



Catholic Health  
Association of India

# CHAI Academy

## How did it come about?

- Hilton Project
- Workshops with 45 Congregations
- Situation Analysis (Challenges)
- Congregational Collective Aspirations (2030)

# Challenges

## EXTERNAL

- New Laws & Regulations
- Commercialisation of Healthcare
- Corruption
- Shortage of staff
- Improved govt. services
- Increased medico-legal cases
- Reduced funding
- Reduced vocations

## INTERNAL

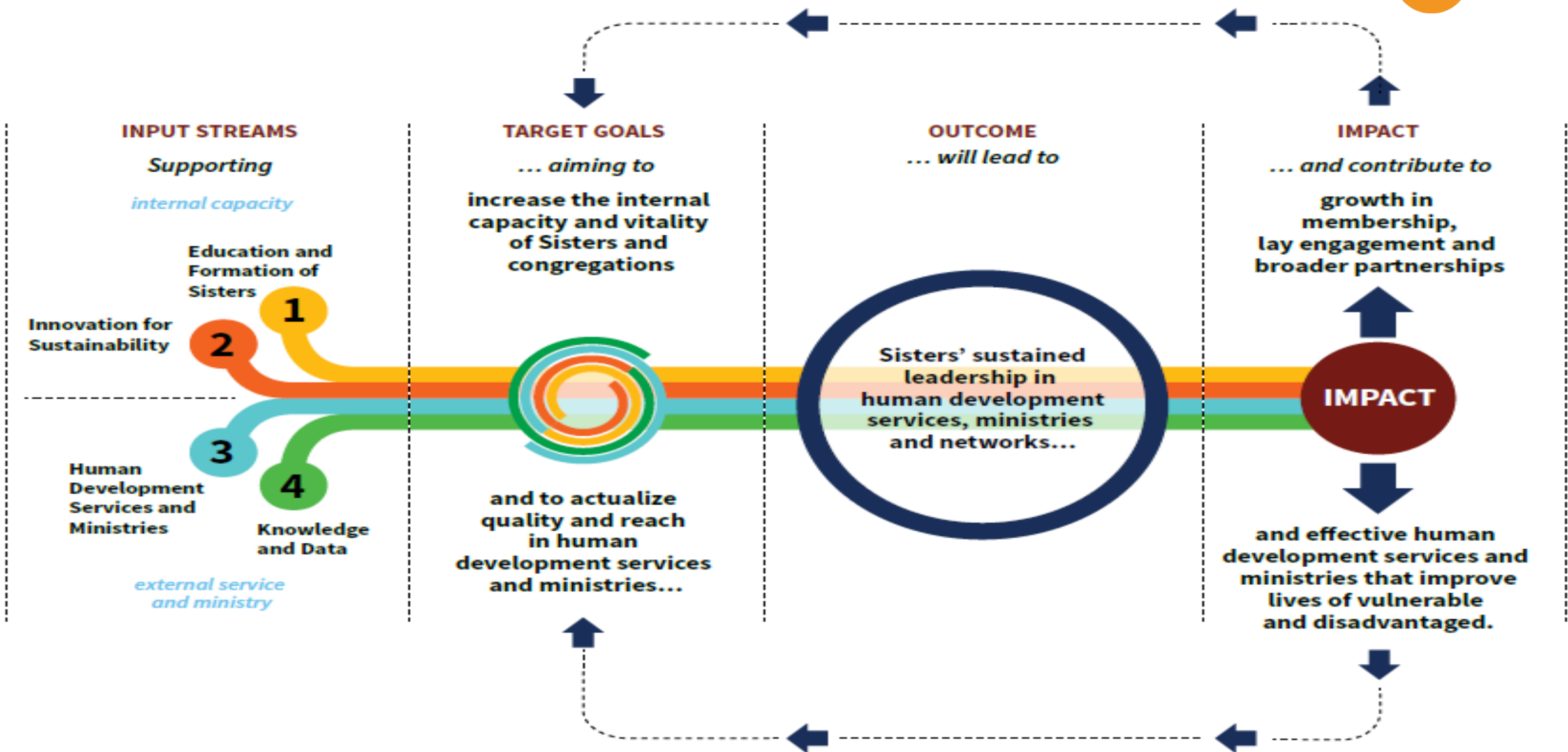
- Not updated on latest skills – management / clinical
- Lack of training in management (General, HR, Finance etc.)
- Burnout

# Hilton CSSI Theory of Change



- Study by University of Southern California
  - How to develop capacity of Sisters
  - Heighten visibility of Sisters' work
- External Strength of Ministry
- Internal Strength of Organization

# Theory of Change



## OUR FOCUS

## OUR GOAL

## OUR WORK

## OUR RESULTS

### EDUCATION



Increase the financial and human resources capacity to sustain congregations of Catholic sisters and their services.

Strengthen internal capacity to sustain the internal systems that support the leadership of sisters and their organizations to be long-term, reliable partners, leaders and moral voices in human development.

- 40 congregations of Catholic sisters strengthen internal systems
- 500 congregations benefit from post-secondary training
- 2,000 sisters undertake leadership training
- 15 congregations complete a financial restructuring or merger

### HUMAN DEVELOPMENT



Strengthen the services provided by Catholic sisters to vulnerable people in measurable ways at scale.

Support organizations that build the capacity of sisters in their ministry work to improve their service delivery, strengthen their frontline work and act as key players in the human development system.

- 300,000 youth and young adults are reached through grantmaking
- 10 congregations improve service provision capacity
- 8 of 10 congregational or confederation members lead a initiative focused on youth or young adults

### KNOWLEDGE



Collect, use and disseminate research and program data to improve the practices and policies of Catholic sisters' congregations, conferences and partners, and to increase external knowledge.

Build data systems and skills within congregations of Catholic sisters through collaborative knowledge sharing and communications to build capacity and share evidence being developed.

- 22 sisters trained as data trainers
- 20 data systems
- 2 data centers for Catholic sisters in Africa
- 15 research-based analytical papers
- 1 longitudinal study that will track entrance and lifelong formation

### INNOVATION

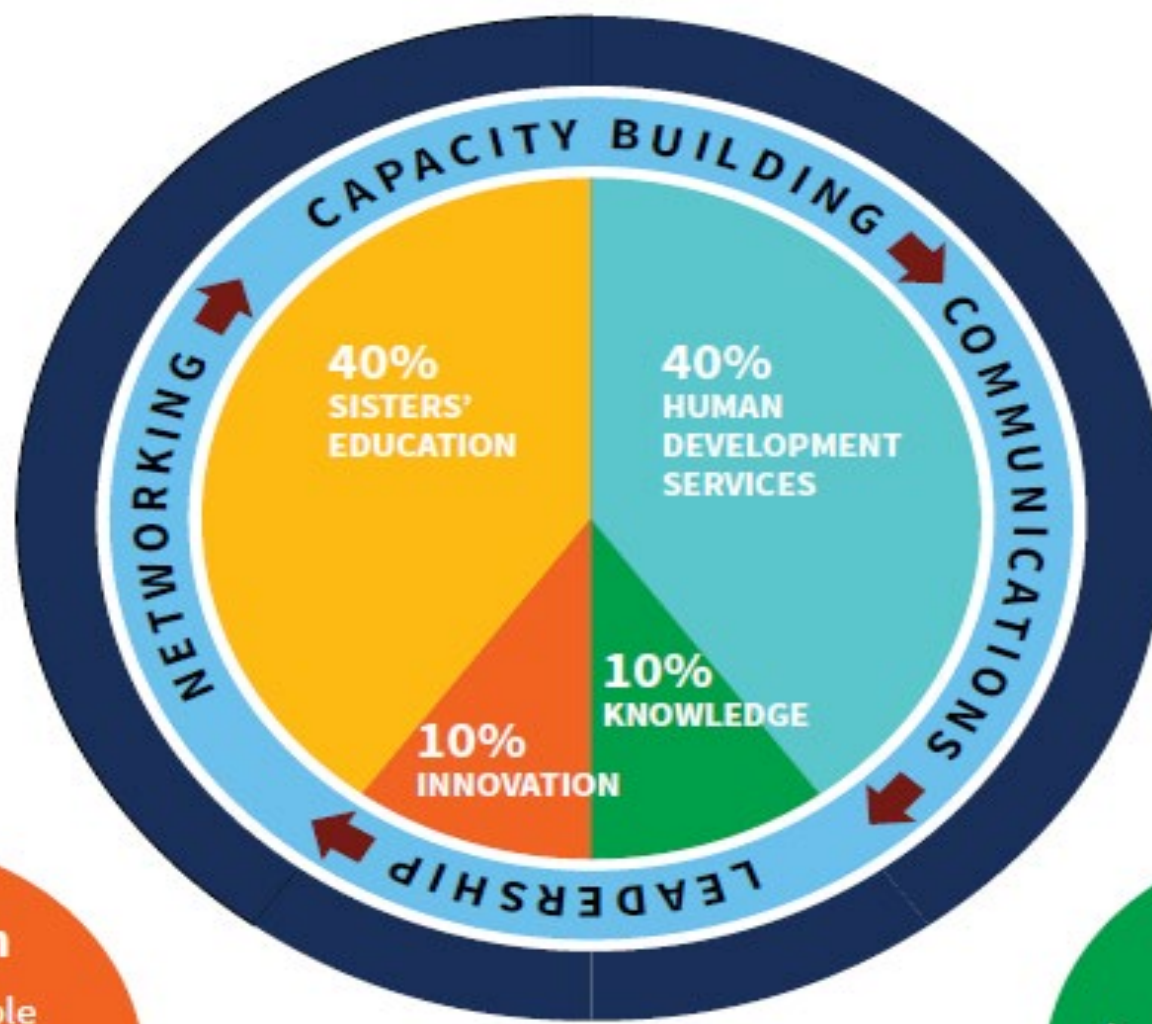


Create sustainable solutions to challenges to the vitality of Catholic sisters' organizations and ministries.

Facilitate a fund that tests solutions to core organizational limitations in sustainable ways.

- Solutions presented address problems that are core to a congregation's viability and service excellence
- Solutions are evidence-based
- Innovation Fund grantees demonstrate definitive results over the course of a defined time period

**LEADERSHIP IN  
SUSTAINABLE  
HUMAN  
DEVELOPMENT**



### Sisters' Education

Increase capacity to sustain congregations and ministries



### Human Development

Extend service to vulnerable people



### Innovation

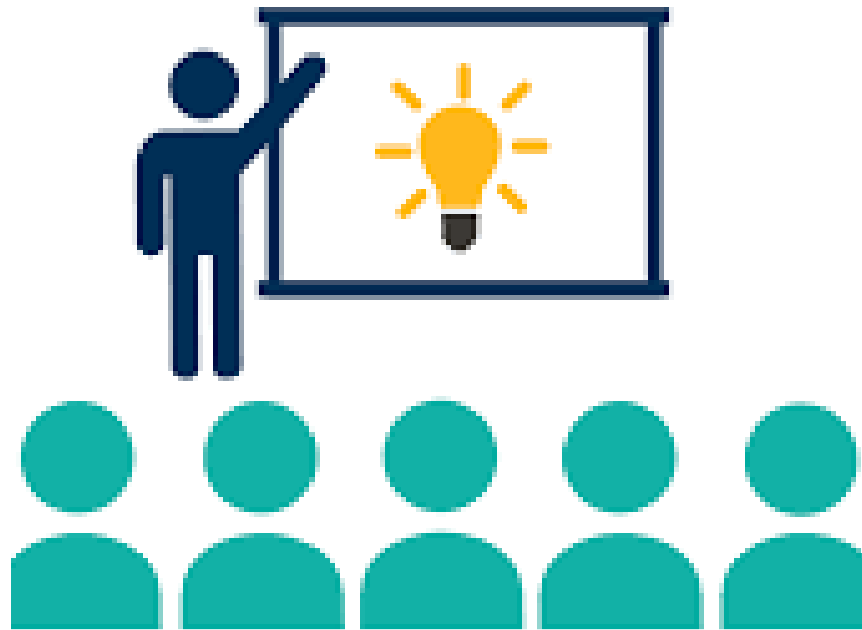
Create sustainable solutions that address vitality of sisters



### Knowledge

Collect, use and disseminate information to improve practices and policies





## Phase 2 (2019 – 2021)

- ▶ **Capacity Building incorporated**
- ▶ **One of 3 Key Objectives**





## What Capacity Building?

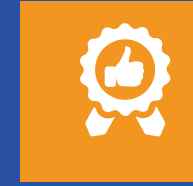
- Survey Conducted : February 2019  
(1 month)
- Training Needs
  - Health Councillors
  - Community Health Initiatives
  - Hospital
    - Administrators
    - Nurses
    - Paramedicals
- Tool: SurveyMonkey



## Survey Respondents

Category	Respondents Completed
Health Councillor	197
Community Health	197
Institution/ Hospital (Administrators, Nurses, Paramedicals)	1174
<b>Total</b>	<b>1568</b>

# Top 5 Training Needs



## Health Councilors

1. Leadership Skills
2. Resource Mobilization
3. Financial Management
4. Communication Skills
5. Management Principles

## Community Health

1. Updated Info on Schemes
2. Latest approaches in  
Development Sector
3. Resource Mobilization
4. Latest Health Issues
5. Alternative Treatments

# Top 5 Training Needs



## Administrators

1. Leadership Skills
2. HR Management
3. Financial Management
4. Management Principles
5. Resource Mobilization



## Nurses

1. Latest methods in Nursing Care
2. Basic Computer Skills
3. Alternative Therapies
4. Pastoral Care
5. Documentation Skills



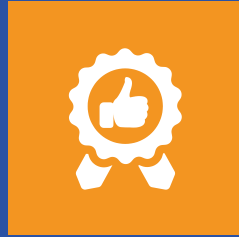
## Para-medicals

1. Latest methods in professional area
2. Documentation Skills
3. Basic Computer Skills
4. Quality Initiatives (NABH/JCI)
5. Pastoral Care

# Training Needs Categories



**Leadership &  
Management**  
(General, HR, Finance,  
Accreditations, etc.)



**Clinical Skills**  
(Nurses,  
Paramedicals, Doctors)



**Community Health**



**Resource  
Mobilisation**



## Current Scope & Method

- Limited by project budget & targets
- In person meetings (participants travel to a centre)
- Fixed dates and times
- Costs (Travel, lodging-boarding, consumables, trainer)
- Loss of time
- Content is lost after each training
- Difficult to follow up, review, measure impact, etc.

# Can we increase impact?

## CHAI ACADEMY



Increase **Numbers**

Save **Content**

Save **Time**

Less **Costs**

Measure **Impact**

## CHAI Academy Options

### Onsite Training

Information, agenda, topics, faculty – available online

In person attendance required

### Online Training (at your pace)

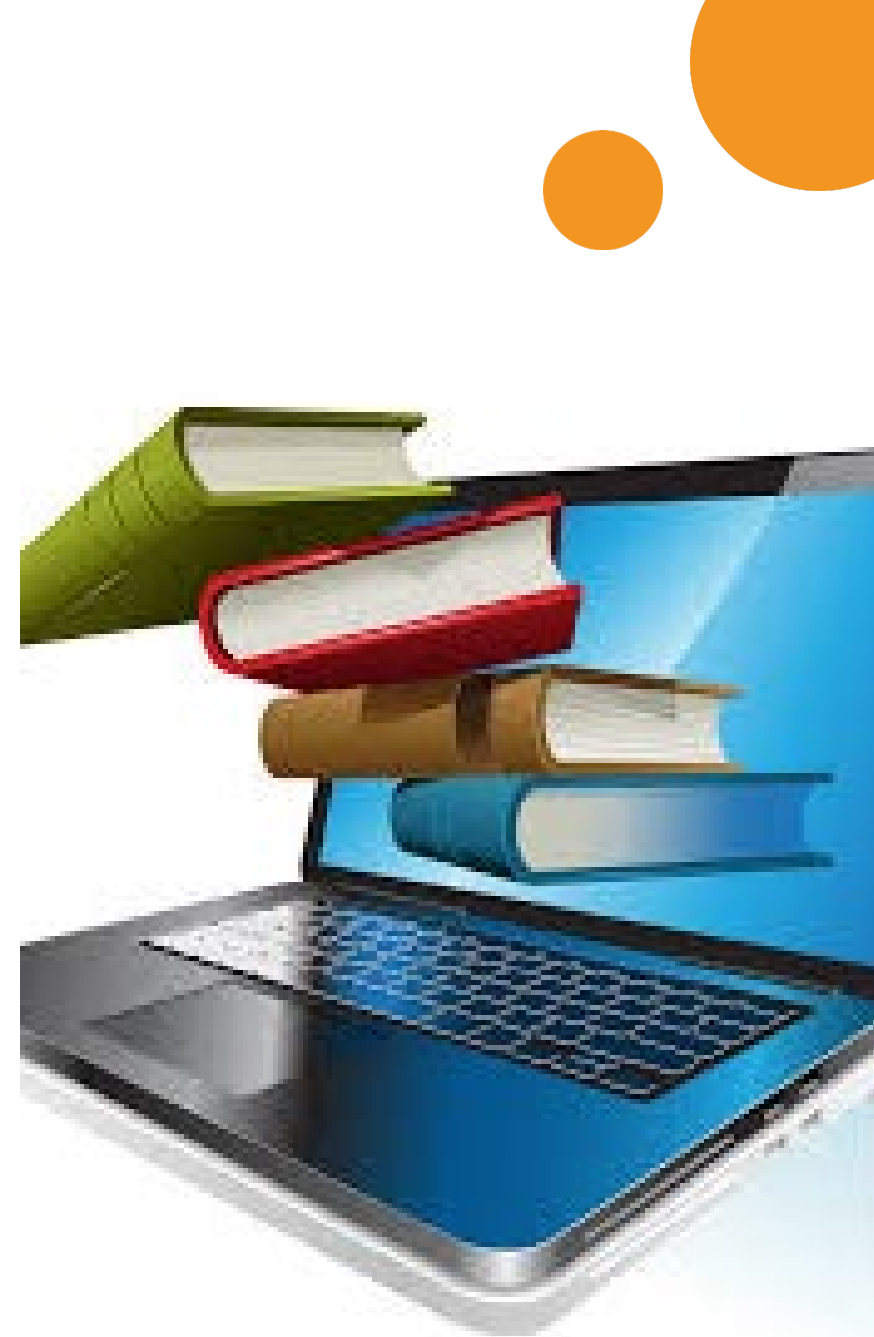
Agenda, videos, text, material – available online

View and complete at your pace

### Online Training (live)

Content available online

Sessions – live (all together)





## E-Learning Platform Benefits

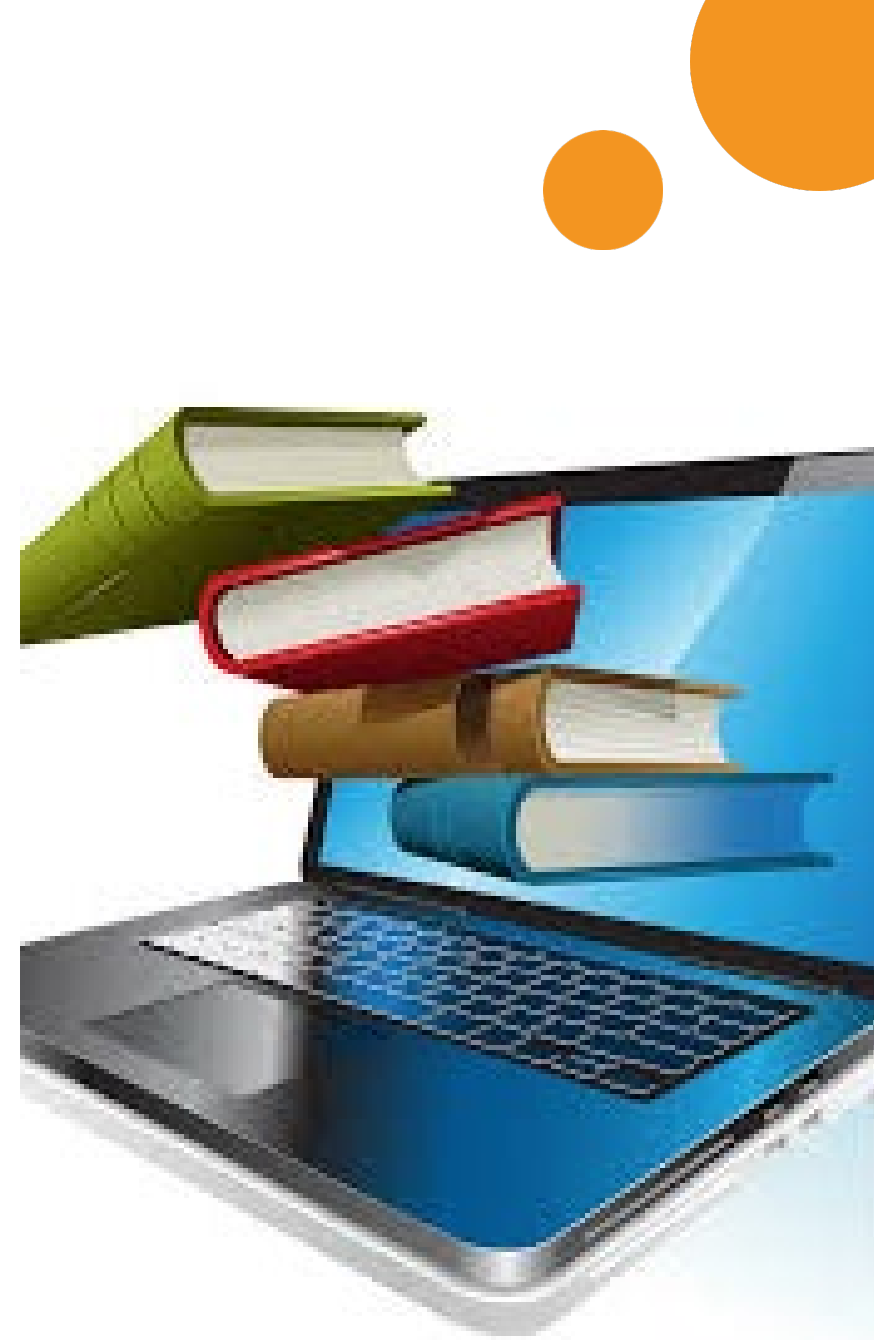
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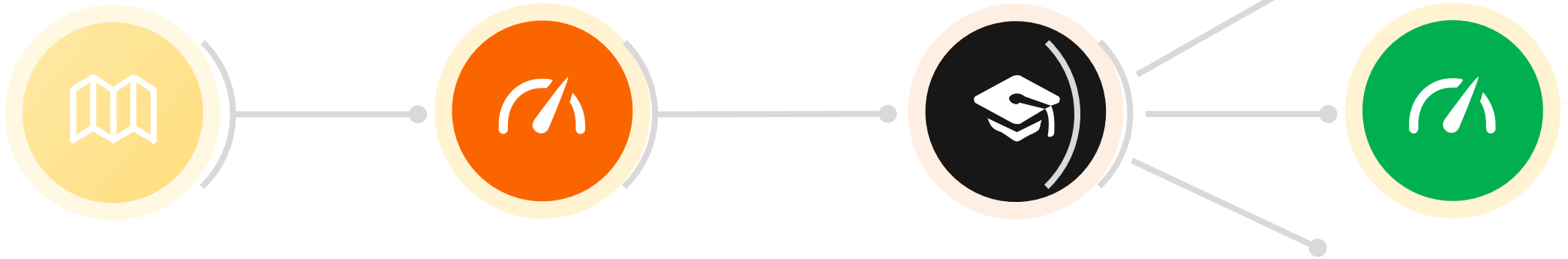
- Lower cost, greater reach
- On-site / Online / Blended
- Flexibility of time / location / regimen
- Lower Costs; Revenue Generation
- Self paced / flexible
- Content archived
- Follow up & Review online

## CHAI Academy Pilot

- CHAI with SDFI and St. Johns Dept. of Hospital Administration (Sept 2019)
- Basics of Hospital Management and Leadership (1 week)
- 42 Sister Doctors, 18 Sister Admin / Nurses
- Registration Online
- 1 live session – Hyderabad, Mumbai, Bangalore
- Review and follow up online



# In Summary



Challenges faced by  
Member Institutions

Capacity Building as a  
Solution  
(Survey, Categories)

Hilton Phase 2  
(Capacity Building)

**CHAI ACADEMY**



## Upcoming Training

### Community Health Enablers

6-week training

1<sup>st</sup> November to 13<sup>th</sup> December  
2019



## Topics

- Non- Communicable and Communicable diseases
- Naturopathy
- Herbal Remedies
- Acupressure & Acupuncture
- Geriatric Care
- De-addiction & Family Trauma Counselling / Emotional Health
- Reflexology
- Latest Techniques In Gynecology
- Resource Mobilization
- Health Advocacy
- Government Schemes
- Leadership
- Palliative Care



## Upcoming Training

Including point-of-care diagnostic electronic devices Kit (incl. Glucometer, BP Monitor, Thermometer, Pulse oximeter, etc.)

To register, send mail to

[sarita-jesse@chai-india.org](mailto:sarita-jesse@chai-india.org)

OR

[directorgeneral@chai-india.org](mailto:directorgeneral@chai-india.org)

OR

Contact Benjamin / Sarita at NHC

# Thank you!

