



**Community Health Education Services by Tele-health  
(CHEST)**

Maharajgunj, Kathmandu, Nepal  
Email: [chest@hotmail.com](mailto:chest@hotmail.com), Phone: +977 1 4721500

**Report on:**

**Program impact assessment and “ICT awareness” workshop**

**20-22 December 2015 Mudikuwa, Parbat, Nepal**

**Prepared and Submitted By:**

**Bhagirath Tiwari**

IT Consultant  
CHEST, Nepal  
Kathmandu, Nepal  
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# 1. Background

**Community Health Education Services by Tele-health (CHEST) Nepal** is a Social Non-Government Organisation (NGO). It was registered in the calendar year 2009 (2066) with the Government in Kathmandu, in the Kathmandu District Office and the Social Welfare Council of Nepal.

Since 2009, CHEST has launched an initiative utilizing information and communication technology for health as a platform for providing other services aimed at overall community development. A real-time telemedicine setup is used to provide consultation services for patients with skin diseases, and the same infrastructure is also used to provide education and other vocational training services to rural communities, as per their needs. After signing a formal memorandum of understanding between CHEST Nepal and the community, implementation of the project is planned. Several coordinators, who assess the needs and coordinate the implementation of the program at the community level, are selected among the village members for various aspects of the program; health, education, agriculture and other trainings. CHEST Nepal provides the technical expertise such as dermatological consultation, lectures and interaction with related experts through real-time teleconferencing from the DI Skin Hospital and Research Centre in Kathmandu (DISHARC).

As per Chairman's approval and organized by both DISHARC and CHEST Nepal the status and impact of the program assessment and ICT awareness workshop to the community was planned for the Mudikuwa center, Bhagirath TIWARI, Rishee Prasad Sapkota were involved in this field visit to Mudikuwa, Parbat for the start of the assessment and awareness training. A large number of villagers including several well established professionals were present and attended the assessment and training. It was agreed that the tele-dermatology program will be continue and trained members will organize an internal training for the other individuals not present on that program. In evaluation we realized the trained individuals understood and practically know how to manage tele-health site and other burning issues in the information technology field.

Rishee Prasad Sapkota conducted an assessment of CHEST program in Mudikuwa together with Mr. Him Bahadur Paudel the team leader of Mudikuwa in Parbat, and had a brief meeting on challenges and opportunities of this program. While Bhagirath Tiwari conducted two workshops in Mudikuwa village and Kushma bazaar with good number of individuals having strong professional experiences.

This Report provides an overview of training program and ICT workshop as well as current situation and challenges and opportunity of the CHEST program in Mudikuwa, Parbat. Besides that two participants undertook on-site in-depth training and performed hands on practical session to run the system. Annexure one is a copy of the program schedule that outlines the content, focal point and timing of the training. Annexure two is the photos of the training and assessment program. Mudikuwa team played vital role to make this program successful. We would like to appreciate their support to make this program very interesting and effective.

## 2. Objective

The objective of the this program was that the status and impact of the program be assessed and ICT training and awareness be given to the Mudikuwa center with an objective to build capacity of the village members for the successful operation of the telemedicine center to make the program more efficient and sustainable and to assess program effectiveness in Mudikuwa to identify current situation, challenges and opportunities of this initiative. Specific objectives are as follows;

- To provide in depth training on conferencing system present at Mudikuwa, generic processes, practices and its operation to ICT focal person.
- To assess current situation, challenges and opportunities of this initiative in Mudikuwa to identify impact of the program.
- To build capacity of the community people about the current burning issues of ICT in their daily life and its importance.
- The aim of the training was to provide participants with a broad knowledge of the burning issues in ICT that will equip them to be confident and competent and enable them to make knowledge based society in the days to come.

## 3. Process and Methodologies

To fulfill the objective set forth for the program, we worked in close coordination with relevant community focal persons at the site (Mudikuwa) to carry out necessary tasks of review, assessment and training and conducted in-person training and workshop at the Mudikuwa tele-center premise (Sharada School) to carry out tasks associated with the activity.

Field visit and discussion was done to conduct an assessment of the program in Mudikuwa together with Mr. Him Bahadur Paudel, the community team leader Mudikuwa in Parbat, and had a brief meeting with community people on challenges faced and opportunities in this initiative.

A range of teaching methodologies were used throughout the assessment and training. They included demonstration to explain the tele-conferencing and its operation; practical session to obtain hands on experience; group activities to enable participants to work with one another. Teaching methods took into account the special needs of participants including their ability to understand current ICT situation and the necessary confidence to get more benefits of its use for their daily life to engage participants in a rewarding learning experience. All examples were customized to their daily work and experiences.

**Government's current declaration of digital signature and e-tender process were found to be very much interesting and useful to them.**

## 4. Scope and Limitation

The training and program assessment aims to provide in-depth knowledge of ICT to the community people and more opportunities to them. The report outlines the activities and recommendation based on information provided by key informants (Participants). However, it does not include assessment from general peoples point of view. Neither does the report include community members apart from Mudikuwa community and other directly involved agencies.

## 5. Facilitators

Bhagirath Tiwari and Rishee Prasad Sapkota from CHEST Nepal were directly involved in this program. Kumar Bhattarai of Nepal Medical College was also indirectly involved in this program.

## 6. Participants

There were good number of participants in this program, two of them were given in-depth knowledge of Information technology to run the program technically and around 25 person in Mudikuwa village and more than 30 professionals were participated in Kushma Bazaar for the training.

## 7. Beneficiaries

It is learned during the training that one participant will make at least 5 community member aware about the issues. Therefore total number of participants were 55 in number (25 Mudikuwa + 30 Kushma) and total number of direct beneficiaries will be  $55 \times 5 = 275$ . We have not calculated the indirect beneficiaries that will be produced by themselves in the days to come. Which is a good number we guess?

## 8. Activities

The training program was designed for one complete day (December 21, 2015). Several events were carried out regarding program impact assessment and ICT awareness workshop. Discussions and brainstorming sessions were also conducted. The summary of the program are given below;

- Mr. Him Bahadur Paudel (Mudikuwa community team leader) gave welcome remarks and importance of the program then the event was started
- Bhagirath Tiwari took in-depth hands on training to the two community members in Mudikuwa tele-center site to run system and program smoothly.
- Rishee Prasad Sapkota conducted program impact assessment, challenges and opportunity to the community members.
- After assessment, Bhagirath Tiwari conducted ICT awareness (regarding current burning issues and ICT opportunity) workshop was carried out in the village(Mudikuwa). More than 25 participants including Principal and teachers of the school (Sharada School) have also participated.

- One more workshop was planned and conducted for the Kushma Bazaar professionals. More than 30 participants from Rotary, School principals and teachers, businessmen, government employees and entrepreneurs as well as students were also participated. Program went long sine the topic were so important to them. Bhagirath Tiwari and Rishee Prasad Sapkota took two long sessions to deliver current ICT issues and program opportunities respectively.
- Professionals were demanding some more awareness program like to in the days to come to improve their livelihoods and way towards knowledge based society.

## 9. Program assessment findings

During our assessment on the program in Mudikuwa, the below information was obtained:

- 1- Network facility was working fine. Many students and teachers were benefitted from the program. School has already started computer education to the students and more than 30 students were obtained basic computer skills from this initiatives.
- 2- Connection to DISHARC was straight forward and there was issue with the conferencing software (Polycom conferencing application). Bhagirath gave in-depth training and advised CHEST to provide one used computer equipped with Polycom licensed software for this purpose.
- 3- During the devastating earthquake, the only electricity and communication source was our solar system to the community. More than 100 people were benefitted during that period for the changing of their communication devices for the communication. It was the only station to provide such facility when everything was out of operation and played vital role during the emergency situation.
- 4- One used computer was configured and equipped with polycom conferencing system to the Mudikuwa center for smooth program operation subject to Chairman's approval.
- 5- Community members were found to be very proactive and thankful to Prof. Burg and Prof. Jha and their team for their concept and initiative. They are on their way to make a report themselves and forward it to CHETS for way forward.
- 6- In overall observation, we found that the program was very effective and in no time we will achieve our goal if they start tele-dermatology after getting the configured software.

## 10. Conclusion and recommendations

After the workshop and assessment, Mudikuwa community and Kushma Bazaar are aware of **digital signature, eTender, eBidding, ePassport, social media do's and don'ts , current ICT scenarios, ICT related ethics, electronic payments, eCommerce and ICT fraud** and together with **tele-dermatology and eLearning**.

The training program was very successful despite the fact of short time duration. All participants significantly increased their level of knowledge and skills as a knowledge based community member and felt much more confident. They possess the necessary knowledge, skills and attitude to manage

tele-dermatology program. All participants have been provided with good knowledge regarding knowledge based society and tele-dermatology program. Each participant will be followed up to ascertain if training has indeed taken place in the days to come.

In my opinion we should continue such program towards creating **knowledge based society** to support and run our program effectively. It is learnt that making community people aware of ICT and its use makes the program more important and effective.