

# Inter-Institutional Exchange: Lessons Learned and Experiences on Knowledge Management during COVID-19

Brief overview of KM Program and  
COVID-19 Institutional Knowledge  
Repository (Intranet)

*Eliane Pereira dos Santos, MLS*

*Washington, D.C. - 3 September 2020*



**PAHO**

# PAHO/WHO



1902

Formed by 11 countries, is the world's oldest international public health agency

1949



Became the Regional Office of WHO for the Americas, part of the UN System.

1950



Became the health agency for the Inter-American System, reporting to the Organization of American States (OAS)

PAHO works with its **52 member countries and territories** to **promote evidence-based health action** and policymaking to tackle diseases and their causes, strengthen health systems, respond to emergencies and disasters, and advance toward "Health for All."

## Member States

Antigua and Barbuda, Argentina, Bahamas, Barbados, Belize, Bolivia, Brazil, Canada, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Grenada, Guatemala, Guyana, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, United States of America, Uruguay and Venezuela

## Associate Participating States

### Members

Aruba  
Curaçao  
Puerto Rico  
Sint Maarten

France  
Netherlands  
United Kingdom

## Observer States

Spain  
Portugal

**PAHO**



PAHO/WHO

# Positioning KM within PAHO



## Department of Evidence and Intelligence for Action in Health (EIH)

Coordinated by [Dr. Sebastián García-Saio](#), EIH is responsible for leading the Organization into the modern era of information for health, including data management, forecasting and scenario setting, using cutting edge information technology.

EIH is responsible for setting models, norms and standards for strengthening governance mechanisms for information systems for health in line with the Organization's policies and strategies for integrated and interoperable systems. The Department participates in the monitoring of the health-related Sustainable Development Goals (SDGs), and measurement of inequity and inequality in health. The Department gathers and provide strategic information and intelligence to develop and support the implementation of evidence-based policies and sound decisions on public health matters in collaboration with all Pan American Sanitary Bureau (PASB) entities, Member States and partners. EIH coordinates internal PASB efforts, and collaborates with WHO, and other UN and Inter-American system agencies to support the needs of Member States and the Secretariat in the areas under its responsibility.



**PAHO**

PAHO/WHO

# Department of Evidence and Intelligence for Action in Health (EIH)



**Health Analysis and Equity Metrics (HA)** - Contact person: [Adrienne Cox](#)

**Information Systems for Health (EIH/IS)** - Contact person: [Marcelo D'Agostino](#)

**Knowledge Management (EIH/KM)** - Contact person: [Eliane Pereira dos Santos](#)

Collaborating Centers

Pan American Journal of Public Health

Institutional Knowledge – Digital Library

**Knowledge Translation (EIH/KT)** - Contact person: [Ludovic Reveiz](#)

And one Pan American Center: **Latin American and Caribbean Center on**

**Health Science and Information (LACIS)** - Contact person: [Diana G. Cardona](#)



**PAHO**

# PAHO's Strategic Plan 2020-2025

*(aligned with SHAA2030 and WHO's GPW13)*

**Outcome 21:** Increased capacity of Member States and the Pan American Sanitary Bureau to generate, analyze, and disseminate health evidence and translate knowledge for decision-making at national and subnational level.

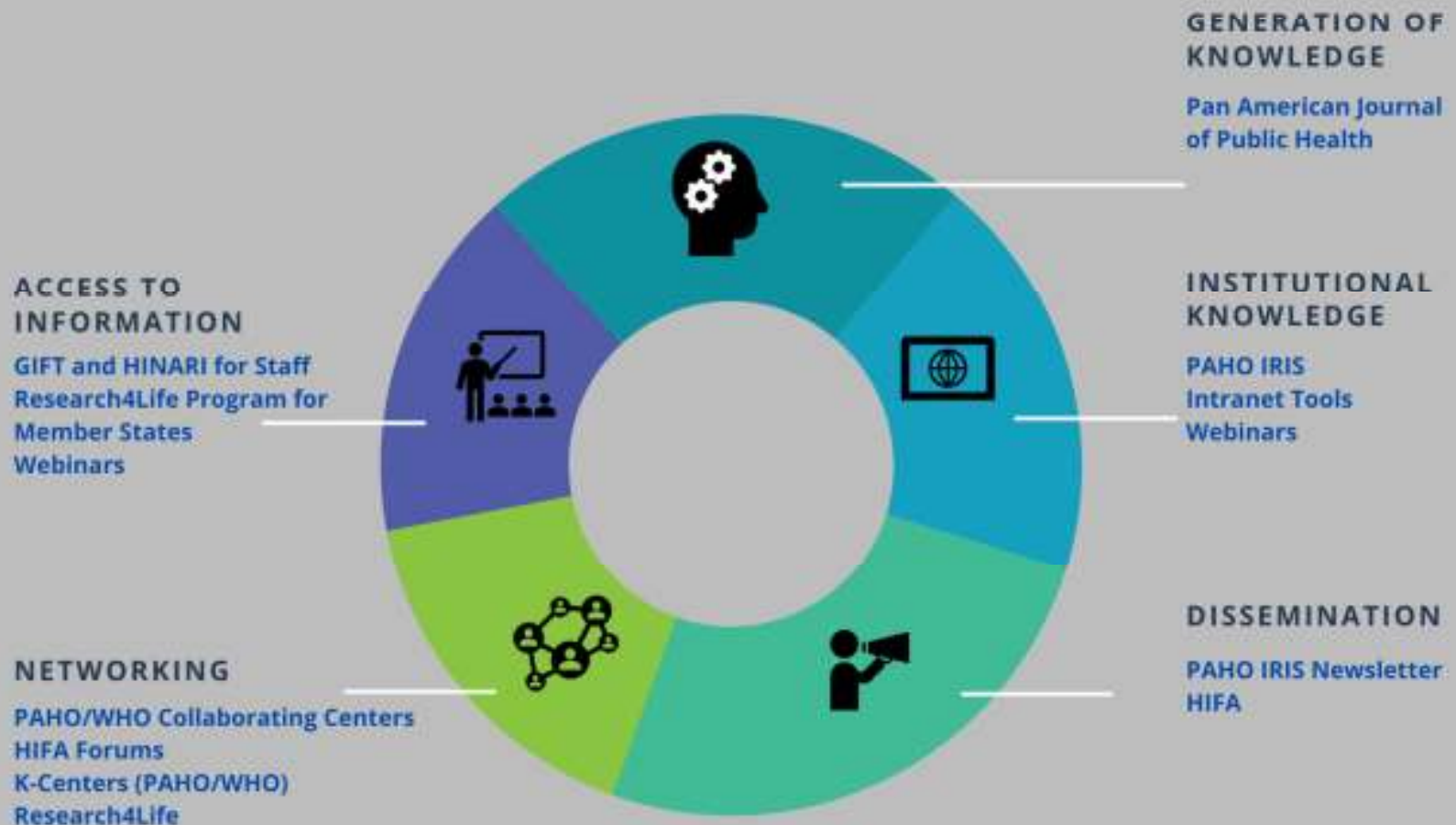
## **Outcome indicators**

- 21.1 Number of countries and territories with functional governance for **generating and using evidence integrated into health systems**
- 21.2 Number of countries and territories that **generate, analyze, and use data and information according to health priorities, disaggregated by geopolitical and demographical strata**, as appropriate to the national context
- 21.3 Number of countries and territories with functional governance related to **knowledge management, multilingualism, open access, and publishing**

# THE CYCLE OF KNOWLEDGE

## Main Functions / Components at a Glance

### EIH Department - KM Program



The PAHO logo is displayed in large, bold, blue capital letters.

Pan American  
Health  
Organization



World Health  
Organization  
Americas

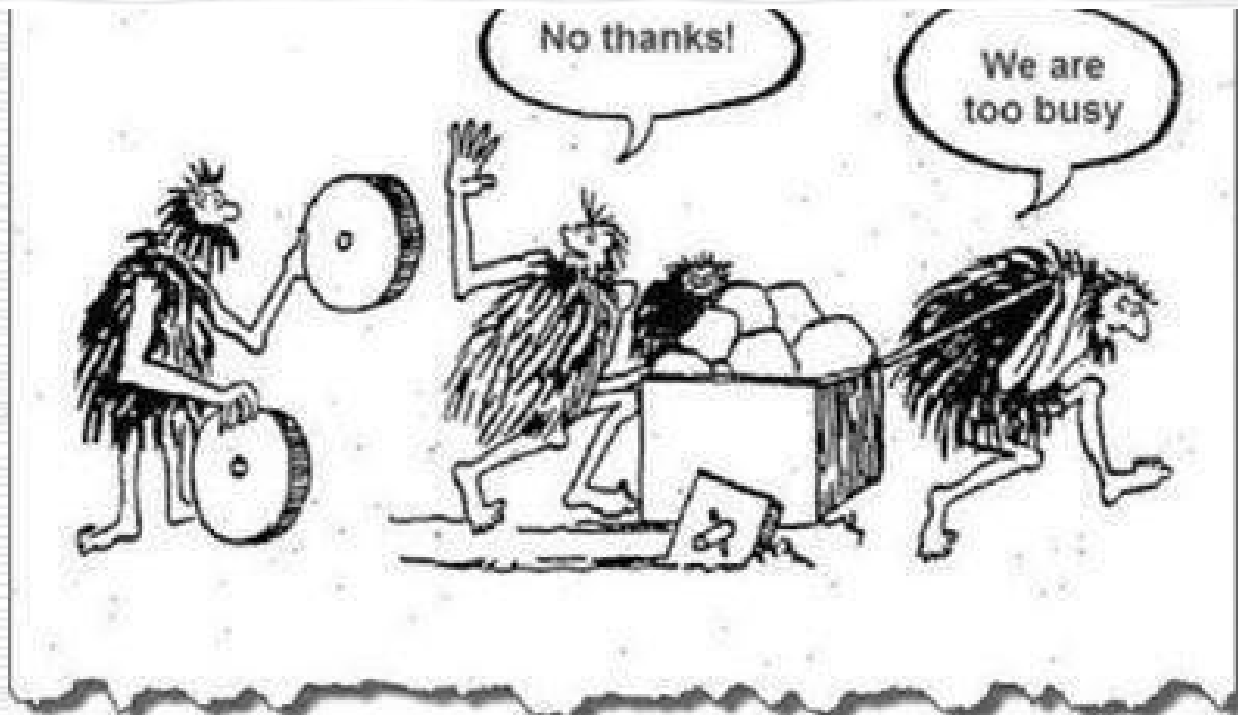
# Knowledge Management and COVID-19 Response

## COVID-19 Institutional Knowledge Repository – IKR (Intranet)

- The main goals of IKR are to promote cross collaboration and to strengthen the institutional memory of the actions taken in response to the pandemic within the three levels of the Organization: Headquarters, Country Offices and Pan American Centers.
- COVID-19 IKR is expected to become the hub for the collective and collaborative work completed by many PAHO employees during this pandemic and will contribute to future assessments and evaluations the Organization may need to report.
- Additional types of information may be collected as the Organization deems fit (next phases); and will be prior discussed with the relevant entities with the sole purpose to fulfill the reporting and preservation of the Organization's information and resources.



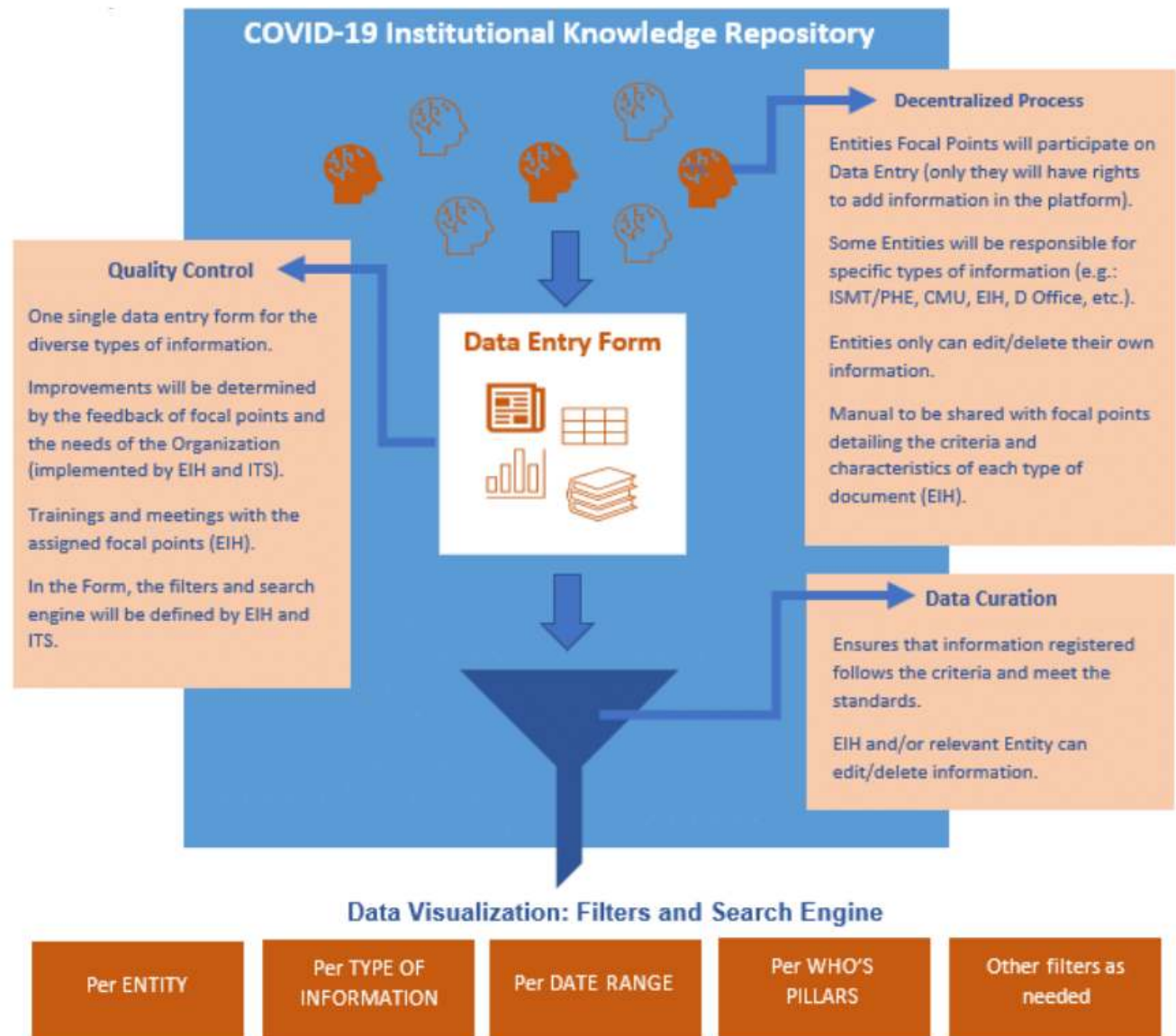
**PAHO**



**Learning about ongoing initiatives and information being produced by the Organization will also facilitate entities to join efforts, propose translations and other methods to promote and disseminate information.**

# COVID-19 IKR

## Infrastructure & Governance Model



# COVID-19 Institutional Knowledge Repository

SharePoint with  
Add-On Nintex



## Welcome to COVID-19 Institutional Knowledge Repository

### Responsible Entity

MEX  
BRA  
CMU  
AD  
D  
SHOW MORE

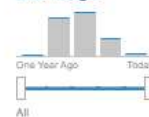
### Type of Action/Information

Interviews  
Publications / Technical ...  
Brief / Press Releases  
Meetings  
Situation / Alert Reports  
SHOW MORE

### Geographic Impact

Regional  
Mexico  
International/Global  
Brazil  
Latin America  
SHOW MORE

### Date Range



### WHO's Pillars

Country-level coordinatio...  
Risk communication and ...  
Infection prevention and ...  
Surveillance, rapid respo...  
Case management  
SHOW MORE

### Keywords

COVID-19  
Infectious/Parasitic Disea...  
Pandemics  
Coronavirus  
Risk Communication



Preference for results in English ▼

Saúde Para Todos - Profª Dr. Jarbas Barbosa 25/06/2020

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=132](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=132)

OPS COVID-19 Sesión Informativa Virtual, 24 de junio de 2020

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=113](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=113)

Virtual Meetings on Immunization with local authorities

[intra.paho.org/departments-offices/asi/.../Covid19/DispForm.aspx?ID=9](https://intra.paho.org/departments-offices/asi/.../Covid19/DispForm.aspx?ID=9)

Emergencia sanitaria por coronavirus indica que es momento d...

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=547](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=547)

Coronavírus: reabrir economia no epicentro da pandemia, como...

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=137](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=137)

Mapeo de documentos técnicos de país en COVID-19

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=11](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=11)

Vitrina del conocimiento Enfermería COVID-19

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=203](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=203)

Cristian Morales: estoy seguro que podemos vencer al virus

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=541](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=541)

Os desafios municipais frente à pandemia da COVID-19

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=143](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=143)

Agora Abrasco | Paine! O papel da vigilância em saúde no en...

[intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=145](https://intra.paho.org/departments-offices/.../Covid19/DispForm.aspx?ID=145)



PIBs and GIBs



Travel Reports

### RESOURCES

Working Documents /  
Documentos de Trabajo

# Phases of the Project



## Phase 1 and Where We're Today (Aug, 2020)

- Entities will assign focal points to have the rights to add information and to be trained for data entry.
- Concept meetings with the Director's Office, IMST, CSC and CMU teams to describe the initiative, avoid duplication of efforts.
- Data Entry Form and Search Landing page deployed.



## Phase 2

- New types of information may be integrated as the Organization deems fit and to strengthen the evidence of the Bureau's response and legacy.
- Improvements of the Data Entry Form as new information is being added and new metadata are needed.
- Identifying possible ways to automatically integrate other tools already capturing information.



## Phase 3

- New types of information may be integrated as the Organization deems fit and to strengthen the evidence of the Bureau's response and legacy.
- Improvements of security levels and criteria to determine the confidentiality of information.
- Strategic and Analysis Reports from the data consolidated.

## COVID-19 guidance and the latest research in the Americas

About this database

Search in this database



### Main Categories



Save Lives



Protect Health Care Workers



Slow Spread

### Communities

Select a community to browse its collections.

Recursos em Português

Recursos en Español

Resources in English

Ressources en Français

### Recently Added

Digital resource with a link

Effect of remdesivir on patients with COVID-19: A network meta-analysis of randomized control trials

Yokoyama, Yujiro; Briasoulis, Alexandros; Takagi, Hisato; Kuno, Toshiaki (2020-10-15)

Several randomized controlled trials (RCTs) were conducted to investigate the effect of remdesivir for patients with COVID-19, but their results were conflicting. Thus, we conducted a network meta-analysis comparing the ...

### DISCOVER

#### Category

Clinical characterization and management (284)

Infection prevention and control, including health care workers protection (254)

Prevención y control de infecciones, incluida la protección de los trabajadores de la salud (236)

Epidemiology and epidemiological studies (154)

Candidate therapeutics RD (152)

I + D terapéuticos (116)

Public Health Interventions (116)

Virus: natural history, transmission and diagnostics (94)

Sistemas y servicios de salud (79)

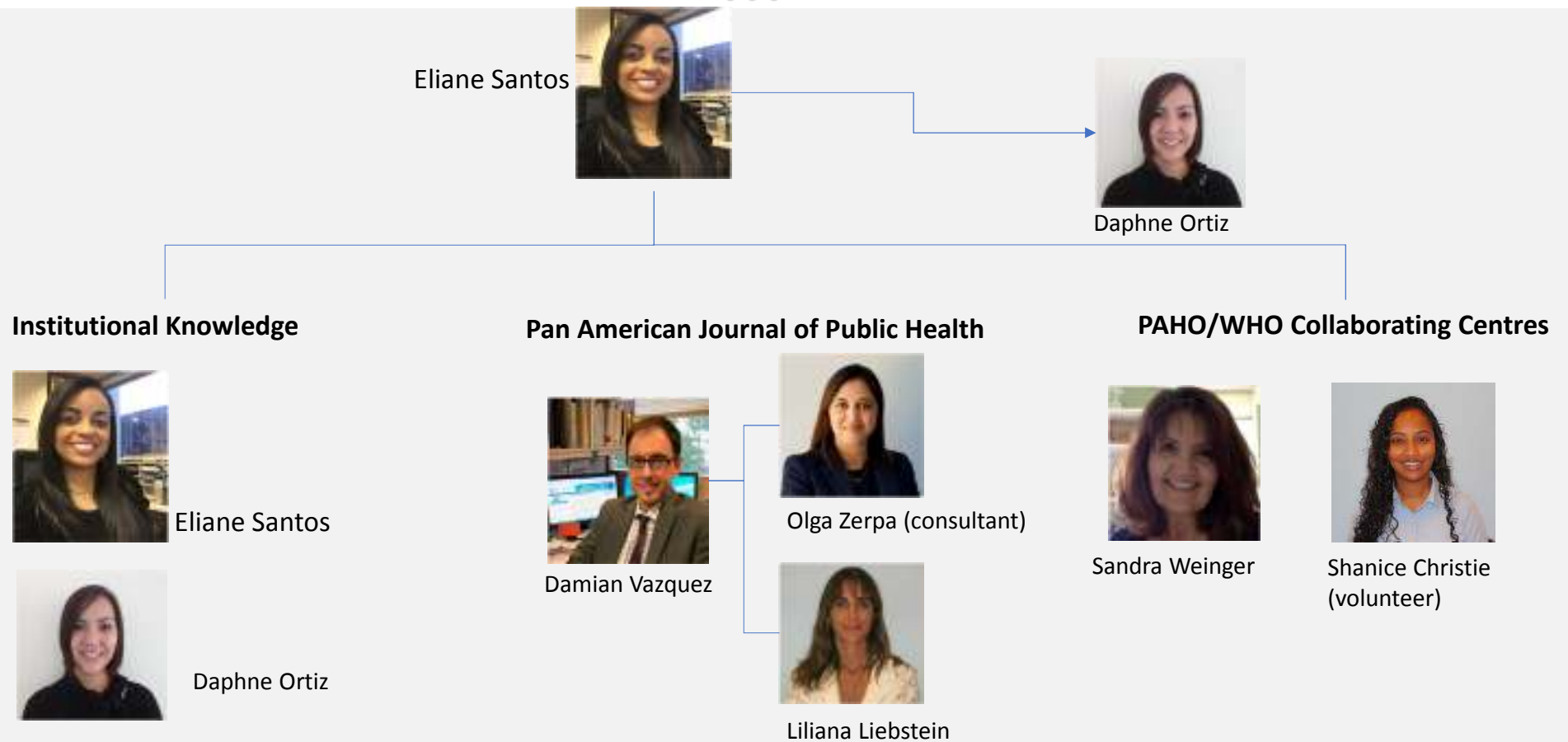
Epidemiología y estudios epidemiológicos (69)

# COVID19- Evidence Portal (INTERNET)

<https://covid19-evidence.paho.org/>

PAHO/WHO

# Knowledge Management 2020: Core Team



PAHO/WHO

# Thank you! Obrigada!



*Eliane Pereira dos Santos*

*Regional Advisor, Knowledge Management and Networks  
Team Leader of KM Team*

*Department of Evidence and Intelligence for Action in Health (EIH)  
Pan American Health Organization  
Washington, D.C. – E.U.A.*

*Email: [pereirae@paho.org](mailto:pereirae@paho.org)*

*Twitter: [@P\\_dosSantos](https://twitter.com/P_dosSantos)*

*LinkedIn:*



**PAHO**

# References

## DOCUMENTS

Pan American Health Organization. **Strategic Plan of the Pan American Health Organization 2020-2025**. Washington, D.C.: PAHO, 2019. Available from: <http://iris.paho.org/xmlui/handle/123456789/51379>

Pan American Health Organization. **Plan of Action for Strengthening Information Systems for Health 2019-2023**. Washington, D.C.: PAHO; 2019. Available from: <http://iris.paho.org/xmlui/handle/123456789/51617>

Pan American Health Organization. **Information Systems for Health (ISH4). Framework [Internet]**. Washington, D.C.: PAHO; 2019. Available from: <https://www.paho.org/ish/index.php/en/is4h-basics>

Pan American Health Organization. **Strategy and Plan of Action on Knowledge Management and Communication: Final Report**. Washington, D.C.: PAHO; 2018. Available from: <http://iris.paho.org/xmlui/handle/123456789/49703>

Pan American Health Organization. **Sustainable Health Agenda for the Americas 2018-2030: A Call to Action for Health and Well-Being in the Region**. Washington, D.C.: PAHO; 2017. Available from: <http://iris.paho.org/xmlui/handle/123456789/49170>

## PORTALS AND DATABASES

PAHO Digital Library/IRIS: <https://paho.org/iris>

Global Index Medicus: <https://www.globalindexmedicus.net/>

LILACS: <https://lilacs.bvsalud.org/en/>

| COVID19-Evidence Portal – <https://covid19-evidence.paho.org/>

| HIFA-Forums: <http://www.hifa.org/forums/>

| Research4Life: <https://www.research4life.org/>