

**The Role of Information & Communication Technologies in Health Systems Development****Knowledge Audit on HIV/AIDS in  
Latin America and the Caribbean****Bertha Camacho Tuckermann  
Skat**

April 22, 2008

## Background

---

- HIV/AIDS Alliance
  - ❖ Global partnership of nationally – based organisations
  - ❖ Established in 1993
  - ❖ Working in 30 countries threatened by emerging HIV epidemics
  - ❖ Prevention, treatment, care and advocacy
  
- Latin American and Caribbean Programme
  - ❖ Supports horizontal south-south collaborations
  - ❖ Emphasis on Knowledge and Information Management

## Rationale

Considerable accumulation of knowledge and information on HIV/AIDS in the region

**BUT**

- ❖ Organisations/institutions do not know where to find such information
- ❖ Information tends to be duplicated unnecessarily
- ❖ Information is not necessarily being used to improve HIV programmes
- ❖ Limited information is being shared among organisations/institutions

Develop a regional Knowledge Management Centre on HIV/AIDS to:

- Promote the access and efficient use of information
- Facilitate information and resources on HIV/AIDS
- Strengthen the ability to manage knowledge and information

Knowledge Audit on HIV/AIDS in the Region

## Objectives of the Knowledge Audit

---

1. Identification of **sources and types** of information and knowledge on HIV/AIDS in the region
2. Overview of the most **important stakeholders** in the HIV/AIDS information and knowledge system
3. Identification of **information and knowledge gaps** on HIV/AIDS in the region

## Knowledge and Information Management Framework

### Explicit Knowledge

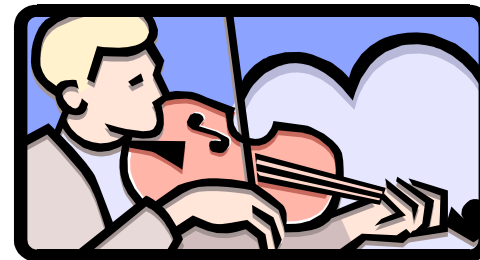
is knowledge that has been or can be articulated, codified, and stored in certain media. It can be readily transmitted to others. The most common forms of explicit knowledge are manuals, documents and procedures. Knowledge also can be audio-visual.



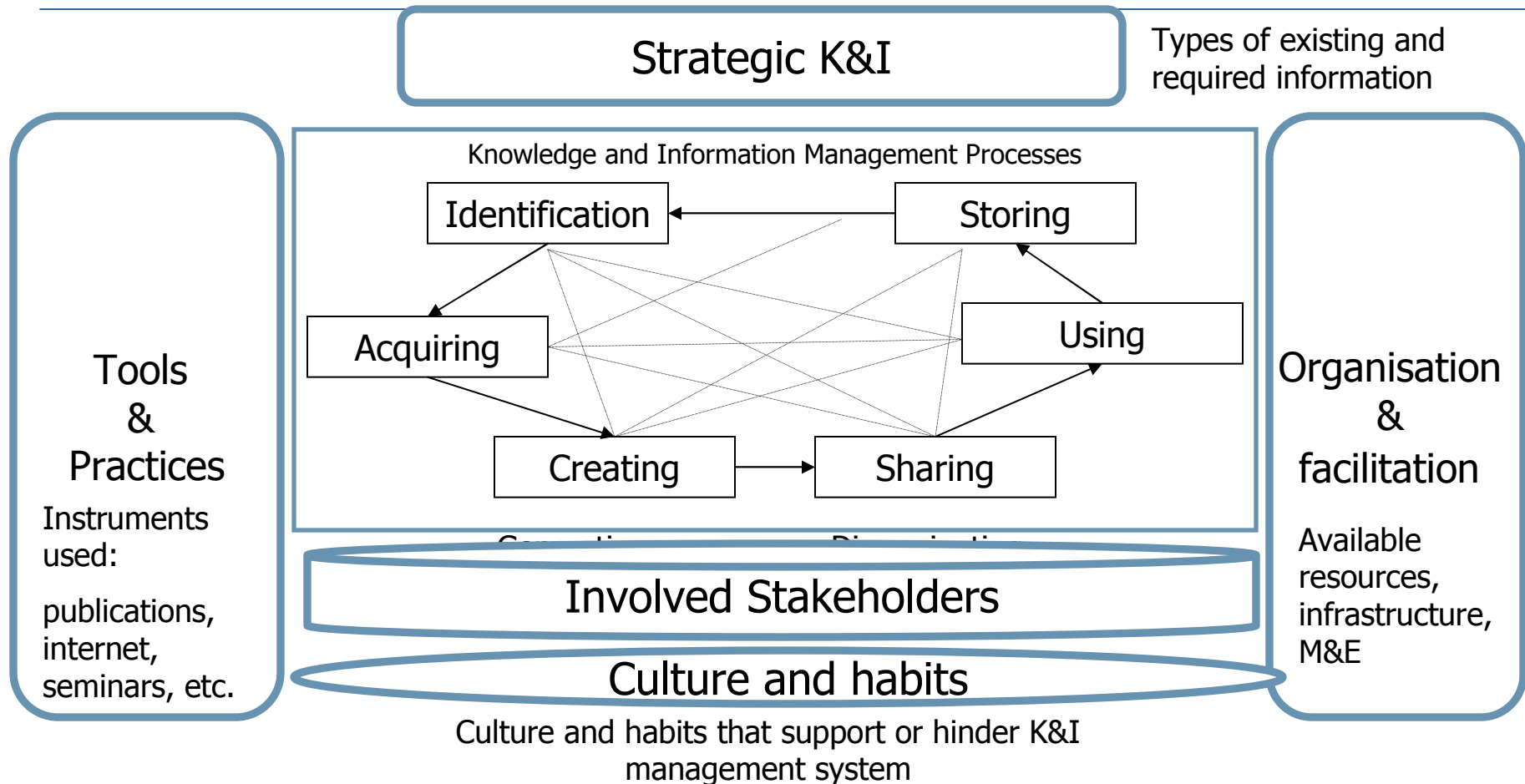
### Tacit knowledge

knowledge that people carry in their minds and is, therefore, difficult to access. Often, people are not aware of the knowledge they possess or how it can be valuable to others.

Effective transfer of tacit knowledge generally requires extensive personal contact and trust.



# Knowledge and Information Management System



## Methodology

---

Various methods of information and knowledge collection:

- ❖ Document review
- ❖ Phone interviews with stakeholders throughout LA
- ❖ Face to face interviews with stakeholders in Peru, Brazil and T&T
- ❖ Field visit to resource and information centres in the same three countries

... and analysis

- ❖ Feed back sessions
- ❖ Knowledge mapping
- ❖ Knowledge flow charts

Triangulation of methods and sources of information

## Results and Findings

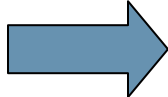


---

- ❖ 53 representatives of 25 institutions and organisations working in 11 different countries were interviewed (telephone and face to face)
- ❖ 60% represented civil society; 20% government institutions; 12% INGOs and 8% multilateral organisations
- ❖ 7 resource centres were visited in three countries

## Results and findings

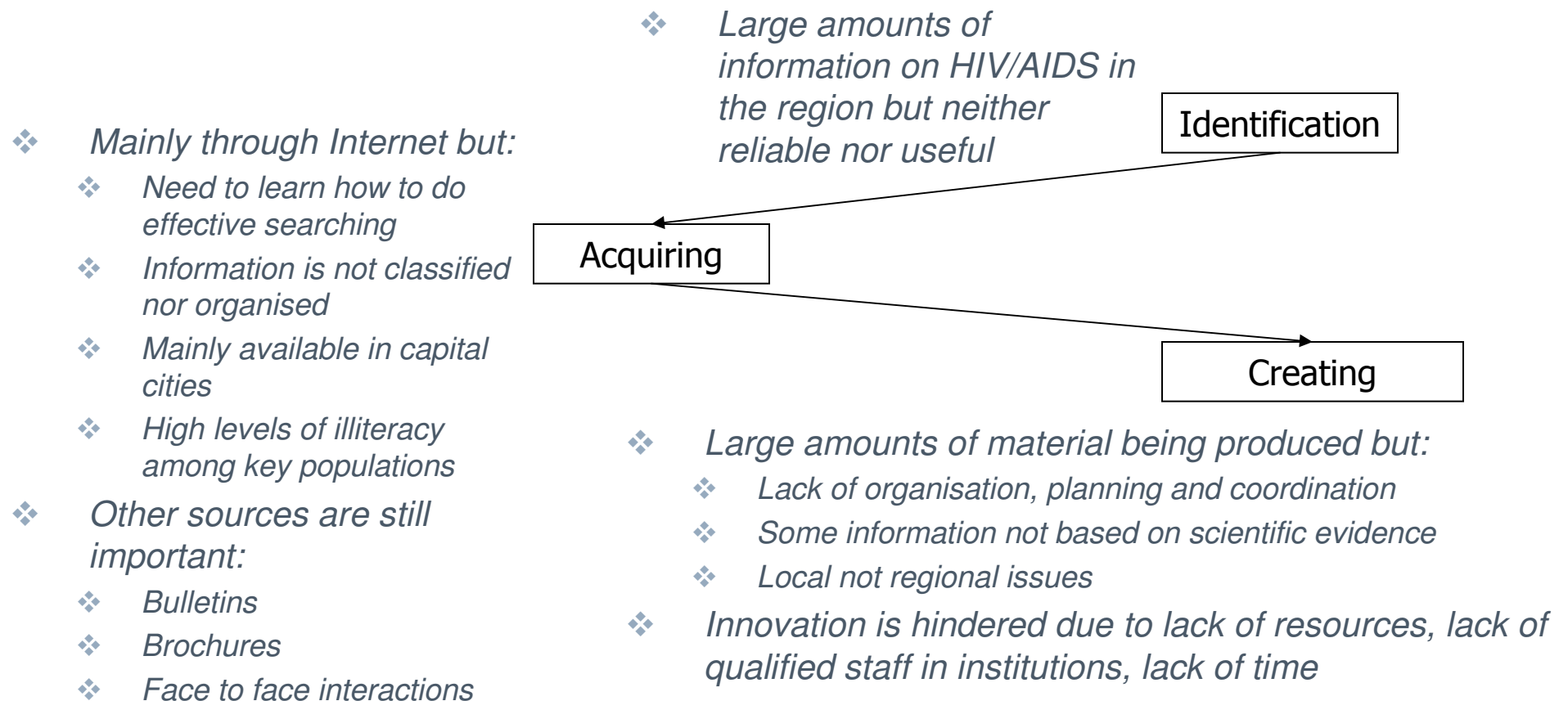
### Strategic Information and Knowledge

*What kind of information about HIV/AIDS is available in the LAC region?*

1. *Scientific and epidemiological* 
  - ❖ *Poor and /or not reliable in most countries*
  - ❖ *Need for qualitative behavioural surveillance on key populations*
2. *Prevention, care and treatment* 
  - ❖ *There is information and knowledge on methodologies but it is still lacking:*
    - ❖ *Information on methods on specific key populations*
    - ❖ *Further training to health workers*
    - ❖ *Data on treatment and medication*
    - ❖ *Knowledge in pre and post test counseling*
    - ❖ *Knowledge on holistic treatment*
    - ❖ *Knowledge on referral systems*
3. *Policy and advocacy* 
  - ❖ *Wide spread knowledge on human rights*
  - ❖ *Need for information regarding laws and leadership skills*
  - ❖ *The wider population needs to still be sensitized*

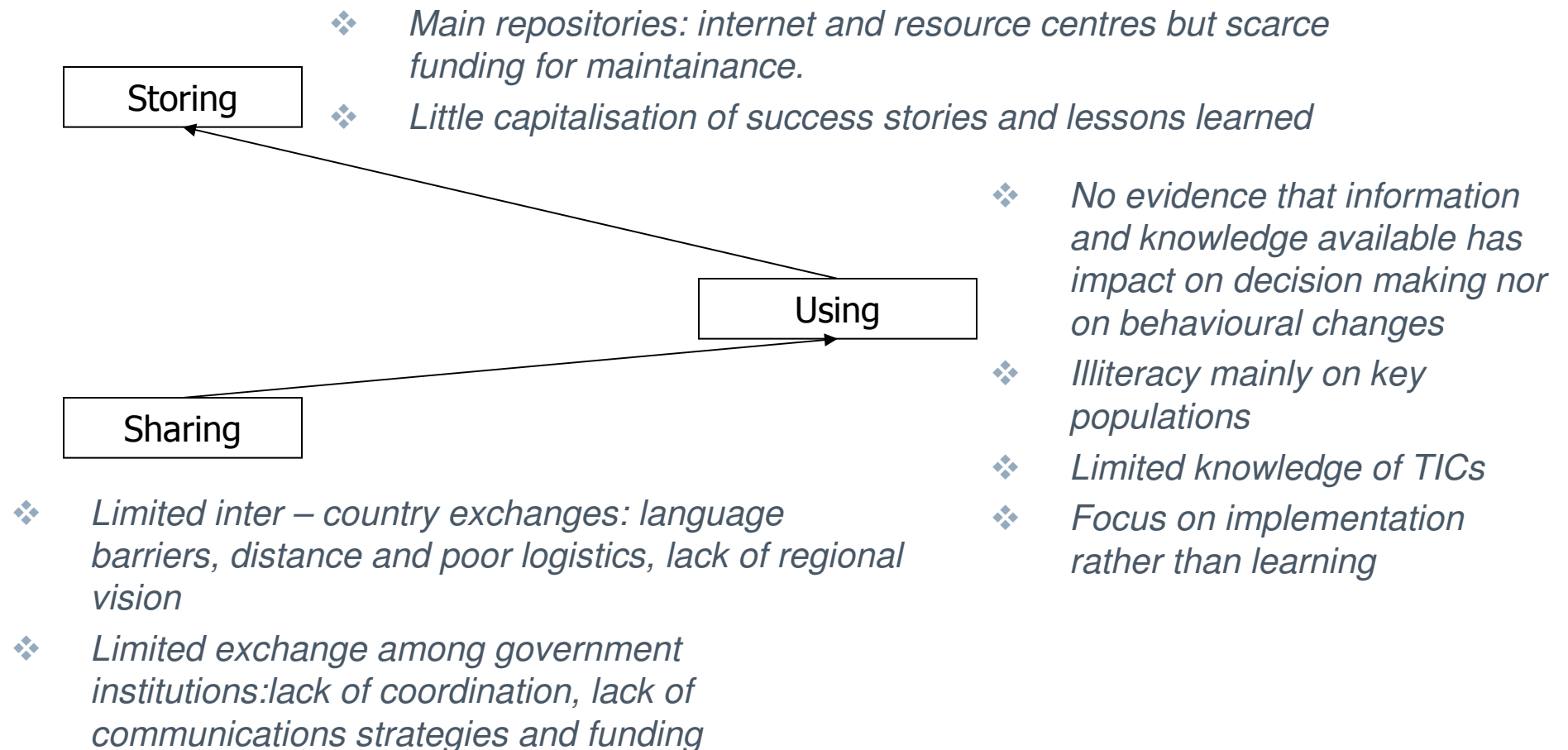
## Results and findings

### Knowledge System



## Results and findings

### Knowledge System



## Results and findings

### Tools and methods

#### Virtual

#### Advantages

Internet is the place to find information
Internet allows for faster and better exchange among countries
Internet is the most practical way of sharing information
Internet is cheaper than publications and F2F
You can publish information about your organisation on the Web
Chatting is a good way to exchange information
Through chat you have better access to communities
List serves are working well
Videos are working well to share knowledge

#### Disadvantages

Internet is not available everywhere in LAC
Internet is being used to play games
Problems with the server hinder the use of internet
People do not know how to use internet
People do not know how to communicate through e-mail
People do not know how to use virtual forums
Funding is needed to update and maintain web pages
Web pages are passive means of knowledge sharing
Some web pages are too complicated
Some web pages have passwords
Only elites have access to technology
In some organisations not all personnel has access to internet
There is a lot of junk mail
People do not read e-mails
Difficulties in having computers
There is no much information of the region loaded in the internet
Need of a good facilitator for virtual forums

## Results and findings

### Tools and methods

#### Face-to-face

##### Advantages

- Face to face meetings help to be close to each other
- Face to face allows to meet people and their realities
- Face to face allows to build relationships
- Face to face are still important to empower
- Face to face interactions allow for a rich exchange and learning
- Conferences help strengthening networks and contacts
- Conferences and workshops allow for innovation
- Conferences and workshop open doors to new opportunities
- In conferences informal conversations are still important
- Round tables and workshops give you chance to analyse
- Forums are good to find links and connections
- Workshops have proved to be useful
- Study programs are important because they are formal and systematic
- Courses have real impact on learning
- Formal training on the topic brings about positive results
- Oral presentations are still important
- Theater is a good method to transmit information
- More local type of events are very important and have better impact
- Communities of Practice are very effective

##### Disadvantages

- In meetings there is little time for specific topics and for exchange
- Workshops and conferences are expensive and sometimes superficial
- Conferences have little results
- Some times forums and meetings are not well organised
- The same people go to the meetings and no knowledge is being shared
- You get soo much in conferences that you end up intoxicated and dizzy
- Some times there is no time to take courses

## Results and findings

### Main Stakeholders in the Knowledge and Information System

---

#### Regional bodies mainly in the Caribbean:

- Pan-Caribbean partnership against HIV/AIDS
- Caribbean Epidemiological Centre
- Caribbean Health and Research Council

#### National Governments:

- Ministries of Health in: Brazil, Mexico, Argentina, Chile and Peru
- Specific HIV/AIDS programmes

#### Civil Society:

- Networks, basic organisations
- Research centres (public/private universities in some countries)

#### MAIN CONCERNS:

- Fragmented
- Lack of funding for investing in K&I management
- Other priorities
- Centralised leadership
- Highly fluctuating personnel
- Lack of skilled human resources
- Conventional approaches

## Implications and Conclusions

---

To improve **identification** of knowledge and information:

1. Need of “pointers”: that collects and guides users in an organised and systematic manner to have access to information
2. Regional perspective: i.e. different languages

To improve **creation and sharing** of knowledge and information:

1. Production of material based on strategic planning and coordination
2. Further networking among institutions (need for a connecting entity and sub-regional hubs)
3. Further training on IT but also enabling F2F interactions

## Implications and Conclusions

---

To improve the **use** of knowledge and information:

1. A sound communications strategy
2. Monitoring and Evaluation of K&I management
3. User feed-back

To improve the **storage** of knowledge and information:

1. Encourage documentation of lessons learned
2. Mobilisation of resources for Resource Centres (virtual and physical) and data bases (fund-raising)

Questions or comments?



**Skat – Knowledge management, M&E, methods**

**Thank you very much!**

**Contact:**

<http://www.skat.ch>

[bertha.camacho@skat.ch](mailto:bertha.camacho@skat.ch)