

# DIGITAL PAYMENTS FOR HEALTH WORKERS

2022

## COURSE OUTLINE

[www.digitalfrontiersinstitute.org](http://www.digitalfrontiersinstitute.org)



World Health  
Organization



DIGITAL  
FRONTIERS  
INSTITUTE

# DIGITAL PAYMENTS FOR HEALTH WORKERS COURSE DETAILS



## COST

FREE TO THE STUDENT  
(SCHOLARSHIP)



## DURATION

2 WEEKS



## LANGUAGE

ENGLISH AND FRENCH



## OVERALL COURSE OUTCOMES

The course is intended to give the target course students foundational knowledge on digital payments and introduce leaders to leadership decision frameworks in the healthcare space. With this two-week virtual course leaders in health-care will be able to understand the market constraints and opportunities that will inform the implementation of digital payments in the delivery of health programs.

The ability to integrate digital payments in the payment of frontline workers in a timely, accountable and transparent manner will be a key outcome for this course and will be assessed through the relevant assessment and grading frameworks.

Students can anticipate that they will exit the course with the following course outcomes:

### KNOWLEDGE

Comprehend the main terminology and concepts pertaining to digital payments.

### SKILLS

- Know your customers: community health workers
- Choose among payment providers
- Choose a solution: Front end
- Choose a solution: Back end
- Build the trust with service providers
- Anticipate common implementation challenges

# SYLLABUS

## TOPICS COVERED IN WEEK 1 INCLUDE

- An introduction to the course objectives & outline
- Historical evolution of money
- Pros & cons of cash vs. Digital money
- The various players in the health payment ecosystem
- Global trends & precedents
- Rebuilding local cash ecosystems with agents
- Digitally tracking all cash payments
- Potential benefits for health workers of paying them into an account
- Prioritizing payment system attributes
- Drivers of exclusion from digital money
- Assessing health workers' mobile readiness & experience with mobile money
- Why so many cash out immediately & in full
- Stating & prioritizing your system needs
- Provider landscaping
- The RFI/RFP process, contracting for win-win

## TOPICS COVERED IN WEEK 2 INCLUDE

- Choose front-end technologies
- Design back-end processes
- Build the trust
- Common implementation challenges
- Ongoing monitoring and standard operating procedures
- Final Exam

## ELIGIBLE STUDENTS

- WHO member states: Country Support Unit (Operations – finance & admin) and Technical team (GPEI Programme Officers (POs) & Consultants, and other Programs POs)
- MoH officials in Immunization Programme and Finance