PACK Global Adult

Practical Approach to Care Kit

BMJ

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PACK

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PACK programme overview

The Knowledge Translation Unit and the history of PACK

The Knowledge Translation Unit is a health systems research unit based in the University of Cape Town Lung Institute, South Africa. The KTU has spent the past 15 years developing, implementing and evaluating health systems interventions in primary care settings in South Africa and other low and middle income country settings. Based initially on the WHO strategy, PAL (Practical Approach to Lung Health), these programmes aim to support primary care clinicians to improve their clinical approach to the patient and to support primary care managers to better organise the system delivery of primary care. Four pragmatic randomised controlled trials evaluating the effectiveness of the programme alongside qualitative and economic evaluations have shown that the programmes are well received and produce modest but consistently positive impacts on a range of quality of care indicators and health outcomes. [Research to Policy and Practice: Evidence behind the PACK Programme]. The Practical Approach to Care Kit is a strategy comprising 4 pillars that support the delivery of primary care: 1) a guide, 2) a training strategy, 3) a health systems strengthening intervention and 4) a monitoring and evaluation component.

1

PACK Adult guide

The PACK guide is a comprehensive, integrated approach to adult primary care that includes 40 common symptoms and 20 chronic conditions. It aims to guide the clinician to assess a patient's symptoms, make a diagnosis and devise a management plan, and deliver routine care for one or more chronic conditions. The content is informed by evidence sourced through the BMJ's Best Practice (see box 1), WHO guidelines and other sentinel guidelines, and is updated on an annual basis. It is designed to be practical and easy to use, with algorithms, checklists, illustrations and colour-coding.

2

PACK training

The PACK training curriculum comprises cases that are carefully structured to explore the features of the PACK guide and its clinical content. Using an interactive methodology, the training draws on clinicians' existing experience and knowledge, and aims to embed the use of the guide in every day clinical practice. PACK training uses a proven implementation strategy, educational outreach, to deliver PACK to clinicians as teams in their health care facilities. The trainers are drawn from the local health system and are trained using a cascade model to facilitate the on-site sessions and then provide ongoing support for the programme.

3

PACK Health systems strengthening interventions

The PACK guide is designed to integrate and reflect existing local policy for primary care delivery while being a comprehensive approach to the individual adult patient. The training strategy involves many of the role-players in primary care delivery and targets the primary care facility team as a unit. It thus offers the opportunity to reorganise the way care is delivered in a primary care facility – streamlining the patient journey through the facility and referrals on, task-sharing care between cadres of staff, clarifying scope of practice and prescriber levels, and addressing medication, test and equipment availability.

4

PACK monitoring and evaluation

Monitoring and evaluation of the PACK programme can occur at several levels - the individual clinician, facility, regional and system-wide - to ensure that the programme is being implemented effectively. Indicator data can be obtained from trainer and clinician logbooks and onsite training records. Assessments include pre and post-training assessments of clinical skills and self-confidence scores. Regular PACK training reports are provided to programme managers.

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BMJ Best Practice is a clinical decision support tool that supports all 3 components of Evidence Based Medicine*:
- **Evidence** from key primary and secondary studies and over 6,500 practice guidelines inform more than 65,000 references.
- **Clinical expertise** from 1,600 expert authors and 2,500 peer reviewers from 29 countries.
- **Patient values and preferences:** over 400 evidence-based patient leaflets support shared decision making.

The **Best Practice** robust content development and maintenance process includes:
- Ongoing systematic searches of over 5000 journals
- Continuous monitoring for high-quality new and updated international guidelines
- Daily in-house scanning and triage of drug alerts
- Regular updating in line with newly published Cochrane reviews and Cochrane Clinical Answers
- Constant triage of user feedback
- Section editors keep abreast of developments in their area and quickly implement important changes.
- External peer review of new topics by at least 2 leading international experts and practising clinicians
- Internal peer review and sign-off of content by in-house pharmacist and senior content editors

*Evidence based medicine: what it is and what it isn't. Sackett et al. BMJ 1996; 312 doi: *https://doi.org/10.1136/bmj.312.7023.71*

PACK localisation

The 4 pillars of the PACK programme are designed to be tailored to local policy and health system priorities. The first step in PACK localisation is to localise the content of the guide, a process which should draw both on local clinical protocols and stakeholders – end-users, specialist clinicians, managers, policy makers, patient advocates. Involving as many stakeholders as possible will help ensure local buy-in as well as close alignment with local policies and practice, making the guide more likely to reflect the practical realities of the health setting for which it is intended and thus be more readily embedded into practice. This PACK manual describes each of the pillars of the PACK programme and provides guidance on how to localise them. It is accompanied by a mentorship package that supports the localisation process. A 'dry run' of the PACK guide localisation process will introduce the approach to localisation and should help to surface challenges that localisers are likely to face. An exercise to identify local disease priorities will inform the focus of the localisation of the training programme and materials, health systems intervention and M&E plan.

Each section of this PACK manual is designed as a standalone document that can be used as is or adapted for local use to explain the PACK programme, its 4 pillars, the localisation process and the PACK implementation strategy.

PACK Adult guide

The PACK Adult guide is a comprehensive approach to the adult consultation, including 40 common presenting symptoms and 20 priority chronic conditions - communicable diseases (tuberculosis, HIV, malaria), non-communicable diseases (cardiovascular disease risk and disease, hypertension, diabetes, epilepsy, chronic respiratory disease), mental health, women's health and palliative care. Its content is based on recommendations in BMJ's Best Practice, World Health Organization guidance, sentinel guidelines and other sources.

PACK Adult is carefully designed to help the primary care clinician better organise his/her approach to the adult patient. This unique 'PACK style' comprises the following features:

- *PACK Adult tracks the patient's clinical presentation and the clinician's decision making process:*
  - It uses a symptom-based approach to common presenting complaints.
  - History, examination, tests and health education are incorporated into the approach
  - It prompts screening for and diagnosis of chronic conditions.
  - A 3-step 'Assess, Advise, Treat' framework standardises the approach to the patient with a chronic condition.

- *PACK Adult content is arranged in easy-to-follow algorithms and checklists.*

- *PACK Adult is as concise as possible:*
  - Sentences are written with as few words as possible.
  - Symptoms are limited to one page only, chronic conditions 1-4 pages each.

- *PACK Adult is simply worded:*
  - It uses plain language.
  - It avoids medical jargon.
  - It addresses the user in the active voice.
  - It deals with the patient in the current consultation, not all patients.

> 'Check cholesterol.'
> …instead of…
> 'Cholesterol testing is required in all patients.'

- *PACK has the potential to facilitate task-sharing and streamline care:*
  - Medication can be colour coded according to prescriber level.
  - Referral pathways are clarified.
  - The recommendations for the patient with common co-morbidities are integrated.
  - PACK delineates the scope of care a patient can expect visiting a primary care facility.

- *However PACK Adult does not attempt to answer to all the needs of all providers in health care:*
  - It is not a textbook.
  - It is not a medication formulary.
  - It is not a health systems management tool.
  - It is not a collation of local clinical checklists and laboratory forms.
  - It is not a counselling guide.
  - It is not designed for secondary or specialised care.
  - It is not for use by health workers with no clinical training.
  - It is not for use by patients.

Maintaining PACK Adult's purpose and key design features will ensure it stays user-friendly.

How to localise the PACK Adult guide

Your aim is to revise the content of the PACK guide to agree with local burden of disease, policies, available medication, equipment, tests and skills and referral scenarios.

To do so you will use the following resources:

PACK Global Adult guide (pdf)
- Read the guide to familiarise yourself with the content and the PACK style.
- Use the contents pages to demonstrate the scope of the guide.
- Follow the numbered icon attached to each recommendation to interrogate the evidence underpinning it in the PACK Adult Evidence and Decision Support document.

PACK Global Adult Evidence and Decision Support document
- This document contains the evidence that underpins each recommendation in the PACK guide.
- Use the bookmarks to navigate your way to the correct page and the recommendation number to find the recommendation.
- Read the decision support notes for some recommendations to help guide decision-making in a resource-limited setting.

PACK Global Adult guide (PowerPoint): editable template
- Powerpoint is easier to edit than a pdf document.
- Edit the content of the pages.
- Use the comment function to communicate issues to the KTU team.

PACK Global Adult guide - equipment list - medication list - test list
- These lists are a collation of the medication, equipment and tests recommended in the PACK Global Adult guide.
- Use these lists to assess local availability of PACK medication, equipment and tests.

PACK Global Adult guide - localisation schedule
- This schedule breaks down the guide into sections of related pages.
- A rough timeframe is given for their localisation.

PACK Global Adult guide - printing specifications
- These specification detail how the guide should be printed.
- It includes examples of common mistakes to look out for.

Use these resources to localise the PACK Adult guide to your setting following this step-by-step guide:

1   Step 1: Plan the localisation process

• Adapt the PACK Adult localisation schedule to your disease priorities, timeframes and resources.
• Share your localisation schedule with the KTU who will assist you to keep to schedule.

2   Step 2: Prepare the reviewers

• Identify reviewers who will provide feedback to the PACK Adult guide:
  - Expert clinicians to review clinical content:
    • Specialist clinicians with an enthusiasm for primary care
    • Primary care clinicians with an interest in the section you are localising
  - Role-players to ensure content is policy-compliant, feasible and reflects end-user needs
    • Local managers and policy makers
    • General primary care clinician end-users
    • Patient advocacy group representatives
• Invite reviewers to meetings to introduce PACK and if needed to discuss contentious sections.
  - Explain the PACK philosophy using the 'About the PACK Adult guide' note.
  - Demonstrate the scope of PACK Adult with the PACK Adult contents pages
  - Explain that PACK Adult will be piloted as a complete document after incorporating reviewer feedback and consolidation with local policies and resources and the provided evidence.

3   Step 3: Prepare the reference materials

• Ask reviewers to suggest appropriate reference materials.
• Collate local guidelines and policy documents relating to the PACK Adult content.
• Collate local medication, laboratory test and equipment lists.

4   Step 4: Localise the content

• Check if PACK Adult pdf pages comply with local policy and medication/test/equipment lists.
• If needed, refer to the PACK Global Adult Evidence and Decision Support document for the source of the PACK recommendation.
• Change the text on the PACK Adult PowerPoint page to comply with local needs.
• Maintain the PACK style, changing only the text needed.
• Identify queries for the reviewers.

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5 **Step 5: Request input from reviewers**

- Get reviewer input on the localised content via email or in one-on-one or clinical working group meetings.
- Ask for feedback on the clinical content and its applicability to your setting.
- Focus on your content queries.
- Give a brief but reasonable period to provide feedback.

6 **Step 6: Finalise the pages**

- Review all suggestions for changes to the pages: check recommendations referenced in the PACK Global Adult Evidence and Decision Support document to resolve discrepancies and queries.
- Make final decisions about content and implement changes to the PowerPoint page.
- Ask the KTU to review the final pages and help resolve content and formatting issues. This may involve some back-and-forth between you and the KTU.

7 **Step 7: Design the pages**

- Send the final draft pages to the KTU for formatting and design.
- The KTU designer may send pages back to you to cut some of the content if it does not fit. Ask the KTU for help with this if need be.

8 **Step 8: Integrate the PACK Adult content**

- As you work on each page, ensure that wording, abbreviations and standard sentences are consistent throughout PACK Adult.
- Identify and resolve inconsistencies in recommendations.
- Ensure the content is arranged in the PACK style.
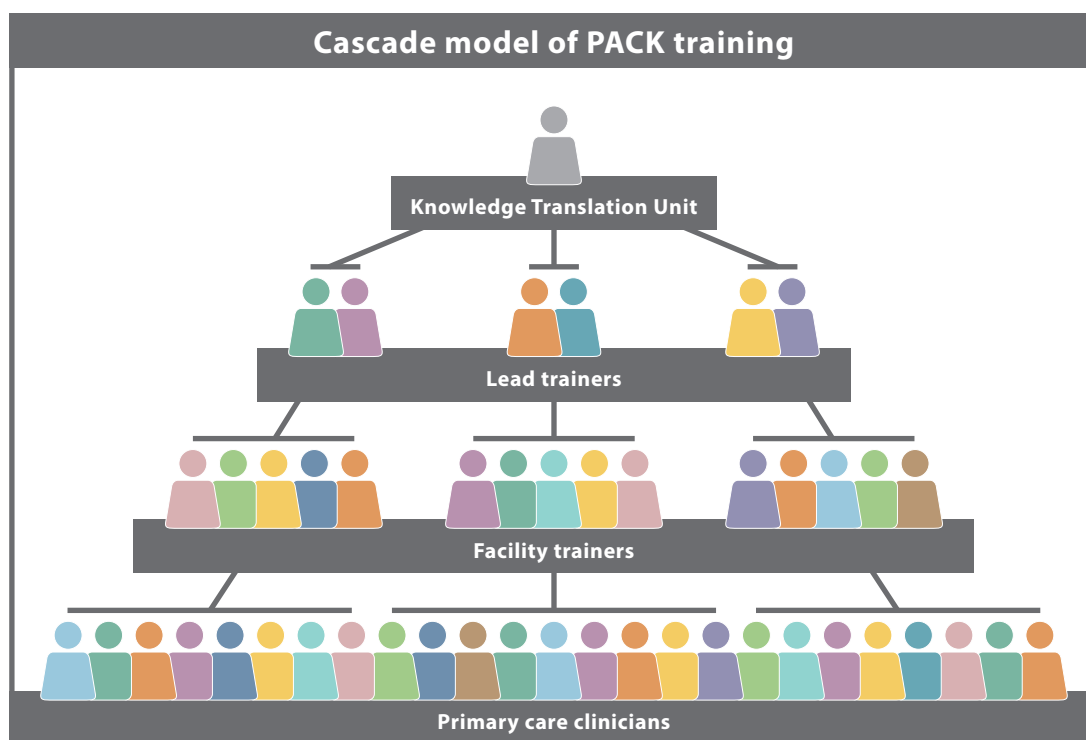

Work with the KTU to:
- Clarify content in the PACK resources.
- Clarify this step-by-step approach to localising PACK Adult.
- Discuss problems with the localisation process.
- Ensure the content is integrated, user-friendly and maintains the PACK style.

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PACK training

PACK training aims to embed the use of the PACK guide into every day clinical practice.

PACK training uses **educational outreach** to deliver PACK to primary care clinicians as teams in their health facilities. Educational outreach is an implementation strategy known to promote the use of guide recommendations into clinical care. In the PACK programme this takes place in the form of short (1 -2 hour) training sessions. Delivering these sessions onsite in health facilities every one to two weeks allows for the **alternation of learning with practice**, thus improving the likelihood of embedding use of PACK in daily clinical consultations. A **team approach** targeting all cadres of staff working across programmes within a health facility increases coverage and provides opportunities to discuss care coordination within a health facility.

The PACK training uses an **interactive methodology** to draw on primary care clinicians' existing experience and knowledge. It has a curriculum of **cases** that is carefully structured to explore the features of the guide and its clinical content. To avoid content overload and to allow the training to focus on local priorities, the training curriculum has been divided into four **modules** – Communicable Diseases, Non-Communicable Diseases, Mental Health and Women's Health. Each module consists of a set of cases that moves from basic content and simple guide features to supporting the integrated care of the patient with multiple symptoms and chronic conditions.
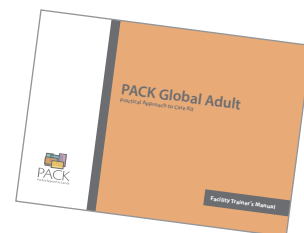
PACK Facility Trainers are drawn from the local health system, often based at health facilities, and are trained in a three-day workshop (see workshop programme) to facilitate on-site sessions and then provide ongoing support for the programme. The PACK programme is scaled up using a cascade training model of training: the KTU equips in-country Training Co-ordinators to manage the PACK programme implementation and to train Facility Trainers. The Facility Trainers in turn are responsible for training facility staff (see diagram 1).
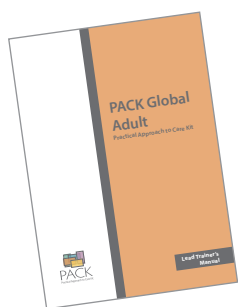

Cascade model of PACK training

Knowledge Translation Unit

Lead trainers

Facility trainers

Primary care clinicians

Use these resources to localise the PACK Adult guide to your setting following this step-by-step guide:

PACK Global Adult training tools

PACK Global Adult Lead Trainers' Manual

This manual is used by the Training Co-ordinators. It includes a three-day programme and detailed step-by-step guide on how to deliver the Facility Trainers' Workshop.
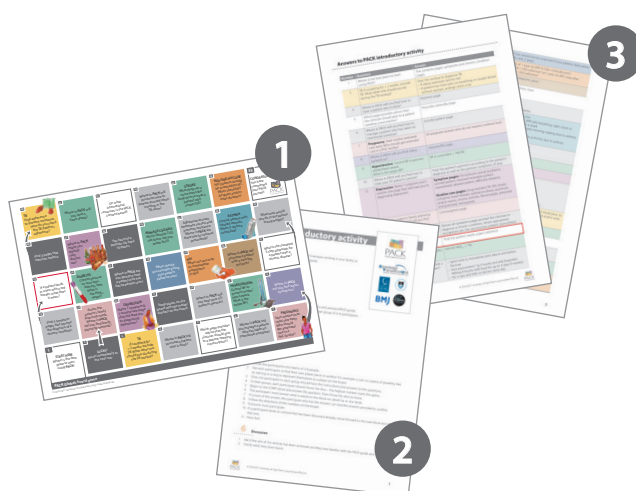
Lead Trainers' Manuals

PACK Global Adult Facility Trainers' Manual

This manual is given to each Facility Trainer during the Facility Trainers' Workshop. It provides the structure and the content of the workshop and guides the trainer to conduct an on-site training session. The training manual is accompanied by four training tools: an introductory activity, a waiting room scene, the bank of cases arranged in four modules, and a set of key messages.

Facility Trainers' Manuals

PACK Global Adult introductory activity
Answers, board game, instructions

This activity aims to introduce the scope and value of the PACK guide in less than an hour. It is designed to be used in training sessions as well as in stakeholder meetings. Using a board game format, it prompts the participants to explore the pages and features of the guide. The board game template has been set up to cover a wide range of aspects of the guide. The questions are well distributed between the conditions used in the modules, Key messages, Health systems and team building questions. It is accompanied by instructions for the trainer to facilitate the session including closing the activity by highlighting features from the guide, forming the basis for further activities in the training. Its fun and interactive style sets the scene for the rest of the PACK training. A set of answers accompanies the instructions.

1) Board game 2) Instruction sheet 3) Answer sheet

Waiting room scene used in South Africa

PACK Global Adult waiting room scene

The training curriculum of cases is depicted in the waiting room scene, with each character telling a story through his/her expressions and body language. Using the waiting room scene in the PACK training prompts those participating to tell the stories of their own cases and to share their experiences of working in a primary care facility, thereby encouraging discussion and building on prior knowledge. This tool is central to the training programme because it allows participants to relate to the people in the cases as local patients with a real-life story to tell. The waiting room scene is depicted as a black and white line-drawing. Once a case in completed in training, the character can be coloured in; as the module progresses, so the waiting room fills up with colour.
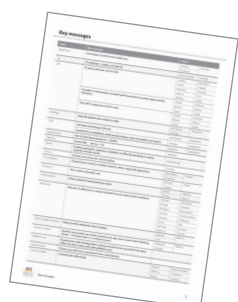
PACK Global Adult cases

The PACK cases are patient stories to guide users to navigate the content and features of the PACK guide. The cases are structured to encourage interaction amongst facilitator and facility staff and to distinguish the three types of pages in PACK that provide an approach to screening, symptoms, chronic condition diagnosis and routine care. Using cases encourages facility staff to bring their own cases into sessions and to use PACK when discussing patients amongst themselves in everyday practice. The onsite sessions and cases are designed to allow discussion of health systems issues like prescribing levels and task-sharing.

To avoid content overload and to allow the training to focus on local priorities, the training curriculum has been divided into four modules – Communicable Diseases, Non-Communicable Diseases, Mental Health and Women's Health. Each module is a set of roughly ten cases that moves from basic content and simple guide features to the integrated care of the patient with multiple symptoms and chronic conditions.

Case templates

PACK Global Adult key messages

Key messages

The PACK key messages are a bank of statements that highlight key issues in the PACK guide. Primary care clinicians can be easily overwhelmed by a lot of text to read and complex cases. The provisions of appropriate key messages can offer a simple, purpose-driven message that is easy to remember when consulting.
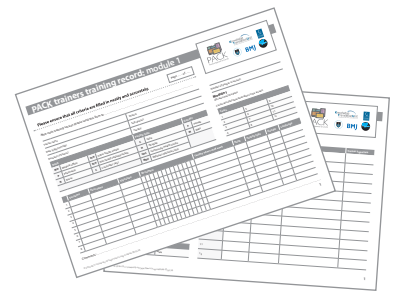
Key messages address common barriers to providing evidence-based care and to highlight appropriate action. They appear in the cases and are highlighted during training.
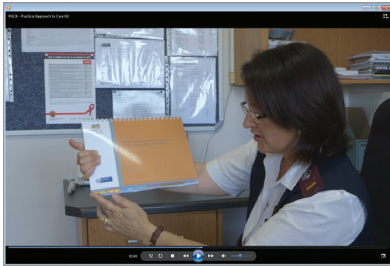
PACK Global Adult training records

The PACK training records are used to monitor training:

- The onsite training record is used by the facility trainer at each onsite session to record attendance and cases covered.
- The individual training record is used by each participant to keep track of the cases that they have completed.

These records are submitted for reporting purposes as well as for the issuing of certificates.
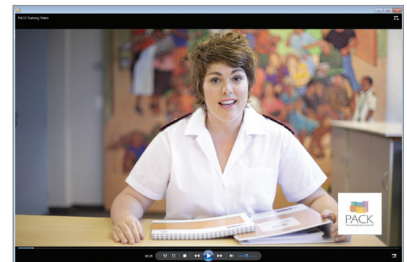

Training records

Overview video

PACK overview video

The PACK overview video shows a case study of the implementation of PACK in the Western Cape in South Africa. It provides a sense of what the programme entails and how it is implemented. This video is used in both engagement meetings and training workshops.

PACK training video

The training video is a demonstration of an onsite training session. It includes the four steps to onsite training, facilitation skills and the PACK training principles. It is used by Training Co-ordinators at the Facility Trainers' Workshop and to showcase the PACK training approach.
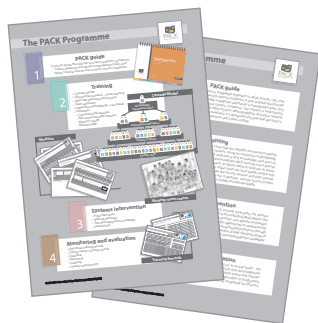

Training video

Guide video

PACK guide video

The PACK guide video aims to explain what the PACK guide is, some of its essential features and how it has been developed. It is designed to be used in both engagement meetings and training workshops.
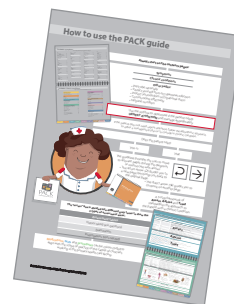
Programme infographic

PACK Global Adult programme infographic
This is a summary of the 4 pillars of the PACK Programme, designed for use as a reference by Facility Trainers for explaining this information when necessary.

Guide infographic

PACK Global Adult guide infographic
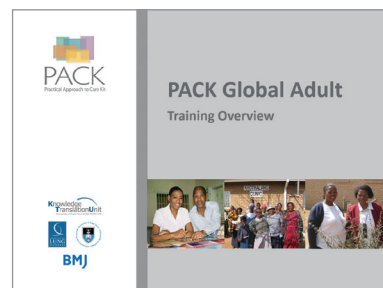This is a training aid to use when giving an overview of the features of the PACK guide.

Overview presentation

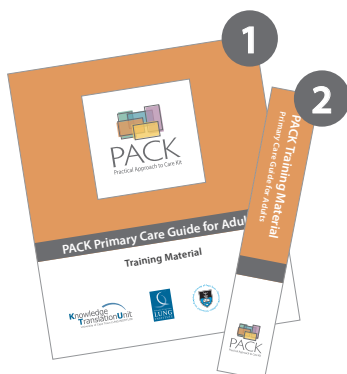## PACK Global Adult Overview presentation
This presentation is used on day 1 of the 3 day training programme and gives an overview of the 4 pillars of the PACK programme.

PACK Global Adult Training presentation
This presentation is used during day 1 of the 3 day training programme and gives an overview of the training programme.

Training presentation

1) Training folder cover 2) Training folder spine

PACK Global Adult Training file (Cover and spine)
This is image used to print the cover and spine for the training file that houses the training material.

PACK Global Adult training tools - print specifications
This document provides the suggested printing specifications for the training material.

How to localise the PACK Global Adult training tools

Your aim is to revise the PACK training tools to ensure that they are in line with your localized version of the PACK guide and speaking to and reflecting local context, health systems and culture.

PACK Global Adult Lead and Facility Trainers' Manuals

Ensure that any changes that have been made to any of the 4 pillars are reflected correctly in the Lead Trainers manual and the Facility Trainers manual.

PACK Global Adult introductory activity

Check each block on the boardgame and ensure it aligns with the PACK guide content, key messages and cultural references. If you find a block that needs to be changed, simply change that block and ensure you change the answers.

PACK Global Adult Waiting room scene

- Change the names in the waiting room scene to local names.
- Ensure you change the names on the cases too.

PACK Global Adult Cases

- Each of the 4 modules (Communicable diseases, Non-Communicable Diseases, Women's Health and Mental Health) has its own set of cases.
- Focus on 3 aspects while localising the cases:
  1. Align the content of the cases with the PACK guide.
  2. Ensure health systems issues speak to local policies.
  3. Localized key messages must be evident.
- If needed, alter the cases to have a particular health focus. For example, if your country has a high burden of malaria, construct more cases to focus on this.
- An initial set of cases can be selected to address the identified local priority conditions. This is used for the first round of training.

PACK Global Adult Key messages

- Check the bank of key messages and ensure that each one aligns with your localised PACK guide.
- Remove key messages if they are not appropriate to your health system priorities.
- Consider adding a key message to highlight a local health system priority.
- Ensure you make the key message changes to the cases too.

PACK Global Adult Training records

The records are printed with the cases that need to be completed for each module. Align these records with the cases you have chosen or designed for each module.

Training, guide and overview videos

• As the videos are all in English you will only need to localize them if the PACK training is to be conducted in another language.

• If translation is needed make the following 2 adjustments:

  1. Translate the text in the slides into local language and send to the KTU.

Translate the transcript and use software such as Aegisub to insert subtitles.

PACK Global Adult Programme infographic

The 4 pillars of the PACK programme stand as they are. Localise any country specific information belonging to each pillar. For example, monitoring and evaluation should speak to local needs for reporting.

PACK Global Adult Guide infographic

The information specific to your localised PACK guide should be included on this training tool. For example, prescriber levels and colours.

PACK Global Adult Presentations:

Edit any information that needs changing on the presentations and ensure that it speaks directly to your current context.

Work with the KTU to:
• Clarify PACK training principals and educational concepts
• Discuss problems with the localisation process and integrating clinical content
• Ensure training tools are inline with the PACK guide and local health policies

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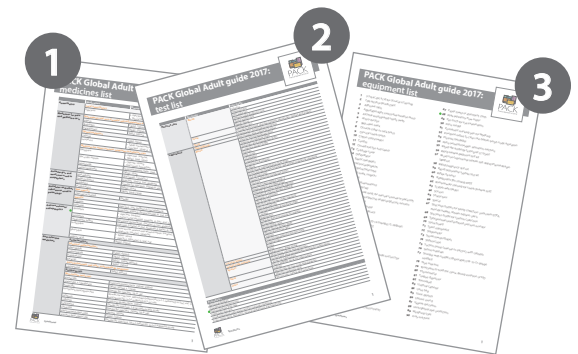Practical Approach to Care Kit

PACK health systems strengthening

The process of localising the PACK Adult guide and related training materials and preparing for the pilot has given you the opportunity to tackle various health systems issues in order to facilitate the implementation of the PACK programme. These issues will, of course, depend on your local resources and priorities. This section helps you address the following health systems features to ease the implementation of PACK:
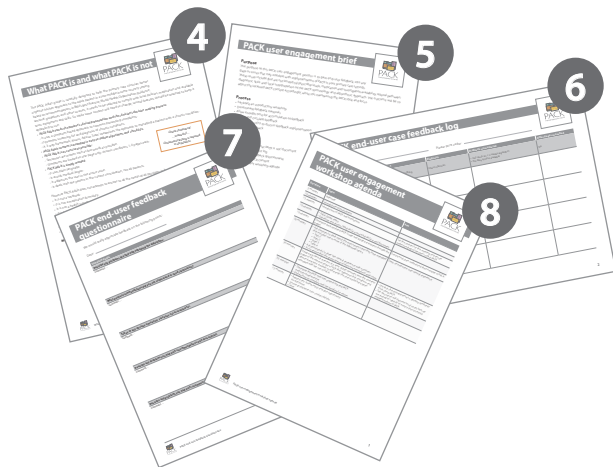
• Clarifying the role of the primary care clinician – the PACK end-user
• Availability of medication, tests and equipment
• Re-organising the delivery of care

Use the following resources to address health system issues during the localisation process:

• **PACK medication list**
• **PACK tests list**
• **PACK equipment list**

1) medication list 2) test list 3) equipment list

• **User-engagement process and documents:**
  - What PACK is and what PACK is not
  - PACK user engagement brief
  - PACK end-user case feedback log
  - PACK end-user feedback questionnaire
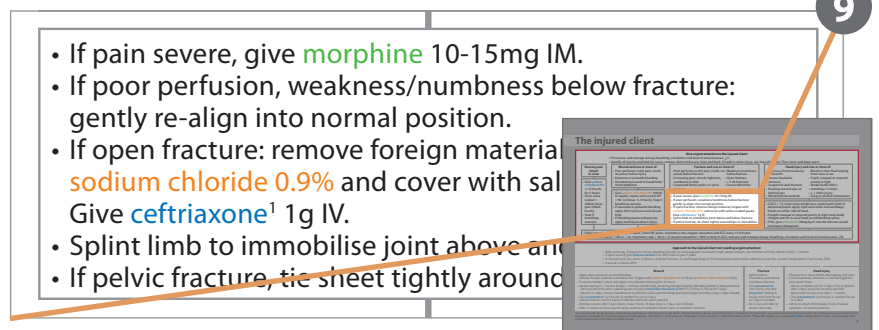 - Draft PACK content
  - PACK User engagement workshop agenda

4) What is PACK? 5) engagement brief 6) end-user case feedback log
7) end-user feedback questionnaire 8) workshop agenda

• **Colour-coding each activity (prescribing, testing, referring) in the PACK guide to clarify scope of practice**

• If pain severe, give morphine 10-15mg IM.
• If poor perfusion, weakness/numbness below fracture: gently re-align into normal position.
• If open fracture: remove foreign material sodium chloride 0.9% and cover with sal Give ceftriaxone[1] 1g IV.
• Splint limb to immobilise joint above an
• If pelvic fracture, tie sheet tightly around

9) guide colour-coding

Check medication, test and equipment availability

A first step of PACK guide localisation is to collate local medication, test and equipment lists. Compare these to the PACK lists and see where the differences are. As you localise the PACK Adult guide, you will need to decide whether to adjust the PACK Adult medication, test or equipment recommendation to local availability or whether to address this gap in your local lists. Use the PACK Evidence and Decision Support document to help make the case for adding a new item to a list if feasible.

Once your own localised lists are finalised, circulate them to the pilot facilities so that facility staff can ensure that they have access to all items on the lists.

Engage users

The purpose of the PACK user engagement process is to gain end-user feedback into the gaps and issues that will interfere with implementation of the PACK programme. These issues include (but are not limited to) prescriber levels, medication and investigation availability, referral pathways, diagnostic skills and local interpretation of PACK terminology and algorithmic approach. The outcome of the process will be to not only adjust the PACK Adult guide content accordingly, while still maintaining the PACK style and focus, but also to address the health system barriers identified by end-users. The process includes an introductory workshop where draft guide and feedback materials are shared with end-users and participants requested to use the draft pages for several weeks during the course of their clinical work and to log the patients they see and the issues they encounter – both in the guide and in their workplace. Localise the user engagement documents to your disease priorities and systems issues.

Decide on scope of practice of the primary care clinician

Start by clarifying where primary care clinical services are delivered within your health system. You will need to identify all the types of facilities which deliver primary care and which of these will be implementing the PACK programme. Then identify the cadres of health worker who staff these facilities and who will be expected to use the PACK guide and participate in the PACK training.

As you localise the PACK guide pages, decide for each prescribing, referral and testing recommendation which cadre of staff shall be permitted to perform it. Colour coding each of these recommendations in the PACK guide helps to clarify the scope of practice of each clinician. You may choose to motivate to expand the scope of practice for some clinicians for certain recommendations depending on the relevant burden of disease, and availability of clinicians. Check with managers and end-users that clinician scope of practice is correctly reflected in the PACK guide. You may localise the training cases to reflect adjustments in clinician scope of practice.

Address the way care is delivered in a primary care facility

The localisation process of the PACK Adult pages might highlight the need to reorganise the way patients receive care within a facility or are referred into or out of it. Use the clinical working groups, reviewers and end-user feedback to clarify referral pathways in the PACK guide and training cases.

Consider including a health systems issue into each training case to encourage the facility staff to tackle local health systems issues.

> **Work with the KTU to:**
> • Address the health systems issues that the PACK localisation process raises
> • Clarify the scope of practice categories for colour-coding in the guide
> • Localise the PACK medication, test and equipment lists

PACK
Practical Approach to Care Kit
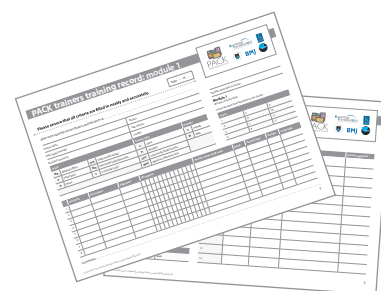
PACK monitoring and evaluation

Monitoring and evaluation of the PACK programme can occur at several levels - the individual clinician, facility, regional and system-wide - to ensure that the programme is being implemented effectively. Indicator
data can be obtained from trainer and clinician attendance logbooks and onsite training records. Assessments include pre and post-training feedback forms of clinical skills and self-confidence scores. More detailed evaluation questionnaires can also be used or you may wish to run focus group sessions with selected groups of PACK pilot end-users. Wherever possible we recommend that a full research trial is undertaken to evaluate a PACK implementation programme, noting that this will require a significant amount of dedicated research funding and resources.

PACK Global Adult Training records

The records are printed with the cases that need to be completed for each module. Align these records with the cases you have chosen or designed for each module.

Training records

Pre- and post-training feedback forms

Training feedback templates are provided for you to localise and use with end users before and after PACK training. These feedback forms can be utilised at the outset of the end-user Training programme and completion of the pilot training programe, or you may wish to use them more often to gather more frequent feedback. As an example feedback forms are being used after every fortnightly training session in Nigeria, but they might be used only during mentoring visits in another country.

Evaluation questionnaires

Evaluation questionnaire templates are provided for you to localise. These questionnaires contain more detailed clinical questions and are designed to assess whether the primary care clinicians have grown in their confidence and ability to appropriately diagnose and treat patients. We recommend that the end-users complete the questionnaire at the outset of their training programme and again at the completion of the pilot training period. Time and resource needs to be allocated for the review and analysis of the questionnaires. Any recommendations which arise need to be acted upon to complete the cycle of continuous improvement in care delivery.

Focus groups

You may decide to run Focus group sessions as part of your evaluation of the PACK implementation. The Focus group guidance document provides recommendations on appointing a convenor for the Focus groups, requirements for the participants, how to conduct the Focus groups including timing, location, number of groups, duration of the sessions, recording of the sessions and analysis and reporting from the sessions. We will work with you to agree on appropriate questions to use in the Focus group discussions. Time and resource needs to be allocated for the review and analysis of the feedback from the Focus group sessions. Any recommendations which arise need to be acted upon to complete the cycle of continuous improvement in care delivery.

Research trial:

Wheverever possible we recommend that a research trial is undertaken to evaluate your PACK implementation programme, but this will require a significant amount of dedicated research funding and resources.

Work with the KTU to:
- Localise the Training records and agree on how Training data will be aggregated and reported
- Localise and use the pre- and post- Training feedback forms
- Decide on whether Evaluation questionnaires and Focus group sessions are going to be included in the evaluation, and if so how these will be funded & managed.
- Apply for research funding and collaborate on a full research trial to evaluate your local PACK implementation

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