Tech-Empowered Health Workers: Skills for the Future

WHO's Work in Digital Health Health Workforce Capacity Building

31 January 2025

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World Health Organization

Global Initiative on AI for Health

AI is already playing a role in diagnosis and clinical care, drug development, disease surveillance, outbreak response, and health systems management …

The future of healthcare is digital, and we must do what we can to promote universal access to these innovations and prevent them from becoming another driver for inequity.

- **Dr Tedros Adhanom Ghebreyesus**
  WHO Director-General

Know more
Global Initiative on AI for Health

Email us
ai@who.int

WHO’s support to countries in Digital Health

HEALTH AND WELL-BEING FOR EVERYONE, EVERYWHERE

Promote health

- Strengthen care continuity (PHR)
- Access to trusted health information
- Improve data quality and reliability

Provide health

- Training Policymakers and Providers
- Quality assured building blocks
- AI to improve HS performance

Protect health

- Cross border data sharing
- Global Initiative on Digital Health
- Global Initiative on AI for Health

HOW?

Science-based Technical Guidance

Country Support (Blueprints, strategy, M&E)

Digital Public Infrastructure

Convening

Maturity Modeling

Capacity-Building and Competencies

Preparing a Digital Literate Workforce

1. Pre-service
2. In-service
3. New Roles

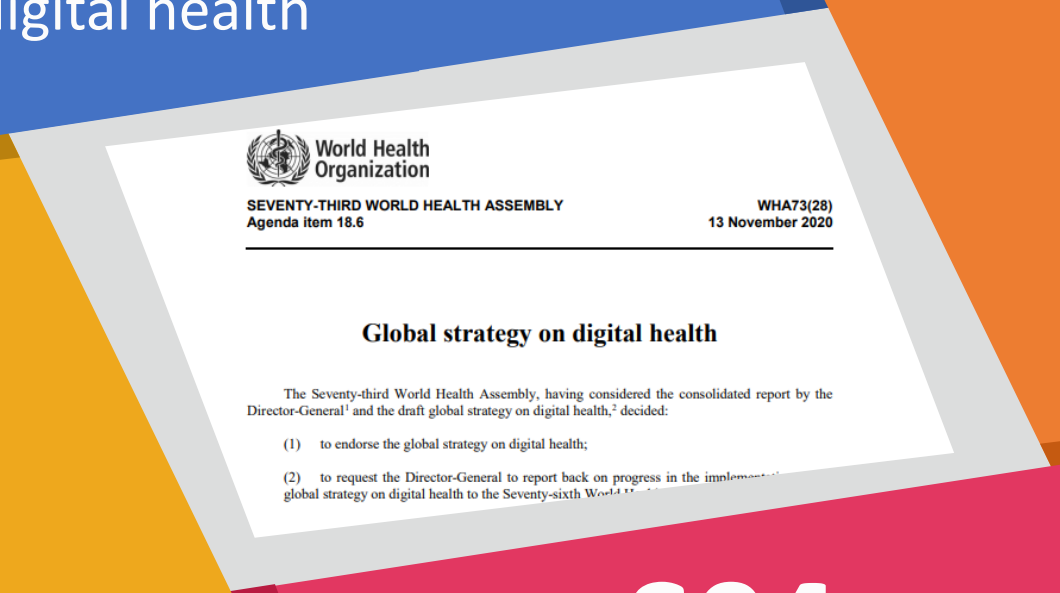
Global Strategy on Digital Health

S01.

Promote **global collaboration** and advance the **transfer of knowledge** on digital health

S02.

Advance the **implementation** of national digital health strategies



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SEVENTY-THIRD WORLD HEALTH ASSEMBLY
Agenda item 18.6

WHA73(28)
13 November 2020

Global strategy on digital health

The Seventy-third World Health Assembly, having considered the consolidated report by the Director-General[1] and the draft global strategy on digital health,[2] decided:

(1) to endorse the global strategy on digital health;

(2) to request the Director-General to report back on progress in the implementation of the global strategy on digital health to the Seventy-sixth World Health

S03.

Strengthen **governance** for digital health at global, regional and national levels

S04.

Advocate **people-centered health systems** that are enabled by digital health

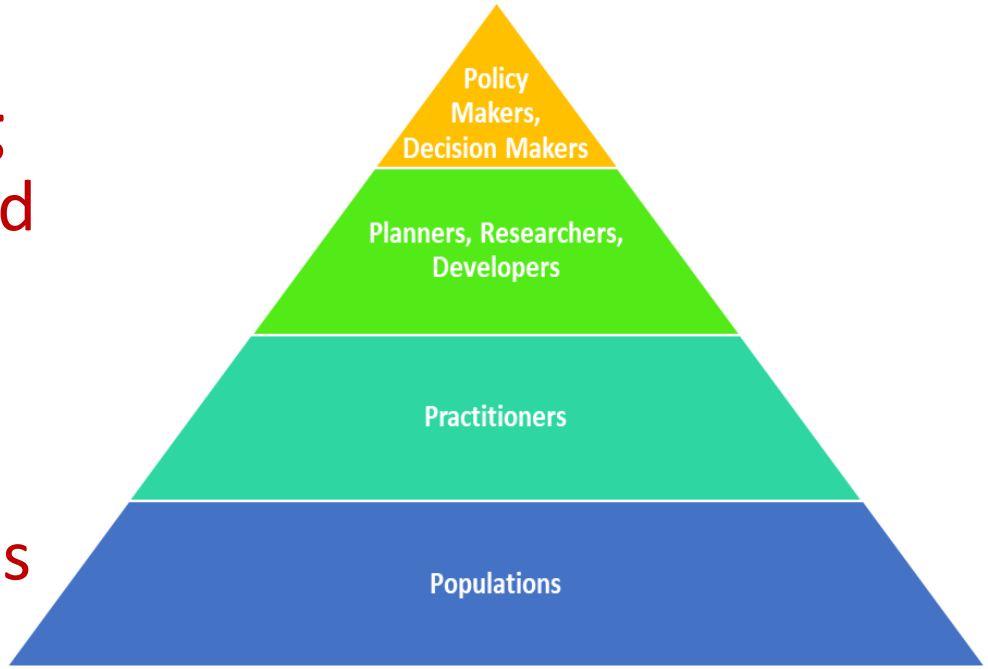
Objective 3 of the Global Strategy on Digital health and Digital Health Competencies

SO3 Strengthen **governance** for digital health at global, regional and national levels

Policy actions …

3. promote and facilitate **digital health competencies in the education and training curricula** of all health professionals and allied workers; and

4. promote capacity-building for leaders of public health authorities, affiliated agencies and policy-makers to take informed decisions to support digital health investments.



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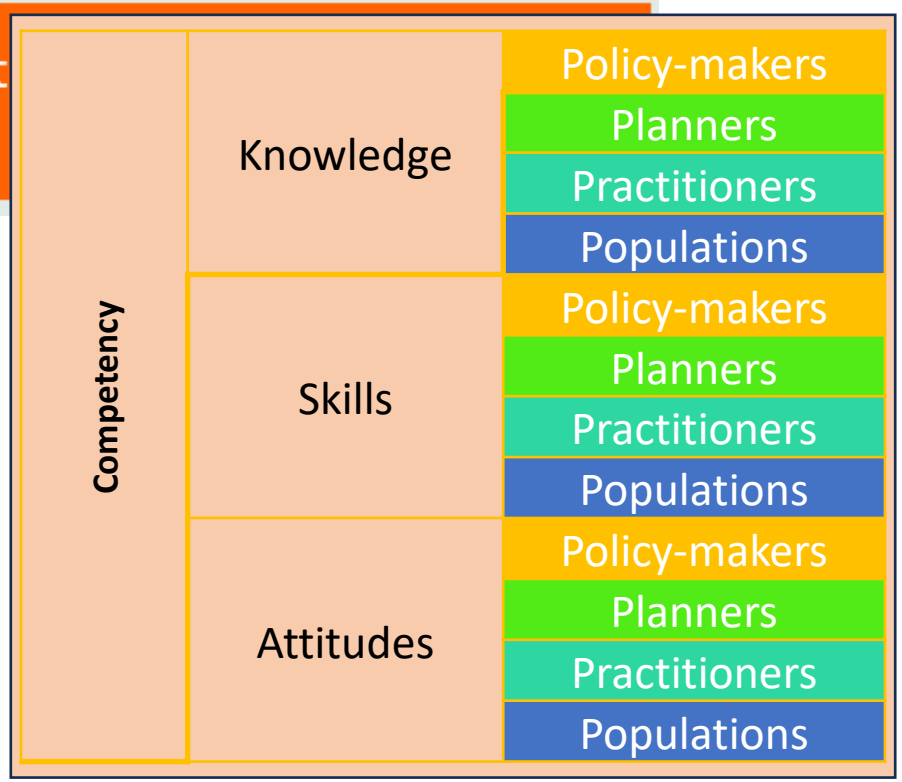

e.g. the WHO – ITU Digital Health Planning National Systems Course

Digital literacy, skills and capacities

12. To fully harness the benefits of digital connectivity we must ensure that people can meaningfully and securely use the Internet and safely navigate the digital space. We recog importance of digital skills and lifelong access to digital learning opportunities, taking into the specific social, cultural and linguistic needs of each society and persons of all ages ar backgrounds. We recognize the need to scale up international cooperation and financing t capacity development in developing countries and to support the development of local co and content relevant to local realities online and retain talent.

13. We commit by 2030 to:

(a) Establish and support national digital skills curricula and provide for adult training progra coverage of basic digital skills for as many as advanced digital skills *(SDGs 4 & 5);*

(b) Increase the availability, accessibility and software and educational curricula in diverse interfaces for persons with disabilities *(SDGs*

(c) Target and tailor capacity-building for wom persons, persons with disabilities, migrants, r Peoples and those in vulnerable situations, ar and implementation of programmes *(SDGs 5*

Global Digital Compact

characteristics relevant in national contexts, to identify learning gaps and inform priorities in specific contexts *(SDGs 5 & 10);*

(e) Prioritize and set targets for the development of digital competencies of public officials and institutions to enact, develop and implement strategies and policies for inclusive, secure and user-centred digital public services, including the development of skills and capacity to ensure the safe, secure and resilient functioning of digital systems, networks and data *(SDG 16);*

(f) Develop vocational, upskilling and reskilling training for workers in occupations impacted by digitalization and automation to mitigate potential negative consequences for workforces and promote decent work *(SDG 8);*

(g) Develop interoperable digital competency frameworks and training standards to facilitate pooling of training resources, the mobilization of public and private funds in support of capacity-building and its continuous adaptation to address rapid technological change and the prevention of brain drain *(SDGs 4 & 17);*

Emerging themes from the UNGA Summit of the Future – the Global Digital Compact

The WHO-ITU eHealth Toolkit

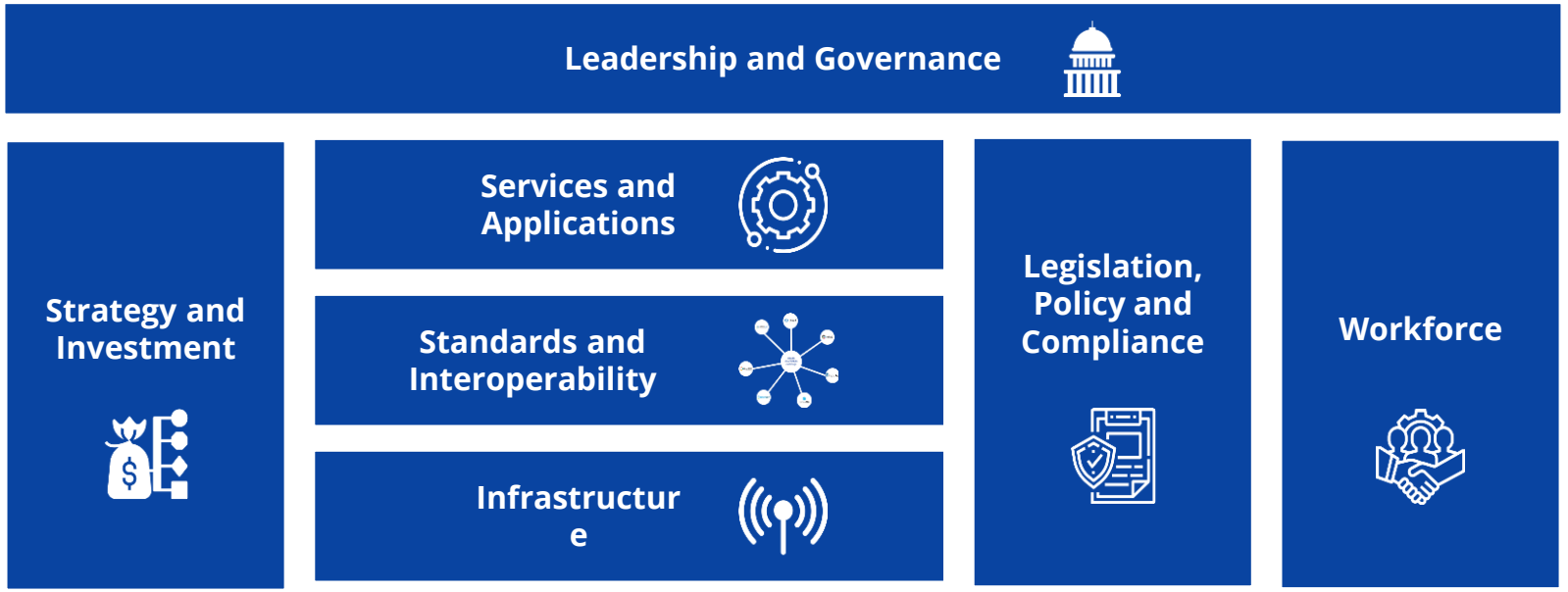

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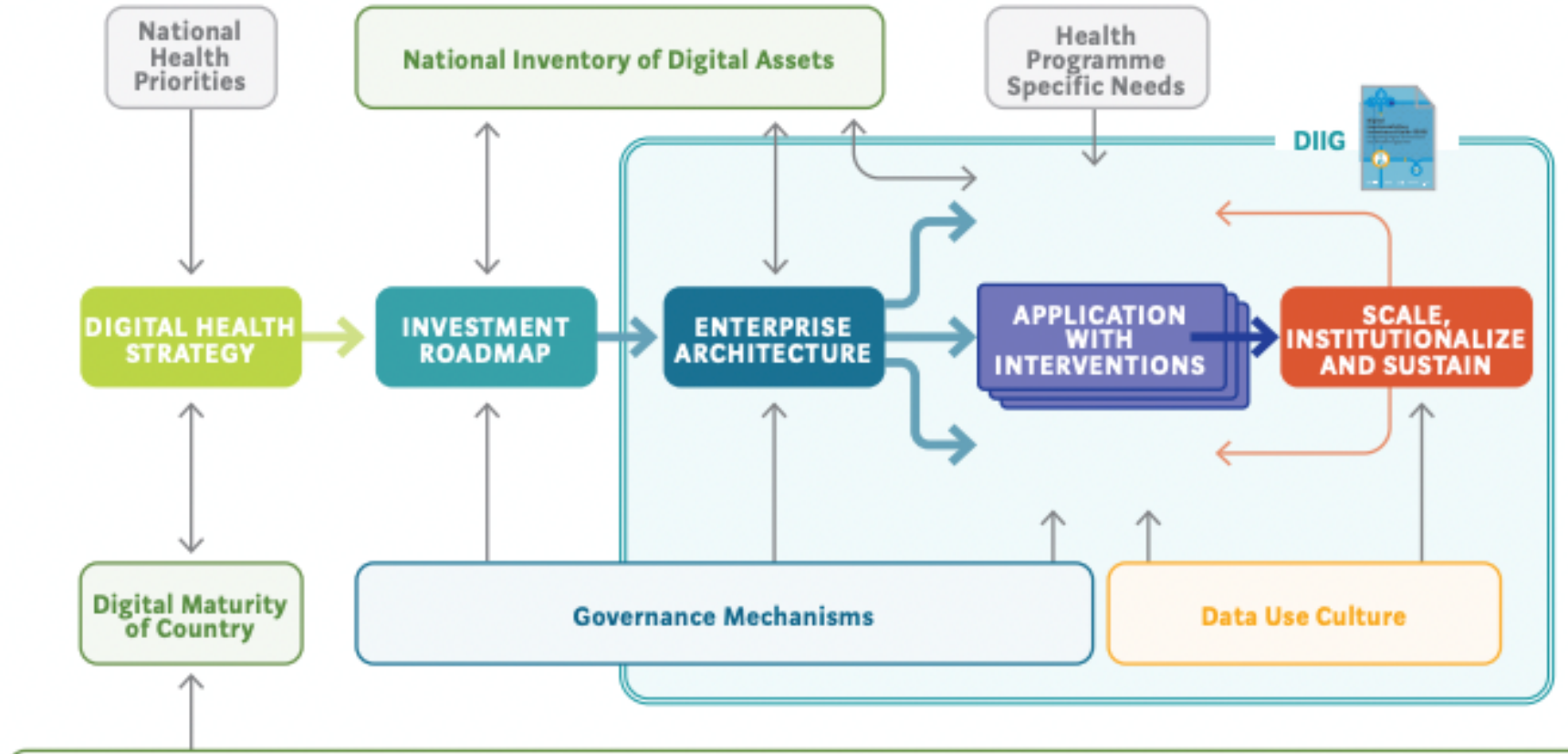
Fig. 1.1.4. Essential processes of national digital health implementations.



GLOBAL DIGITAL HEALTH MONITOR

World Map | Regions | Countries | Indicators | Methodology | English

State of Digital Health around the world today

The Global Digital Health Monitor (GDHM) is an interactive web-based resource that aims to track, monitor, and assess the enabling environment for digital health throughout the world.

Phase 1 2 3 4 5 NA

Search Country

Search by country name

Indicator

Overall

Phase

All

OVERALL
Phase 3

LEADERSHIP & GOVERNANCE
Phase 4

STRATEGY & INVESTMENT
Phase 3

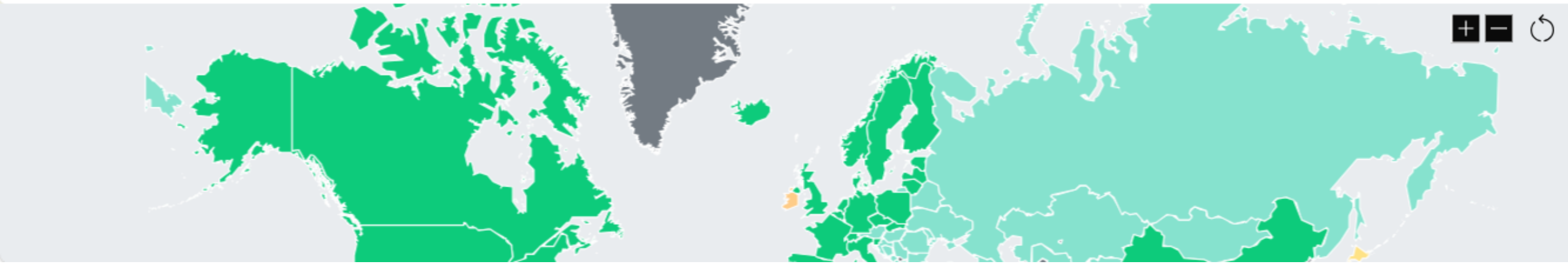
LEGISLATION, POLICY, & COMPLIANCE
Phase 3

WORKFORCE
Phase 2

STANDARDS & INTEROPERABILITY
Phase 3

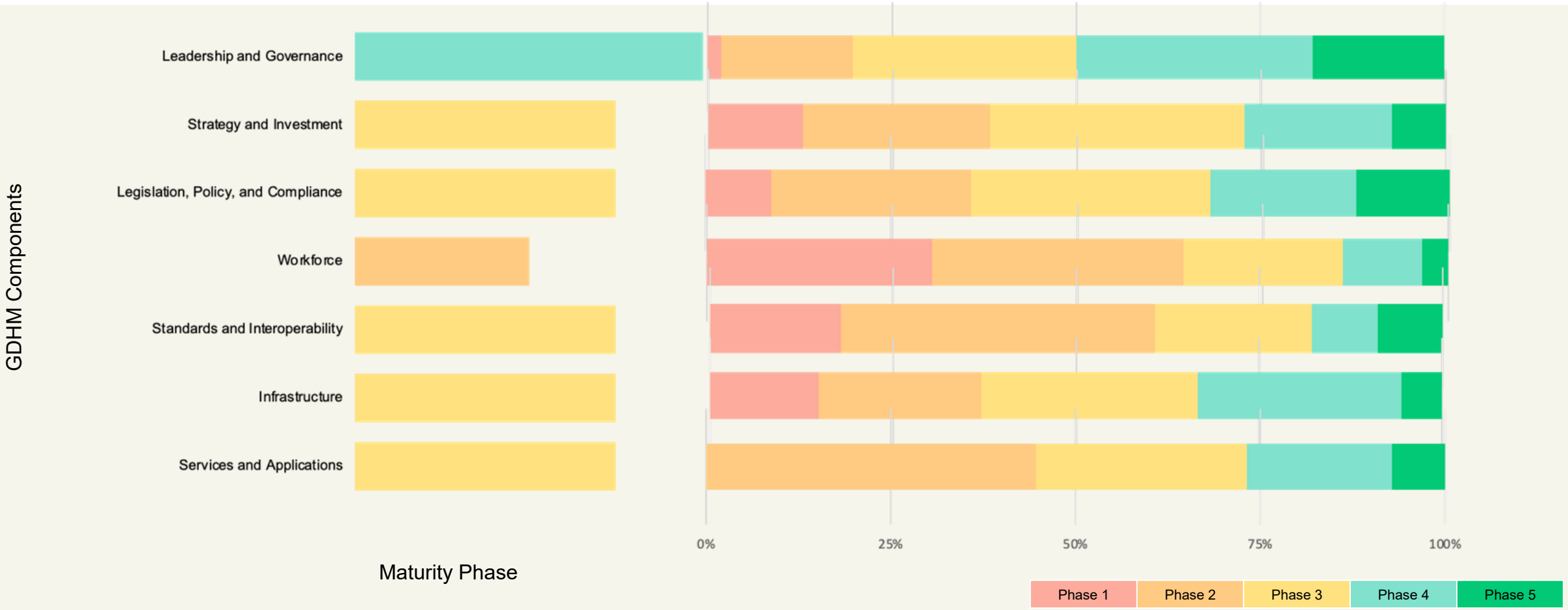
INFRASTRUCTURE
Phase 4

SERVICES & APPLICATIONS
Phase 3



Breakdown by WHO/ITU eHealth Component

Globally, across the seven components of the WHO/ITU eHealth Strategy Framework, most components are in phase 3, with the exception of Workforce which is in phase 2, and Leadership and Governance which is in phase 4.



GIDH

GLOBAL INITIATIVE ON DIGITAL HEALTH

Mission

Foster improved alignment in the digital health sector, providing governments and partners tools, building blocks, and platforms needed for sustainable health system digitalization.

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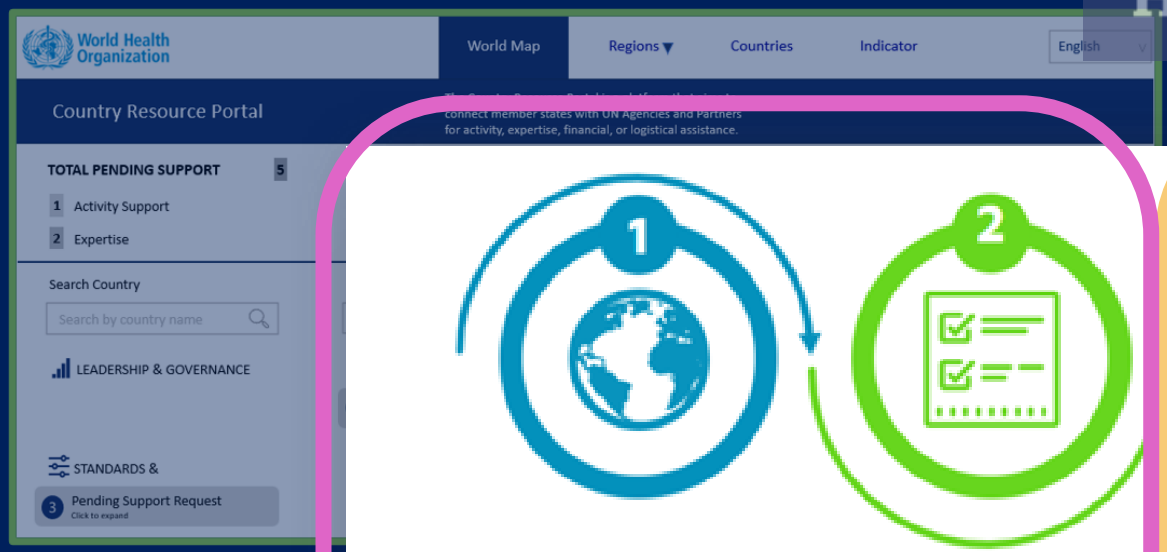
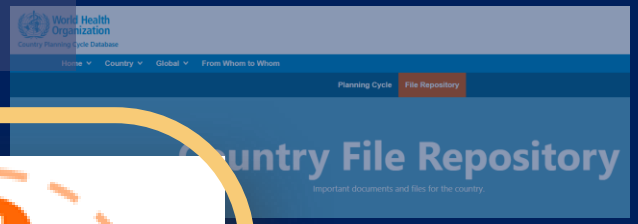
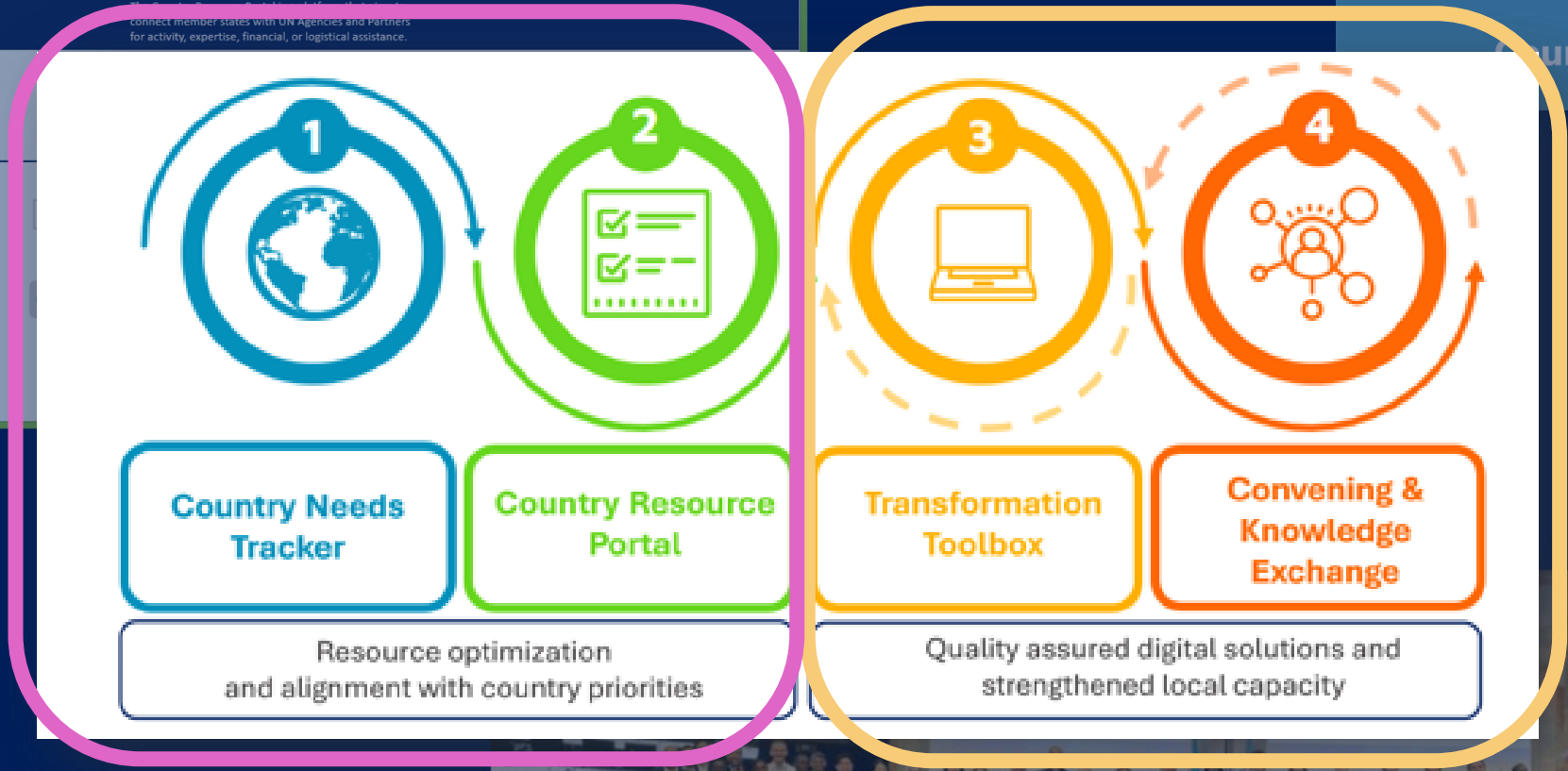
Anchored in four pillars

GLOBAL INITIATIVE ON DIGITAL HEALTH







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Global Digital Health Competency Framework in GIDH

Country Needs Tracker

Country Resource Portal

Transformation Toolbox

Convening & Knowledge Exchange

Resource optimization and alignment with country priorities

Quality assured digital solutions and strengthened local capacity

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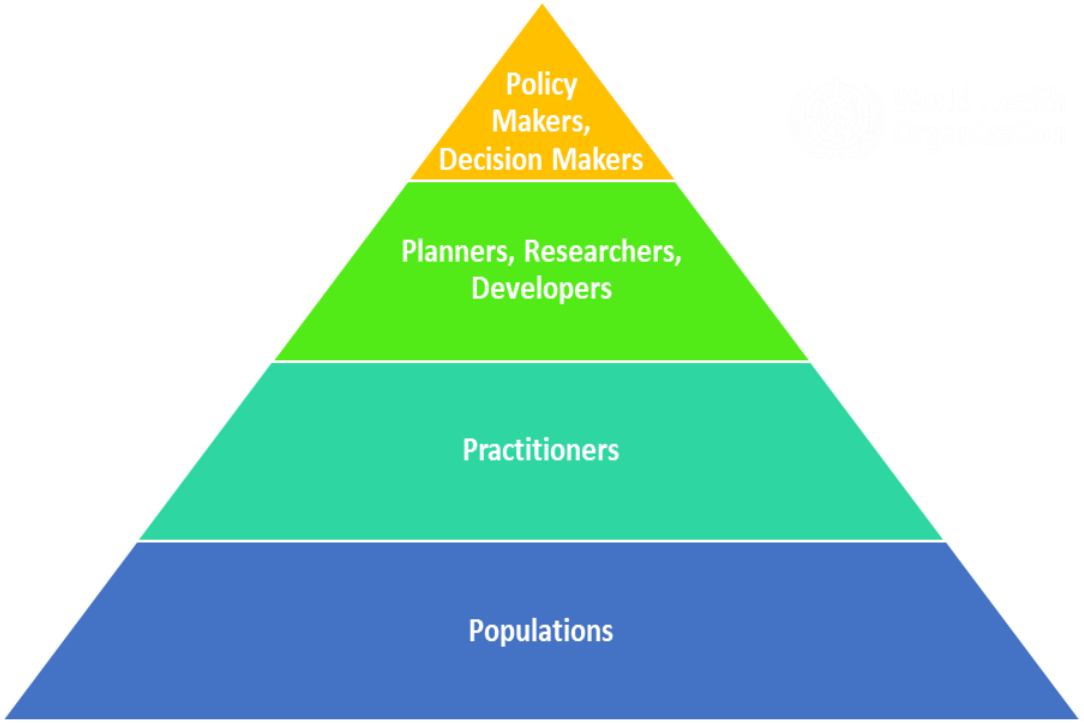
Purpose and Audience

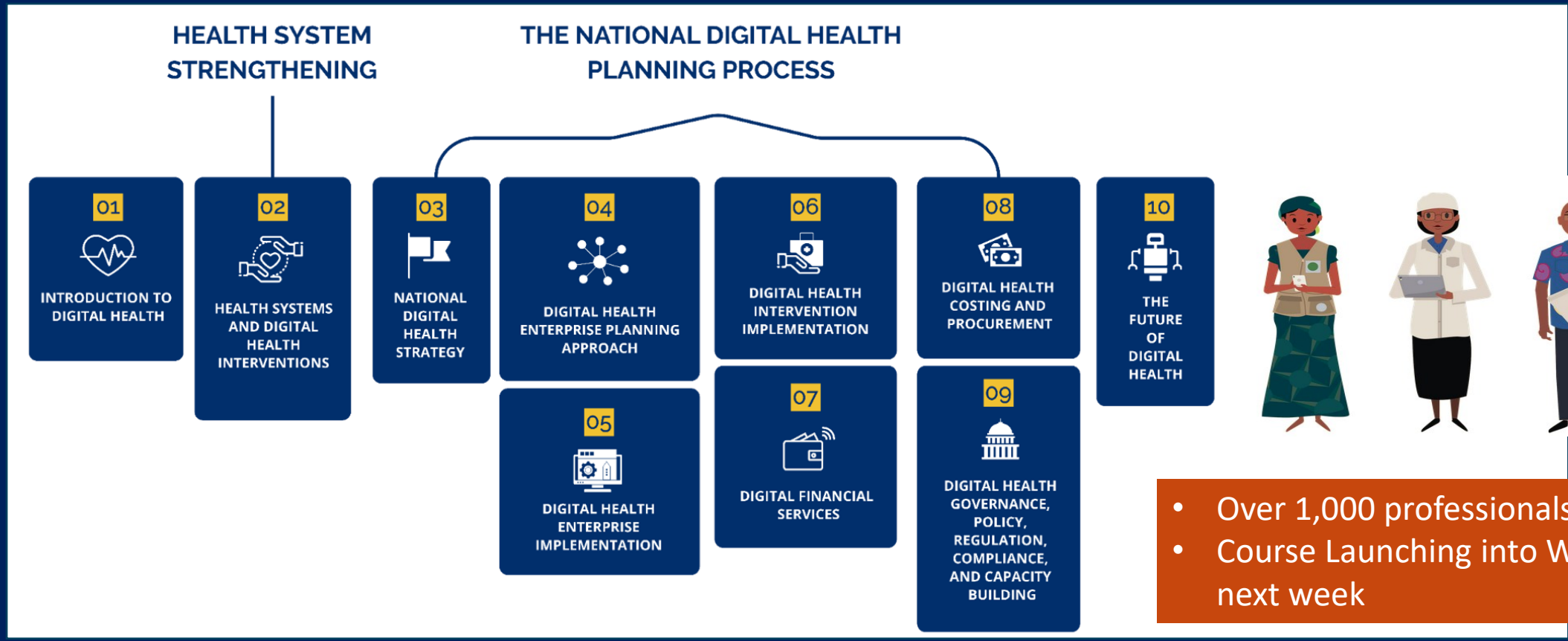
1. **The WHO DHCF aims to strengthen digital health capacity at country level**

"The framework will outline competencies for digital health policy makers, program planners or managers, health practitioners and patients / populations. It will guide curriculum developers, digital health leaders, digital health practitioners and others in using and implementing digital health solutions, systems and services" [WHO GSDH]



Building capacity for national digital health planners through training

Digital Health : Planning National Systems
Course



- Over 1,000 professionals trained
- Course Launching into WHO Academy next week

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Takeaway - Digital & AI can **ENABLE** health systems to:

1. **Establish Trusted Personal Health Records**

   "every person has a right to their own health record"

2. **Ensure Quality and Continuity of Care**

   "health workers have access to up-to-date care protocols and patient history"

3. **Improve Efficiencies in Financing and Tracking Payments**

   "financial planning and protection for health system users"

4. **Optimize Supply Chain Management**

   "no more stock outs"

5. **Build a Future-Proof, Digitally Capable Health Workforce**

   "Timely Pay, Proven Skills, Continuous Growth"

6. **Integrate Artificial Intelligence to support health systems and people**

   "Responsible AI that is safe, effective and locally appropriate"

7. **Strengthen Public Health Planning, Surveillance and Response Systems**

   "Timely detection, assessment, reporting and action for climate and public health risks"

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