A holistic intervention program that improves the health of patients at risk of/with non-communicable diseases (NCDs) cannot succeed without support at all levels of the program. It is vital to long-term sustainability that the stakeholders on the ground are as invested in the program as the strategic leadership team.

Specific training designed to educate, and encourage, both engagement and ownership of new healthcare programs is highly recommended.

Based on the Novartis Foundation’s past program experience, training of new stakeholders should include:

### Specifics of intervention program
- Aim of program
- Structure of program
- Specifics of new role

### Disease education
- National unmet need
- Pathology of disease
- Recognising symptoms

### Treatment education
- Prevention
- Treatment options
- Monitoring
- Lifestyle changes

### How to use new digital initiatives
- How to use technology/app
- Best practices

### Program continuity plan
- Potential interruptions to program
- Action plan to maintain services

### Feedback
- Encourage engagement
- Workshops

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**Training should include all stakeholders critical to program success**

- Doctors
- Nurses
- Pharmacists
- Non-traditional partners who assist with screening and referral
- Volunteer or community organization workers

All stakeholders in a program should have a solid understanding of the wider aims of the intervention program and their role in it. They should have a good working knowledge of NCDs and how to accelerate patients through screening, diagnosis, treatment and follow-up as smoothly as possible.

It is important to gain feedback from engaged stakeholders, to improve and adapt a program to meet specific local needs.
Training
Improve and enable sustainability

Urban Health training resources currently available online

World Health Organisation
HEART package 2019

Access Accelerated
Open platform to catalyze action against NCDs

American Heart Association
Website

Medic Mobile
Digital Community Health Toolkit

For more information please see the Implementation Guide.

We acknowledge the contributions of partners to the Novartis Foundation initiatives: Community-based Hypertension Improvement Project, Communities for Healthy Hearts and Better Hearts Better Cities