

## CAPACITY STRENGTHENING USING DIGITAL TOOLS: A Cost-effective Investment in the Health Workforce

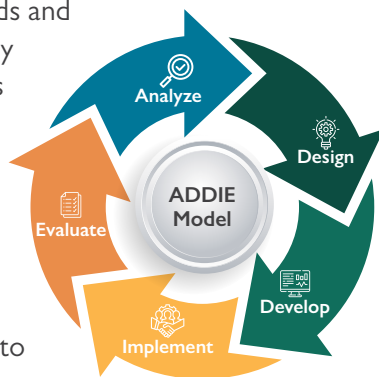
A capable, motivated, and well-deployed health workforce—with the tools and support needed to perform—is the foundation for delivering lifesaving services. Health workers must know what to do, how to do it, and have support systems that ensure the delivery of consistent quality care. And health system leaders and managers must operate in well-governed institutions and be capable of making evidence-based decisions about prioritization, resource allocation, and finding appropriate and effective solutions to key challenges. Yet, health budgets are shrinking, while service delivery demands are rising.

Digital tools—including AI-enhanced e-learning, educational apps, Learning Management Systems (LMS), and virtual platforms for peer-to-peer learning and exchange—enable countries to equip more health workers, faster and more affordably, with the knowledge and skills to be capable of delivering lifesaving care where and when it's needed.

### MSH'S APPROACH: PROVEN, SCALABLE, AND SUSTAINABLE

To strengthen the capacity and performance of the health workforce and drive lasting results, MSH partners with country governments and grant recipients to:

- Analyze workforce needs and design systems to deploy the right health workers where and when they're needed.
- Build national LMS using open-source platforms; and strengthen the capacity of national government to manage them.
- Design and develop online courses and blended learning programs on technical topics and on leadership, management and governance; and empower national governments to administer them.



- Support tailoring and implementation of evidence-based performance management and quality improvement interventions, using data and dashboards.
- Link training with certification and accreditation programs, for professional growth and retention of health workers
- Establish or strengthen networks and platforms for peer-to-peer learning and exchange.

Our focus: Locally led, technology-enabled, and lifesaving learning systems.

Our approach puts countries at the forefront, building national capacity to manage, support and develop these systems as integral parts of resilient and sustainable systems for health.

### KEY OUTCOMES

- ✓ A resilient health system, with leaders and managers capable of adapting to shocks
- ✓ Skilled health workers ready to deliver essential, lifesaving services
- ✓ Improved service quality through continuous learning and performance feedback
- ✓ Sustainable, country-owned platforms that reduce reliance on external funding
- ✓ Cost-effective, scalable solutions that expand access and equity

### WHY THIS MATTERS

Capacity strengthening that leverages digital technologies directly contributes to:

- Efficiency gains, helping countries do more with less
- Sustainability of training and supervision systems
- Health worker motivation and retention under challenging conditions
- Improved adherence to clinical protocols
- More equitable access to quality services, including in rural and under-resourced areas

## LIFE-SAVING AND COST-SAVING WORKFORCE DEVELOPMENT SOLUTIONS:

- Through the USAID Management & Leadership Program in 2002, MSH launched **LeaderNet**, a global online learning platform and community of practice, that served health professionals worldwide for two decades.
- Under the USAID Grant Management Solutions program (2012–17), MSH created a robust **online portal** containing a consultant database and an **LMS** for the training, certification, and rapid deployment of STTA providers to Global Fund recipients.
- With CDC funding, MSH offered the **Leading & Managing for Results in Pandemics** (2022–23) **blended learning program** in Kenya, Malawi, Nigeria, Peru, Rwanda, and Uganda; this model has evolved into the **Leadership and Management Accelerator**.
- The USAID-funded ACCESS project (2018–25) supported the Ministry of Public Health in Madagascar to create **ACCESS University, an e-learning platform** for workforce development in MNCH.
- In Mali, MSH contracted by a Global Fund Principal Recipient, Plan International Mali, supported the Ministry of Health and Social Development (MSDS) to enhance its national **virtual learning platform** to include AI functionality, improve security, and enable learner tracking. MSH also co-developed with the MSDS an e-learning plan for the Global Fund-supported training program (2024–25).
- In Morocco in 2024, MSH partnered with South Bridge A&I and the MOH to design a **Leadership, Management, and Governance** training program for Decentralized Health Management Teams.
- Under the US President's Malaria Initiative for States project (2018–25), MSH worked with the Nigerian government to develop two digital tools hosted on the National Malaria Elimination Program's website: the **National Malaria e-Toolkit** and **e-University**.
- In Uganda, the USAID-funded Strengthening Supply Chain Systems project (2020–25) partnered with the government to launch a **Moodle-based LMS** and **digitize the SPARS tool** to include self-assessment and e-learning.
- Through the global USAID-funded Medicines, Technologies, and Pharmaceutical Services Program (2018–25), MSH worked with over a dozen countries to build **e-learning platforms, develop virtual courses, and strengthen country capacity** to manage such digital tools, including training 127 e-learning managers and creating 29 virtual courses on COVID-19 as well as online courses on pharmaceutical system strengthening, infection prevention and control, conflicts of interest in pharmaceutical management, and more.

## WHAT'S AT STAKE

Without effective Continuous Professional Development (CPD) of health care leaders, managers, and providers:

- Resources are wasted
- Protocols are not followed
- Diagnostic and treatment are delayed and mismanaged
- Health commodity shortages persist
- Patients die from preventable causes

**This is why investments in capacity strengthening are not optional—they are lifesaving.**

## LET'S PARTNER TO SCALE WHAT WORKS

MSH stands ready to partner with country governments, funders, and grant recipients to:

- Develop scalable, cost-effective online courses and learning platforms
- Embed digital learning tools into national CPD programs for lifesaving impact
- Support peer-to-peer learning and exchange via virtual platforms and networks
- Ensure that health system leaders and frontline workers are equipped for today's and tomorrow's health crises

*To learn more about growing opportunities to use digital innovations to foster learning, please scan the QR code below.*



## CONTACT US



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MSH is a global nonprofit organization that, for over 50 years, has been supporting governments, health organizations, and the private sector with the strategies, tools, and management support they need to build strong, sustainable health systems. Grounded in systems thinking and evidence-based practice in leadership, management, and governance, MSH has supported more than 150 countries to become stronger stewards of their own health and development—expanding access to lifesaving health care for all.