



**PHC EG**  
**Online meeting**  
**28 May 2021**

<b>Reference</b>	PHC EG 11/8
<b>Title</b>	Info note on Work package (WP) 6: Remote services in primary health and social care
<b>Submitted by</b>	ITA in cooperation with the Chair, Co-chair and Vice-Chair
<b>Requested action</b>	For information

Preparation works continue for the launch of the PHC EG Work Package 6 - Remote Services in Primary Health and Social Care. The project aims to conduct research and coordinate countries' input for study on e-health in PHC as well as exchange of information and knowledge about best practices in NDPHS countries on remote services in primary health and social care.

### **Phase 1**

The first phase is to prepare and plan the implementation and methodology of the project. This phase includes a project scoping meeting. During this stage, a consultant and members of EG PHC communicate to determine the goals and expectations for the project as well as current and potential issues that would need to be addressed during the project.

A basic breakdown of this stage involves: research aimed at mapping the current situation and problems in the participating countries, defining and finalizing the requirements for the project. It is important that both the management group and the members of the EG PHC expert group have the opportunity to evaluate the goals and expectations for the project and have their input.

**Milestones in phase 1:** the action plan, description of the project scope (including terminological glossary of the project based on WHO resources), methodology of the project.

### **Phase 2**

During the second stage of the project experts will map existing best practices and identify gaps in the provision of remote health and social care services for older people and people with chronic conditions, and develop recommendations for future steps. The action will facilitate exchange of information between countries on promising strategies for addressing the challenges and opportunities of remote service provision and review various approaches in remote medical and social services used by the countries and stakeholders during the COVID-19. Focus will be placed on identifying needs and strategies for training of service providers and users, including barriers and facilitators. The information exchange will be organized through a process of collecting information from country representatives and key experts.

**Milestone in phase 2:** study on best practices and gaps.

### **Phase 3**

The final stage of the project is discussion of the outcomes of the study. An expert level event will be organized to connect policymakers, practitioners and other stakeholders providing them with opportunities to interact, engage and also to present the results of the desktop study and interviews. Following the event the consultant will develop a policy brief based on the study findings.

Dissemination: The results of the action will be disseminated through experts of the NDPHS Partner Counties, partner organizations, WHO collaborative centers , NGOs and other interested stakeholders to improve capacity for country-level information exchange; and stronger support for exchange between local institutions.

### **Approximate project timeline**

<b>No</b>	<b>Description</b>	<b>Deadline</b>
1	Action plan	September 2021
2	Description of the project scope (including terminological glossary of the project based on WHO resources)	September 2021
3	The Methodology of the project Workshop #1	September 2021
4	Report “Study on best practice and gaps”	March 2022
5	Policy brief Workshop #2	May 2022
6	Plan of Dissemination: The results of the action	June 2022
7	Final expert report	August 2022