**Guidance for ongoing support and communication session**

This is a very important session to ensure continued collaboration between CRTs/RTs and DHMTs. Here are some ideas for this session; please adapt as you feel appropriate. The programme suggests 30 minutes for this session.

In plenary, you may want to discuss:

1. **Review meetings in districts[[1]](#footnote-1):**
	* Purpose:

a) to review the HR /HS strategies workplan, including what has been implemented, how it has been implemented and any data to show the effects of the strategies (expected effects and any unintended effects);

b) to identify and document significant changes in the environment;

c) to identify changes to the content of HR/HS strategies required;

d) to identify and document lessons learnt, primarily about improving workforce performance but also about health systems management in general;

e) to review the DHMT reflective diary

* + Frequency: two review meetings are suggested per MSI cycle
	+ Duration: ½ - 1 day per district is suggested
	+ Content
	+ Location
	+ Agree date and time of next review meeting
1. **Telephone calls:**
	* With focal point?
	* Frequency - regular activity – once per week /fortnight?
	* Two-way – DHMT calls CRT as well as CRT calls DHMT
2. **E-mails:**
	* With focal point
	* Frequency
3. **Responding to requests:**
	* Technical support
	* Ideas for workplans
4. **Interviews and /or FGDs with DHMTs**
	* Occasionally the CRT may want to conduct an interview or FGD with DHMT
5. **Inter-district meetings[[2]](#footnote-2)**
	* Purpose
	1. to share progress with implementation of the HR/HS strategies developed at MSI Workshop 2
	2. to share any lessons learnt relating to problem solving in general and to improving staff performance in particular
	3. to develop a set of actions to improve implementation of HR/HS strategies, observation of and reflection about the strategies and their effects
	4. to agree support requirements of DHMTs
	* Frequency: two meetings per MSI cycle care suggested – one at the midpoint in the 8-month implementation stage and one at the end of the MSI cycle.
	* Duration:one day is suggested
	* Content: to reflect the objectives
	* Location: suggest to rotate the meetings around the districts in the district group
1. There is separate guidance on these visits in the toolkit [↑](#footnote-ref-1)
2. there is separate guidance on the inter-district meetings in the toolkit [↑](#footnote-ref-2)