



### IBP Knowledge Gateway - Users' survey

Eighty-six percent of the survey respondents receive weekly Global Community e-mails. Most find the content of the weekly e-mails very relevant (40%) or somewhat relevant (57%) to their own work.

The majority of respondents were satisfied with the amount of discussion that takes place within the IBP Global Community. Of the 207 people who answered this question, 75% said there was the right amount of discussion, 15% said there was not enough, and 10% said there was too much discussion.

Only 32% of survey respondents have visited the library in any of the IBP Communities. Of the 79 respondents who visited a community library, 77% found the materials for which they were looking.

The reasons participants gave for visiting the library were diverse. However, many noted that they visited the library in order to look for (and download) more detailed information on specific topics. Some of the reasons that people gave for visiting the library included:

- To find types of communication activities going on in different parts of the world.
- To find information on country-specific actions and updates.
- To find relevant training, tools and research material related to health.
- To get experience in order to document best practices for their setting.

Out of 243 people who answered questions on this subject, 39% reported having responded to messages sent out through the IBP Knowledge Gateway or actively participating in an online discussion. Seventy-one per cent used e-mail as their primary means of communication, 22% used a combination of e-mail and online, and 7% communicated primarily online.

Of the 241 people who answered this question, 73% reported sharing e-mails received through the IBP/ECS Knowledge Gateway with colleagues or co-workers.

Most of the survey respondents have used or plan to use resources or practices shared through the IBP Communities in their work. Of the 248 respondents who answered this question, 42% have already used resources or practices shared through IBP in their work and another 40% plan to do so in the future.

Eighty-one per cent of the 232 respondents who answered this question reported that participation in the IBP Global Community or other IBP Communities has improved their own knowledge and practices.

Out of 205 respondents who answered, 193 people reported that the IBP Knowledge Gateway definitely (41%) or somewhat (53%) meets its goal of generating meaningful, relevant, timely discussion about effective practices in reproductive health.

(1) WHO/Department of Reproductive Health and Research has led the design and development of the IBP Knowledge Gateway in collaboration with the Knowledge Communities and Strategies Team from the Department of Knowledge Management and Sharing (KMS) and the Department of Information Technology and Telecommunications (ITT), JHU/CCP/INFO and other IBP partners.

(2) A small independent company that supports the development and hosting of the IBP Knowledge Gateway.

(3) The concept of a community of practice (often abbreviated as CoP) refers to the process of social learning that occurs when people who have a common interest in some subject or problem collaborate over an extended period to share ideas, find solutions, and build innovations.

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Survey respondents gave many suggestions for improving the IBP Knowledge Gateway. Although the suggestions covered a broad range of topics, many touched on similar issues, such as including other languages, improve the search options and lead more discussions.

#### Partners

- Academy for Educational Development
- CARE International
- Centre for African Family Studies (CAFS), Nairobi, Kenya
- Centre for Development and Population Activities (CEDPA)
- CORE Consortium
- EngenderHealth
- Family Health International (FHI)
- IntraHealth International Inc
- Institute for Reproductive Health - Georgetown University
- International Council on Management of Population Programmes (ICOMP), Kuala Lumpur, Malaysia
- International Planned Parenthood Federation (IPPF), London, UK
- Johns Hopkins Program of International Education in Gynecology and Obstetrics (JHPIEGO)
- Johns Hopkins Bloomberg/School of Public Health Center for Communication Programs (JHU/CCP)
- John Snow International, Inc (JSI)
- Management Sciences for Health (MSH)
- Partners in Population and Development (PPD)
- Pathfinder International
- Population Council
- Program for Appropriate Technology in Health (PATH)
- Public Health Institute (PHI)
- Regional Centre for Quality of Health, Makerere University, Uganda
- United Nations Population Fund (UNFPA)
- United States Agency for International Development (USAID)
- University Research Co., LLC.
- WHO/Department of Reproductive Health and Research
- White Ribbon Alliance



## IBP Knowledge Gateway: Progress Report 2006 Exchanging, Sharing and Communicating Knowledge

In 2004, the WHO Department of Reproductive Health and Research (1), the Johns Hopkins Bloomberg/School of Public Health Center for Communication Programs/INFO Project (JHU/CCP/INFO), WA Research (2) and other partners of the Implementing Best Practices (IBP) Initiative launched the "IBP Knowledge Gateway." This electronic tool brings individuals and groups together at the global and country levels to exchange, communicate and share knowledge on health issues. The IBP Knowledge Gateway is designed for use in countries with poor connectivity, and is accessed through e-mail with direct links to virtual web-based workspaces.

### The tool supports virtual "communities of practice" (3) that aim to:

- Provide access to health-related information (resource materials, guidelines, research papers, tools and other publications);
- Provide opportunities to network with national and international experts and peers to share and exchange knowledge, including through topic-specific discussion forums; and
- Establish, manage and participate in communities of practice focused on either discussing or working on specific issues or assignments.

Since the launch of the IBP Knowledge Gateway, over 5,000 people from more than 100 countries have become members of the IBP global community and participate in 96 online topic-specific communities of practice. The IBP Knowledge Gateway has also served as the electronic platform for four virtual discussion forums in which over 2,600 people have participated. Each of these organized, online discussion forums focused on a central theme, lasted for a limited period of time (usually one month), and was led by experts in the field. Forum topics have included:

- Youth Forum on Pregnancy Prevention in a Time of HIV/AIDS (March–April 2005) – 640 people from 82 countries participated in the forum;
- The Female Condom: Accelerating Access and Use (October–November 2005) – 350 people from 30 countries participated in this forum which was held after a global consultation on the female condom;
- Client and Provider Perspectives on Integration of Family Planning Counselling and HIV/AIDS Services (May 2006) – 477 people from 58 countries participated in the forum; a videoconference linking four sites

(Ghana, Kenya, Switzerland and USA) helped to launch this forum;

- Leadership for Action: The Contribution of Nursing and Midwifery to Health and Achievement of the Millennium Development Goals (September–October 2006) – Over 1100 people from 104 countries joined the forum; a videoconference on the first day linking seven countries was held on the same topic to launch this online discussion.

### Sharing the technology within WHO, with IBP partners and collaborating centres

In 2006, other departments within WHO expressed interest in using the IBP Knowledge Gateway technology for managing their own communities of practice. To meet this request, the IBP Secretariat, in collaboration with JHU/CCP/INFO, the WHO Knowledge Communities and Strategies (KCS) from the WHO Department of Knowledge Management and Sharing (KMS), undertook a major programme of enhancement of the IBP Knowledge Gateway so that global and individual communities could be branded, customized with logos and colour schemes, owned and independently managed by different parties, under different names. The following four independently managed global and subcommunities of practice were established:

- In July 2006, the WHO Department of Information Technology and Telecommunications (ITT) adopted the IBP Knowledge Gateway as its official corporate tool to support all WHO communities of practice.



- The WHO Department of Knowledge Management and Sharing (KMS) has agreed a joint programme of work with WHO/RHR and has established independently managed communities of practice for WHO-led partnerships.
- The Global Alliance for Nurses and Midwives (GANM), supported by IBP partners, WHO's Office of Nursing and Midwifery and WHO's nursing and midwifery collaborating centres, manage their own communities of practices. GANM was launched in September 2006 by Her Royal Highness Princess Muna Al Hussein of Jordan through a seven-country videoconference involving 150 nursing and midwifery leaders from around the world. A four-week global discussion forum, involving 1,100 users from 104 countries, was held immediately after the launch, which focused on strengthening the leadership role of nurses and midwives. Eleven topic-specific sub-communities of practice have been established by the collaborating centres.
- Independent partnerships within WHO such as the Malaria Partnership (MedNet) and Patient Safety (Sign Project) have decided to own and manage their own global and subcommunities of practice using the IBP Knowledge Gateway technology.

**Results from the 2006 user survey of the IBP Knowledge Gateway (255 respondents)**

- 81% of people in the IBP Global Community or other IBP Communities improved their own knowledge and practices.
- 82% had already used or planned to use resources or practices shared through the IBP Communities in their own work.
- 73% shared e-mails received through the IBP Knowledge Gateway with colleagues or co-workers.

**Next steps**

The IBP Knowledge Gateway has demonstrated that it can be adapted and used to meet the needs of multiple partners and communities of practice functioning in different areas of health care. Expanding the use of the IBP Knowledge Gateway as a major portal for individuals and organizations interested in sharing information, knowledge and experiences related to public health, not only enhances the value of money spent on the development of the system, but also promotes within a larger audience collaborative learning and knowledge-sharing approaches. The IBP partners believe that by working collaboratively they will harness the power of creativity to develop innovative and effective strategies that will close the knowledge-to-practice gap and enhance the sharing and exchange of knowledge in and among countries (see figure 2).

**Invitation to join the IBP Knowledge Gateway**

The IBP Partnership is eager to share with individuals and groups all over the world its technology and expertise. All IBP partners, interested organizations and agencies, institutions, regional and country collaborating centres are invited to work with WHO to establish and manage their own communities of practices in their own organizations, projects, programmes in and among countries.

**Feedback from users about the IBP Knowledge Gateway**

- "Many thanks for the excellent information. I greatly appreciate the hard work that goes into making such relevant and needed information available to us". (India)
- "I found the [Global Alliance for Nursing and Midwifery] discussions amazing. As an educator and clinician, I am most anxious to read and contribute to the Nursing and Midwifery for Making Pregnancy Safer community". (USA)
- "The documents and discussions from the other colleagues have been very useful in improving my technical support within the WHO mandate in support of the health sector response to health problems, more specifically HIV. Thank you once again for keeping me on the loop of current knowledge and information". (Lesotho)
- "I so regularly receive these updates from you, I just wanted to know that I do actually read through - and much appreciate - your summary each time! In fact I occasionally forward to non Members, and adapt others for application to some of my day today work in progress". (Kenya)
- "This [information] is really appreciated and so helpful in growing our country programs". (Swaziland)
- "Thank you very much for your attention, we always wait for your new information". (Indonesia)
- "We are very happy with the good development of your project. We are at your service for collaboration and coordination of activities for young people in Africa". (Senegal)

**IBP Knowledge Gateway enhances knowledge-sharing approaches**

The IBP Knowledge Gateway now supports four independently owned global communities, over 200 subcommunities of practice and over 10,000 users from over 100 countries (see figure 1).

The IBP Secretariat in collaboration with the INFO Project and the WHO Knowledge Communities and Strategies (KCS) Team provides training and support to other departments within WHO and WHO collaborating centres to establish global and subcommunities of practice. Guidelines for the management of communities of practice and discussion forums, as well as online facilitator training programmes have been drafted and are currently under review.

Figure 1. IBP Knowledge Gateway Users 2004-2006

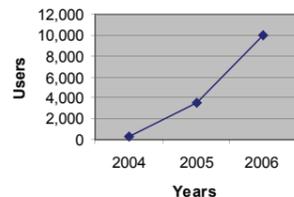


Figure 2. Growth and development of the IBP Knowledge Gateway



**IBP Knowledge Gateway - User survey 2006**

**Collaborative Workspace Survey Undertaken for the IBP Knowledge Gateway**

Members of the Implementing Best Practices in Reproductive Health (IBP) Initiative collected survey responses in an effort to find out general information on Internet usage as well as specific feedback on how useful the IBP Knowledge Gateway was to them. We would like to thank respondents who took the time to provide feedback, and we are happy to now share the results. Below you will find quantitative results of the survey.

**Respondent characteristics and general internet use**

The first section of the survey covered respondent characteristics and questions about general Internet use. The second section covered questions specifically related to the IBP Knowledge Gateway including participant suggestions for improving the Knowledge Gateway.

The 255 people who responded to the survey came from 64 countries (see figure 3); 56% of respondents were working in less developed countries and 41% in more developed countries. Participants represented a wide variety of organizations including academic and research institutions, faith-based organizations, health organizations, non-governmental organizations and news media.

Most people access the Internet for work-related activities either at work (44%) or at their own home (25%), although 10% of people use an Internet cafe and 6% use a library. The majority of people spend more than four hours on the Internet each week. Slightly more than half (54%) of people working in less developed countries spend more than four hours per week on the Internet compared to 69% of people working in more developed countries.

Many respondents reported that ease of navigation (80%) and simplicity (67%) are the two most important factors that make a website useful. Other important factors include easy-to-understand language (42%) and printer-friendly option (42%). Factors that make a website less useful to people include difficulty navigating (80%), slow to use (67%), complicated (38%), content that is too technical (27%), slow printing time (23%), and too many graphics/photos (25%).

Figure 3. Distribution of respondents



Regardless of work location, most people use Internet searches (93%) and web sites (83%) to look for information related to their work. Many people also look to journal articles (78%), friends/colleagues (65%), and books (57%) for work-related information.

Only 20% of respondents have trouble finding reliable information needed to support their work. However, 55% of survey participants in less developed countries have trouble finding up-to-date information, compared to only 32% of participants working in more developed countries.

**IBP Knowledge Gateway**



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