



Sustainability Plan
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1 PARTNER ORGANIZATIONS

Name of the partner	Frequency
HMU - Hanoi Medical University	1
NDUN - NamDinh University of Nursing	1
KCMCH - Khulna City Medical College	1
CiMCH - City Medical College & Hospital	1
UMCH - Universal Medical College & Hospital Ltd	1

HMU - Hanoi Medical University

NDUN - NamDinh University of Nursing

KCMCH - Khulna City Medical College

CiMCH - City Medical College & Hospital

UMCH - Universal Medical College & Hospital Ltd

2 SWOT ANALYSIS - ANNUKKA

2.1 Strengths

SUMMARY of STRENGTHS:

Supportive management, capable and willing lecturing staff and good facilities in campus are common strengths in the partner HEI's. Partner universities have strong connections to local health care settings, good cooperation locally, nationally and internationally. The project implementation is seen beneficial to the students and patients, which is a strength.

Results by organizations	
HEI	The first part: internal factors: STRENGTHS
HMU - Hanoi Medical University	Good quality and quantity of human resources, working culture of determination and solidarity, suitable and flexible management, Support & Encourage from Board of Presidents, Administrations and supportive departs, new dialectic method and good prestige and abilities of international cooperation with The Netherlands, Sweden, Australia, .etc.,
NDUN - NamDinh University of Nursing	<p>The support of NDUN Board of Management in the implementation of the DigiCare project application in teaching-learning process. The lecturers are capable, enthusiastic and willing to apply effective teaching methods. Nursing Students are smart and active in access to healthcare services. NDUN has good relationship with practical facilities.</p> <p>NDUN CARE project which is implemented at the university will facilitate the student to access health advice for patients. The university's facilities meet the requirements of teaching and learning</p>
KCMCH - Khulna City Medical College	Enthusiastic management and as an educational institute, excellent teaching environment with modern facilities and manpower.
CiMCH - City Medical College & Hospital	We have skilled Teacher and researcher. We have 75 medical students, 10 teacher and 10 other staff who actively work in the project. Almost 300 patient in our hospital outdoor and 50 patients indoor and 30-50 chronic patient will take treatment from our DigiCare team. We have sufficient infrastructure and our developing process is ongoing.
UMCH - Universal Medical College & Hospital Ltd	Project is seen beneficial as the communication among patient, nurse, doctor(health-care providers) will be improved and innovative and effective DigiCare model helping them to know more about the relationship between health-care provider and patients.

2.2 Weaknesses

SUMMARY of WEAKNESSES:

Lack of human resources and changes in staff form a weakness in some partner HEI’s. Also limited experience in project work, limited language and IT skills of both staff and students. The resources and mechanisms for maintaining and funding project outcomes by each HEI are limited, and other big investments are going on and may be competing the attention of management in some HEI’s.

Results by organizations	
HEI	The first part: internal factors: WEAKNESSES
HMU - Hanoi Medical University	Compared with other nursing schools, amount of human resources is a challenge as well as plurality and intermittent staff and clinical instructors. Maintaining and equipping mannequin, infrastructure & material, etc., has limitations. There is weakness in collaboration between departments and international network.
NDUN - NamDinh University of Nursing	NDUN doesn’t have much experience in Erasmus+ project management and implementation. Nursing students are redundant but their foreign language (English) ability is limited. Equally, the foreign language ability of lecturers is not quite good The university’s fund for international projects is limited. There are no specific mechanisms for maintaining project outcomes when the project ends.
KCMCH - Khulna City Medical College	Low IT literacy for students and Teachers,
CiMCH - City Medical College & Hospital	Establishment of nursing institute and other medical new set up will be process.
UMCH - Universal Medical College & Hospital Ltd	A bit concern for the international cycle as students here are a bit hesitant and not proficient enough to express in English.

2.3 Opportunities

SUMMARY of OPPORTUNITIES:

High demand of well educated health care staff and increasing demand for outpatient care for chronic patients is seen as opportunity, where the DigiCare Model can offer solutions. Asian societies are taking steps in digitalization and are increasingly aware on technological advance in health care and

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changes in curriculum bring opportunities to integrate DigiCare Model in education. International cooperation is bringing opportunities for success and sustainability.

SWOT analysis: the second part: external factors: OPPORTUNITIES	
HEI	The second part: external factors: OPPORTUNITIES
HMU - Hanoi Medical University	Direction for development Integration: Common competency for RN (WPSEAR) International Cooperation, Increase training demand
NDUN - NamDinh University of Nursing	Requirements of employers in meeting high-quality labor force and the demand for outpatient care for chronic patients is increasing;
KCMCH - Khulna City Medical College	Society taking steps to digitalization, changes in curriculum and educated personal is developing.
CIMCH - City Medical College & Hospital	As we situated in industrial area we can serve large number of patient. We can create future health care leader. More access work with our international partner.
UMCH - Universal Medical College & Hospital Ltd	Increasing awareness about the importance of technology in accelerating the treatment options.(advertising, website),short description in bangla in both national websites Seminars, workshops about DigiCare model can be arranged in different institutes. Can further implement in the sector of telemedicine eICU(electronic Intensive Care Unit).

2.4 Threats

SUMMARY of THREATS:

Challenges in integrating and accrediting DigiCare Model in the Health care education is seen as a threat for sustainability. There is a threat that the skills and knowledge gained within academic staff or future health care professionals are leaking out through changes in staff and labour export. Covid 19 situation causes a threat.

Mistrust and reluctance from the patients toward a new style of guidance may cause a threat to affect lasting change in the patient-care provider interaction. Equally low health literacy and poor network hinder establishment of the DigiCare Model practices in health care. There are no ready general mechanisms and policies to support the replication of project results and HEI's are dependent on the policies and changes in policies of various supervising government authorities.

SWOT analysis: the second part: external factors: THREATS	
HEI	The second part: external factors: THREATS
HMU - Hanoi Medical University	<p>Take responsibility to train and educate nursing student in the field of Specialty subjects when be nursing faculty</p> <p>Integration</p> <p>Accreditation on education and training</p> <p>Broaden training type/ training methods</p> <p>Teaching conditions and socioeconomic status</p> <p>HR recruitment and maintain, Students and learners, Labor export, Covid 19 situation</p>
NDUN - NamDinh University of Nursing	<p>Difficulty in approaching patients in the community, because patients do not trust the students' qualifications</p> <p>There are no general mechanisms and policies to support the replication of project results</p>
KCMCH - Khulna City Medical College	<p>Internet connection, Data price, Low health and IT literacy, particularly the elderly</p> <p>Low health literacy for the general people and network problem is the main barrier for providing self-management of chronic diseases digitally.</p>
CiMCH - City Medical College & Hospital	<p>Policy of health department as we control by many government organization.</p> <p>Road construction and well transport working system is under process. Unavailable of high speed internet connection in patient community.</p>
UMCH - Universal Medical College & Hospital Ltd	<ul style="list-style-type: none"> • Network problem or internet issues prevail in Bangladesh. • Some patients were reluctant. • Time-management was difficult especially during the time of Covid-19 condition.

3 SUGGESTIONS AND PLANS - NINNU

3.1 How to Minimize the Threats

SUMMARY:

Project consortium

Future funding applications

Management of HEI

Sharing experiences from the project work with management, educational academic staff and clinical environment will form a basis for future learning activities, attract more students, help to strengthen the network locally and nationally and sustain the project work.

Continue to train new academic staff to utilize DigiCare project outputs and strengthen their theoretical knowledge and coaching skills to support competently patients’ self-management of chronic diseases.

Ensuring local technical and digital environment is functioning well will improve learning and competence building.

Encouraging students to learn English to enable their scientific competency building and future career development.

What can the project consortium and the management of your institution do to minimize the threats and challenges you face?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Clear vision and direction between staff and management Sharing experience English Seeking fund Train and transfer model to other subjects Collaborate with hospital
NDUN - NamDinh University of Nursing	Share and exchange experiences on project implementation and management Encourage students to learn foreign languages to enhance their skills in finding documents and information, and to support career development. Implement activities to increase revenue for the school: strengthen cooperation to seek funding, improve the quality and quantity of training programs to attract learners. Build a legal corridor for the maintenance of the project Continue to open TOT training courses to expand the source of trainers to train and train on the project's program. Consult, introduce the purpose and benefits of the project to all lecturers, students in the University, and chronic patients Gradually improve the digital care model to become more and more

	<p>professional, bringing knowledge to students and peace of mind for patients.</p> <p>Linking with many medical facilities and training institutions from central to local to create a network to deploy digital care model.</p>
KCMCH - Khulna City Medical College	<p>Most of the threats and challenges are regulatory problem which must be addressed and notified to the internet service provider and Government through mass media. But about health literacy, we must prepare a well-educated health care professional through proper education about self-management of chronic diseases digitally as well as validate through practice.</p>
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>At first, the concern group can ensure good internet service so that it can prevent network problems. As it is harder to get some time from nurses and patients, they can arrange some incentives for them so that they feel encouraged.(certificate, motivating coaching session)</p>

3.2 Long-term Usefulness After the Project

SUMMARY:

Partners' competency to continue training the coaching skills, coaching models and theoretical contents will provide future training opportunities for healthcare students and academic staff. This will enable comprehensive competency building locally, regionally and nationally. Well educated healthcare professionals will be able to improve patients capabilities to care for themselves better and utilize technology for their benefit.

In you opinion, which things started or tested in the project, will remain in use, or continue to develop in your institution after the project? (e.g., knowledge, methods, skills, behaviour etc.)	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	<p>Digicare course and intergrate to professional subjects</p> <p>Method and model of Green to be shared with public and other professional</p> <p>Hand book and concept of digitalised for caring for people with NCDs that be replicate and implemented during COVID 19 situation</p> <p>Behavior of looking for evidence to persuade and health promotion for patients and family member as well as benefit for students</p> <p>Structural of management board understand Faculty of Nursing and Midwifery situtation for further collaboration</p> <p>Network between currents partners (EU and Vietnam, Bangladesh) and prospective partners</p>
NDUN - NamDinh University of Nursing	<p>Knowledge and skills of coaching;</p> <p>Knowledge of 5A's and GROW models</p> <p>The University's Hospital collaborates with the Student Union, the Youth Union to build coaching teams for patients at the University's hospital.</p>

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	<p>Organize annual seminars for groups of students under the guidance of lecturers to report and share experiences in implementing consulting and educational activities related to DigiCare.</p> <p>Model, equipment</p> <p>Training for school teachers, lecturers outside the hospital practice on clinical teaching methods according to Coaching</p> <p>Guide students to apply 5A model, GROW model in patient assessment and care</p>
KCMCH - Khulna City Medical College	<p>We learned a lot in this project such as literature review, developing a model and we practiced 5A and GROW model to council the patients which encouraged and involved our students tremendously. We believe that the counseling skill we learned in this project will help the students as well as the patients in the long run in our institute.</p>
CIMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>Knowledge, methods, skills, behaviour all the attributes should remain in use or will continue to develop in UMCH after the project.</p> <p>Knowledge: people will get to know about the necessity of DigiCare model.</p> <p>Skills: communication skills along with time-management, self-efficacy will improve.</p> <p>Methods: practising the proposed DigiCare model and then use of technology will expand their capabilities. DigiCare model specific workshop and seminars can be followed.</p> <p>Behaviour: inter-relationship or bonding among patient and health-care provider will be achieved through behaving cordially.</p> <p>Redo TOT , Additionally training after the project</p>

3.3 Resources needed

SUMMARY:

Continuation of the various training programs will be needed in the partner HEIs to educate academic staff and students. Also, a core group of qualified teachers should be designated to maintain project outcomes and train academic staff about digicare in order to integrate digicare project content to their courses.

What do you need to ensure this development: resources (human, material/technical etc.) to achieve better sustainability of the project and the future development of the curriculum?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Assigned main staff to follow and binually report to board of President with KPI

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	<p>Approve the Digicare course pilot from the project to be launched officially as selective subject with 2 learning credits</p> <p>Collaborate with business entrepreneurs to expand the concept of digicare</p> <p>Flexibility and adjust based on the current resource and allow to get the credit and fund from participants</p>
NDUN - NamDinh University of Nursing	<ul style="list-style-type: none"> - It is necessary to have a team of qualified lecturers in maintaining the project through: + Regularly share information between partners about the project's operation process + Workshop to develop training program with the participation of managers, nursing workforce leaders and field experts. - School leaders need to design a specialized training program in the field of digicare or integrate the content of digicare into courses on caring for chronic patients. - Maintain resources: lecturers, students, ... by improving training, applying it to school subjects, opening training courses for subjects. - Mobilize financial resources from donor organizations, the state... - About people: Develop policies to encourage student participation; Organize seminars and share experiences to attract and increase the number of participants in the project. - About the training program: Develop, plan to supplement and modify the training program; Develop elective courses and incorporate them into the curriculum; Acceptance of new programs; Deploy training and teaching - Information technology: Adding equipment suitable for teaching and taking care of patients according to the digital care model; Update and post information of the plan and the results of the program's implementation on the web.
KCMCH - Khulna City Medical College	<p>We need to educate our students with digital tools as well as health literacy regarding self-management of chronic diseases. And by implementing this model for better care for the patients would be an example for the regulatory authorities to include this model in future curriculum.</p>
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>In order to achieve better sustainability of the project and the future development of the curriculum, manpower is needed therefore, more people should be involved and get to know about the project. In case of technical sector, we lag behind due to poor internet issues which is needed to overcome if we really want to provide technology-based care. Computer skills can be increased</p>

3.4 Activities for strengthening international networking

SUMMARY:

What project activities do you think will strengthen the continuation of curriculum development? Who should also be involved in the project/curriculum development (stakeholders & facilitating factors) to achieve better sustainability in this area?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	<p>Testing and role- play</p> <p>Video clipt record alined with Phase 3 – 4 to be materials for teaching and get the multi view</p> <p>Person should be involve as Undergraduate training department, Board of Presdent, Staff of Faculty of nursing and Midwifery, and several practical hospital</p> <p>Student feedback and application of model to their teaching and learning</p>
NDUN - NamDinh University of Nursing	<ul style="list-style-type: none"> - Project results need to confirm the effectiveness of Digicare Asia model. - Medical staff at the hospital will be the bridge between the University and the patients with chronic diseases whom they manage - All people in the healthcare seystem can participate in the Digicare project. The coach, coachee participate using the 5A'S and grow model with the aim of improving the patient's behavior and awareness. - Organize regular meetings between project participants - Report on project implementation - Organize the performance evaluation
KCMCH - Khulna City Medical College	<p>Counselling patients digitally using 5A and GROW model could be the focus point for us to present to the authorities to incorporate into the curriculum. Multifactorial approach should be done to achieve better sustainability. First, we need to inform others through media, then we can present our project outcome to the Nursing council who are the authority to incorporate this to their curriculum.</p>
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>Including DigiCare model in the practical courses of nursing students with implementation will strenthen the continuation of curriculum development.</p> <p>Stakeholders and facilitating factors like management team,working nurses, research team, principle of nursing schools altogether can be trained up and let them to acknowledge about the DigiCare model so that they can plan and implement.</p>

3.5 Activities for Strengthening the Continuation of Curriculum Development

SUMMARY:

Curriculum development includes awareness raising of the DigiCare project and its outcomes and their benefits. Academic staff, students and patients need to have sufficient information about the model and project outcomes through workshops, webinars, integrated and independent courses.

What will strengthen and ensure the application of the DigiCare Model and Guidelines in your institution and country?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	<p>Digicare care course proposed by the support and develop by HMU and TEAM</p> <p>Devices provide by Project be used and implement with clear guideline</p> <p>Material has been translated to Vietnamese</p> <p>Clear and mutual support from management level of Hanoi Medical University</p> <p>Staff be prepared for the project and intergrated to currence subjects</p>
NDUN - NamDinh University of Nursing	<p>The model must really suit the conditions of the school and the country</p> <p>The beneficiaries understand the benefits of the model and enthusiastically participate.</p> <p>There is a medical facility to apply the model and guidelines of the digicare project.</p> <p>There is a mechanism to ensure budget for sustainable development</p> <p>The HEI must in charge of the implement the plan according to the proposed project.</p> <p>Establishing a unit to maintain the sustainability of the project to give directions, manage and supervise the implementation of the Digicare program.</p> <p>Create a core group of lecturers, understand the Digacare Model and guidelines so that they can advise and support teachers and students when they need to implement the program.</p>
KCMCH - Khulna City Medical College	<p>More and more students need to teach Digicare model and need to involve patients who will be ultimate beneficiaries of the project. If we can ensure patients beneficial outcome as well as lower the work load for the health care worker, fincial gain both for the health care system and patients.</p>
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>Creating awareness by mentioning about the importance of DigiCare model and ensuring technology based service in health-care sector. Then, starting from small portion to working with larger portion will strenthen and ensure the application of the</p>

	DigiCare model. In that case, private and public sectors can work side by side by adding the DigiCare model in the curriculum. Therefore, we can arrange workshops and seminars at different nursing schools or educational institutes in Bangladesh.
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3.6 Activities for Strengthening the Application of the DigiCare Model

SUMMARY:

What would help your institution in capacity building of other nursing teachers in coaching methodology and digital skills? What project activities will enable capacity building to continue?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Section regarding to communication skill training for nursing students will be extend and upgrade to higher level of health education for patients with support and facilitate from their lecturers and clinical tutors Online training approach with recorded material be available in Vietnamese
NDUN - NamDinh University of Nursing	Raise the awareness of lecturers about the role and benefits of the project through communication on the University's website, in the form of announcements, through reports of seminars and scientific conferences. Human resource development orientation must be consistent with the role as well as the motto and development orientation of all three levels: individual, organization and society. Continue to maintain core groups of activities to accumulate experience and be ready to share and develop. Implement a workshop to share project implementation experiences among partners Regularly organize training sessions, training according to the content of the project program for the lecturers. Co-control and check the capacity of those lecturers. Update the contents of the DigiCare program into the curriculum appropriately Deploy teaching, evaluate approved content Appointing lecturers to participate in training and program implementation, ensuring progress
KCMCH - Khulna City Medical College	Digital technology will be the best possible way to provide better health care for the elderly with chronic conditions with convenience and financial benefit. In our institute, if the students learn how to counsel patients digitally and make their life more comfortable would the best possible outcome capacity building activities we would like to continue.

CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	<p>There can be some ways which we can follow in capacity building of other nursing teachers in coaching methodology and digital skills. Some are:</p> <p>Acknowledgement: More vigorous training and learning together by face-to-face practise.</p> <p>Involving the nursing teachers so that they can include the model in their courses and further can let the students do some assignement or they can conduct encouraging practice session.</p> <p>Improving computer skills by giving tasks to the students where they have to work in computers.</p> <p>Improving English language skills by doing the practise session in English.</p>

3.7 Activities for Capacity Building

SUMMARY:

Students’ digital skills, coaching knowledge and skills can be strengthened through workhops and experience sharing and encouraging of participation to role play and other learning activities. Also, it is important to focus on improving students health literacy in order for them to fully understand the benefits of open communication as well as supporting patients through coaching.

What project activities will enable the continuation of improving nursing students'/healthcare students knowledge and skills of digitalized health care and coaching their patients?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	<p>Measure digital skills among student (TAM and SEP) that be useful and value information to provide the further support for students before any professional courses</p> <p>Available tool for measure patients adherence toward treatment to be useful for students during their clinical placement</p> <p>Apply the model with GROW, 5As and interpersonal relationship toward the Positive health</p>
NDUN - NamDinh University of Nursing	<p>Organize workshops to share project implementation experiences among partners</p> <p>Enhance the provision of knowledge, skills and practice for students by: role-playing, handling situations, practicing on models.</p> <p>Encourage students to participate in learning.</p> <p>Perform rounds of pilot tests on different subjects of students and patients</p>
KCMCH - Khulna City	They need to be familiar with digital technology, counselling, and

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Medical College	most importantly, acquiring health literacy. This project would make them understand the importance of good communication through 5A and GROW model.
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	Encouraging the nursing students by doing practise sessions, helping them to improve in using computer and web browser will ultimately enable them to continue of improving nursing students knowledge and skills of digitalized health care and coaching their patients.

3.8 Activities for Improving Knowledge and Skills

SUMMARY:

Which project activities will strengthen the use of the acquired competence in international project cooperation in your institution?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Project management skills with English practice
NDUN - NamDinh University of Nursing	Collect feedback and organize workshops to share project experience among partners Linking and implementing between HEI together in project development, finding out advantages and limitations to improve project activities.
KCMCH - Khulna City Medical College	Once again, they will learn the importance of counselling digitally using 5A and GROW model which are pivotal for providing excellent health care to the elderly with chronic diseases.
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	Communication improving activities, computer skills, webinars, giving DigiCare model related tasks will overall strengthen the use of the acquired competence in international project cooperation in our institute.

3.9 Activities for Strengthening the Use of Competences

SUMMARY:

What project activities will strengthen the international networking (within the DigiNurse community and elsewhere) of your DigiCare team and co-workers in your institution?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Network among domestic partners and international partners (TAMK, ESEnfC, Bangladesh partners..)
NDUN - NamDinh University	Promote the effectiveness of the project through experience-

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of Nursing	sharing workshops
KCMCH - Khulna City Medical College	Digicare model development was the mile stone through literature review which gave us the deep understanding of this project.
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	Sending the local students to abroad or to the partner countries for training and acknowledging about the different health-care system will expand the knowledge and will strengthen the international networking. Also, connection through webinars and international cycles (like piloting 5) will help in international networking.

3.10 Ensuring Sustainability of the Project Outcomes

SUMMARY:

How will your institution ensure/enable the sustainability of the project outcomes after the project period?	
HEI	Suggestions and Plans
HMU - Hanoi Medical University	Course approval for further implementation Sustainability plan allined with model of digitalised care operated by Hanoi Medical University Hospital Action plan for further
NDUN - NamDinh University of Nursing	Make an action plan to maintain the sustainability of the project Enhance exchanges between project implementing agencies Provide resources as much as possible to maintain the project.
KCMCH - Khulna City Medical College	We will have well equipped and educated health care professional and educator who will continue not only in providing digitalized health care but also educate digitally enabled health worker for the future generation.
CiMCH - City Medical College & Hospital	
UMCH - Universal Medical College & Hospital Ltd	After successfully completing the piloting cycles, we can just represent our outcomes and can propose to the Health-Care policy maker teams to include DigiCare policy at various hospitals, nursing schools for further sustainability.

4 NATIONAL SUSTAINABILITY PLAN

4.1 Bangladesh National Sustainability Plan

4.2 Vietnam National Sustainability Plan

4.3 National Sustainability Time Line