UHC2030 KNOWLEDGE HUB & TAXONOMY FOR UHC

UHC2030 Core Team

June 2018 Steering Committee

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Recap: KM Priority Activities (2018-2019)

PILLAR 1
Serve a connector role as UHC knowledge hub, providing interface for navigating existing platforms and portals

ACTIONS

- Establish **central UHC2030 KM virtual hub** as interface for existing online knowledge resources and tools

- Create **online registry of existing platforms and portals** to provide updated inventory of knowledge resources, identify synergies, and foster partnerships

- Support **interactive searches** through filters on key terms and help desk to link policymakers, civil society, academia, and other users to relevant knowledge

- Organize **health system knowledge hub marketplace** during international events

PILLAR 2
Align KM engagement with country demand by understanding and reducing knowledge gaps

ACTIONS

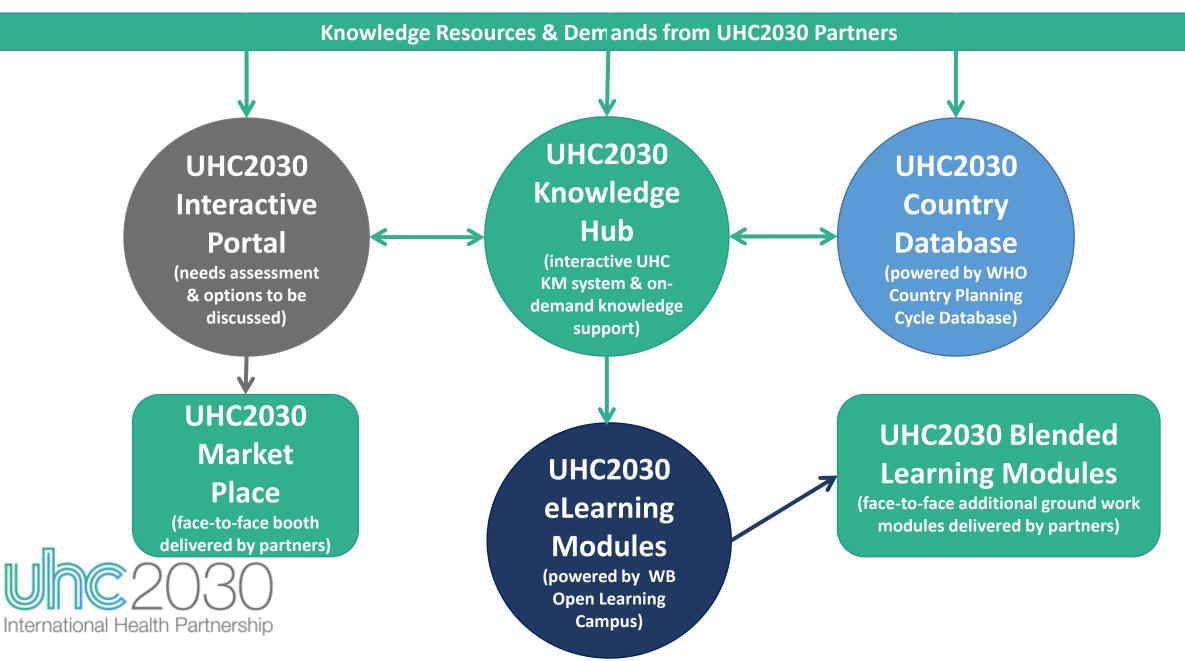- **Track and analyze use** of UHC2030 knowledge hub, by type of user and content

- **Implement formal feedback mechanisms** to understand country demands for knowledge

  - Survey of country representatives
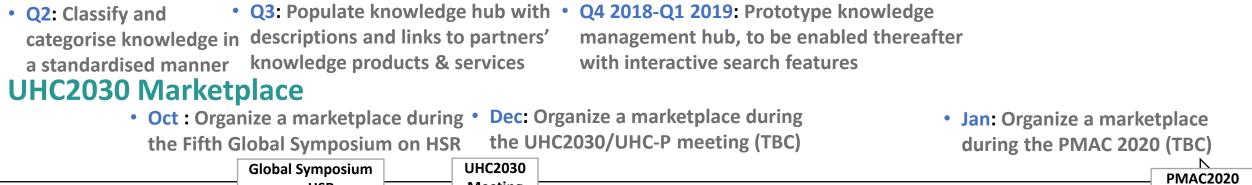
  - Online feedback tool to capture concerns and requests

- **Establish dissemination channels** to increase the distribution of existing knowledge services and products
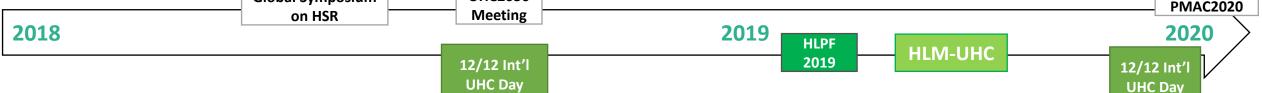
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Internation

Overview of UHC2030 Knowledge Hub

Knowledge Resources & Demands from UHC2030 Partners

UHC2030 Interactive Portal
(needs assessment & options to be discussed)

UHC2030 Knowledge Hub
(interactive UHC KM system & on-demand knowledge support)

UHC2030 Country Database
(powered by WHO Country Planning Cycle Database)

UHC2030 Market Place
(face-to-face booth delivered by partners)

UHC2030 eLearning Modules
(powered by WB Open Learning Campus)

UHC2030 Blended Learning Modules
(face-to-face additional ground work modules delivered by partners)

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Proposed Timeline in 2018-2019

UHC2030 Knowledge Hub

- **Q2**: Classify and categorise knowledge in a standardised manner
- **Q3**: Populate knowledge hub with descriptions and links to partners' knowledge products & services
- **Q4 2018-Q1 2019**: Prototype knowledge management hub, to be enabled thereafter with interactive search features

UHC2030 Marketplace

- **Oct** : Organize a marketplace during the Fifth Global Symposium on HSR
- **Dec**: Organize a marketplace during the UHC2030/UHC-P meeting (TBC)
- **Jan**: Organize a marketplace during the PMAC 2020 (TBC)

Global Symposium on HSR

UHC2030 Meeting

PMAC2020

2018

2019

2020

12/12 Int'l UHC Day

HLPF 2019

HLM-UHC

12/12 Int'l UHC Day

UHC2030 Country Database

- **Q3**: Update UHC2030 country member info on Country Planning Cycle Database
- **2019**: Additional database functions for TWGs' products on Country Planning Cycle Database (TBC)

UHC2030 Interactive Portal

- **Q3-4**: Detailed inventory and analysis of UHC2030 related initiatives, platforms, and portals
- **2019**: UHC2030 Interactive Portal prototype created, tested and operationalised

UHC2030 eLearning Modules

- **Q4**: UHC2030 branded eLearning modules powered by WBG Open Learning Campus (e.g. advocacy & accountability for UHC)
- **2019**: Blended learning program (i.e. a mix of eLearning & face-to-face group work/follow up) delivered by UHC2030 partners

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Value Proposition for the Knowledge Hub

- By establishing a standard taxonomy and assigning metadata, UHC2030 will **link users to relevant <u>existing</u> knowledge products.**

- The focus will extend beyond countries with significant presence of development partners to **capture knowledge from upper middle income countries** with substantial experience implementing UHC-related reforms.

- Search patterns and the use of knowledge products will be tracked and analyzed to help **align KM engagements with country demand**. UHC2030 could serve as a catalyst to push partner networks to capture country experiences in their area of focus.

- The Knowledge Hub could help to **build a culture around promoting the availability and accessibility of evidence** and push for its use in policymaking.

Objectives for a KM Taxonomy

- Establish **a common language** for classifying, organizing, storing, and retrieving knowledge products and services.
  - Facilitating coordination and knowledge sharing
  - Identifying synergies for the co-production of knowledge
  - Making explicit knowledge embedded in documents accessible to those who need it

- Support the **implementation of the new UHC2030 KM Strategy**
  - Serving a connector role as UHC knowledge hub
  - Aligning KM engagement with country demand

- Provide the **logical framework for organizing a KM virtual hub** that supports interactive searching through standard coding and filters on key terms

Guiding Principles

Structure the taxonomy according to intended functions

Build on existing classification systems

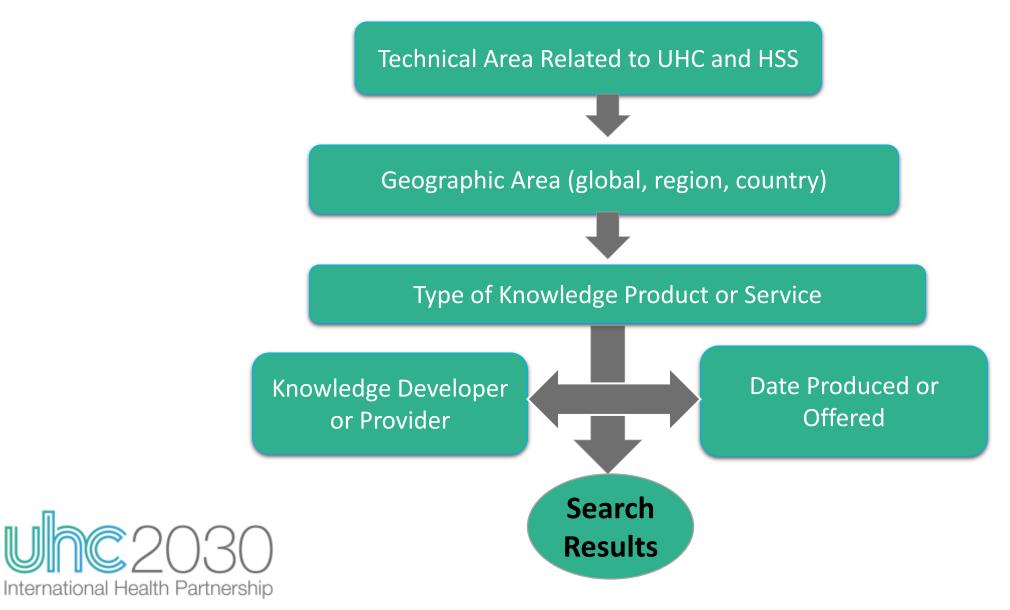Start simple and refine the taxonomy through an incremental approach

Be prepared to continually adapt the system

Define roles, responsibilities, and requirements

Think through infrastructure investments

Promote use through strategic communications

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Most Common UHC KM Search Logic

Technical Area Related to UHC and HSS

↓

Geographic Area (global, region, country)

↓

Type of Knowledge Product or Service

Knowledge Developer or Provider ← → Date Produced or Offered

↓

Search Results

Lessons: Indexing Technical Content

- **Use terms that are broadly familiar to potential users**. The UHC2030 Joint Vision provides a starting point, focusing on standard dimensions of health system performance and framing three broad entry points for policy action: service delivery, health financing, and governance.

- **Establish systematic and cohesive categories**. Even though resources can be tagged with multiple keywords, clear hierarchies of terms will facilitate the search process.

- **Separate out high priority topics.** Country practitioners find it difficult at times to find needed content. A more nuanced categorization might help to link supply and demand more effectively and reveal knowledge gaps.

- **Recognize that any classification system will have trade-offs.** Using a larger set of simple categories at first could be more inclusive and help to build user confidence in the system.

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Lessons: Indexing Knowledge Products and Services

- **Manage the flow of knowledge.** Effectively categorizing the types of knowledge resources will be critical for connecting users with what they need.

- **Focus first on explicit knowledge**. Include searchable information rather than seeking to map tacit knowledge (linking users to relevant experts and/or upcoming events or programs).

- **Include gray literature.** These resources will be useful as long as there is a clear differentiation between peer reviewed/refereed/indexed resources and those that have not been peer reviewed or indexed.

- **Use a simple, consolidated classification system** for knowledge products and services. This will serve as an effective starting point, given the broad variation in the categories used across UHC2030 partners. Subtopics and synonyms can be linked to each main category.

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Next Steps: Recommendations

- Continue to **review the main categories and add subtopics** for the classification system, drawing on the input from UHC2030 partners.

- **Establish a pilot database** to test tagging and metadata capture on a sample of knowledge products and services.

- Work collaboratively with the developers of the UHC2030 virtual knowledge hub to **inform system specifications** and understand potential constraints related to infrastructure investments.

- **Define roles and responsibilities** for developing, populating, managing, maintaining, and using any systems relying on the taxonomy to enable the flow, adaptation, and co-creation of knowledge.

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Initial investment & operation costs for the hub

Total initial investment cost (2018): 925,000 USD

➢ Develop business requirements/specifications for the online 'connector' function: 125,000 USD (IT design expertise)

➢ Classify and categorize knowledge in a standardized manner - 'indexing' knowledge: 500,000 USD (part time consultants & consultation meetings over one year, plus IT design and programming costs)

➢ Populate knowledge hub with descriptions and links to knowledge products & services: 200,000 USD (2 part-time consultants, mid-level, over one year)

➢ Virtual hub with interactive search features: 100,000 USD (1 part-time consultant during trial phase for supplementing search functions)

Annual operation costs (2019-): 400,000 USD

➢ 2 part-time research assistants: 200,000 USD

➢ IT system development support: 200,000 USD

Discussion and Decision points

Discussion points:

- Provide feedback to the overall architecture of Knowledge Hub

Decision points:

- Approve the proposed timeline and cost implication of the developing Knowledge Hub

- Agree to promote UHC taxonomy for better access to knowledge resources across UHC2030

KM Work Stream Focal Points

Knowledge Hub

Architecture

World Health Organization
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Geneva 27, Switzerland

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Taxonomy/Library

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