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Ouagadougou Partnership: Knowledge Management & ICT Needs Assessment Findings and Recommendations



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**Ouagadougou Partnership:
Knowledge Management & ICT Needs Assessment**

Findings and Recommendations

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Acknowledgements

This knowledge management (KM) and information and communication technology (ICT) needs assessment sought to understand the priority information needs and current knowledge exchange practices and systems being used by the members of the Ouagadougou Partnership. The USAID-funded Knowledge for Health (K4Health) Project conducted the assessment, in collaboration with the Coordination Unit of the Ouagadougou Partnership.

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Above all, we are grateful to the survey respondents and key informants who gave generously of their time to inform these findings.

Cover image credit: A community health worker from Mali Health Organizing Project holds her daughter during a visit to a neighbor's house for health education in rural Mali. © 2008 Caitlin Cohen, Courtesy of Photoshare.

Abbreviations

CCP	Johns Hopkins Center for Communication Programs
CIP	Costed Implementation Plan
CU	Coordination Unit (for the Ouagadougou Partnership)
DHS	Demographic Health Surveys
FP/RH	Family Planning and Reproductive Health
IBP	Implementing Best Practices
ICT	Information and Communications Technology
IPPF	International Planned Parenthood Federation
K4Health	Knowledge for Health Project
KM	Knowledge Management
MDG	Millennium Development Goal
MSH	Management Sciences for Health
OP	Ouagadougou Partnership
PRB	Population Reference Bureau
SECONAF	Securité Contraceptive en Afrique Francophone
UNFPA	United Nations Population Fund
USAID	United States Agency for International Development
WAHO	West African Health Organization
WHO	World Health Organization

Executive Summary

Although the lifesaving and economic benefits of family planning (FP) are well known, West Africa is still lagging behind other parts of the world in terms of FP use. Following the February 2011 Ouagadougou Conference, nine countries (Benin, Burkina Faso, Côte d'Ivoire¹, Guinea, Mali, Mauritania, Niger, Togo, and Senegal), civil society, and donors formed the Ouagadougou Partnership. The countries subsequently agreed to develop national commitments and action plans to accelerate the uptake of FP in Francophone West Africa, with a collective goal of an additional 1,000,000 women using a modern method of family planning by 2015.

One of the main initial activities of the Ouagadougou Partnership was the development of national FP costed implementation plans (CIPs) that outline the steps each country will take to meet its commitment. All nine countries have approved—and eight have officially launched—their plans. These plans provide the member countries with a unique opportunity to learn from each other. Finding out how global, national, and regional knowledge is being adapted and put to use in various member countries provides rich potential for country-to-country sharing.

Consistent efforts to strengthen the culture and practice of knowledge management (KM) among family planning and reproductive health (FP/RH) stakeholders in the region could help catalyze progress. These efforts should include consistent KM practices along the cycle of generating, synthesizing, sharing, assessing, and using knowledge. Now that the countries are all in the implementation phase of their CIPs, member countries need to be able to leverage the partnership to exchange knowledge about how to best implement, track, and seek funding to support their plans. Strong KM practices are therefore essential for this geographically dispersed partnership to operate efficiently and effectively.

Prior to this assessment, the Ouagadougou Partnership had identified several challenges with regards to KM, in particular: effectively exchanging knowledge on the status and implementation of the plans; prioritizing the most strategic content and functionality of its new website; developing a mutual understanding of roles and responsibilities; and effective communication, south-to-south learning, and exchange of best practices within the partnership.

Certain KM solutions have already been implemented, such as the ongoing role of the Ouagadougou Partnership Coordination Unit (CU) in sharing information, convening annual meetings, holding teleconferences, and leading the development of the new website. However, the CU recognized—and the results of this assessment support—that these activities need to be strengthened. Currently, members are unclear on the following: what level of support or information to expect from the partnership and the CU; the progress countries are making—and challenges they are facing—regarding CIP implementation; and how to share best practices across countries. It is also clear that the CU is not currently resourced or officially tasked with addressing all of the KM needs of the members

¹ Côte d'Ivoire was not present at the February 2011 Ouagadougou Conference, but concurred later.

and its countries, so prioritization of high-impact, strategic KM solutions that fit the scope of the CU is essential to helping countries exchange, track, and meet their FP commitments.

This report presents the analysis and recommendations from both an online survey and key informant interviews conducted with members of the partnership—including donors, government officials, implementing partners, private sector representatives, and civil society—to better understand their KM and information and communications technology (ICT) needs, especially regarding coordination and communication.

The assessment showed the following key results:

- Members need more regular communication on country progress, and request the sharing of best practices and obstacles in implementing the plans—Ouagadougou Partnership members are only marginally aware of progress on action plans in each country.
- Respondents identified challenges related to finding, sharing, and using information related to the partnership, although they are excited about the partnership and see its value.
- Many respondents do not know where or how to share information with the partnership.
- The role of the CU is unclear, particularly its scope in providing reliable technical information, being an avenue for advocacy, linking countries to donor resources, fostering timely information exchange, and aggregating and vetting information posted to the website.
- Respondents see many possible effective knowledge exchange roles for the partnership; the KM activities it takes on need to be prioritized based on the potential impact, availability of others within the region to fill KM roles, and the fit with its mandate and scope.
- Civil society and private sector organizations need to be more engaged, as they are essential to sustaining strong FP programs.
- Limited availability of resources in French is a challenge.
- Irregular and slow Internet connectivity is a reality that makes communication difficult.

The assessment set out to help the CU prioritize the most promising approaches for enhancing effective and regular knowledge exchange among the membership (both donor members and broader country level members) and to ensure effective investment in its digital platforms. The results of the assessment provide an opportunity to clarify and strengthen the role and function of the CU in facilitating the necessary communication and knowledge exchange needed to reach its FP goal.

The assessment clearly showed the following priorities for the CU:

1. Focus primarily on strengthening and clarifying its role in providing and facilitating coordination related knowledge over technical knowledge—that is, knowledge related to the progress countries are making, who is doing what in the region, and who is funding which initiatives in the region.
2. Finalize a simple process whereby countries can share progress on their plans and commitments on a regular basis with the membership.

The authors make the following recommendations, grouped by the assessment objectives, and further categorized as short term and long term activities (along with necessary investment level):

Objective 1: Enhance effective and regular exchange of knowledge among the membership

Short Term

1. Revise language on the website to ensure clarity. *(Investment level: low)*
2. Implement a monthly newsletter. *(Investment level: moderate for ongoing content aggregation, creation, and editing)*
3. Send out more frequent but shorter, less formal communications. *(Investment level: low)*
4. Develop and maintain an ongoing list of donor activities in the nine countries. *(Investment level: low to high, depending on how it is maintained and shared)*
5. Help inform knowledge exchange meetings in the region or suggest synthesis, repackaging, or translation activities for others in the region. *(Investment level: moderate)*
6. Identify opportunities for collaboration with other entities in the region responsible for sharing FP/RH knowledge (for example, The West African Health Organization, or WAHO). *(Investment level: moderate)*

Long Term

7. Provide accurate status updates on implementation plans and country commitments. *(Investment level: moderate to high)*
8. Document and synthesize regional data and successes in FP/RH. *(Investment level: moderate to high)*

Objective 2: Enhance effective investment in the partnership's digital platforms

Short Term

1. Develop list of what the website will include about countries, action plans, and progress toward commitments. *(Investment level: moderate)*
2. Clarify who within the CU will approve and post content to the website. *(Investment level: low)*
3. Develop, maintain, and share communication calendar. *(Investment level: low)*
4. Identify two-way exchange forum(s) for members. *(Investment level: moderate, for ongoing maintenance and content generation)*

Long Term

5. Develop a polling option so the CU can poll members on specific needs. *(Investment level: moderate)*
6. Investigate systems that allow countries to identify a best practice in implementing FP action plans and a mechanism for sharing. *(Investment level: moderate)*
7. Seek funding for a communications/KM position. *(Investment level: high)*

Background

Family Planning in West Africa

Although the lifesaving and economic benefits of FP are well known, West Africa is still lagging behind other parts of the world in terms of FP use. Fertility rates in the region are among the highest in the world, ranging from 4.9 children per woman in Benin (INSAE and ICF International, 2013) to 7.6 in Niger (INS and ICF International, 2013). Unmet need for contraception is also high, ranging from 27% in Côte d'Ivoire (INS and ICF International, 2012) to 29% in Senegal (ANSD and ICF International, 2012). Some countries have made recent progress. Senegal, for example, increased its modern contraceptive prevalence rate from 12 to 16 between the 2010-11 DHS and the 2012-13 DHS, but there is a need to increase momentum. According to the Population Reference Bureau's "[Advancing Family Planning in French Speaking West Africa: A Call to Action](#)" report, about three women die from maternal causes every hour, and one child under age 5 dies every minute in the region (PRB, 2012).

K4Health

The Knowledge for Health (K4Health) Project uses knowledge management (KM) approaches to help improve FP and global health services in low- and middle-income countries. K4Health is funded by the U.S. Agency for International Development (USAID) Bureau for Global Health, Office of Population and Reproductive Health, and is led by the Johns Hopkins Center for Communication Programs (CCP), in partnership with FHI 360, IntraHealth International, and Management Sciences for Health (MSH).

The Ouagadougou Partnership

The Ouagadougou Partnership was launched—following the Ouagadougou Conference in February 2011—to elevate the position of FP in the social and economic landscape of the participating Francophone West African countries, accelerate the implementation of FP strategies, and ensure coordination of efforts in the region.

The membership is comprised of nine country governments (Benin, Burkina Faso, Côte d'Ivoire, Guinea, Mali, Mauritania, Niger, Senegal, and Togo) a group of donors and other partners. The core donors are the Bill & Melinda Gates Foundation, the French Agency for Development, the French Ministry of Foreign Affairs, UNFPA, USAID, and the William and Flora Hewlett Foundation.

The Ouagadougou Partnership is committed to increasing political commitment and country ownership of FP initiatives, leveraging best practices in the region and building on the comparative advantages of different partners. The partnership works to ensure transparency and accountability, valuing coordination and efficiency as main principles of partner interactions. The nine member countries have a joint goal of 1,000,000 new women using a modern contraceptive method by 2015, and have all developed national CIPs for FP.

The goals of the Ouagadougou Partnership fall in line with the goals of FP2020—a global partnership launched at the London Summit on Family Planning in 2012—to enable 120 million more women and

girls to use contraceptives by 2020. All nine of the Ouagadougou Partnership member countries have now pledged their national commitments as part of FP2020.

The Ouagadougou Partnership Coordination Unit (CU) was created in December 2012 to:

- facilitate the processes of the partnership;
- help countries complete their FP action plans;
- assist countries with plan implementation;
- track progress against objectives; and
- share information inside and outside the partnership.

Based in Dakar, Senegal, the CU is funded by the William and Flora Hewlett Foundation and the Bill & Melinda Gates Foundation and is managed by IntraHealth International. K4Health's expertise in KM approaches for FP/RH initiatives—and its role as a knowledge broker—align well with the CU's KM-related objectives.

The Assessment

In collaboration with the CU, the K4Health project conducted a KM and ICT needs assessment of the Ouagadougou Partnership membership to help understand how to enhance:

- **Effective and regular exchange of knowledge among the membership** (both the donor members and the broader country level members). Currently, most communication is happening via conference calls that have not been particularly effective, due largely to the technical quality of the phone calls, but also because of the inherent challenges of having a large number of callers effectively share information in an organized way over a conference call.
- **Effective investment in its digital platforms.** The partnership launched the first version of its website in mid-2014, hoping to reach a broad audience with news about progress in the member countries while also supporting access, use, and exchange of relevant Francophone resources for FP/RH in the region, upcoming events and opportunities, partnership details and logistics, and the experience and expertise of the member countries. The CU was unsure how to prioritize investments in the website and other digital platforms to maximize the reach and effectiveness.

Methods

Study Design

The assessment was conducted in two phases:

- **An online survey** was sent to the 106 participants of the Ouagadougou Partnership membership email list (with several reminders) in August and September 2014. We received 46 responses to the survey, a response rate of 43%.
- **Key informant interviews** were conducted via phone/Skype in October 2014. We reached out to 12 informants and interviewed 9, a response rate of 75%.

The online survey (see Appendix A for survey instrument) was developed in Survey Monkey and designed to elicit the current knowledge seeking and sharing behaviors of the members, their use of various ICTs, their knowledge needs related to their participation in the Ouagadougou Partnership and FP/RH, and their opinions on which types of knowledge exchange approaches the CU should prioritize.

The use of an online survey allowed us to get broad input from a wide range of the geographically dispersed members of the Ouagadougou Partnership in an efficient manner. One limitation of an online survey, however, is the potential for bias toward individuals who are comfortable using online tools and who have good Internet connectivity.

Once preliminary analysis of the online survey data was complete, the team developed interview questions based on the goals of the assessment, feedback from the CU, and the preliminary survey results. The key informant interviews allowed us to balance the results of the online surveys and ensure that key stakeholders representing various levels and countries of the partnership had the opportunity to provide feedback. Limitations included the time investment in attempting to schedule (and often reschedule) the interviews, lack of response by some proposed informants, and the quality of phone or Skype connections in some cases.

A team of three interviewers conducted structured key informant interviews via phone or Skype in October 2014.

Online Survey Data Analysis

After the online survey closed, K4Health conducted a preliminary analysis of the survey responses to identify overarching themes and issues that the authors thought might benefit from further clarification. These were:

- **Role and scope of the CU**, including the overarching role of the CU as well as the CU's role in facilitating KM among members.
- **Technical knowledge exchange**, including members' needs and current behaviors related to sharing and searching for technical content related to FP/RH (for example, clinical updates,

FP/RH national policies and guidelines, FP/RH program implementation materials, etc.) within the membership.

- **FP/RH coordination knowledge needs**, including needs and current use of administrative and coordination content related to partnership news and information about who is doing what related to FP/RH in the region (for example, lists of contacts, events, projects, etc.).
- **Access to (and use of) existing information sources and ICT tools**, as well as members' opinions and ideas for the Ouagadougou Partnership website.

Key Informant Interviews Analysis

Interviewers attempted to schedule interviews with 12 contacts provided by the CU. These informants represent a variety of roles, countries, and levels within the Ouagadougou Partnership. The team successfully interviewed nine informants to elicit more in depth information on the knowledge needs of the Ouagadougou Partnership members, the role of the CU in addressing these needs, and the ICT use of the membership based on the themes listed above.

Each interviewer took detailed notes during the interviews, and the interview team shared these notes and key highlights from their interviews with each other. The interview team then reviewed the questions and responses together, noting highlights, trends, key insights, and outlying responses. They then synthesized and coded these findings according to emergent themes.

Online Survey Results

Overview of Respondents

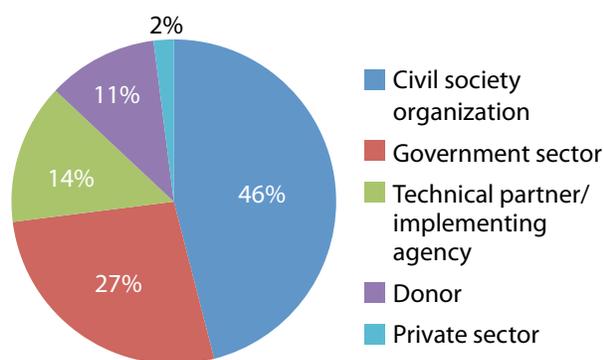
The majority of respondents were female (60%). More than 70% of respondents were over the age of 40, and 80% of the respondents had either a master's or doctorate degree.

Respondents live in at least 14 countries and conduct work in 20 countries, with Senegal and/or Burkina Faso having the top number of respondents for both questions. The majority of respondents work at the country level (59%).

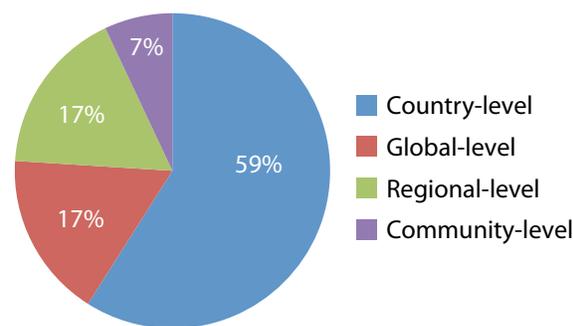
Demographics of Survey Respondents

	Category	Number	Percent
Sex	Male	18	40%
	Female	27	60%
	n=45		
Age	20-29	3	7%
	30-39	10	23%
	40-49	12	28%
	50-59	12	28%
	60+	7	16%
	n=44		
Highest level of education	Primary	0	0%
	Secondary	2	4%
	4-year degree	7	16%
	Master's degree	19	42%
	Doctorate degree	17	38%
	n=45		

Role in Ouagadougou Partnership (n=44)

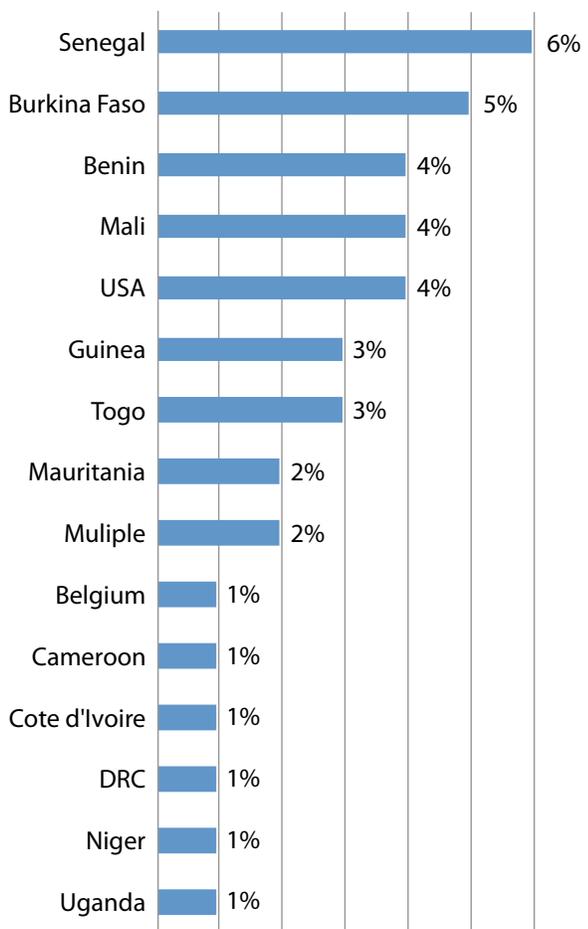


Scope of Work (n=22)

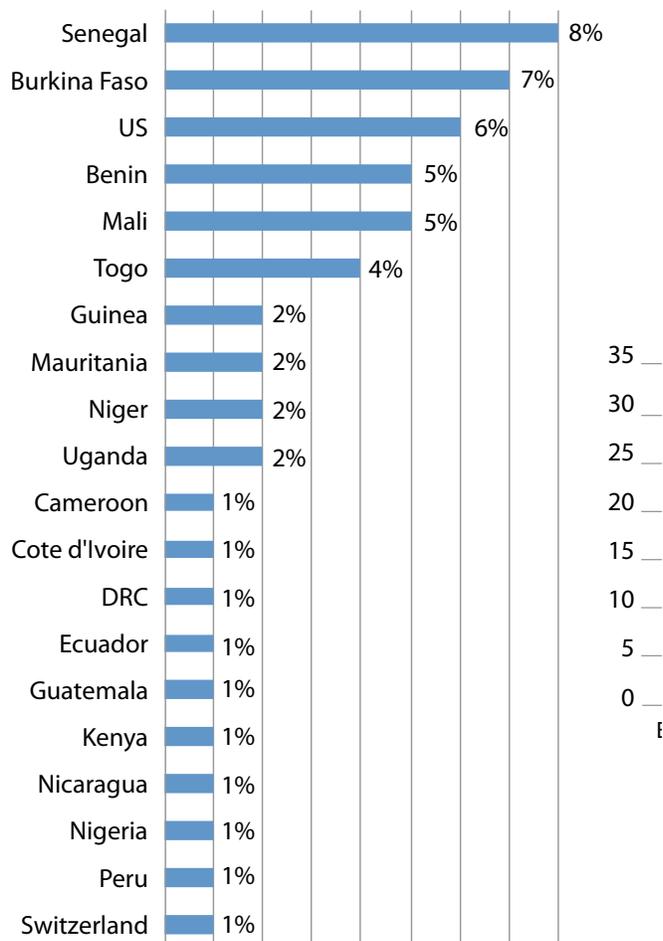


C

Countries Where Respondents Live



Countries Where Respondents' Work is Focused



Respondents were asked to report the language(s) in which they prefer to work. Nearly all of the respondents (98%) selected French, while 63% reported French or English, and 11% preferred other languages (Arabic, Portuguese, Wolof, or Yoruba).

Ouagadougou Partnership Member Information and Knowledge Needs

In order to help the CU prioritize activities and strengthen its role as knowledge exchange facilitator, the study team attempted to identify the priority information needs of partnership members. Since the CU does not have the capacity to meet *all* the information needs of its members, it is therefore looking for ways to meet the highest and most strategic knowledge needs.

There was a clear desire for more information and communication vis-à-vis the Ouagadougou Partnership. This was expressed as a desire among members for more country-level sharing of what is working and how to approach FP/RH programs as well as more transparency in terms of who is receiving funding from which donors for which initiatives. However, there were varying opinions among respondents in terms of the appropriate role of the CU in facilitating such knowledge exchange.

Respondents were asked what type of knowledge the CU should help share. Respondents believed that the CU should play a role in each option presented (see the table below), suggesting many potential knowledge gaps the CU could attempt to fill.

Type of Information Sharing CU should Facilitate	Number of responses
Progress and results on country FP/RH action plans implementation	43
Members' progress toward their commitments (both those made at the 2011 Ouagadougou Conference and to FP2020)	42
FP/RH-related events and initiatives in the region	41
Donor initiatives to best support national FP/RH priorities	39
Ouagadougou Partnership administrative information (meeting dates, minutes, events, contact information, etc.)	38
FP/RH resources, success stories, and lessons learned from member countries	38
National FP/RH strategies and plans	38
Global FP/RH resources, success stories, and lessons learned	37
Donor country projects and programs	33
Other	8

Information Access and Exchange

There is a wide variety of experiences among respondents in terms of how easily they can access information about the Ouagadougou Partnership and FP/RH, ranging from respondents who have no problems accessing what they need to those who have significant difficulties.

Of all respondents, 13% reported being able to easily find all the information they need to do their jobs well. An additional 42% can easily get most of the information they need, while 40% sometimes have difficulty finding the information they need, and 4% often have difficulty.

“Significant progress has already been made in my country Niger as part of this initiative and it must be shared regularly with all the local financial and technical partners of family planning, but also with national decision-makers to be reassured something moves. The Coordination Unit must ensure that information is shared regularly within each member country, but also with other countries, which is your responsibility. This seems essential to enable you to document this approach.”

—Survey Respondent

Information Specific to the Ouagadougou Partnership

When asked to list obstacles to **finding information specific to the Ouagadougou Partnership**, responses included the following:

Obstacles to finding information specific to the Ouagadougou Partnerships (responses listed by multiple key informants):

- Lack of Internet connectivity
- Knowledge exchange not happening promptly or in real-time
- Lack of sharing of country progress and status updates
- Not knowing if information about the partnership is up-to-date
- Not knowing who to go to for what information
- Not knowing which donors and partners are doing what in which countries
- Not being able to access relevant information across all countries (for example, legislative and budgetary constraints in the countries)
- Not knowing when Ouagadougou Partnership conference calls will be held
- Insufficient information in French
- Website is new and not yet complete
- A weak relationship between the Coordination unit and WAHO

The point shared about WAHO may reflect a perceived missed opportunity for leveraging the two organizations' roles and strengths in the region.

When asked to list obstacles related **to sharing information about the Ouagadougou Partnership**, the responses included the following:

Obstacles to sharing information related to the Ouagadougou Partnership:

- Not knowing how and with whom to share something
- Not having an email address/ mailing address to which to send something
- Not knowing how to post something on the website
- In some countries, there is an insufficient coordination structure for the country's role on the partnership (that is, there is not always clarity around who is responsible for the country's role in the partnership and who is participating in the membership)
- Lack of coordination with WAHO
- Lack of reliable Internet connectivity

It is worth noting that obstacles listed were not universal. Several respondents stated that there is no difficulty sharing information or that coordination is going well. One individual mentioned that he/she contacts the director of the CU, and is able to get and share information easily.

Family Planning and Reproductive Health Information

When asked to list obstacles to finding and using FP/RH information, respondents named the following:

Obstacles to finding and using FP/RH information:

- Limited availability of French resources
- Difficulties finding country-level data and national documents
- Incomplete, out of date, or poor quality data
- Lack of space/forum for dialogue
- Not knowing who to contact
- Internet connectivity
- Lack of organized and centralized documents

Most respondents reported using the Internet frequently both to search for and share FP/RH information.

Because the CU cannot possibly facilitate the exchange of all FP/RH related resources and content in the region, our survey asked respondents which types of FP/RH resources are *most* useful in their work. Respondents believed that all the types of FP/RH resource options presented were useful to Ouagadougou Partnership members. The top three most frequently selected were FP/RH data, national FP/RH policies and service guidelines, and training materials.

Which types of resources are most useful in your work?	Number of responses
FP/RH data	32
National FP/RH policies and service guidelines	30
Training materials	30
Advocacy materials	29
Program implementation materials	27
WHO FP/RH guidelines	24
Job aids	21
Journal articles	18
Other	7

In terms of topics on which respondents frequently consult, a number of options were provided to respondents (see table below). The top three responses were behavior change communication, contraceptive technology, and gender-based violence and empowerment of women to ensure reproductive rights/access to health care.

Respondents who chose “other” also mentioned FP for HIV positive individuals, youth, advocacy training, DHS data, financing, positioning FP/RH in the future development agenda (for example, post MDGs), and task sharing.

On which topics do you consult most frequently?	Number of responses
Behavior change communication for FP/RH	28
Contraceptive technology	27
Gender-based violence and empowerment of women to ensure reproductive rights and access to health care (for example, health equity, choice of family planning methods, delay of child marriage, etc.)	27
FP/RH standards and protocols	25
Clinical updates	18
Health workforce issues	12
Other	7

Information Exchange by Member Groups

When asked what is going well related to the **exchange of information among the donors** within the partnership, respondents mentioned that:

- Donors meet regularly
- They have published country action plans on the website
- There is more alignment of funding

Many respondents said that they “did not know,” and many also took the opportunity to mention challenges, particularly with actually mobilizing funds, sharing which donors are funding which aspects of the action plans in countries, and sharing progress on action plans.

When asked what is going well related to the **exchange of information among member countries**, respondents mentioned:

- Knowledge exchange at the annual meeting and taking advantage of international meetings like the International Conference on Family Planning for members to get together
- Particular countries and/or individuals that share well (positive outliers), and the fact that the countries are implementing action plans

However, most respondents took the opportunity to report on the challenges: Little to no inter-country sharing, turnover of country focal points, little to no exchange outside the annual/international meetings, and no email list or other mechanism to facilitate internal inter-country exchange.

When asked what is going well related to the **exchange of information among country level government and civil society members of the Ouagadougou Partnership**, respondents indicated that this exchange happens at technical working groups and meetings. However, most responses indicated challenges and a lack of such exchange. Respondents mentioned a lack of strong coordinating structures necessary at the country level to facilitate such knowledge exchange. One individual mentioned that Ebola has created an additional challenge.

Frequency of Knowledge Exchange

In terms of how often exchange is happening across the partnership, the majority of respondents reported craving more frequent communication. The majority (69%) of respondents did not think there was sufficient face-to-face meeting time with members, although many also mentioned that the cost of face-to-face meetings is a limiting factor. Further, 60% do not think there is enough communication via telephone/conference calls.

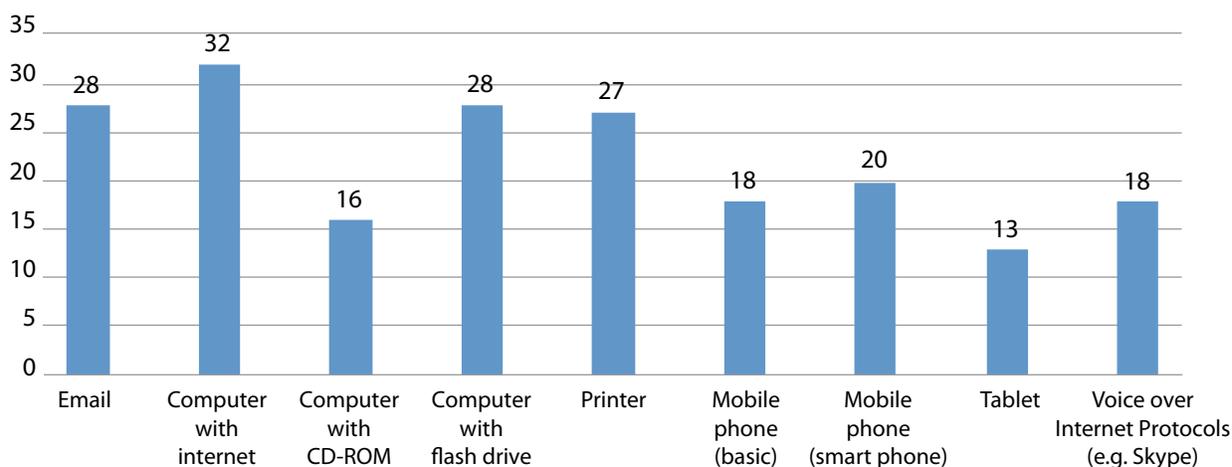
When asked what the priority knowledge topics should be for face-to-face meetings, the most frequent responses were status updates on country action plans, funding, strategy, and country-to-country sharing.

ICT Tools and Platforms

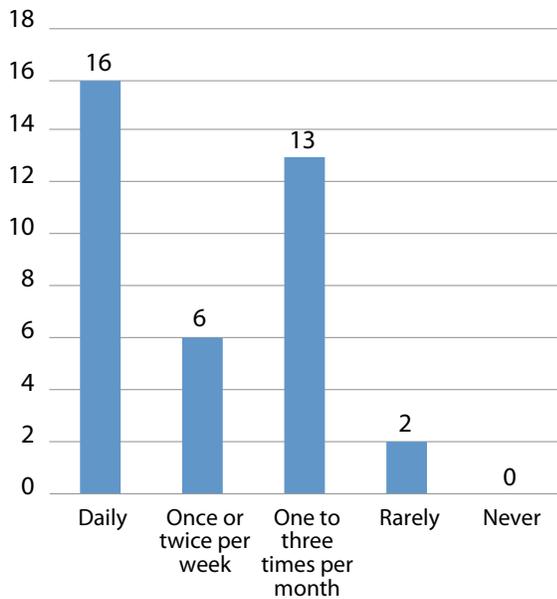
The Ouagadougou Partnership had already identified a desire to improve communication and knowledge exchange among its geographically dispersed membership and was also seeking to prioritize which investments to make in extending the functionality of its recently launched website. The assessment therefore sought to understand the members' familiarity and current use of the Internet and ICT tools to identify the most promising strategies the CU could consider using to support communication and knowledge sharing.

Most respondents reported being Web savvy, using a variety of digital tools, and frequently using the Internet both to search for and share FP/RH information.

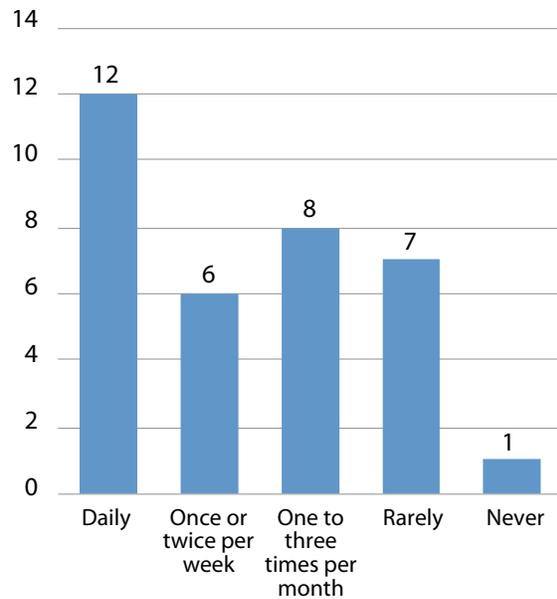
Do you regularly use the following tools for work? (n=33)



How often do you use the internet search for FP/RH information? (n=37)

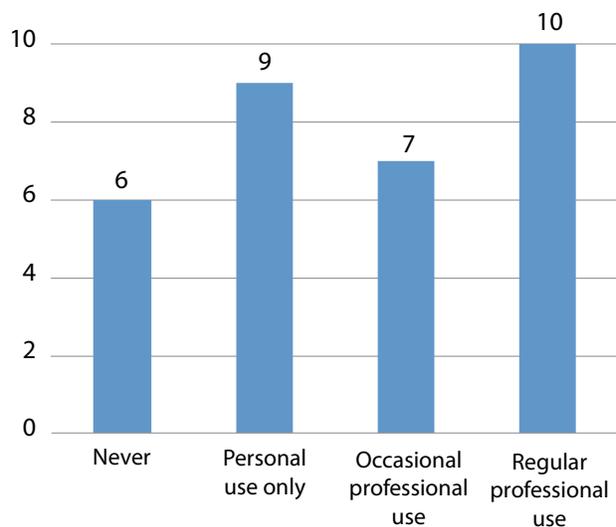


How often do you use the internet to share FP/RH information? (n=34)



More than 80% of respondents reported using social media in some capacity. Slightly more than half (17 out of 32) use social media for work. Ten reported using it frequently for work; seven occasionally. Nine respondents only use social media for personal use and six reported never using it. **Facebook**, **Twitter**, and **LinkedIn** were the most often mentioned platforms.

How often do you use social media? (n=32)



Existing Sources of Communities and Information Sources

Respondents most frequently mentioned the following as the websites they turn to for FP/RH content: **Google**, **World Health Organization**, **UNFPA**, **Population Council**, and **Reproductive Health Supplies Coalition (SECONAF)**.

When asked which organizations are already facilitating the exchange of FP/RH content and information in the region, the following were the most frequently mentioned: **UNFPA, SECONAF, PRB, Ouagadougou Partnership, and the International Planned Parenthood Federation (IPPF).**

When respondents were asked to list the FP/RH professional groups, mailing lists, or communities of practice they follow, **SECONAF** and **IBP (Implementing Best Practices)** were the only responses to receive multiple mentions.

Ouagadougou Partnership Website and Communication

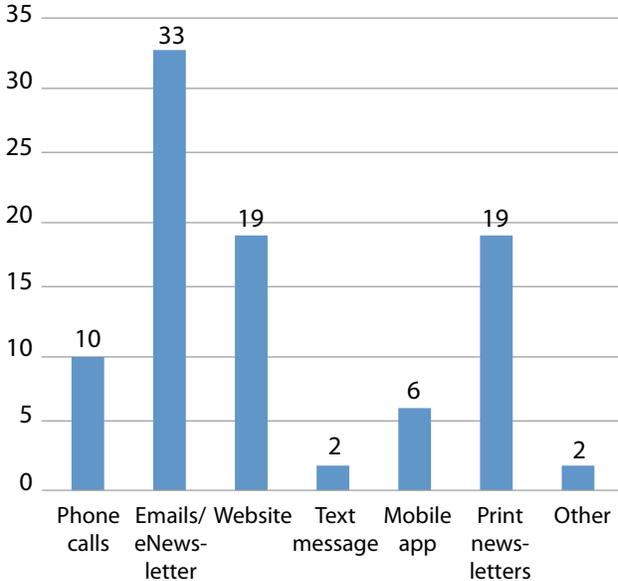
Survey respondents showed interest and enthusiasm for the newly launched Ouagadougou Partnership website. For example, 97% of respondents who answered the question said they would be interested in sharing information via the new website.

Respondents were each asked to select up to three top priorities for the website. Among the 34 respondents who answered the question, sharing progress on country level commitments and action plans was by far the most common selection. There is also interest in making the website a platform for country-level exchange, for tracking the Ouagadougou Partnership’s progress toward its goal of 1,000,000 new FP users, and a variety of other functions (see table below).

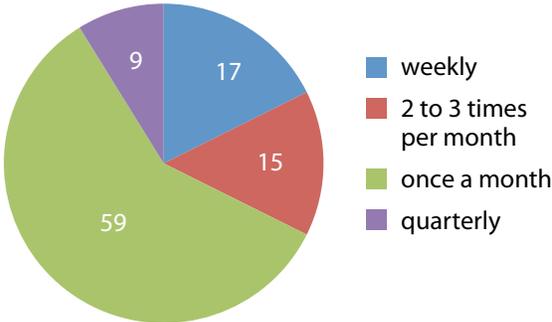
Website Functions/Purpose	Responses
Share country level progress toward commitments (for example, action plans and progress reports)	20
Provide a platform for members to share news and resources from their respective countries	11
Share the partnership’s progress toward its overall goal of reaching an additional 1,000,000 women with modern FP methods by 2015	10
Provide an inventory of the FP/RH focused organizations, projects, and initiatives in the region	9
Make the case for investing in FP/RH in the region	8
Share upcoming events, initiatives, and news directly related to the Ouagadougou Partnership	7
Share events, initiatives, and news related to FP/RH in the region	7
Share FP/RH technical documents and resources	5
Establish clear linkages with FP2020	2
Share FP/RH “how to” docs	1
Provide a password protected platform for sharing information among members	1
Aggregate the best FP/RH information available globally	1
Other	0

When asked how respondents would like to receive information about the Ouagadougou Partnership, the top responses were email, website, and print newsletters. In terms of frequency of communication, the majority of individuals responded that they would like to receive communications once a month.

How would you prefer to receive communications from the Ouagadougou Partnership? (n=34)



Ideal frequency of communication



Results of Key Informant Interviews

Interviewers attempted to schedule interviews with 12 contacts provided by the CU. These informants represented a variety of roles, countries, and levels within the Ouagadougou Partnership. The team successfully interviewed nine informants. The tables below reflect the sector and location breakdown of those interviewed.

Key Informant Demographics

Sector	Category	Number of informants
	Government	2
	Donor	3
	Private sector	1
	Technical partner	2
	Civil society	1
Location	United States	2
Mali	1	
Senegal	2	
Togo	1	
Ghana	1	
Niger	1	
Burkina Faso	1	

Interview questions were designed to further explore themes revealed in the preliminary analysis of the survey data (See Appendix B for the Key Informant Interview Guide). The interview team shared notes, and synthesized key themes and sub-themes that emerged from the interviews. These were:

Theme 1: Role and scope of the CU

- Overarching scope of the CU
- CU's role in facilitating knowledge exchange

Theme 2: Technical Knowledge Exchange

- Appropriate role of the CU in facilitation

Theme 3: FP/RH Coordination Knowledge Exchange

- Appropriate role of the CU in facilitation
- Funding transparency
- Country progress tracking and transparency

Theme 4: Access to Information Sources and ICT Tools

- Knowledge networks
- ICT tools and approaches
- Ouagadougou Partnership website

“The key word here, I would say, is facilitating. So, one huge value add that we’ve seen in the last year and a half with the coordination unit is that all of a sudden, Fatimata has become what we like to call the porte d’entrée, right....So if implementing partners who want to work in West Africa in family planning, if they haven’t done so before, get a hold of her and say, “What do you know? What can you tell me? Can you put me in touch with people?”

Theme 1: Role and Scope of the Coordination Unit (CU)

Overarching Scope of the CU

Key informants had a clear understanding that the CU is supposed to facilitate better alignment of donor funding for FP/RH in the nine member countries and to facilitate sharing the progress member countries have made on their action plans and toward the joint goal of 1,000,000 new women using modern FP methods by 2015.

“Now the CU is only three people, they need more managers than technical implementers, they should be leveraging resources and sharing, doing more coordination.”

However, beyond those roles, the informants pointed to confusion, either their own or perceptions of the confusion among other members. While it is clear at the country government level that national FP commitments and action plans are feeding into the broader partnership goal, respondents mentioned that it is unclear how the partnership, specifically the CU, is supposed to help the countries toward their individual goals. There is also confusion about how the other levels of the membership (governments, civil society, private sector, and implementing partners) are supposed to be engaging vis-à-vis the CU. The roles of civil society and the private sector members seem to be the least clear.

Some members of the partnership believe that the CU is a funding mechanism. Some believe that the CU should actively help increase funding in the region and advocate for additional donors and commitments to the region, and some members think the CU can or should provide technical assistance within the region.

Others believe that the CU should remain focused as a platform primarily focused on donor alignment, and that other entities within the region are the ones mandated and already facilitating technical knowledge exchange, for example.

Similarly, respondents talked of confusion and conflation regarding what the CU is doing, versus the members of the partnership, versus the Director of the CU. Some think of or use these entities and names interchangeably.

“Donors and partners understand the CU role, but it’s not the case for civil society and for some public sector stakeholders. They are expecting PO as an implementing agency, but rather it is a facilitating body to play an interface between the members of the partnership and donors and FP2020.”

CU's Current and Proposed Role in Facilitating Knowledge Exchange

The interviewers probed to find out what role the CU is currently playing specifically as a knowledge facilitator as well as to collect the informants' opinions on what such role the CU could or should be playing.

Beyond universal agreement concerning the sharing of country progress, **key informants pointed to confusion and a variety of viewpoints on what role the CU is currently playing or could be playing in facilitating FP/RH knowledge exchange in the region.** All informants believed there is an important role for the CU to play in knowledge exchange, but there was not consensus on the appropriate scope of that role. For example, some informants were eager for the CU to help facilitate the exchange of country level technical FP/RH knowledge and resources, whereas others felt that was outside the scope of the CU.

"There's also this role of the visitation that Fatimata does with various countries and the more informal knowledge exchange that she does through visits, through phone calls. It's less technical knowledge exchange and more information exchange, I would say, or intelligence sharing."

In terms of the current and proposed knowledge facilitation roles of the CU, the following were all mentioned by at least one informant:

Knowledge Facilitation Roles

Current	Proposed
<ul style="list-style-type: none"> • Knowledge sharing and coordination among donors to help make more strategic FP/RH funding decisions • Countries have opportunity to share progress on plans, commitments, funding gaps • A porte d'entrée for the region for anyone needing to understand and connect with FP/RH initiatives • Technical knowledge sharing around specific topics at the annual meeting • Donor knowledge exchange via phone calls and intermittent face-to-face meetings • Challenging quarterly phone calls including the broader membership (technological problems and meeting management issues) • Informal knowledge pollination/exchange (for example, the CU staff sharing updates informally during country visits) 	<ul style="list-style-type: none"> • Sharing FP/RH knowledge and best practices among member countries • Transparent, standardized updates on countries' progress • Inventory of which funders are funding which FP/RH initiatives in the region • More frequent, shorter updates from country visits

Theme 2: Technical Knowledge Sharing

Appropriate Role of the CU in Facilitation

Informants had a range of opinions on the role the CU should play in facilitating the exchange of technical FP/RH content and resources in the region. The research team defined technical content as “technical and programmatic content specific to FP/RH” (for example, clinical and service delivery guidelines, program implementation materials, training materials, best practices, etc.).

When asked about their perspectives on what role the CU should play in facilitating the exchange of technical content on FP/RH, informants mentioned the following:

- Sharing best practices
- Sharing FP/RH data to inform advocacy efforts
- Sharing a nine-country regional view of FP/RH data and progress
- Implementation science/how are countries facing obstacles, finding success and approaching and implementing FP/RH initiatives
- Need to clarify definitions of different indicators for FP (for example how to measure uptake of new family planning users is not clear or consistent)²
- CU could share innovations/news/latest trends
- CU does not need to aggregate everything that it out there, but there is a strong need for more targeted and packaged content, for translation and synthesized content for a specific need/purpose/audience

“We really collectively need to think about the difference between the coordination unit’s role in facilitating knowledge exchange and projects. There are a lot of big family planning global projects that have a huge role to play in knowledge exchange, and frankly, have a comparative advantage for the technical expertise and the members, the partners, that are involved in these projects.”

Informants specifically mentioned the following topics as key technical sub-topics of FP/RH:

«Je ne cerne pas les progrès. Nous avons besoin d’un mécanisme pour échanger les progrès, et pas seulement en fin d’année. Le CU n’est pas dynamique pour l’échange d’informations.»

- Youth
- Task sharing
- Cervical cancer
- FP data
- Behavior change communication
- Community-based distribution
- FP method selection

² There is excitement about how partnering with Track 20 can move this forward; however, everyone needs an orientation so that everyone is on the same page.

Theme 3: FP/RH Coordination Knowledge Sharing

Appropriate Role of the CU in Facilitation

Most informants agreed that—rather than facilitating the exchange of FP/RH technical content—the main knowledge sharing role of the CU should be to prioritize sharing knowledge

«Il faut des rencontres régulières pour partager les données, et faire des réunions que l'UC peut convoquer avec un représentant de chaque pays.»

and information that helps to coordinate and align FP/RH initiatives in the region. We labeled this type of knowledge as “administrative” and defined it as information and resources related to the coordination of efforts around FP/RH in the region. By this, we mean information about organizations, experts, projects, events, and initiatives related to FP/RH.

Some informants pointed out that “administrative” was not the right label. While there was a range of opinions about how to balance the two priorities, most informants agreed that there is a stronger need for this “administrative” or “coordination” knowledge exchange over curating, creating, or exchanging technical content.

Informants reported wanting knowledge about:

- What the CU is doing
- Main points from country visits
- Country progress toward commitments/action plans
- Role of CU in identifying priority knowledge gaps and identifying/partnering with other organizations/projects who have the expertise and mandates to fill those gaps
- Coordination the exchange among country level members (also among different levels of partnership (for example, civil society in one country sharing with civil society in others)
- What projects and donors are doing what in which countries
- Matching funding gaps with donors

«Il n'y a pas suffisamment d'informations sur les progrès. La dernière réunion à Addis en Novembre nous n'avons pas partagé les progrès. Il y avait un score card à remplir mais ça n'a rien abouti. L'UC n'a pas de moyens pour suivre.»

«Le partage des informations techniques c'est l'OMS et c'est un rôle à ne pas dupliquer...peut-être ajouter une page de publication sur ce qui est le plus innovant »

Transparency of FP/RH Funding in the Region

There is a desire to improve transparency of FP/RH funding within the region and some informants mentioned the CU could play a valuable role. Informants reported that it is challenging to know who is receiving funding and technical assistance from whom and for what activities. When looking at a country action plan, it is not always easy to determine which activities are already funded and the funding source. There is no easy way to get this information, and informants thought this level of transparency

could help to make it easier to identify funding gaps and advocate for strategic funding. It could also help ensure that funding is better shared among the countries. Informants mentioned the CU could play this role. At the same time, there is reluctance on some members' part for the CU to share or speak on their behalf.

Sharing Countries' Progress toward Commitments and Action Plans

Despite resounding agreement among informants that an appropriate and useful role of the CU should be to facilitate sharing progress member countries are making on their action plans and toward their commitments, **informants unanimously agreed that they did not currently have a good understanding of where each country stood in terms of progress.**

“C’est toujours un plus d’avoir un site disponible en anglais. Si le site n’est pas plus difficile à utiliser, je n’y vois pas d’inconvénient. Il faut néanmoins garder à l’esprit que la plupart des utilisateurs sont francophones et que c’est surtout à eux que le site est destiné.”

Several informants mentioned a scorecard initiative that had begun but was never finalized or never shared with the full partnership. Some informants mentioned that the scorecard was too process focused and that countries did not have shared definitions of indicators. Others simply did not know what had happened to the initiative. However, many informants mentioned the need for accountability and that positive peer pressure facilitated by sharing could help countries motivate and push each other.

“The frequency of reporting should be more frequent and through a proactive methodology. We should use a listserv, but if you just put information on a website, it’s too passive for information sharing. They will be diverted by other priorities, so a more aggressive way of giving information should happen through listservs, emails, and mailing list to update on progress.”

Theme 4: Access to Information Sources and ICT Tools

Knowledge Networks

Informants who reported having good access to information also reported having strong networks they can tap into to obtain expertise and information. One key informant who did not have a strong knowledge network talked of the difficulties in obtaining information, whereas another informant who felt well connected within his or her organization and the region

talked of how information is always just a phone call away. Our informants still turn to other people in their networks as a primary way of accessing needed information. These reports underline the key role that person-to-person knowledge networks play in an individual's ability to access needed information quickly and efficiently.

Informants want real time, reliable information. They talked of how often information available about or by the Ouagadougou Partnership, either on the website or provided in conference calls, is not the most up-to-date. They mentioned wanting shorter, more frequent communications (for

example, receiving a quick email with a bulleted list of key points after the CU conducts a country visit). Informants said that for formal email or Web communication, about once a month is the right frequency. If additional communication is needed, people should send short emails or make short calls as needed, but keep it informal.

Several informants mentioned that the Ouagadougou Partnership should be careful not to duplicate the role of facilitating the exchange of technical information when other organizations like WHO, IBP, or WAHO are already fulfilling this role.

When asked which other websites they go to for FP/RH content, informants mentioned the websites of the following organizations: WHO, UNFPA, Bill & Melinda Gates Foundation, USAID, K4Health, Pathfinder, IPPF, WAHO, Marie Stopes International, Futures Group, and EngenderHealth.

“Un contact (point person) est nécessaire au niveau du pays, et cette personne est chargée d’envoyer les informations à quelqu’un dans le CU avant de mettre sur le site pour vérifier, valider, bien organiser, et assurer que l’information est facile à lire.”

ICT Tools and Approaches

Conference calls beyond the donor level will remain technologically challenging. Many members do not have facilities or equipment for conference calls and use their cell phones to participate. Senegal may be an exception in terms of having adequate facilities, per one informant. Informants differed in their opinions as to whether relying heavily on email for communication would leave out members of the partnership.

“C’est bien de mettre aussi les informations de l’OMS sur le site PO. Tout est réuni. On doit trouver très rapidement. Ça doit être un site de référence avec des informations courantes.”

Members believed using email and the website more systematically will help facilitate more regular knowledge exchange, but that there needs to be a multi-faceted approach, and an information sharing culture needs to be strengthened among members. There is a strong desire for more inter-country knowledge and data sharing. Many members crave more face-to-face interaction, but informants also recognize that opportunities for such meetings are limited by the resourced involved in bringing people together from across all the countries and donors.

Ouagadougou Partnership Website

Members were excited about the possibilities for the Ouagadougou Partnership website and believe it has a lot of promise for improving knowledge sharing among members although most agreed that content needs to be pushed out to members systematically. Members are unlikely to visit the website proactively without being reminded or having content pushed out to them. Many informants felt a monthly e-newsletter would be important to capture and share what is new on the website.

Most informants felt it was appropriate for the website to be Francophone-centric but also include English content and options.

Informants suggested that the website would be most useful if it presented information in tiers—short summarized bullets or snippets, and that one could then drill down deeper to get more detailed information. Informants wanted information synthesized and easy to scan.

Members believed that it would be great for countries to be able to share information via the website but that it would only work with the appropriate support available. One informant suggested that the website needed someone dedicated at the CU for facilitating and validating information coming in from the countries before sharing. Informants mentioned that the CU would have to ensure there is a formalized communication process and that information is vetted, edited, and formatted. Some informants believed there could be challenges for many members in getting the right approvals and going through the right bureaucratic steps in order to be able to share information. Some informants mentioned the need for discussion space or a forum, whether on the website, a listserv, or another platform.

Informants suggested that in addition to country action plans, it is essential to show on the website where countries are in terms of implementing their plans and reaching their commitments. As

“Les pays doivent partager les informations sur ce qu’ils font, les bonnes pratiques. Il faut un forum pour poser une question si je ne trouve pas ce qu’il me faut.”

important as the progress on the action plans is for members to also to share the process of how they are going about reaching their commitments (not necessarily sharing the process on the website, but with each other).

Finally, it is worth noting that there are varying degrees of Internet quality depending on the country, so the website cannot be the method used by the CU to share information.

Recommendations

This assessment revealed significant gaps in the FP/RH information and knowledge needs of the members of the partnership concerning both technical content and coordination related content. There is also, however, a lack of clarity as to whether the role and scope of the CU includes support for meeting all of those needs. The lack of clarity is greatest at the broadest levels of the partnership (for example, country governments, civil society, and the private sector).

There is a very strong desire for more information to be shared throughout the membership on a consistent basis, both formally and informally; to strengthen the tracking and transparency around countries' progress and donor funding; and for members to have the opportunity to exchange information with each other. Many of the barriers relate to simply not knowing how or where to share information, what information is valuable to other members, and who is responsible for sharing.

There is clear excitement among the assessment participants for the role the Ouagadougou Partnership website can play in helping to facilitate more transparent and regular communication among members, although the website cannot be the only means through which the CU shares information with the membership.

The assessment set out to help the Ouagadougou Partnership Coordination Unit prioritize the most promising approaches for enhancing effective and regular exchange of knowledge among the membership (both the donor members and the broader country level members) and effective investment in its digital platforms.

The assessment clearly showed the **following priorities**:

- 1. The CU should first focus primarily on strengthening and clarifying its role in providing and facilitating coordination related knowledge over technical knowledge**—that is, knowledge related to the progress countries are making, who is doing what in the region, and who is funding which initiatives in the region. It should also continue to identify key technical knowledge needs, and use its role as CU to help identify organizations or projects that may have the resources and mandates to help fulfill those needs.
- 2. The CU should finalize a simple process whereby countries can share progress on their plans and commitments on a regular basis with the membership.**

Based on the data analysis and study objectives, we developed the following **specific recommendations**. We grouped them by the assessment objectives (determined beforehand), and further categorized as short term and long term activities (along with necessary investment level):

Objective 1: Enhance effective and regular exchange of knowledge among the membership

Short Term

1. **Review the language on the Ouagadougou Partnership website** describing the partnership and the CU, to ensure clarity (revising as needed). Develop short one-three sentence descriptions of each to be used frequently in communications to increase clarity of scope/roles. *(Investment level: low)*
2. **Implement a monthly newsletter** using a structured format that includes short, formal updates and includes a section for what is new on the website. The functionality for an email newsletter already exists. *(Investment level: moderate for ongoing content aggregation, creation, and editing)*
3. **Develop mechanisms/process/approvals for sending out more frequent but shorter, less formal communications** to share updates, particularly after country visits (for example, after an action plan is launched or a milestone has been met). *(Investment level: low)*
4. **Develop and maintain an ongoing list of which donors are funding projects and initiatives within the nine countries.** This list could simply contain the name of the project and key contacts within the country and at the donor organization. The CU would need to assign someone to keep the list updated on a regular basis and to share with the members. The list could be on the website or could be on a password protected part of the website if contact information should not be shared publicly. *(Investment level: low to high, depending on how it is maintained and shared)*
5. **Inform knowledge exchange meetings in the region or suggest synthesis, repackaging, or translation activities for others in the region with similar mandates.** The CU could begin by identifying (on a regular basis) upcoming events and initiatives in the region and selecting the most strategic one or two to attend or contact. *(Investment level: moderate)*
6. **Identify opportunities for collaboration with other entities in the region responsible for sharing FP/RH knowledge** (for example, WAHO). By drawing on the knowledge needs and priorities of its members, the CU is well positioned to help inform or instigate other knowledge sharing events or platforms in the region and to facilitate participation by its members. The authors recommend that in the short term the CU begin exploring its relationship and collaboration opportunities with WAHO, and then in the longer term explore collaborations with other entities. *(Investment level: moderate)*

Long Term

7. **Finalize and implement a way to provide accurate status updates on implementation plans and country commitments,** including linking the partnership's efforts with FP2020's annual tracking of country commitments. One informant mentioned working with Track 20, and it is essential that the CU helps communicate how countries will share progress and provides clarity on roles and responsibilities for getting this information collected and shared regularly. *(Investment level: moderate to high)*

8. **Invest in documentation and synthesis of regional data and successes in FP/RH. Show the regional view, which is the value added by the partnership.** (*Investment level: moderate to high*)

Objective 2: Enhance effective investment in the partnership's digital platforms

Short Term

1. **Develop a basic list of what the website will include about countries, action plans, and progress toward commitments;** determine roles and responsibilities related to providing and coordinating the information; and develop guidelines to share and get agreement among members. (*Investment level: moderate*)
2. **Clarify who within the CU will approve and post content to the website and the mechanism through which members can share content and updates with this individual.** (*Investment level: low*)
3. **Develop, maintain, and share communication calendar accessible to all members** (either on the website and/or in email updates) that contains dates and times of next membership calls, events, etc. (*Investment level: low*)
4. **Identify two-way exchange forum(s) for members.** We recommend developing an email listserv and experimenting with a Facebook Group (having both options would allow the broadest engagement with the membership). These forums will also need an appointed facilitator. (*Investment level: moderate, for ongoing maintenance and content generation*)

Long Term

5. **Develop a polling option that can be sent via newsletters/emails so that the CU can poll members on specific needs (for example, which technical topic to discuss at the annual meeting).** (*Investment level: moderate*)
6. **Investigate systems that allow countries to identify a best practice in implementing their FP action plans and a mechanism for sharing.** (*Investment level: moderate*)
7. **Seek funding for a communications/KM position** to help coordinate, edit, and repackage content; explore partnerships that could leverage another organization already tasked with these roles; or develop a simplified, clear process and form for countries to share updates on the website that are not text heavy. (The CU does not have the capacity currently to do a lot of translating, synthesizing, editing, and repackaging of content coming in from the countries or from the international level.) (*Investment level: high*)

Conclusions

This assessment set out to help the Ouagadougou Partnership Coordination Unit prioritize the most promising approaches for enhancing effective and regular exchange of knowledge among the membership and effectively investing in its digital platforms. The results provide an opportunity to clarify and strengthen the role and function of the CU in facilitating the necessary communication and knowledge exchange needed to reach the partnership's goal of reaching an additional 1,000,000 women with a modern method of FP by 2015.

Our assessment underscored the achievements the small CU has already made in facilitating a large, geographically dispersed membership—including the completion of all nine member countries' national FP action plans, knowledge exchange at annual meetings, ongoing knowledge exchange among the donor members, and the development of a new website to increase communication and transparency.

The results also pointed to a large variety of knowledge gaps that remain among the membership. Currently, not all members are clear on what level of support or information to expect from the partnership and the CU, the progress countries are making on implementing their plans and challenges they are facing, or how to share best practices across countries. It also clear that the CU is not currently resourced or officially tasked with addressing all KM needs of the members and its countries. Prioritization of high-impact, strategic KM solutions that fit the scope of the CU is essential to helping countries exchange, track, and meet their FP commitments and plans.

It is the authors' hope that the findings and recommendations shared in this report will help the CU and the Ouagadougou Partnership members to prioritize the most strategic KM and communication activities in which to invest.

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Appendix A: Online Survey Instrument

Background

The USAID-funded Knowledge for Health Project (K4Health) is conducting a knowledge management (KM) and information and communication technologies (ICT) assessment of the Ouagadougou Partnership membership in collaboration with the Ouagadougou Partnership Coordinating Unit.

The purpose of the assessment is to help the coordinating unit identify the best ICT tools to facilitate communication and knowledge sharing among members, help focus the scope of partnership's role in sharing FP/RH resources among members and in the region, and to identify the top knowledge exchange needs of the membership. The results of the assessment will be used to inform the partnership's internal and external communications approaches and future development of the partnership's website and knowledge exchange platform.

Thank you for your time and participation.

Demographics and Membership Role

1. What is your job title?
2. Please describe your role in the Ouagadougou Partnership.
 - a. I represent a donor [if selected, ask the next sub-question]
 - b. I represent the government sector
 - c. I represent a civil society organization
 - d. I represent the private sector
 - e. I represent a technical partner (e.g. an implementing agency)
3. Which of the following best describes the scope of your work?
 - i. I work at the global level
 - ii. I work at the regional level
 - iii. I work at the country level
 - iv. I work at the sub-national or community level
4. What is the city and country where you work?

5. Please indicate your gender.
 - i. Male
 - ii. Female
6. Which country(ies) does your work focus on?
Check all that apply.
 - i. Benin
 - ii. Burkina Faso
 - iii. Cote d'Ivoire
 - iv. Guinee
 - v. Mali
 - vi. Mauritanie
 - vii. Niger
 - viii. Senegal
 - ix. Togo
7. Which languages do you speak?
 - i. French
 - ii. English
 - iii. Other: _____

8. Which language(s) do you prefer to conduct business in?
 - i. French
 - ii. English
 - iii. Other: _____
9. Please indicate your age
 - a. Age brackets
 - i. 20-29
 - ii. 30-39
 - iii. 40-49
 - iv. 50-59
 - v. 59 and above
10. Please indicate your highest level of education
 - a. Education level
 - i. Primary school
 - ii. Secondary school
 - iii. University degree
 - iv. Masters degree
 - v. Doctorate level degree
11. Which of the following statements best describes you?
 - a. I have easy access to all the information I need to do my job well
 - b. I can easily get most of the information I need to do my job well
 - c. I sometimes have trouble easily getting information I need to do my job well
 - d. I often have trouble getting the information I need to do my job well
12. The current frequency of face to face interaction with other Ouagadougou Partnership members is:
 - i. About Right
 - ii. Too Much
 - iii. Too Little
 - iv. Not sure
13. The current frequency of interaction with other Ouagadougou Partnership members via phone/email, etc. is:
 - i. About right
 - ii. Too much
 - iii. Too little
 - iv. Not sure
14. The Ouagadougou Partnership Coordinating Unit should facilitate sharing knowledge around which of the following? Please check all that apply.
 - a. Ouagadougou Partnership administrative information (meeting dates, minutes, events, contact information, etc.)
 - b. Members' progress toward their commitments (those made at the Ouagadougou conference in 2011 and to FP2020)
 - c. Progress and results on country FP/RH action plans implementation
 - d. FP/RH Resources, success stories and lessons learned from member countries
 - e. Donor initiatives to best support national FP/RH priorities
 - f. National FP/RH strategies and plans
 - g. Donor country projects and programs
 - h. Global FP/RH resources, success stories, and lessons learned
 - i. FP/RH related events and initiatives in the region
 - j. Other: _____

OP Member Information Needs

For the following questions, please think of the type of information you need in the course of your work related to the Ouagadougou Partnership and FP/RH.

11. Which of the following statements best describes you?
 - a. I have easy access to all the information I need to do my job well
 - b. I can easily get most of the information I need to do my job well
 - c. I sometimes have trouble easily getting information I need to do my job well
 - d. I often have trouble getting the information I need to do my job well

15. What are the top three things the Ouagadougou Partnership members should use face to face meetings (e.g. annual meetings, country meetings) for?

16. What are the biggest barriers you face to finding information related to the Ouagadougou Partnership?

17. What are the biggest barriers you face to sharing information related to the Ouagadougou Partnership?

18. What are the biggest barriers you face to finding and using FP/RH information?

19. Consider the exchange of information among donor members of the Ouagadougou Partnership. What is working well? What are the challenges?

20. Consider the exchange of information among the 9 countries of the Ouagadougou Partnership. What is working well? What are the biggest challenges?

21. Consider the exchange of information among country level (government & civil society) members of the Ouagadougou Partnership. What is working well? What are the biggest challenges?

FP/RH Information Needs & Sources

22. What types of FP/RH resources do you think are most useful to members of the Ouagadougou Partnership?

- i. Journal articles
- ii. Program implementation materials
- iii. Advocacy materials
- iv. FP/RH data
- v. WHO FP/RH guidelines
- vi. National FP/RH policies and service guidelines
- vii. Training materials
- viii. Job aids
- ix. Other: _____

23. Which of the following FP/RH content areas do you consult frequently in the course of your work?

- a. Clinical updates
- b. Contraceptive technology
- c. FP/RH standards and protocols
- d. Health workforce issues
- e. Gender-based violence and empowerment of women to ensure reproductive rights and access to health care (e.g., health equity, choice of family planning methods, delay of child marriage, etc.)
- f. Behavior change communication for FP/RH
- g. Other: _____

24. How often do you search for FP/RH information online?

- a. Most days
- b. 1-2 times a week
- c. 1-3 times a month
- d. Rarely
- e. Never

25. How often do you share FP/RH information online?
- Most days
 - 1-2 times a week
 - 1-3 times a month
 - Rarely
 - Never
26. Which websites come to mind when you think of high-quality information on FP/RH? Can you list the top three that you most often use?
- _____
 - _____
 - _____
27. Do you read academic journal articles related to FP/RH for your work?
- Yes, often [which ones]
 - Yes, occasionally [which ones?]
 - Rarely
 - No
28. Do you read other newsletters or magazines that relate to FP/RH? If so, which ones?
- Yes [which ones]
 - Yes, occasionally
 - Yes, often
 - No, but I would if they were available
29. There is sufficient availability of French language FP/RH resources. Strongly agree/ Agree Somewhat/Disagree/Not sure
- Journal articles _____
 - Program implementation materials _____
 - Advocacy materials _____
 - FP/RH data _____
 - WHO FP/RH guidelines _____
 - Other: _____
30. Which organizations come to mind when you think of high-quality information on FP/RH? Please list at least three.
- _____
 - _____
 - _____
31. Which organizations or groups are already facilitating the exchange of FP/RH information in francophone West Africa? Please list at least three.
- _____
 - _____
 - _____
32. Please list any professional groups, listservs, or communities of practice you follow related to FP/RH?
- _____
 - _____
 - _____
33. Which of the following are the sources of information for FP/RH knowledge you most often turn to?
- Colleagues I know well
 - Technical expert
 - Community of practice
 - Technical working groups
 - Conferences
 - Websites
 - An intranet or closed website
 - Reports and technical documents
 - Journal articles
 - Data or reports from an information system [e.g. a health information system or human resource information system]
 - Library/resource center or other department at my work
 - Other [fill in the blank] _____

34. How useful are the following to you related to finding or sharing FP/RH information?

Scale

- a. very useful c. not useful
b. somewhat useful d. don't know
- a. Online discussion forum (facilitated on a specific topic for a specific period of time) _____
b. Online communities of practice _____
c. Online training/e-learning courses _____
d. Online conferences/Web conferences/Webinars _____
e. Listserv/discussion groups/Online/electronic mailing list (not facilitated nor time-bound) _____
f. Web search engines (e.g., google.com, yahoo.com, others) _____ Social/professional networking websites (e.g., Facebook, MySpace, Orkut, Skyrock, LinkedIn, others) _____
g. Databases (e.g., PubMed, Popline, others) _____
h. CD-ROMs _____
i. Blogs _____
j. Instant messages (IM)/real time text messages _____
k. Online chat _____
l. RSS feeds _____
m. SMS text messages _____
n. Video clips/YouTube _____

Ouagadougou Partnership Website & Communications

35. The Ouagadougou Partnership recently launched its website. Which of the following should the website do? Check the top 3 priority functions in your opinion.

- a. Share country level progress toward commitments (e.g. action plans and progress reports)

- b. Share the partnership's progress toward its overall goal of reaching an additional 1,000,000 women with modern FP methods by 2015
- c. Share upcoming events, initiatives and news directly related to the Ouagadougou Partnership
- d. Share events, initiatives, and news related to FP/RH in the region
- e. Provide a platform for members to share news and resources from their respective countries
- f. Share FP/RH technical documents and resources
- g. Share FP/RH "how to" docs
- h. Provide an inventory of the FP/RH focused organizations, projects, and initiatives in the region
- i. Provide a password protected platform for sharing information among members
- j. Aggregate the best FP/RH information available globally
- k. Make the case for investing in FP/RH in the region
- l. Establish clear linkages with FP2020
- m. Other: _____

36. Please indicate your level of agreement with the following statement. The Ouagadougou Partnership website should only share FP/RH information that is available in French.

- Strongly Agree Somewhat Agree/
 Disagree Somewhat/Disagree

37. If you answered anything except Agree to the previous question: When should the website share information in other languages?

38. In the course of your work, do you develop FP/RH related content for sharing? If yes, what kind of content do you develop (blogs, papers etc.)?

39. If you had the opportunity, would you want to share this content on the Ouagadougou Partnership website?

40. How would you prefer to receive communications from the Ouagadougou Partnership?

- a. Phone calls
- b. Emails/eNewsletter
- c. Via website
- d. Text message
- e. Mobile app
- f. Print newsletter or documents
- g. Other [please list]

41. How often would you prefer to receive communications from the Ouagadougou Partnership? Weekly/2-3 times a month/once a month/once a quarter/Not sure

- g. Mobile phone (smart phone)
- h. Tablet
- i. Voice over Internet Protocols (e.g. Skype)

43. Which of the following best describes how frequently you use social media platforms (e.g. Facebook, Twitter, Google Plus, Yammer, WhatsUp, Orkut, Skyrock, Myspace, LinkedIn, etc.).

- a. I never use social media
- b. I only use social media for personal reasons
- c. I use social media occasionally for professional reasons
- d. I use social media on a regular basis for professional reasons

44. If you answered c or d to the above question, please list the social media platforms you use professionally.

45. Please feel free to add anything here about how you feel exchange of information can be improved among the OP members.

Information and Communication Technologies

42. Do you regularly use the following tools for you work?

- a. Email
- b. Computer w/Internet
- c. Computer w/CD-ROM
- d. Computer with flash drive
- e. Printer
- f. Mobile phone (basic phone)

Appendix B: Key Informant Interview Guide

OP role questions

1. Do you think there is shared understanding of the role of the Ouagadougou Partnership Coordinating Unit among donors, public sector, private sector and civil society members? Please elaborate. What do you think their role is?
2. From your perspective, what role is Ouagadougou Partnership Coordinating Unit currently playing in facilitating knowledge exchange among the members?
3. What do you think is the most appropriate and strategic role the Ouagadougou Partnership Coordinating Unit should play in facilitating the exchange of FP/RH information and resources in the region?
4. Survey participants noted that a key role for the coordinating unit was to help share the progress countries are making on their action plans and family planning commitments. In your opinion, would you say you have a good grasp of what progress the countries are making? Why or why not? How would you like to be kept up to date?

Information searching

5. Our survey identified two types of knowledge needs related to the Ouagadougou Partnership. The first is technical information and resources on FP/RH. When we say technical information, we mean resources where the content is specific to family planning and reproductive health (e.g. clinical and service delivery guidelines, program implementation materials, training materials, best practices, etc.) The second is administrative information and resources related to the coordination of efforts around FP/RH in the region. By this, we mean information about organizations, experts, projects, events, and initiatives related to FP/RH. Do you think the coordinating unit should play a role in facilitating both kinds of information? Why or why not? Which is more needed in your opinion?
6. Tell me about your week last week. When did you need technical FP/RH information? How did you look for it? Where did you look for it? Was it easy to find? When did you need administrative information about FP/RH? How did you look for it? Where did you look for it? Did you find it easily?
7. When you go online to look for FP/RH related resources, what are the top three websites or other digital platforms that you go to?
8. Can you think of a recent time you had trouble finding FP/RH information you needed for your job? What type of information was it? Why was it challenging? Did you eventually find it? If yes, where? If no, what happened as a result of not having that information?

9. When asked what type of FP/RH resources are most useful to members of the partnership, survey participants most often said FP/RH data, program implementation materials, training materials, and advocacy materials. Do these needs resonate with you? What type of FP/RH data do you think members need? Do you think the coordinating unit should play a role in aggregating, creating, or sharing these types of resources? Why or why not?
10. Of the options provided, survey participants mentioned consulting the following FP/RH content areas the most in the course of their work.
 - Behavior change communication for FP/RH
 - Contraceptive technology
 - Gender-based violence and empowerment of women to ensure reproductive rights and access to health care (e.g., health equity, choice of family planning methods, delay of child marriage, etc.)

Do these content areas resonate w/you as the most needful? Why or why not? Are there other technical areas within your job where you feel as though information is lacking? If so, what are the areas?

Information sharing

11. Our survey results showed that most members would like to receive communications from the coordinating unit about once a month. Do you agree? What type of information do you think the coordinating unit should share monthly? Should it include both technical and administrative information? In what format would you like to receive it? FOLLOW UP IF NOT MENTIONED: Do you think it would be useful to also receive updates on what has been added to the website over the past month?
12. How frequently do you think OP members should meet in person? Follow up: what type of information should be shared in person?
13. How often should the OP contact their members through email or phone? Follow-up: To exchange what info?
14. Do you create FP/RH content? What type? If yes, who do you share it with? How do you share it? Would you want to share it on the OP website?
15. In the country you work, are there facilities available to conduct conference calls with ease? If yes, where are they located? If no, what about the current facilities isn't working? Who should participate in quarterly conference calls?

Website questions

16. Our survey results showed a divide between participants who thought the OP website should share information only in French and those who wanted the website to share both French and English. What is your opinion? Are there advantages to being French-only?
17. From your experience, would certain members of the partnership be left out if communication was primarily happening via email or website?
18. Our survey results showed a strong interest in having member countries share their own content on the partnership website. Do you agree with this need? Who specifically do you think should be in charge of sharing the content? Would you anticipate challenges in implementing this type of exchange platform?