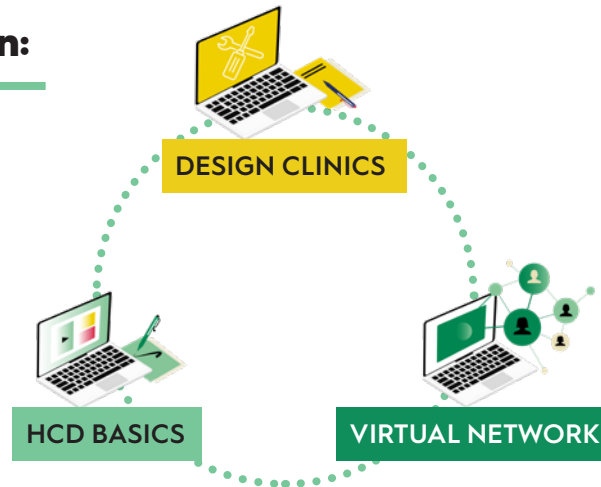


Embedding HCD in PHC service delivery

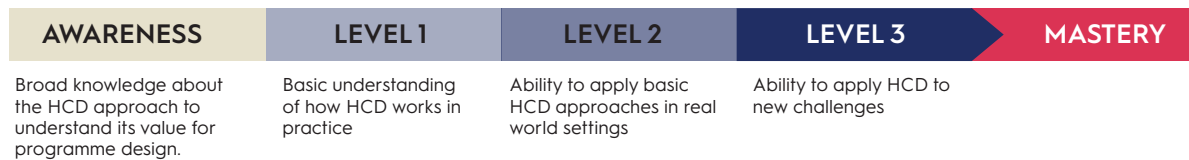
Core Nigeria is a human-centered design (HCD) collaboration and learning platform, supporting health system actors to acquire practical HCD knowledge and competencies to strengthen the delivery of essential primary healthcare (PHC) services in COVID-19 and post-pandemic contexts.

Three components to embedding innovation:

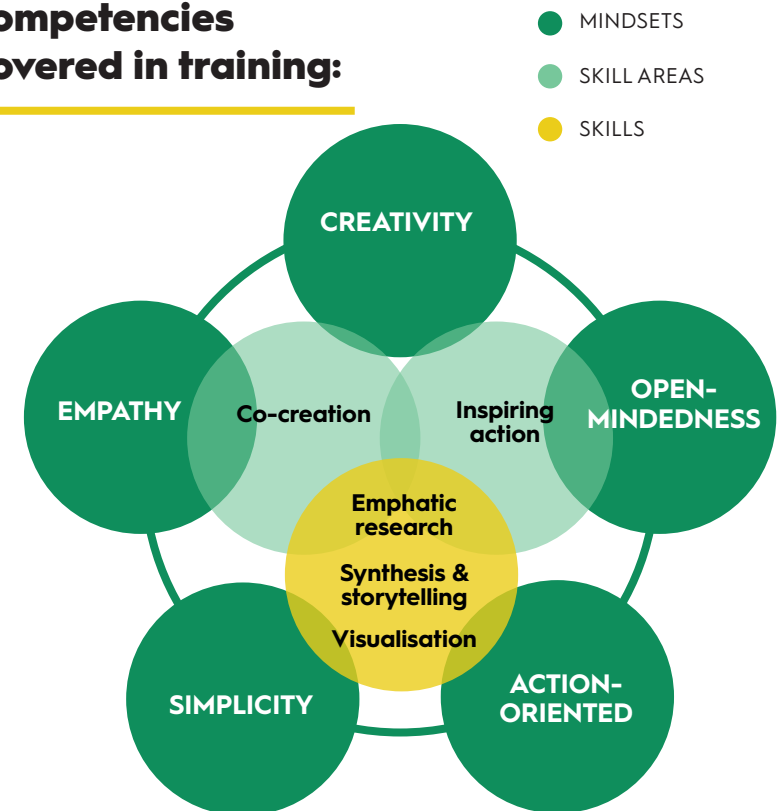
Core Nigeria consists of three complementary training components that can be taken as stand-alone units or combined together to facilitate deeper learning.



Four learning outcomes targeted through the approach:



Core HCD competencies covered in training:



Core Nigeria Partners:



Participants, learning and actively embedding HCD in ongoing PHC responses



Implementing partner, actively participating and applying HCD to solve challenges in PHC delivery

SCOPE

Facilitators in the training and embedding of the HCD experience



DESIGN CLINICS

What is it?

Learning by doing · COVID-19 response · Two state governments

A learning-by-doing programme, taking two state government teams through the HCD innovation process by generating co-created, tested, and contextually relevant solutions that support the teams' COVID-19 responsive and transformational PHC service delivery.

872 total learning hours

20h of virtual sessions in HCD theory

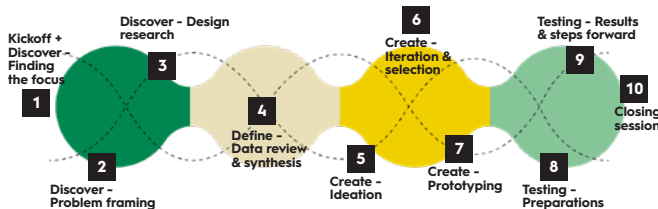
200h of mentoring and practical guidance

245h of team work

37h of individual work

26 easy to use HCD tools and templates

10 Design Clinics aligned to the HCD process:



Outcomes

- 22 PHC actors certified at levels 2 or 3
- 66% of participants plan to apply HCD knowledge to their work
- 2 pilot-ready concept prototypes tested



VIRTUAL NETWORK

What is it?

Virtual community of practice · Inspiring case examples

An interactive webinar series, bringing together a diverse network of public health and design actors to discuss and learn applying HCD to their work through a mix of foundational information sharing, case studies, dynamic panel discussions, and hands-on design activities.

500+ learning hours across participants

8 case studies

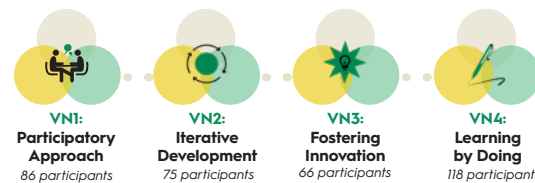
101 certificates of attendance issued

169 decision-makers reached

10 states represented

12 guest speakers

4 webinars introducing key aspects of HCD:



Outcomes

- 101 participants achieved awareness level
- 94% learnt something new
- 91% considered HCD a valuable method



HCD BASICS

What is it?

E-learning · Open resource

A self-directed and introductory E-learning course on HCD for public health professionals, guiding participants through six modules that deepen their existing knowledge of the HCD process and provide practical tips to apply HCD to public health programmes.

141 registered users

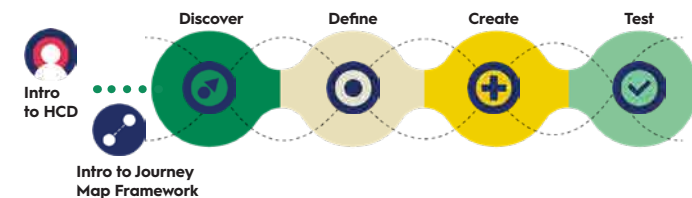
123 learners started the 4-week course

17 key methods and tools introduced

23 certificates issued

21 concise chapters on key topics

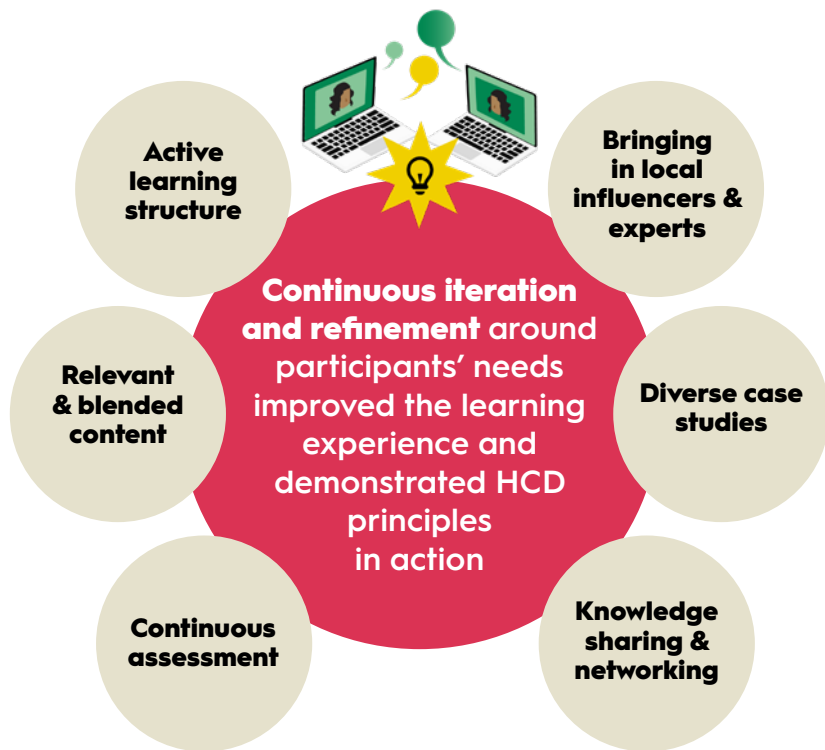
6 modules aligned to the HCD process:



Outcomes

- 23 participants certified at level 1
- 16.3% course completion rate
- 10 countries reached globally so far
- Course is free and open to everyone

Sucess Factors



"Gaining a new point of view to overcome assumptions and mindsets is important to help look beyond our 'biased' glasses."

- Design Clinic participant

"It deepened my understanding of the critical role that creativity and innovation can play in solving public health issues."

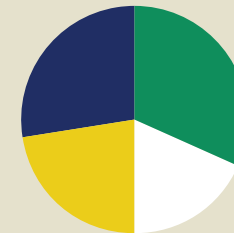
- Virtual Network participant

The services I have been providing are quite different and opposite from the HCD information that I am now fully equipped with. I have now learnt to ask WHO, WHAT, and WHY? Because it will better my work and the services I am providing to become more holistic with a balance of finding the pain points.

- HCD Basics user

DESIGN CLINICS

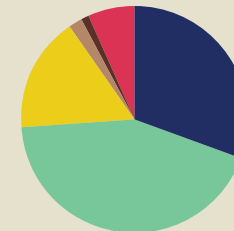
2 Teams from state government public health agencies and implementing partner engaged



- Directors (31.8%)
- Coordinators (18.2%)
- Programme officers (22.7%)
- Associates and Analysts (27.3%)

VIRTUAL NETWORK

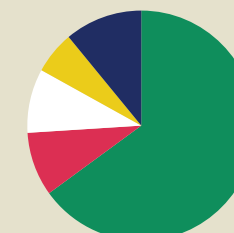
169 decision-makers reached



- NGOs (43.2%)
- Government (30.8%)
- For-profit (16.6%)
- Donor agency (1.8%)
- Multilateral/ UN Agency (1.2%)
- Other (6.5%)

HCD BASICS

141 global users registered



- NGOs (65%)
- Government (9%)
- Representative of HC providers (public & private) (9%)
- Academics (6%)
- Other (11%)

Level of learning after completing the three training components:

