JSI) organized a National Launch Workshop of the RISE mobile package for frontline health workers. Dr. M.K. Agarwal, Joint Commissioner, UIP, along with the senior officials from five pilot states and Bill and Melinda Gates Foundation (BMGF) launched the application. The event was attended by all partner organizations (WHO, UNICEF, UNDP, NCCVMRC, ITSU, CHAI, CORE). Agencies supporting us in developing RISE (Content Development Agency, Manipal Technologies Limited and LMS Development Agency, DRC Systems) also participated in the workshop.



Objectives of the Workshop

The specific objectives of the workshop were as follows:

- Familiarize participants about the recent developments in RISE and highlight the importance of an innovative technology to enhance the knowledge of the health workforce.
- Orient the participants about the details of the RISE Mobile Application.
- Make the participants conversant about the operational aspects once the application is live.
- Acquaint the state counterparts about the operational & financial aspects of conducting the launch and trainings in their respective states – at the state level (for master trainers) and block level (for the actual users of the App).

Proceedings of the Workshop

A. Felicitation of the Guests

The meeting started with the felicitation of the guests on the dais and ceremonial lighting of the lamp by the esteemed dignitaries.



B. Welcome Address

Dr. P.S. Ganguly, Project Director, RISE, JSI gave the welcome address and extended his warm gratitude to all the dignitaries and the participants. He also spoke about the objectives of the workshop and how RISE will help in knowledge enhancement of the immunization health force to achieve the last “mile”.

C. Overview and Roadmap of RISE

Dr. M.K. Agarwal, Joint Commissioner, UIP presented an overview and roadmap of the RISE. His presentation was a lens to understand the background of the project and its objective. He presented the roadmap of RISE and gave direction to the RISE states for a successful roll out of the project.



D. Key Features of RISE

Sohini Sanyal, Learning and Capacity Building Specialist, RISE, JSI presented on the steps followed in development of the RISE. She presented the key features and its congenial blending with the traditional form of classroom and face-to-face trainings. A short question and answer session was taken to address queries from the group. The session was extremely productive reflected through overwhelming responses of the audience.

E. Launch of RISE

This was followed by the launch of the RISE. Each dignitary on the dais unwrapped RISE placards, each representing one of the screenshots of the RISE App.



F. Glimpses of the RISE Mobile App and Dashboard

After a short tea-break, glimpses of the RISE Mobile App (along with the content) and Dashboard was shown to the audience by Dr. Rajat Garg, Program Manager, RISE, JSI and Jaykumar Jha, Project Manager-Applied Technology, RISE, JSI. Another round of questions, answers and suggestions was taken. The wide range of questions reflected the enthusiasm of the audience and their suggestions were imperative for the expansion in the future.



G. Group Work

The workshop was concluded with group work where the state representatives made a tentative plan for the launch of the app at state level and block level trainings where the actual users of the app would be oriented on using the app.



H. Comments from Dr. Sanjay Kapur, Managing Director, JSI

The idea behind the launch of the application in the field of the immunization is to meet the following objectives:

- a. The system should know what are the weak sections of the trainings and take corrective measures to improvise them.
- b. To know the broader spectrum of the training situations of the ANMs in a particular area (block, district or state levels).
- c. To develop a congenial and lasting link between the theoretical knowledge and the practices of immunization.
- d. If piloting of the application runs successfully in the five districts, then the application can be expanded by length and breadth by adding more levels of health functionaries and covering wider topics/information, increasing the beneficiaries or the end users of the application, using it in a public information system (for example, adding bulleted points of Intensive Mission Indradhunush 2.0), changes in the immunization domain to be added in the applications and so on. These are the possibilities which are dynamic in nature and will continue to be incorporated.
- e. A discussion at the Ministry will help to develop a core group that will look into the possibilities in the application so that it would be taken forward to improve the knowledge and practices of the ANMs.



I. Comments from (Ex) Technical Director, Immunization, JSI



Dr. Saumendra Bagchi, (Ex) Technical Director, Immunization, JSI took a few moments to express his views on the digital platform specifically made to train and update the health workers on the essentials of immunization. ANMs using their own mobile phones was only a thought, never being explored in this sector. He said that the beauty of RISE is that it is user-centric and is available in local language. With the support of the MoHFW, trust from the state officials and a dedicated team, RISE is all set to be rolled out.

J. Vote of Thanks

The event came to end after vote of thanks to all whose support had been indispensable throughout the app building activities.

Outcome of the Workshop

- The RISE app was launched and audience received a glimpse of the project
- Tentative plans were prepared for the state and block level launch of the app and training of the trainers and users of the app
- The way forward activities were also shared
- Sustainability of the mobile app-based learning solution was discussed and documented

Cascade Approach

A cascade training program was organized to build the capacity of all levels of health functionaries in the pilot districts. John Snow India (JSI) was identified as prime nodal agency and the lead partner to provide technical assistance to the state for rollout of the RISE Application. A protocol was developed that uses the cascade training approach. A pool of master trainers was invited and oriented on the RISE App at the State Training of Trainers (ToT). The one-day program included discussions on technical component and demo of the application. Training methodology was same everywhere (PPT demonstration, live demonstration and hands-on), however, organizing and scheduling were different in each state. The people trained during the State ToT further conducted trainings of health workers (the end-users of the application) in their respective blocks/planning units. The entire capacity building exercise was carried out in the months of Jan-Feb 2020.



State Launch of RISE and Training of Trainers

The National Launch of the RISE was followed by the launch at the state level with the following dates:

Name of the state	Date of state launch workshop
Pune, Maharashtra	08 January 2020
Chennai, Tamil Nadu	09 January 2020
Bhubaneswar, Odisha	14 January 2020
Shimla, Himachal Pradesh	24 January 2020
Bhopal, Madhya Pradesh	06 February 2020



Pune, Maharashtra



Chennai, Tamil Nadu



Bhubaneswar, Odisha



Shimla, Himachal Pradesh



Bhopal, Madhya Pradesh

Block-Level Trainings

An extensive exercise was carried out at the block-level from January to February, 2020 to train the end-users on the RISE Application. A total of approximately 3000 learners were trained across 97 batches in the five pilot districts. The total number of batches in each of the district is as under:

Intervention Districts	Number of Batches
Shimla, Himachal Pradesh	11
Bhopal, Madhya Pradesh	8
Pune, Maharashtra	32
Bhubaneswar, Odisha	14
Chennai, Tamil Nadu	32
Total	97

A detailed block level training plan was developed at the state level to ensure quality training to be delivered to the health workers.

January 2020						
Mon	Tue	Wed	Thurs	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

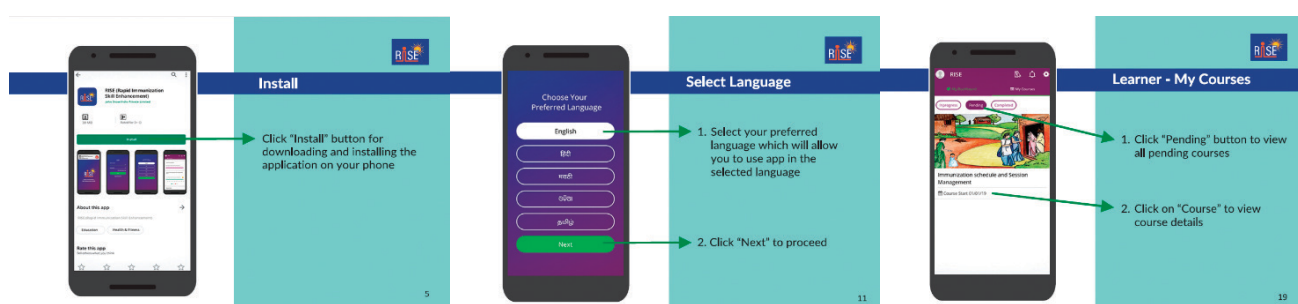
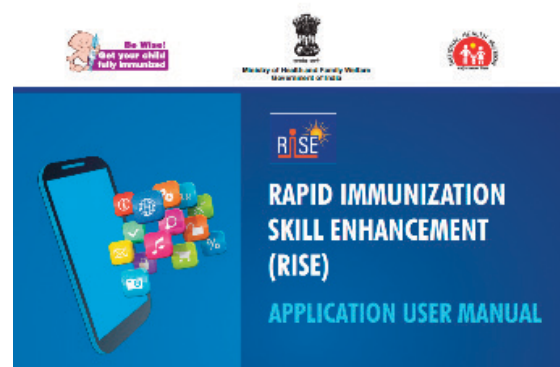
February 2020						
Mon	Tue	Wed	Thurs	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	



Training Material

User Manual was developed in local language for all the participants. The following number of user manuals were printed and distributed to participants during the health workers training on the RISE App. Innovative user guide will help in training and also serve as ready reckoner for troubleshooting during use.

Intervention Districts	Language	No. of User Manuals
Shimla, Himachal Pradesh	Hindi	400
Bhopal, Madhya Pradesh	Hindi	300
Pune, Maharashtra	Marathi	2000
Bhubaneswar, Odisha	Odia	500
Chennai, Tamil Nadu	Tamil	1000
Total		4200



Event Feedback

The event feedback was taken from the participants after the State ToTs in four states. The responses of the questions were taken on a Likert scale. Most of the participants (>80 percent) reported that the training methodology was easy to understand and follow. 95 percent of the participants were confident and believed that the app will be a useful for the health workers. About 75 percent of the participants believed that the app will be helpful in increasing the knowledge of the health workers.

Innovations in the Training

Even an Innovation has a Soul

The first word that comes to a mind when one hears of innovation is Technology – machines, applications, internet. But even innovations have souls, throbbing in passion, dedication and determination to succeed and accomplish. Dr. Lata, the narrator in the RISE modules, holding a mobile phone with the RISE App inculcated a lot of attraction amongst the participants at the national and state levels.



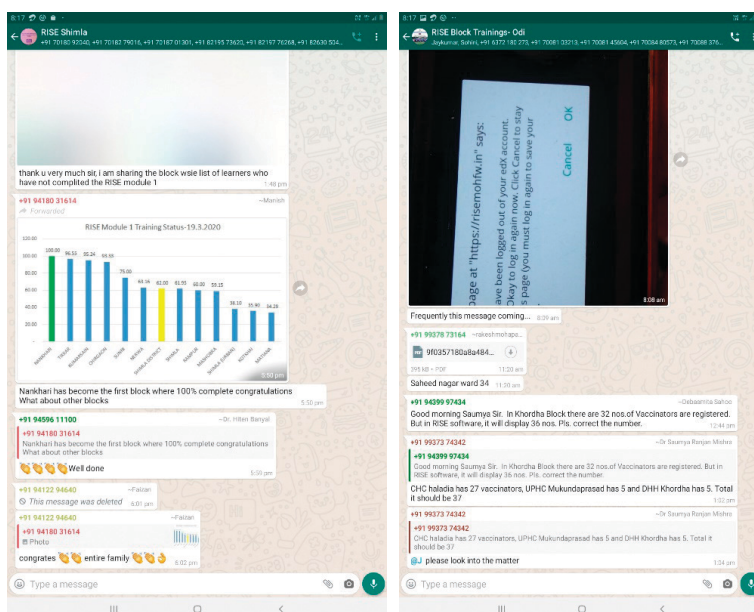
Peer-to-Peer Learnings

A two-way, reciprocal learning activity was carried out during the block-level trainings. This was not only mutually beneficial but involved sharing of knowledge, ideas and experience between the participants. Vaccinators who could complete early, *suo moto* helped others in completing the training there by strengthening the adult peer learning principle. Some of them even shared their smartphones with the participants who did not have one.



Using WhatsApp for Problem-Solving

WhatsApp will be used for problem solving. Closed groups with the medical officers and STO (from JSI) along with a few members of the National Team were created at the TOTs. These groups will be used during the block trainings and during troubleshooting, once RISE App is live. The technical team at the backend can remotely troubleshoot and provide solutions instantly in these groups.



Hands-on Training in Users' Own Mobile

Users' used their android phones to log-in to the application during the training. A specially created "training module" was used in these trainings. The content was made in a way to capture all essential features of the module in terms of its functioning. The users practiced the module on their phones with their usernames and passwords shared with them during the trainings. They generated certificates post completion of the training module. JSI staff guided them through the process.

Our Support System – National and State Level Partners



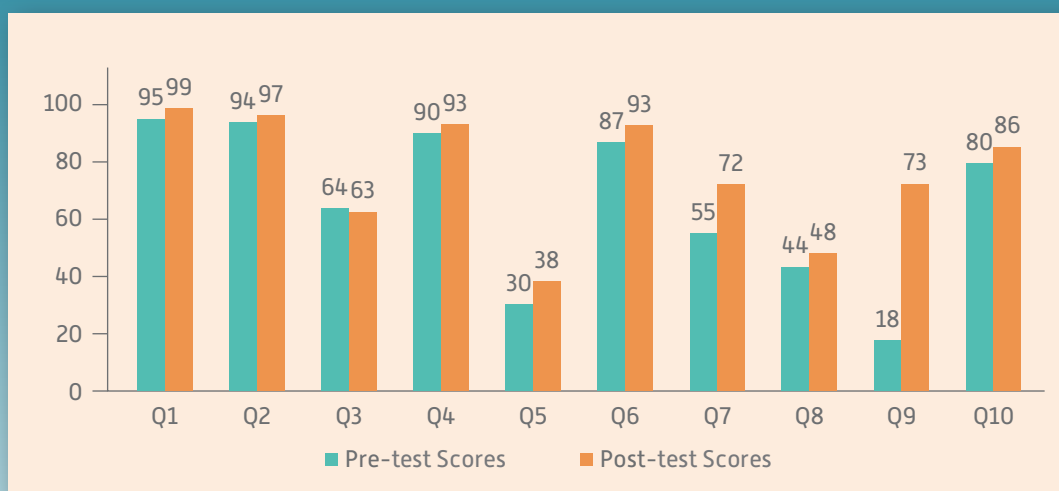
Assessment of Knowledge



Pre and Post Assessment Result

At the state level, presentations on various aspects of RISE application, live-demo version of the application was shown to the trainers (medical officers) who were responsible to give trainings at block levels. After the initial set of presentations giving the detail description of the app, a pre-assessment exercise was carried out with help of Google Form. The exercise included a set of 10 questions on the app and its operations. It was

followed by a live-demo of the app and the hands-on practice by the trainees. A post-test was then conducted to assess the outcome of the training. The figure below represents average pre and post assessment results in different state launches. Overall, an increase in the level of the knowledge was observed in all of the questions. The following figure gives an idea of the average results of the pre and post test assessment during the state TOTs.



Questions and Correct Answers		
1. Do you know where from the RISE app can be downloaded and installed in the android mobile phone? Answer: Google Play Store	2. If the phone gets switched/ power off suddenly or due to low battery, the installed app also gets deleted. Answer: False	3. The RISE app can be downloaded only when the smartphone is connected to WIFI network. Answer: No
4. After generating login id and password for once, can the password be generated again (Forgot Password)? Answer: Yes	5. The user can use the app: Answer: First time online and then offline possible subsequently	6. During the course if user has to close the app, will he/she be able to start the course from the same place next time Answer: Yes
7. After completion of the post-assessment, the user receives Answer: Certificate of Completion	8. Is the quiz time responses influence the final scores of the courses completed? Answer: No	9. If a user has to start a new course, which menu option in "My courses" will he search for? Answer: Pending
10. If a learner/user fails to obtain pass marks in the first attempt, he/she can: Answer: Attempts for one more time		

Block-Level Training Monitoring

It was one of most challenging tasks to monitor the block level trainings. A total of 97 trainings sessions were conducted to train more than 2600 health workers. A structured monitoring of the block level trainings was carried out.

88 percent of the expected participants in all five states attended the block-level trainings, out of which 94 percent of the participants could generate certificates of completion of the training module. For the participants who could not generate the certificate, following reasons were identified into following categories:

Operational issues	Internet issue	Hardware issues
<ul style="list-style-type: none"> • Did not receive usernames and passwords • Logged in but course did not progress • Completed course but failed (<70 %) post-test 	<ul style="list-style-type: none"> • Network issue • Server issue 	<ul style="list-style-type: none"> • Lack of space in the mobile memory • Non availability of android mobile phone • Compatibility of App with the phone • Use of mobile data
The operational and internet issues were mostly solved quickly and many of these users later reported through WhatsApp group that they could generate certificate.		

The following table summarizes the participation of district officials and the JSI team in the block-level trainings:

	District, State	Number of Block Level Trainings	Number Sessions Attended by District Officials	Number Sessions Attended by JSI Team
1	Bhopal, Madhya Pradesh	8	8	8
2	Khordha, Odisha	14	13	14
3	Pune, Maharashtra	32	14	12
4	Kancheepuram, Tamil Nadu	32	32	32
5	Shimla, Himachal Pradesh	11	3	11
Total		97	63	73

It is worth noting that 100 percent of the trainings in Bhopal, Kancheepuram and Khordha were attended by the district-level officials and JSI team.

FAQs on RISE during the Workshops and Answers by Experts

Q1. What is the duration of the courses in the app? Are the courses available offline as well?

Answer: In the RISE application, the modules are divided into chapters and the duration depends upon the chapter content. For the first time, modules will have to be done online because ANMs have to complete the pre and post tests and the dashboard will be generated. After completion of the live assessment (post test), the health workforce can access the courses offline as well subsequently. To a great extent, the internet connectivity issues have been addressed.

Q2. Will there be any difference in the re-attempt after receiving the certificate?

Answer: Once a certificate is generated, the dashboard will show the corresponding score as the final one. A learner can go through the course again, however, the score will remain unchanged.

Q3. Which baseline was adopted and how the impact of the RISE app will be measured because the app is an innovative technology to be used by the various cadres of health workforce?

Answer: Baseline survey was carried out in intervention and control districts of all the five states to measure the knowledge and practice of the ANMs. The impact will be assessed at different levels:

- The app itself has pre and post assessment scores of the health workforce through which they can evaluate their improvement in their knowledge. Their performance reports are available on the dashboard and supervisors can monitor easily.
- Initially the control and intervention districts were matched at several parameters. The intervention and control districts will be compared to measure the difference in the knowledge of health workforce after using the innovative method of learning and enhancing their skill.

Q4. How will the BMO identify ANMs who received gold or the silver certificate while carrying out monthly meeting at the block level?

Answer: The states can develop their own innovative identifiers that will help to know the BMOs about the gold and silver certificate ANMs. For example, the umbrella used in the videos of quiz time in the application. Identifier such as badges or alike can be developed by the state.

- Q5.a)** What would be the motivation for the users to undertake these modules apart from learning?
- b) Sustainability of the app in future?
 - c) Is there any discussion forum for the users in the app?

Answer:

- a) The certificate is the prime motivator for the users to use the app. Further, the states can decide incentivizing either in terms of monetary or placement. Apart from gold and silver certificates, renewing the contract of contractual ANMs and gaining skills and fill the gaps can serve as motivators.
- b) The sustainability can be addressed through;
 - In future the app will be integrated with ANMOL
 - National Portal will be developed where the data can be displayed
 - The sustainable mechanisms can also be developed based on the pilot findings
- c) The suggestion would be incorporated in near future.

q6. Was there any assessment done previously to know the use of smartphones among ANMs or tech literacy of health workforce?

Answer: According to the findings of the CBNA report, more than 80 percent of ANMs could access the smartphones easily.

q7. Does the RISE app have feature of updates and notifications?

Answer: The RISE App can be updated with new information or any addition in the app. The development of changes takes merely 7-10 days and then information can be transmitted quickly. Users can get push notifications on new courses, resources added, any app related updates etc.

q8. Is RISE available only to the government functionaries? Who all can log in and take up the courses?

Answer: At present, RISE is available to the government health functionaries only. The login ID and password would be generated at the backend. In the later phase, Ministry can solely take the decision to expand its use to others also because RISE will be handed over to the Ministry for further action plans and expansion of the application.

q9. The cold chain handler also receives similar information during the trainings. Can RISE be made available to them as it will be a ready-reckoner and of great use to them?

Answer: Since RISE has tremendous potential and covers varied topics of routine immunization, it can be used by anyone who is in the field of immunization. As mentioned above, RISE will be handed over to the Ministry to be uploaded on their portal. It is their decision to expand its use at varied health functionaries in near future.

q10. Is there any call centre or similar kind of mechanisms or future plans to troubleshoot the user's problems after using RISE?

Answer: Since RISE is at an early stage of piloting and is district specific (five in five states), the troubleshooting can be done through WhatsApp group forum. However, in the long run, such measures can be taken up if required.

Q11. Does RISE feature with search functions or go back directly to look out for specific problems?

Answer: For the first time, the ANMs have to complete all the modules online because pre-assessment scores have to be generated. Later, she can complete the courses offline and can perform search or go back actions, if needed.

Q12. Can any specific state add questions in RISE?

Answer: At present, the questions cannot be added separately for any specific state. However, if the questions are to be added, then they should be sent to the Ministry for approval for addition in RISE and later, it will be available to all the states after addition. Further, the app has a “Resource” icon where any state specific guidelines or circular can be added by the state approved by the ministry.

Q13. Can an ANM awarded with silver certificate upgrade herself to gold certificate after re-attempting the course?

Answer: At present, only those ANMs who fail to clear the assessment can re-attempt the course but improvement options are not available currently.

Q14. Who will see the performance of the ANMs?

Answer: The performance of the ANMs (silver and gold certificate) can be checked by their respective next level supervisors such as BMO, DIO, CMO and alike.

Q15. Can a compiled feedback also be seen and by whom?

Answer: The compiled feedback of each course can be seen at national level.

Q16. Can the e-certificates get printed or a hard copy available to ANMs?

Answer: The e-certificates can be availed for the printed version and state can undertake an initiative to felicitate the certificates to the ANMs through small functions or gatherings. The felicitation can also act as an incentivization strategy or motivational factor to encourage them.

Q17. Is there any timeline fixed to complete each module in RISE? Is any scope of modifications and addition of the questions in the modules?

Answer: Since the user will be new to RISE and would be full of perplexed mind and problems, the timeline to complete the first module is one month. Likewise, the second module will be launched after a month of the first module. Later, each module will be launched after a gap of 15 days and states have to give a thrust to the ANMs to complete the courses in the stipulated time. Further, the supervisors should actively monitor the progress of the ANMs through the dashboards and take needful actions if required. For examples, due to varied cohorts, the ANMs would be of different ages, some would not be able to use the app easily or any other such reasons. In such cases, the state and the supervisors should do the handholding's to them.

The total time to complete all the modules will be three months (approximately) after which the final certificate (certificate of completion) will be generated. The State can decide if they want to do it every year the same way. In between, there is a scope of modifications based on the demand of

the users and time and additions of the questions can be done but as mentioned above it has to be done after the approval of the ministry.

Q18. Will the supervisors be given login and password to get acquainted with the knowledge available in RISE?

Answer: The Ministry and the state can decide together on who will be the end users of RISE either LHV, Vaccinator, Medical Officer, Staff nurse, Urban Vaccinator, Contract Vaccinator, MPHW or any other. JSI will be responsible to carry out the training sessions and depending upon the number of participants, the sessions would be adjusted accordingly.

Q19.

- a) How varied participants engaged in immunization program will log in the app, particularly, the LHVs and ANMs supervisor who are positioned high?
- b) How will the supervisor's role be allotted and to whom?

Answer: The primary target as a "learner" is the one who plays the role of the vaccinator in the field and it can be anyone ranging from ANMs to LHVs or MPHW, urban vaccinator, contractual or any other. The vaccinator's list will be provided by the state and login id and password will be generated for them to access RISE.

At present, no certificate is generated for the supervisors. They will get the access of the dashboard only where they will be able to monitor the progress of each and every cadre under him/her. The hierarchy of the supervisor will be shared by the states. Further, as of now, one login id and password will be generated for the supervisors to see what modules ANMs are undertaking. Later, after discussion and finalization, another login id and password could be generated for them where they be converted into user and then they can undertake the courses of RISE.

Q20. Can RISE be updated with latest information or activities such as Mission Indradhanush or alike? If yes, how much time will it take to include such new interventions in RISE?

Answer: It is possible to do faster dissemination of the new guidelines. However, since, the application will be piloted only in five districts out of the whole country, such inclusions can be done when the launch of the application is expanded in the entire country. The modifications need only a week or 10 days to be included in the application. Further, the uploading of the content requires only a click, however, preparation of the content to make it attractive (for example, graphics) and user friendly consumes a little time.

Stories from the Field

“सोच बदलो सितारे बदल जायेंगे
दिशा बदलो किनारे बदल जायेंगे”

Dr. Santosh Shukla

State Immunization Officer
Govt. of Madhya Pradesh



Jebiliammal, VHN

Nattampatti PHC
District Kancheepuram
Tamil Nadu



“This training was more like a game, very interesting with an anticipation as to what we would be doing next. There are Gold and Silver certificates in this module, which is interesting. I wanted to get the Gold certificate only. The contents were related to everyday work in the field only and was very easy and interesting. Thanks a lot.”

Jayanti Sharma, FHW

Panesh Health Subcenter
District Shimla
Himachal Pradesh

“We were involved in the RISE training today. It was very effectively conducted by the trainers. We are already well versed and acquainted with the guidelines. However, the RISE APP will act as a ready reckoner for the day to day activities. We will be able to solve our queries by our own now.”



Dr. Ankush Thakur, MO

Civil Hospital, Kotighatt
District Shimla
Himachal Pradesh

"It is a nice initiative for learning specially for the health workers and for the MOs and the supervisors. It keeps the knowledge refreshed. It is a platform for the health workers to learn about immunization. Also, if there is anything new, they will be interested to learn and refresh their skills."



Health Worker
Maharashtra

"I am about to retire soon from the system. But there is no age to learn. I am excited to see that new innovative technology are coming into play to train the health workforce. I have come to take the training today and also was able to generate certificate."

Health Worker
Madhya Pradesh

"I got an SMS to attend the training and I was very excited to download the new App. Today I faced some issues to download the App, but will shortly learn. The user manual provided along is very useful. The games embedded are very interesting."



Suggestions from the Field

- It's another excellent innovative method for the capacity building of the ANMs. The aim of the application should be to improvise the knowledge levels and bring a change in the practices during the sessions.
- To evaluate the performance of the users, a tool can be devised into the application itself. When they go for supervision, that time they can make use of the tool to assess their performance.
- Another way to check the practical performance of the vaccinator is to ask for number of vaccines required for immunizing a cohort of children (at birth, 06 week, 10 weeks and so on or pregnant women). Their quick reply can also help to track their performance.
- Further, during the period of courses undertaken, how many intra-dermal or intra-muscular vaccines are given will be helpful to assess their performance in the field.
- The end users will be any health worker because it's a kind of ready-reckoner for any person who is engaged in the immunization field. Further, it is a refresher course sort of where any Medical Officer or supervisor can refresh their knowledge.
- The impact of the app can be checked with the suggestion of developing a tool for the assessing the performance of the ANMs. A question can be asked whether the change in her practices is an outcome of the RISE application she has undertaken or something else.
- The Staff Nurses working at either the labour or paediatric wards are needed to be given the immunization trainings particularly on handling and storing the vaccines.
- The supervisors also need to be trained with the new information.
- Since, all ANMs would be ambitious to get the gold certificate, the application should give an option of improvement opportunity in form of re-attempt.
- In order to come over copying or communication of correct answers, after completion of five modules, a set of five question from each module should be kept and three minutes to be given to complete the test before the generation of master certificate.
- The states can take up the decision on how to incentivize their ANMs after getting gold certificate.

Media Coverage

खास खबर केन्द्र सरकार द्वारा देश के 5 जिलों शुरू किये गये पायलेट प्रोजेक्ट में भोपाल भी शामिल

हेल्थ वर्कर्स को एप बताएगा टीकाकरण के सही तरीके

स्वदेश संवाददाता, भोपाल

अब बच्चों, गर्भवती महिलाओं, किशोरियों को टीकाकरण करने वाले स्वास्थ्य कार्यकर्ताओं को एप से टीकाकरण के सही तरीके बताये जायेंगे। केन्द्र सरकार द्वारा देश के पांच राज्यों के 5 जिलों में शुरू किये जा रहे पायलेट प्रोजेक्ट में भोपाल को भी शामिल किया गया है। इस एप को स्वास्थ्य आ्युक्त प्रतीक हजेला ने विश्व स्वास्थ्य संगठन, यूएनडीपी, चाई, यूनिसेफ और स्वास्थ्य विभाग के अधिकारियों की मौजूदगी में लांच किया। अगले दो महीने में भोपाल के एएनएम और एमपीडब्ल्यू सहित स्वास्थ्य विभाग के अधिकारी कर्मचारी इसकी मदद से जानकारी हासिल कर विधिवत टीकाकरण करेंगे।



वीडियो की मदद से सीखेंगे टीकाकरण के आदर्श तौर तरीके

एप में ऑडियो-रॉज टीकाकरण अधिकारी डा. संतोष शुक्ला ने बताया कि मध्यप्रदेश, हिमाचल प्रदेश, महाराष्ट्र, तमिलनाडू एवं उड़ीसा के एक-एक जिले में राइज प्रोजेक्ट को पायलेट के तौर पर केन्द्र सरकार द्वारा शुरू किया गया है। अब टीकाकरण करने वाले हेल्थ वर्कर्स को एप के माध्यम से टीकाकरण करने की प्रक्रिया बताई जायेगी। वर्तमान में राज्य स्तर से संभाग, जिला स्तर तक प्रशिक्षण सत्र पूरे होने के बाद ब्लॉक लेवल पर हेल्थ वर्कर्स को ट्रेनिंग दी जाती है। उसमें कई महत्वपूर्ण जानकारीयां भी छूट जाती हैं।

उम्रदराज हेल्थ वर्कर्स परंपरागत तरीकों से ही टीकाकरण करते आ रहे हैं। यदि कोई स्वास्थ्य कार्यकर्ता टीकाकरण के दौरान कुछ भूल जाता है तो ऑडियो सुनकर और वीडियो देखकर विधिवत टीकाकरण कर सकेगा। कार्यक्रम में जेएसआई के नेशनल प्रोजेक्ट डायरेक्टर डॉ. पार्था गंगोली, चाई के नेशनल प्रोग्राम ऑफिसर डॉ. सोमेन्द्र बागची, यूएनडीपी के नेशनल प्रोग्राम ऑफिसर डॉ. पंकज सोमानी, डब्ल्यूएचओ के नेशनल प्रोग्राम ऑफिसर डॉ. अभिषेक जैन तथा यूनिसेफ के हेल्थ ऑफिसर उपस्थित थे।

15-2-20 स्वास्थ्य वर्कर्स को राइज ऐप की दी जानकारी

रामपुर बुशहर। स्वास्थ्य विभाग में कार्यरत स्वास्थ्य कार्यकर्ताओं में टीकाकरण का कौशल बढ़ाने के लिए राइज ऐप तैयार की गई है। इस ऐप के जरिये स्वास्थ्य कार्यकर्ताओं में टीकाकरण का ऑनलाइन प्रशिक्षण प्राप्त करने और दक्षता बढ़ाने की कवायद शुरू की है। प्रदेश के विभिन्न स्थानों पर जागरूकता कार्यक्रमों का आयोजन कर स्वास्थ्य कार्यकर्ताओं को प्रशिक्षित किया जा रहा है।

इसी कड़ी में शनिवार को रामपुर में स्वास्थ्य विभाग की ओर से जागरूकता और प्रशिक्षण शिविर का आयोजन किया गया। स्वास्थ्य विभाग शिमला से आए डॉ. फैजल अली ने रामपुर ब्लॉक के विभिन्न क्षेत्रों से आए स्वास्थ्य कार्यकर्ताओं को ऐप बारे में महत्वपूर्ण जानकारी मुहैया करवाई। शिविर में कार्यकर्ताओं को बेहतर टीकाकरण के टिप्स दिए गए। उन्होंने बताया कि भारत सरकार ने जेएसआई के सहयोग से टीकाकरण में स्वास्थ्य कार्यकर्ता के कौशल को बढ़ाने के लिए राइज ऐप तैयार किया है, जिससे आसानी से टीकाकरण से संबंधित ऑनलाइन ट्रेनिंग ली जा सकती है। इस ट्रेनिंग के माध्यम से स्वास्थ्य कार्यकर्ताओं के कौशल में वृद्धि करने का प्रयास किया गया है। इस मौके पर डॉ. दिग्विजय, स्वास्थ्य शिक्षिका चंद्रप्रभा, जिला सपरवाइजर सुभाष चंद्र, सुनील ठाकुर आदि मौजूद रहे।



National Launch of RISE, New Delhi, December 19, 2019



State Launch of RISE, Maharashtra, January 7, 2020



State Launch of RISE, Tamil Nadu, January 9, 2020



State Launch of RISE, Odisha, January 14, 2020



State Launch of RISE, Himachal Pradesh, January 24, 2020



State Launch of RISE, Madhya Pradesh, February 6, 2020





RISE Organogram



Dr. Parthasarathi Ganguly
Project Director

National Team



Dr. Rajat Garg
Program Manager



Chahat Narula Thakur
Project Officer



Sohini Sanyal
Learning and Capacity Building Specialist



Jaykumar Jha
Project Manager – Applied Technology



Dr. Anita Bhargava
Monitoring, Learning and Evaluation Officer

State Team



Faizan Ali
State Training Coordinator
Himachal Pradesh



Vijay Agarwal
State Training Coordinator
Madhya Pradesh



Dr. Puskarr Deshmukh
State Training Officer
Maharashtra



Dr. Saumya Ranjan Mishra
State Training Officer
Odisha



Dr. Rachna William
State Training Officer
Tamil Nadu

Finance and Admin Team



Gaurav Gupta
Senior Manager
Finance and Accounts



Sonu Kumar
Officer
Payroll & Compliance



Anju Sharma
Officer Operation



Rohit Sharma
Assistant
Accounts Payable



Akhilesh Dwivedi
Assistant Operations



John Snow, Inc.

Plot No. 5 & 6, First Floor, Local Shopping Complex
Nelson Mandela Marg, Vasant Kunj
New Delhi-110070
Tel: 011 4868 5050
www.jsi.com

