

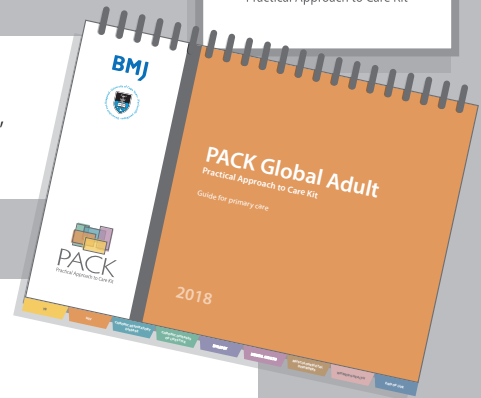
# The PACK Programme



1

## PACK guide

It aims to guide the clinician to assess a patient's symptoms, make a diagnosis and devise a management plan, and deliver routine care for one or more chronic conditions.

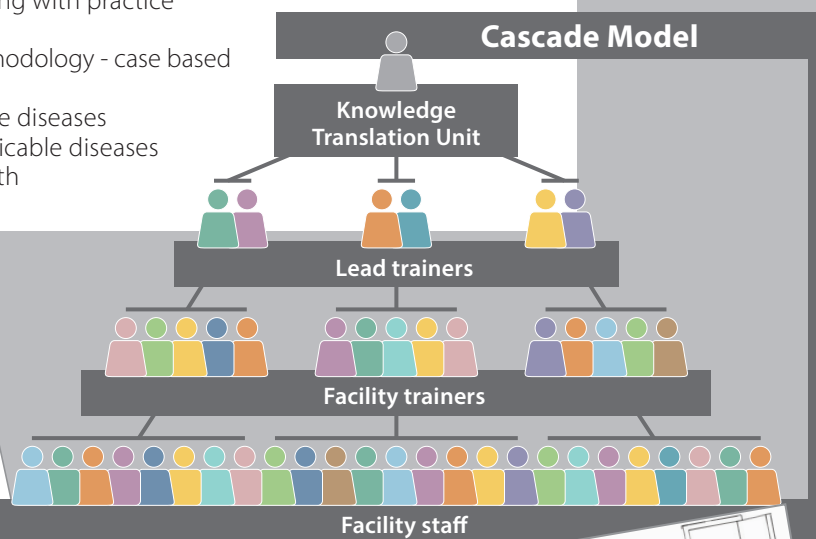


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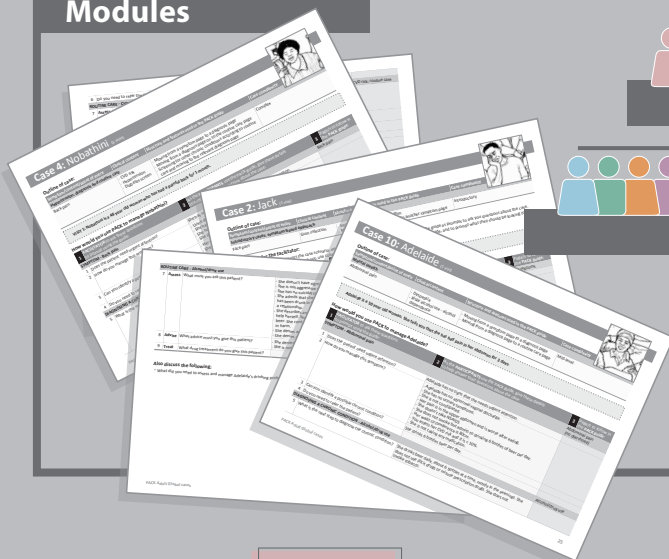
## Training

- Cascade Model
- Educational outreach - onsite training
- Alternate learning with practice
- Team approach
- Interactive methodology - case based
- 4 Modules
  - Communicable diseases
  - Non-communicable diseases
  - Women's health
  - Mental health

### Cascade Model



## Modules



Waiting room scenes

3

## Systems intervention

- Prescriber levels
- Referral pathways
- Test and equipment availability
- Patient flow

4

## Monitoring and evaluation

- Individual training records
- Facility Trainer training records
- Database
- Reporting
- Auditing
- Quality improvement



Training Records

# The PACK Programme



1

## PACK guide

The PACK guide is a comprehensive, integrated approach to adult primary care that includes 40 common symptoms and 20 chronic conditions. It aims to guide the clinician to assess a patient's symptoms, make a diagnosis and devise a management plan, and deliver routine care for one or more chronic conditions. The content is informed by evidence sourced through the BMJ's Best Practice, WHO guidelines and other sentinel guidelines, and is updated on an annual basis. It is designed to be practical and easy to use, with algorithms, checklists, illustrations and colour-coding.

2

## Training

The PACK training curriculum comprises cases that are carefully structured to explore the features of the guide and its clinical content. Using an interactive methodology, the training draws on clinicians' existing experience and knowledge, and aims to embed the use of the guide in every day clinical practice. PACK training uses a proven implementation strategy, educational outreach, to deliver PACK to clinicians as teams in their health care facilities. The trainers are drawn from the local health system and are trained using a cascade model to facilitate the on-site sessions and then provide ongoing support for the programme. There are 4 Modules, namely Communicable diseases, Non-communicable diseases, Womens health and Mental Health.

3

## Systems intervention

The PACK guide is designed to integrate and reflect existing local policy for primary care delivery while being a comprehensive approach to the individual adult patient. The training strategy involves many of the role-players in primary care delivery and targets the primary care facility team as a unit. It thus offers the opportunity to reorganise the way care is delivered in a primary care facility – streamlining the patient journey through the facility and referrals on, task-sharing care between cadres of staff, clarifying scope of practice and prescriber levels, and addressing medication, test and equipment availability.

4

## Monitoring and evaluation

Monitoring and evaluation of the PACK programme can occur at several levels - the individual clinician, facility, regional and system-wide - to ensure that the programme is being implemented effectively. Indicator data is obtained from trainer and clinician onsite training records. Regular PACK training reports are provided to programme managers. Auditing for quality improvement is also being integrated for effective monitoring and evaluation.