



INTERNATIONAL FEDERATION OF
HEALTH AND HUMAN RIGHTS
ORGANISATIONS

**IFHHRO Global Training of Trainers:
Developing Health and Human Rights Training Courses for Health
Workers**

14 – 18 September 2009, The Netherlands

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Introduction

In 2006 IFHHRO developed a regional health and human rights training programme for health workers. Since then a total of eight IFHHRO regional training courses have been held in Nairobi, Kampala, Lima, Managua, Mumbai, and Kuala Lumpur. As a result of the dedicated work of the IFHHRO Regional Focal Points and the health and human rights organisations which co-organised these courses this training programme has grown into a successful means to engage health workers in the realisation of health-related human rights.

Through its training programme IFHHRO has identified a growing demand for practical instruction on how to train health workers in human rights. At the same time there is a need to build on experiences from the past IFHHRO regional courses to enhance the existing training programme. For these reasons IFHHRO decided to conduct a Global Training of Trainers (TOT) to teach participants from four different regions how to develop and implement a human rights training course for health workers.

Participants

The TOT included participants from Latin America, Africa, Asia and Europe. IFHHRO drafted an application form including questions regarding the role of the applicant in training activities, the target group of these trainings and the expectations of the applicant about the TOT (Annex 1).

In total IFHHRO received 68 applications of which 53 arrived before the deadline. A selection was made based on training experience, involvement in training health workers, involvement in health and human rights issues and country of origin. This resulted in a final list of 31 participants from 27 different countries. Most participants received some sponsorship and a few were self supporting. For the 7 participants from Eastern Europe all costs were covered under the project: OSI Health and Human Rights Resource Guide Integration, as part of the technical assistance IFHHRO offers to these organisations. Two participants were Russian speaking and for them a translator was arranged under the same OSI project.

Four participants had to cancel their participation due to various reasons ranging from lack of funds to visa problems and personal matters. This resulted in a total of 27 participants from 23 countries. (see annex 2 for the detailed list of participants by country).

Designing a Programme for the TOT

The overall purpose of the TOT was to strengthen the capacity of participants to conduct trainings on health and human rights issues. More specific objectives of the TOT were to teach participants how to:

1. design and execute a structured, interactive health and human rights training course for health workers;
2. integrate experiences from participants into a training course, to stimulate them to undertake action in the field health and human rights.

The staff at the IFHHRO Secretariat designed detailed session plans as example exercises to be validated during the training. These exercises address the most essential subjects to include in a training programme on health and human rights for health workers. The designed exercises make use of different participatory training methods to ensure a diversity of methods in the programme.

The training programme was designed in such a way that it included these ready-to-use sessions in addition to real TOT sessions. In these TOT sessions participants received information about training methods, worked on designing session plans and developing a training programme.

Implementation of the training

The training was held in Van der Valk hotel de Biltse Hoek, de Bilt, the Netherlands from 14 to 18 September 2009. All logistics, excluding travel, were taken care of by the two staff members at the IFHHRO Secretariat in Utrecht.

The training was divided into 18 sessions of each 90 minutes. After the general session in which the participants and the programme were introduced, there were general introduction sessions about human rights and the link between health and human rights with a specific focus on health workers. All these sessions were facilitated by IFHHRO staff. The programme also included a site visit, some thematic sessions, training methodology sessions and sessions where participants had to work on an assignment (programme is attached in Annex 3).

The thematic session about mental health was facilitated by two participants who attended an IFHHRO training in the past. In addition to being an introduction to mental health and human rights this exercise also served to illustrate how you can make use of your participants.

IFHHRO promotes the inclusion of site-visits to health institutions in trainings. During this training the Academic Medical Centre (AMC) in Amsterdam was visited. By planning this site-visit on the second or fourth day of the training it is also a good indicator for the trainers to see if the participants understand the concept of the right to health.

IFHHRO designed a new exercise for the preparation, the actual visit and debriefing using the AAAQ framework. This to make sure that the visit is not just an excursion but that the information gathered is linked to the right to health concept. The exercise is divided into three parts. During the preparatory session participants get a brief introduction to the health system of the country where the training takes place and are asked to prepare in small groups specific questions for the actual visit using the AAAQ framework. After the visit the results are briefly discussed and compared if more than one institute is visited. The try-out of this new exercise went well and about one third of the participants said that the site-visit was one of the most valuable exercises during the training.

During the training participants were asked to design a session plan for their own use, applying what they learned during the TOT. On the fourth day all groups had to present their exercise to a selection committee. Two of the groups were selected to facilitate their designed session on the last day of the training. The remaining groups prepared a poster for an exhibition. During the design of their own session the participants shared their own experience and most participants included new techniques and prepared very good session plans for future use. Topics covered include prison health, sexual and reproductive health, health rights of elderly people, non-

discrimination and domestic violence. This exercise was highly appreciated by the majority of the group.

As follow-up to the training all the ready-to-use IFHHRO session plans will be worked out in detail and provided to all participants through a database accessible on the internet. The designed exercises by participants will be added to this database as well.

This online manual will also be a part of a Wiki on the Right to Health that IFHHRO will develop under a new project funded by ICCO. During the training the ideas were presented to the participants and an exercise was done to assess the needs of the participants. All participants were very enthusiastic about the idea. They agreed that a lot of information is inaccessible and a Wiki could help to provide most relevant information in an accessible way. A page about the reports of the UN Special Rapporteur organised by topic was one example. During an exercise they thought about possible structures, topics and type of information that needs to be included. The results of this exercise will form the starting point for the Wiki project.

As a last exercise the participants were given a post card. They were asked to address this card to themselves and to write about a small practical activity they could implement within three months after the training. The activity had to be based on something they learned during the training. After three months the IFHHRO Secretariat will post the cards to hold participants to their promise and ask each participant to write a paragraph about the implementation of their activity.

At the end of the training all participants received a certificate of attendance with an updated participant list providing all contact details and a picture of each participant.

Evaluation

Already at the end of the first day the group spirit was high and a lot of information sharing took place. The daily evaluation showed that all sessions were highly appreciated both for the methods used and the content. Participants mentioned that this training was filling a gap in terms of focus, providing tools and coming into contact with people doing similar work but in different countries. The opportunity to share information with people from different countries as one of the most useful aspects of the training was also mentioned by several participants.

The evaluation at the end of the training further showed that the methods used were well designed and practical for a large share of the participants. More than one-third of the participants noted that designing a session for their own target group was most useful. The site-visit and the session about the UN Special Rapporteur on the Right to Health were also often mentioned as most useful. The facilitators received very high marks for their way of working.

Some participants noted that they wanted more time for discussing of existing training programmes. More time was also asked for the discussion of the difficulties to address health workers in their working environment and to get them involved in human rights issues. Many more subjects were mentioned for inclusion in a training like this but several participants noted that this is not possible in a 5 day training. All participants except 4 indicated that 5 days is the right length for such a training.

All participants mentioned that they will immediately use the information in their daily work. Most participants mentioned that they will use the designed exercises in their own training

programmes. At the time of writing one participant already gave training for the staff of her office using the exercises in which the basics of health and human rights are addressed. Another participant is already working on the translation of the gameboard into the national language. Some also indicated that they are going to re-design their existing training programme using the new insights and skills they learned during these five days.

The detailed results of the evaluation at the end of the training can be found in Annex 4.

Looking forward

As follow-up of this training some concrete activities are planned. Staying in contact with the participants is very important to monitor the effects of this training. This will be done in several ways:

- Participants will receive e-mails with relevant information on a regular basis, both from the Regional Focal Point in their region as well as from the Secretariat.
- The Secretariat will make a final version of all session that were designed before the training and validated during the training.
- All these session plans will be shared with the participants so they can use them in their own trainings.
- These sessions will also be translated into Spanish, French and Russian.
- The sessions that were designed during the training will be worked out in a detailed session plan by the Secretariat in close cooperation with the participants who designed them.
- These sessions will also be shared with the other participants and translated.
- After three months the postcards will be send to the participants and the participants will be asked to report about the progress they made for the specific activity they promised to carry out.
- The Regional Focal Point officers will follow the progress of the participants in more detail.
- Participants will be stimulated to plan follow-up activities and can ask for technical advice for these activities. Both RFPs and Secretariat can provide assistance.
- For the 7 participants from the Eastern European countries technical assistance is already a part of several training projects they are implementing within their own organisations.
- As soon as the design and formats for the Wiki on the Right to Health are ready the participants are requested to contribute and share information as they promised.
- After a year a small impact assessment study will be done to see how the skills and materials developed during the training are received, used and adapted.

All the activities mentioned above will ensure that the contact with the participants, and even more important, with their organisations, will be continuous with both the RFPs and the Secretariat. All with the aim of continuing information sharing and to develop, in the long run, a comprehensive training manual with material on health and human rights issues for health workers.

ANNEX 1 Application Form

Global Training of Trainers: Developing Health and Human Rights Training Courses for Health Workers

14 – 18 September 2009, De Bilt, The Netherlands

Details applicant

Last name (as in passport):

First name (given name):

Job title:

Personal e-mail:

Personal telephone:

Full home address (street, number, postal code, city and country):

Sex

☐ Male

☐ Female

Date of birth

date:

month:

year:

Country of citizenship:

Passport number:

Dietary wishes:

Details organisation

Name of Organisation:

Full address (street, number, postal code, city and country):

Office telephone:

Office fax:

E-mail:

Details experience

1. Are you involved in any training activities?

☐ Yes (go to 2)

☐ No (go to 5)

2. Describe the type of training activities you are involved in

3. Describe the target group of these training activities

4. Describe your role in these training activities

5. Describe why you would like to attend this training

6. What do you expect to learn from this training programme?

7. How do you think this training can be useful for your current work?

8. Any other comments?

ANNEX 2 List of participants

#	Name	Country	Function	Organisation
1	Adriana Zumaran Jibaja	Peru	Social psychologist	Edhucasalud
2	Aigul Mukanova	Ukraine	Legal expert	Legal Researches and Strategies Institute
3	Alice Verghese	Denmark	Head of Training	IRCT
4	Allan Mwkiya Mackenzie	Kenya	Medical Student	Association of Medical Students, Univeristy of Nairobi
5	Anat Litvin	Israel	Director Prisoners and Detainees Department	Physicians for Human Rights Israel
6	Bakhtyla Tumenova	Kazakhstan	President	Aman-Saulyk
7	Belén Provenzano Castro	Argentina	Medical Doctor	Ministry of Health
8	Catherine Ludeña Egoavil	Peru	Regional Focal Point Officer	IFHHRO (Edhucasalud)
9	Dinara Sayakova	Kyrgyzstan	President	Independent Human Rights Group
10	Fred Katumba Ssentongo	Uganda	Director Health Services	Lyantonde District, Uganda
11	Gulara Afandiyeva	Azerbaijan	Health Financing Coordinator	Health Sector Reform Project
12	Hisham Gobran	Egypt	Paediatrician Family Physician	General Union of Arab Students Arab Union for Young Journalists
13	Innocent Nukuri	Burundi	Medical Doctor	Health Right Concern
14	Isaac Mangulenje	Zimbabwe	Training and Publications Officer	Zimbabwe Association of Doctors for Human Rights
15	Janvier Yubahwe	Rwanda	Medical Student	Medical Students Association of Rwanda
16	Joan Nyanyuki	Kenya	Executive Director	Independent Medico-Legal Unit
17	Karen Padilla	Nicaragua	Senior Associate	ipas Centroamerica
18	Mahmoud Mahmmed	Sudan	General Manager	African Centre for Human Rights
19	Muhammad Tauqeer Mustafa	Pakistan	Health Programme Coordinator	Punjab Lok Sujag
20	Masudi Djuma Djifferdin	DR Congo	President Medical Doctor	Association for the Victims of Repression in Africa
21	Nazmi Zengin	Turkey	Medical Doctor	Center for Research and Promotion of Community Health
22	Nino Makhashvili	Georgia	Director	Global Initiative on Psychiatry - Tbilisi
23	Oscar Parra	Colombia	Lawyer	Inter-American Court of Human Rights
24	Primrose Matambanadzo	Zimbabwe	Executive Director	Zimbabwe Association of Doctors for Human Rights
25	Rashmi Divekar	India	Senior Research Associate	Centre for Enquiry into Health and Allied Themes
26	Sardar Arif Uddin	Bangladesh	Theme Leader	ActionAid
27	Suren Krmoyan	Armenia	Legal Adviser	Ministry of Health
28	Tamar Metreveli	Georgia	Director of Legal Training	Georgian Young Lawyers' Association
29	Vincent Kodongo	Kenya	Legal Redress & Training Officer	Independent Medico-Legal Unit
30	Vizla Kumaresan	Malaysia	Clinical Psychologist	Health Equity Initiatives
31	Winnie Ngabirwe	Uganda	Regional Focal Point Officer	IFHHRO Action Group for Health, Human Rights and HIV/Aids

Strike through: cancelled participation

ANNEX 3 Programme

IFHHRO Global Training of Trainers: Developing Health and Human Rights Training Courses for Health Workers

14-18 September 2009
Hotel de Biltse Hoeek, De Bilt, the Netherlands

Arrival	Sunday 13 September	
18:00 - 20:00	Dinner	
Day 1	Monday 14 September	
7:30 - 8:30	Breakfast	
8:30 - 10:00	Welcome & Introduction <i>Introduction participants</i> <i>Introduction programme</i>	Roos Terhorst Alicia Dibbets
10:00 - 10:30	Coffee/tea	
10:30 - 11:15	Session 1: Stepping into Human Rights <i>An Introductory Board Game</i>	Alicia Dibbets
11:15 - 12:30	Linking Health to Human Rights <i>One Big family: a role play about the link between health and human rights</i>	Roos Terhorst
12:30 - 13.30	Lunch	
13:30 - 15:00	Session 2: Health as a Human Right – The Basics <i>Introduction to the Right to Health through questions and answers</i>	Alicia Dibbets
15:00 - 15:30	Coffee/Tea	
15:30 - 17:00	Session 3: Human Rights Issues in Daily Work <i>Group work: How to use the experience of your participants</i>	Roos Terhorst
18:00 - 20:00	Dinner	

Note: the grey colored sessions are ToT session

Day 2 TUESDAY 15 September

7:30 - 8:30	Breakfast	
9:00 - 10:30	Session 4: Opportunities for Action <i>What can you offer your participants</i>	Roos Terhorst Adriaan van Es
10:30 - 11:00	Coffee/tea	
11:00 - 12:30	Session 5: UN Special Rapporteur on the Right to Health and civil society <i>Quiz and case studies</i>	Alicia Dibbets
12:30 - 13:30	Lunch	
13:30 - 13:40	Session 6: Preparation Hospital Visit <i>Introduction to site-visits</i>	Alicia Dibbets
13:40 - 14:15	Introduction to the Dutch Health System <i>Brief presentation</i> <i>Questions and answers</i>	Adriaan van Es
14:15 - 15:00	<i>Group work: AAAQ Checklist</i>	Roos Terhorst
15:00 - 15:30	Coffee/tea	
15:30 - 17:00	Session 7: Designing your own session – part 1 <i>Developing a session for own use</i> <i>Free choice: Thematic session or possible action session</i>	Roos Terhorst
19:00 - 20:00	Dinner	

Day 3 WEDNESDAY 18 September

7:30 - 8:30	Breakfast	
8:30 - 10:00	Travel to the Academic Hospital in Amsterdam (AMC)	
10:00 - 10:30	Session 8: Presentation - <i>The AMC as an organisation for patient care, training and research</i> - <i>Global (child) health in the AMC</i>	Prof. Hugo Heymans Paediatrician Director AMC/Emma Children's Hospital
10:30 - 11:00	<i>Discussion</i>	
11:00 - 12:00	Session 9: Tour in three groups	Aline Coenraads, Nurse Manager Pulmonology Dirk Tol, Nurse Manager Paediatric ICU Arjan Budding, Nurse Manager Traumatology
12:00 - 13:00	Session 10: Reflection Hospital Visit <i>Presentations and discussion</i>	Mariëlle Dibbets
	Afternoon off	

Day 4 THURSDAY 17 September		
7:30 - 8:30	Breakfast	
9:00 - 10:30	Session 11: Right to Health Wiki <i>How to use and how to contribute</i>	Roos Terhorst
10:30 - 11:00	Coffee/tea	
11:00 - 12:30	Session 12: Introduction to Mental Health and Human Rights <i>Thematic example session game and case studies</i>	Nino Makhashvili Tamar Metreveli
12:30 - 13:30	Lunch	
13:30 - 15:00	Session 13: Designing a Training Programme <i>Puzzle board</i>	Roos Terhorst
15:00 - 15:30	Coffee/tea	
15:30 - 17:30	Session 14: Designing your own session – part 2 <i>Presentation to selection committee</i>	Nino, Tamar, Alicia and Roos
18:00	<i>Announcement selected sessions for Friday</i>	
19:00 - 20:00	Dinner	
Day 5 FRIDAY 18 September		
7:30 - 8:30	Breakfast	
9:00 - 10:30	Session 15: Selected session <i>Try-out of a session designed by participant(s)</i>	Selected participant(s)
10:30 - 11:00	Coffee/tea	
11:00 - 12:30	Session 16: Selected session <i>Try-out of a session designed by participant(s)</i>	Selected participant(s)
12:30 - 13:30	Lunch	
13:30 - 14:00	Session 17: Exhibition of all other sessions on posters	
14:00 - 14:30	Follow-up	Alicia and Roos
14:30 - 15:00	Evaluation	
15:00 - 15:30	Coffee/tea	
18:00 - 21:00	Graduation Dinner <i>Certificates awarded</i>	

ANNEX 4 Results of Evaluation

Global Training of Trainers: Developing Health and Human Rights Training Courses for health Workers

14-18 September 2009, De Bilt, the Netherlands

1. Overall, how do you rate the training? (Check (√) in the box that applies.)

Excellent ☺☺	Good ☺	So-so ☹	Poor ☹	Very poor ☹☹
21	6			

Remarks:

- 5 Methods used, great materials
- 3 Innovative
- 3 Opportunity to share opinions
- 2 Sessions well prepared
- 2 Participants were engaged at all levels
- Expected more emphasize on analytical discussion
- Very inspiring and practical
- Follow-up of the daily evaluation form
- It achieved the objectives
- Learning by experience not through lectures
- Became better and better along the week
- The course systematized a lot of complex elements about training

2. Which three (3) subjects were the most useful to you?

- 10 Designing own session
- 8 Site Visit
- 8 UN Special Rapporteur
- 7 Designing a training programme
- 7 Health and Human Rights: the Basics
- 6 Mental Health
- 5 Stepping into Human Rights – a board game
- 3 Linking Health to Human Rights
- 3 Introduction to the Dutch Health system
- 3 All
- 3 Right to Health Wiki
- 2 Human Rights issues in Daily work
- Non-discrimination (facilitated by participants)
- Opportunities for Action
- Training methods

3. Which three (3) subjects were the least useful to you?

- 10 None
- 4 Hospital visit
- 2 Reporting and documenting torture
- Designing own session
- Linking Health to Human Rights
- Health and Human Rights: the Basics
- Right to health Wiki
- UN Special Rapporteur

4. What additional topics would you like to include in this training?

- 2 Discussing existing training programmes

- 2 Difficulties to address health workers about human rights issues in their working environment
 - Prison health
 - Torture
 - Palliative care
 - Mental health
 - Social services available from state funds
 - More focus on violations
 - Court cases
 - Monitoring
 - Health politics (globalization, trade, aid etc.)
 - Training skills
 - Evaluation process
 - Training needs assessment
 - Networking with health and human rights organizations
 - Involving other experts like lawyers, psychologists, pharmacists
 - Participatory training techniques
 - Role of facilitator
 - Follow-up and how to select participants

5. *Do you think the training was:*

- 3 Too long
- 1 Too short
- 23 Right length

6. *Which training methods used in the programme would you like **more** of (e.g., trainers' presentations, handouts, energizers, games, role play, case studies, group work)?*

- 4 Energizers
 - 4 Role play
 - 3 Case studies
 - 2 Video
 - 2 Plenary discussion
- Handouts, good to take a reminder home
 Games
 Time to internalize: how is it relevant for your work
 Debate
 Everything very useful, all games were very effective and it is difficult to design effective games

7. *Which training methods used in the programme (as mentioned in No. 6 above) would you like **less** of?*

- 4 Group work
 - 3 None
- need a group leader during group work

8. *How would you rate the trainers' overall performance?*

Excellent 😊😊	Good 😊	So-so 😊	Poor 😊	Very poor 😊😊
24	3			

- 5 Very well prepared and brought a lot of energy to the group
- 5 Trainers were well informed, confident and easy to interact with
 - Trainers are friendly and loyal; know how to affect both brains and hearts
 - Too much for two trainers
 - Wonderful team
 - They have great desire to share all they know and can

9. *Do you feel adequately equipped to use the knowledge gained through the training and take further action related to training on the right to health?*

26 Yes

1 Yes/No, would add a bit more 'aid' materials

10. *Do you already have an idea how you are going to use the information in your daily work?*

If yes, example:

10 Implement methods in trainings of my own organization

7 Do some sessions with medical students, health professionals, nurses

5 Will structure my trainings differently

2 Educate my colleagues

2 The Wiki will be an important project for info sharing

Do the mental health exercise with office staff

The role play is very useful for me when I am training IDPS target

Improving trainings sessions about youth participation and global sexual and reproductive health and human rights for NGO workers

I had the knowledge now I have the methods also

Will organize a training for lecturers about the participatory methods

Our health system is under reform, the site visit was very interesting in the sense that the organizational part was well addressed, will use good practices

Going to try to record all right to health violations in my daily work and organize a training for health professionals

Develop information kit

Mainstreaming rights at daily work of partner organisations

11. *How would you rate the overall organization of this workshop (e.g., accommodation, breaks for refreshments, translation, administrative and logistical support, etc.)?*

Excellent 😊😊	Good 😊	So-so 😊	Poor 😞	Very poor 😞😞
27				

Remarks:

7 Extremely well organized and friendly

2 Need free internet in rooms

Later dinner if possible

Venue too far from city centre

Good time keeping

12. *Any other suggestions you may wish to make:*

4 Sharing experience with participants from across the globe is invaluable

2 Please share the manual as soon as possible

2 Thank you Roos and Alicia!

2 Please keep us engaged after the ToT

Maps and information booklet were fantastic, welcome note for personal touch super

More attention to training skills

Will be glad to participate in a follow-up course

Site visit to two places for comparison like done by IFHHRO Africa

Pay attention to existing training programmes

Repeat this with others

Increase duration

More materials needed

Thanks to the interpreter